



ICBC's Health Care Provider locator sign up instructions

1. Go to: [Apply for or update your ICBC Recovery Network account](#)
2. Click on the purple Update an Existing Recovery Network account

ICBC Recovery Network application and account updates

Please ensure you review all requirements in your discipline-specific program guides found on our [Health services](#) page **before** applying for a vendor number, reconciling an existing vendor number or applying to add a practitioner to an existing Recovery Network account. Applications that are incomplete or inaccurate will be rejected and you will need to reapply.

If you are a nurse (LPN or RN) or a Vocational Rehabilitation Consultant, please see the application information document under "Vendor resources" above.

[ICBC Recovery Network application checklist](#)

Apply for or reconcile a Recovery Network account

To log in, you'll need a vendor number and PIN.

Update an existing Recovery Network account

System hours of operation are 5 a.m. - 10 p.m., 7 days a week.

3. Log in using your vendor number and PIN. If you do not know or have forgotten your PIN, you can [reset it online](#) or contact our [Health Care Inquiry Unit](#).
4. Once you've logged in and input the necessary information, you will reach the general page where you should see your account details.
Note: For privacy reasons, your banking details will not display. You **do not** need to re-enter them.
5. You will see a "Recommended action" at the top of this page. Click this and answer the questions about your locator application. Once complete, submit your application.

The screenshot shows a purple header bar with the text "Health Services". Below it is an orange notification bar with an information icon and the text "Please note that change requests will not reflect on this page until your request has been processed by ICBC". Below the notification bar is a white box containing a blue link "Click here to sign up for the Locator" and a purple button labeled "Recommended action". A red arrow points from the "Recommended action" button in the previous step to this button in the screenshot.

6. ICBC will review all locator applications prior to March 30, 2025, and will provide you confirmation once reviewed. We will let you know if we have any questions or concerns about your application.