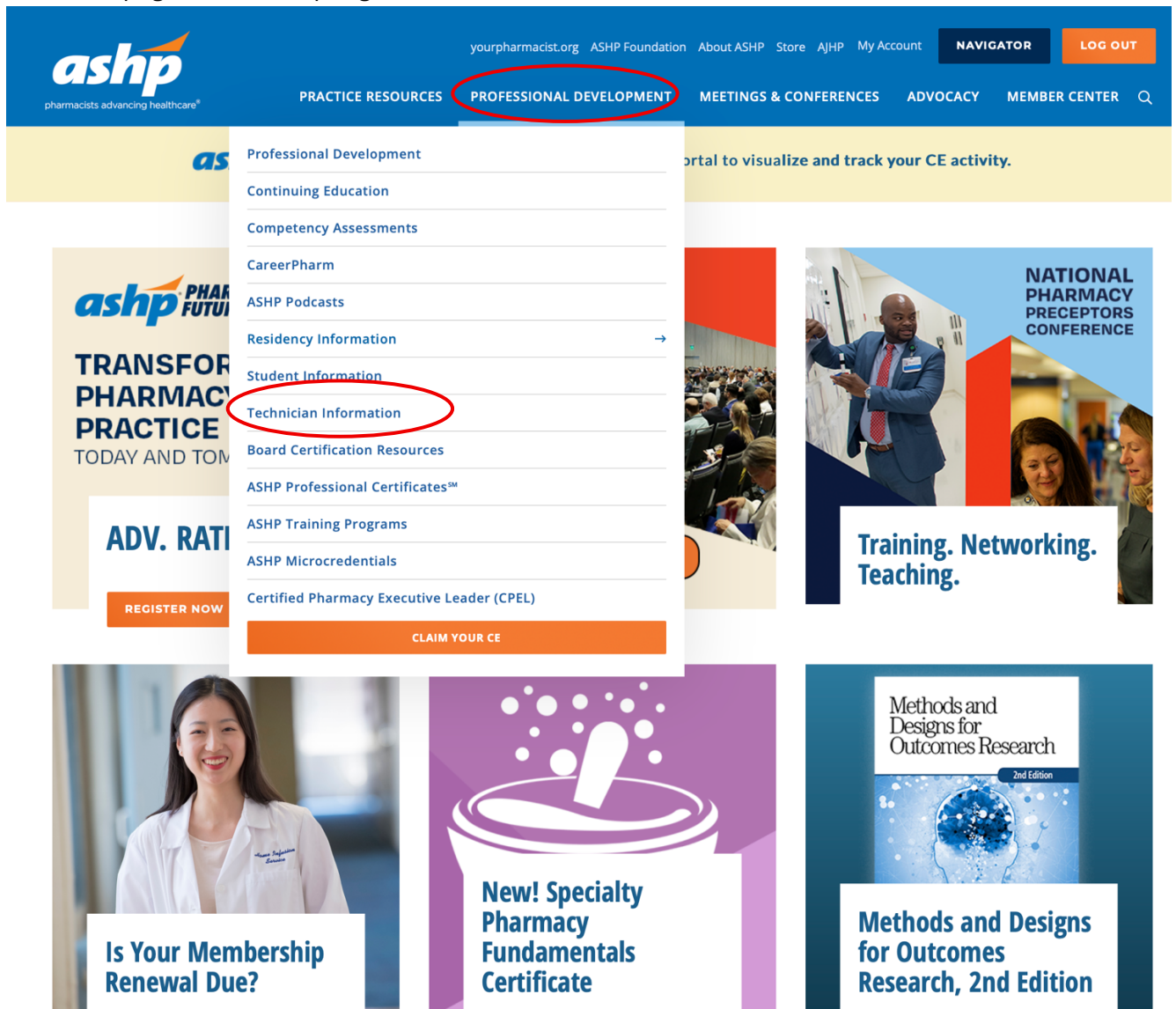


# The Record: The Program Director's Guide

**Accessing “The Record”:** ASHP Accreditation Services Database which hosts the residency and technician program directories

Links to both the new database and the public-facing directory can be found on the residency resources page at [www.ashp.org](http://www.ashp.org).



Access to the Pharmacy Technician Training Program Directory is open to the public without login credential requirements.

Home / Pharmacy Technicians Add To Favorites

## Featured Resources for Pharmacy Technicians

Pharmacy technicians work closely with pharmacists in hospital systems, community pharmacies, clinics and other healthcare settings to help prepare and distribute medicines to patients. As pharmacies expand patient care services, the role of and need for pharmacy technicians is also expanding.

ASHP is committed to advancing the role of pharmacy technicians and recognizing their vital role in pharmacy practice. We are proud to offer a variety of continually expanding tools, education, and professional resources to help pharmacy technicians advance their practice.

### The Pharmacy Technician Society (TPTS)

**New Pharmacy Technician Membership Organization**  
 TPTS is the collective voice of pharmacy technicians who practice in hospital systems, community pharmacies, clinics, and all other settings. Created by ASHP, TPTS supports the career advancement and professionalization of the pharmacy technician workforce through education, networking, policy development, and advocacy.

**tpts**  
The Pharmacy Technician Society


[CEO BLOG](#) [PRESS RELEASE](#) [VISIT TPTS](#)

[CONTACT US FOR DISCOUNTS ON GROUP PURCHASES AND LICENSING](#)


#### FEATURED RESOURCES FOR PHARMACY TECHNICIANS

- [The Pharmacy Technician Society \(TPTS\)](#) →
- [PharmTechReady® - Institutional Training](#) →
- [Technician Education and Training Accreditation](#) →
- [PharmTechCareers - Job Board](#) →
- [PharmacyTechCE](#) →
- [Pharmacy Technician Resources](#) →


## Invest in Your Pharmacy Technician Workforce




**PharmTech Ready®**



**Technician Education and Training Accreditation**



**Group Membership**



**Learning Solutions**

**NOTE:** The links depicted here for the Technician Program Directory hosted by The Record and the Accreditation Services Database (aka The Record) will not point to The Record until the go-live date of May 27, 2026.

The links depicted here will point to the Technician Program Directory hosted by Armature and to the Accreditation Services Database (aka Fabric) until ASHP converts to The Record on May 27, 2026.


Home / Professional Development / Technician Program Accreditation Add To Favorites

## Technician Program Accreditation

Accreditation is the act of granting credit or recognition, especially to an educational institution that maintains quality and compliance with the ASHP/ACPE standards. ASHP/ACPE standards, regulations, the list of accredited programs, how to start a program, and preparing for accreditation are all available on the ASHP website. For any additional questions regarding ASHP/ACPE accreditation of pharmacy technician education and training programs, email [asd@ashp.org](mailto:asd@ashp.org).

ADVERTISEMENT

**BILLING & REIMBURSEMENT FOR PATIENT CARE CLINICAL SERVICES**



**Pharmacy Technician Training Program Directory**

SEARCH DIRECTORY

**Accreditation Services Database**

ACCESS YOUR PROGRAM

**ASHP/ACPE Pharmacy Technician Accreditation Commission**

LEARN MORE

**Accreditation Standards, Regulations, and Other Tools**

**Starting a Pharmacy Technician Training Program**

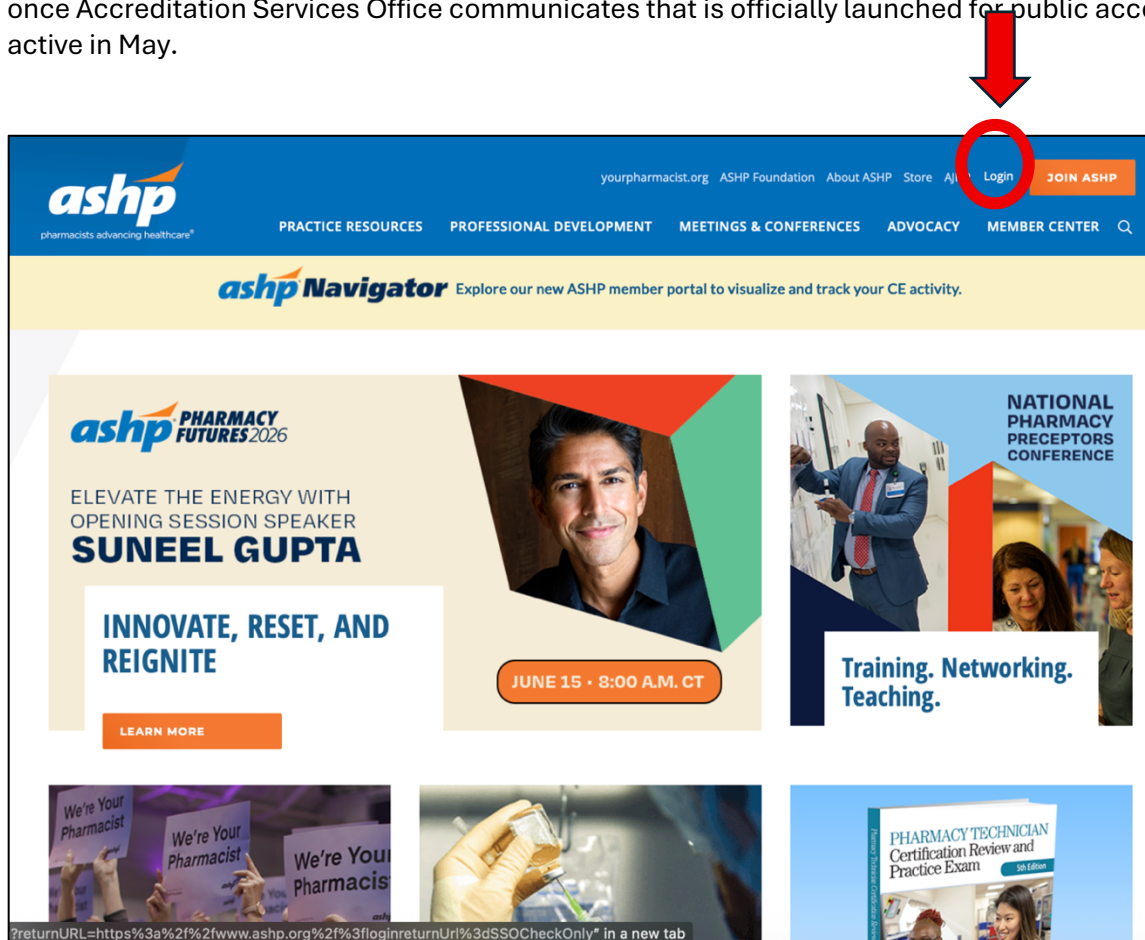
**Sample Forms**

Access to the new database will be via your ASHP Single Sign-On (SSO) credential. This is the username and password that you use to log into your ASHP account (accessing ASHP Navigator

and the ASHP Store for example). The ASHP Single Sign-On is NOT your log-in information for Accreditation Services' previous database "Fabric" (unless you manually set it up for the same credentials as what your ASHP SSO is).

**If reviewing this information prior to The Record Launch on May 27, 2026, to test your SSO:**

From the ASHP website ([www.ashp.org](http://www.ashp.org)), select "Login" and enter your ASHP SSO username and password. If you are an ASHP member, previously registered for a non-paid ASHP sign-on when registering for a conference or ordering from the ASHP Store, etc., you already have an ASHP SSO. The username is the email address which you used to register with ASHP. Since your ASHP SSO may be affiliated with either a personal email address or a work/professional email address, make sure to try each first. If you are successful in logging in, then you will be able to access The Record once Accreditation Services Office communicates that is officially launched for public access and active in May.



If the username and/or password that you used does not successfully log you into the ASHP website OR you know that you have never registered for an account with ASHP, select the orange "Join ASHP" button next to the "Login" link illustrated in the screenshot above.

**NOTE:** While we highly encourage all program directors and other program contacts to join ASHP due to the many valuable membership benefits and education provided, you do NOT need to be a member of ASHP in order to have an ASHP account/SSO registered with ASHP.

**When selecting the Join ASHP icon, the below screen on the next page will launch:**

## Join ASHP

### LOG IN TO YOUR ASHP ACCOUNT BELOW.

If it is time for you to renew, your renewal will appear for payment. Change or update your member information, and then process payment.

If your renewal is not currently due, the expiration date of your membership is provided.

Log in with your username (email address) and password.

User Name

Password

REMEMBER ME FOR 90 DAYS.

**SIGN IN**

[FORGOT YOUR PASSWORD?](#)

### NOT YET A MEMBER?

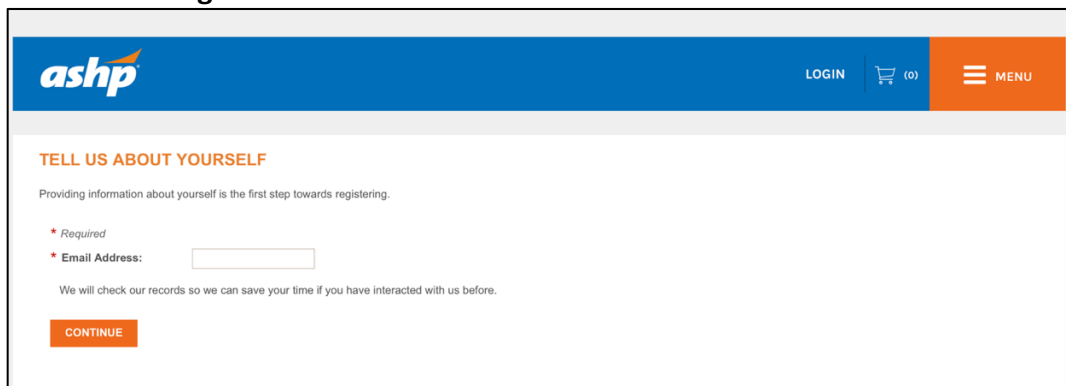
Register to become an ASHP Member with full access to member benefits.

OR

Become a registered Non-Member to purchase products, or register for meetings at the Non-Member rate.

**REGISTER**

Select the “Register” button and the below screen will launch:



The screenshot shows the ASHP registration process. At the top is the ASHP logo and navigation links for LOGIN, a shopping cart icon with (0), and a MENU icon. The main heading is "TELL US ABOUT YOURSELF" with a sub-heading "Providing information about yourself is the first step towards registering." Below this, there is a list of required fields: "\* Required" and "\* Email Address:" followed by an empty text input field. A note states "We will check our records so we can save your time if you have interacted with us before." At the bottom of the form is an orange "CONTINUE" button.

Enter your email address and proceed through the additional screens to enter the additional requested information.

Should you have any questions or additional access issues related to logging into your ASHP account, joining ASHP, or registering for a non-member ASHP account, please contact ASHP Customer Relations at either [CustServ@ashp.org](mailto:CustServ@ashp.org) or 1-866-279-0681.

## Initial Log-In View for Program Directors: Program Dashboard

- The default view upon log-in to The Record for program directors or designated program contacts such as a program coordinator is illustrated below with any programs for which the individual is an assigned program director or designated program contact
  - Note:** Pharmacy Directors/Reporting Administrators and other program contacts are not automatically designated program contacts and will not automatically have the access below unless ASO is otherwise notified and an ASHP SSO is obtained by such contact

**Organization Name** (may not be the same as the program name in some cases)  
**Organization ID**—ASHP Organization ID for billing  
**Billing Contact**—Individual associated with technician program(s) that ASO invoice for all programs associated with ASHP Organization ID will be emailed to

**Program Name**: ABC Medical Center  
**Program Code**: MD-09

**Program Accreditation Status** (Candidate, Accredited, Conditional, or Discontinued): Accredited

**Clickable links to the public-facing program directories**

If a program had an upcoming survey scheduled, the below “Upcoming Survey Dates” would also populate in the program dashboard as illustrated below

**Upcoming survey dates**

Next 180 days across your programs (same milestones as survey details, excluding internal lead-surveyor items).

Pre-survey packet	May 8, 2026
Estimated Upload Date for Survey Report to Site	Jul 23, 2026
Estimated Program Response Due Date (Dependent on Survey Report Publish Date)	Sep 6, 2026

*If a program is scheduled for a survey, upcoming survey dates and due dates related to the survey will populate here*

## Searching the Technician Program Directory (Public-Facing)

- Select the Directory for Technician Programs to access the public-facing directory
- Search by program name (partial or full exact name) or program code (i.e., MD-09)
- Alternatively, filter by country, state, city, organization type, program category, program sub-category, or training site classification

The screenshot shows the 'Technician Program Directory' search page. On the left is a sidebar with the ASHP logo and navigation links for 'User', 'Dashboard', 'Directory', 'Residency Programs', and 'Technician Programs'. The main content area is titled 'Technician Program Directory' and includes a brief description of the accreditation program. Below this is a search section titled 'Search Technician Programs' with a search bar and several filter options: 'Country' (set to 'All Countries'), 'State/Province' (set to 'Select a country first'), 'City' (set to 'Enter city name...'), 'Organization Types' (set to 'Select organization types'), 'Sub-Categories' (set to 'Select sub-categories'), and 'Training Site Classification' (set to 'Select training site classifications'). There are also two toggle switches for 'Sponsors Visas' and 'Accepts applicants with Visas'. A blue 'Search' button is at the bottom left of the search section.

This screenshot shows the search results for 'ABC Medical Center'. The search filters are: Country: 'United States', State/Province: 'Maryland', Virginia, District Of Columbia', City: 'Enter city name...'. The search results section is titled 'Search Results (41 programs found)' and lists the program 'ABC Medical Center' with an 'Accredited' badge. The program ID is 'MD-100' and the category is 'Technical Training'. The primary practice site address is '123 Main St, Bethesda, MD, 20814, USA'. A red circle highlights the search results section.



User

Dashboard

Directory

Residency Programs

Technician Programs

## Program Details


M


# ASHP Tech Test Program


## Technical Training Technician


Bethesda, MD, United States

Approved--Candidate    ID: MD-09

  
Class Scheduling  
**daytime and evening**

  
Tuition  
**\$120/credit**

  
Home State  
**Maryland**

  
States Where Program Conducted  
**District Of Columbia, Maryland, Virginia**

### Program Information

Program Address  
**Tech Program Site #1, 4500 East West Highway, Bethesda, MD, 20414, USA**

Program ID  
**MD-09**

Accreditation Status  
**Approved--Candidate**

Organization Type  
**Technician Institute**

Category  
**Technical Training**

### Coursework Descriptions

Certificate		
Prerequisite Course Work <b>0</b>	Didactic Course Work <b>285</b>	Simulation/Laboratory Course Work <b>200</b>
Experiential Training <b>320</b>	Lecture Class Size <b>20</b>	Simulation/Laboratory Class Size <b>20</b>
Spaces per Entering Class <b>20</b>	Total Hours of Program <b>805</b>	

### Enrollment Fees

Tuition  
**\$120/credit**

Books and Reference Tools  
**\$Included in Tuition Costs**

Uniforms  
**\$30**

Simulation/Laboratory  
**\$50/course**

Liability Insurance  
**\$n/a**

Board of Pharmacy Registration  
**\$n/a**

Drug Screening  
**\$75--Drug Screen & Background Check**

Supplies  
**\$n/a**

Background Check  
**\$Included in Drug Screening Cost**

**Contacts**

<p>Technician Program Director</p> <p><a href="#">Ruth Ware PharmD, BCPS</a></p> <p><a href="#">(301) 664-8787</a></p>	<p>Reporting Administrator</p> <p><a href="#">Harlan Coben PharmD, MBA, FASHP</a></p> <p><a href="#">(301) 881-7463</a></p>	<p>Program Contact</p> <p><a href="#">Lisa Jewell PharmD, BCCCP</a></p> <p><a href="#">(301) 773-8774</a></p>
--	---	---

**Additional Information**

**The above phone numbers and email addresses on the are only available for ASO to view and for program directors to view when reviewing their program listing; these are not visible on the public-facing directory and the public will see the contact cards as illustrated below instead:**

**Contacts**

<p>Technician Program Director</p> <p><b>Ruth Ware PharmD, BCPS</b></p> <p>Use the form to contact this program. Your email and phone are not shown on this public listing.</p> <p><b>Get in touch</b></p>	<p>Reporting Administrator</p> <p><b>Harlan Coben PharmD, MBA, FASHP</b></p> <p>Use the form to contact this program. Your email and phone are not shown on this public listing.</p> <p><b>Get in touch</b></p>	<p>Program Contact</p> <p><b>Lisa Jewell PharmD, BCCCP</b></p> <p>Use the form to contact this program. Your email and phone are not shown on this public listing.</p> <p><b>Get in touch</b></p>
--	---	---

**When the user selects the “Get in Touch” button, they will be prompted to enter a message that will be routed to the contact’s email address via The Record**

**Contact program** ✕

Send a message to this program. A copy of your inquiry may be routed to the contact on file for this listing.

**ASHP Tech Test Program**

Program ID: MD-09  
Regarding: Technician Program Director

**Your name**

Full name

**Your email**

you@example.com

**Phone (optional)**

Phone number

**Inquiry type**

General question

**Message**

Introduce yourself and what you would like to know.

## Program Directory Editing Functions

- For programs that have a directory listing that was built previously in Fabric, all program directory information has been transferred over from Fabric to The Record
- The Record has additional data fields and all program directors are **strongly encouraged** to review their program listing as soon as possible and update the listing to add information into any of the new fields as well ensure that all existing data is accurate and up to date. This review and revision should be done at least annually to update the program start date and application deadline *at minimum*.

The screenshot displays the ASHP dashboard interface. On the left is a navigation sidebar with the ASHP logo and menu items: User, Dashboard, Directory, Residency Programs, and Technician Programs. The main content area is titled 'Dashboard' and 'My Programs'. It shows a list of programs, with one program selected: 'ABC Medical Center'. This program is identified as a 'Connected organization' with Organization ID 08655896 and a billing contact 'Bill Me—Bill.Me@emailtest.org'. Below this, a detailed view of the program 'ABC Medical Center' is shown, categorized as 'Technical Training / Entry (400)'. It lists details such as ID (MD-09), location (Bethesda, MD), technician name (Ruth Ware, CPhT), and phone number (301-664-8787). A 'Survey Summary' section indicates 0 completed and 0 pending surveys. At the bottom of the program view, there is a row of action buttons: 'View Directory Listing', 'View Surveys', 'Document Library', 'Manage Contacts', and 'Edit Profile'. The 'Edit Profile' button is circled in red, and a blue arrow points to it from a text box on the right that reads: 'Select "Edit Profile" to edit program directory listing'.

- Program directors have drop-down menus of options for the most commonly entered information to add efficiency and consistency in some categories of program information. Free text for “Other” is available for different/additional information in these categories.

**ashp**

User

Dashboard

Directory

Residency Programs

Technician Programs

**Edit Program Demographics**

Dashboard ABC Medical Center > Edit Profile

**Program Demographics** Manage contacts

Enter technician training program demographic information.

1. Coursework Descriptions 2. Enrollment Fees 3. Enrollment Criteria 4. Faculty & Staff 5. Web & Social 6. Experiential Training Sites 7. Program Info

**Coursework Descriptions** Add Credential

<b>Other</b> Edit Remove		
Prerequisite Course Work 525 / 35	Didactic Course Work 180 / 12	Simulation/Laboratory Course Work 135 / 9
Experiential Training 180 / 6	Lecture Class Size 20	Simulation/Laboratory Class Size 20
Spaces per Entering Class 15	Total Hours of Program —	Other —

Cancel Previous

Next

*After entering/editing information for each of the sections in Program Demographics, select the "Next" button at the bottom right to move onto the next section*

- Programs may upload their organization logo to their directory listing. If the program is a co-sponsored program, up to two logos may be uploaded.

**ashp** | Edit Program Demographics

User Dashboard > ABC Medical Center > Edit Profile

**Program Demographics** Manage contacts

Enter technician training program demographic information.

1. Coursework Descriptions 2. Enrollment Fees 3. Enrollment Criteria 4. Faculty & Staff 5. Web & Social 6. Experiential Training Sites 7. Program Info

**Enrollment Criteria**

Interview required Yes No

Flexible scheduling allowed Yes No

**Class scheduling**

Select class scheduling options

Search...

- (Select All)
- Daytime
- Evening
- Daytime And Evening
- Multiple Entry Points
- Virtual (anytime)
- Other

Yes No

Yes No

Next

*Drop-down menu and toggle button options available in several fields for more efficient and comprehensive directory listing build/edits*

**ashp** | Edit Program Demographics

User Dashboard > ABC Medical Center > Edit Profile

**Program Demographics** Manage contacts

Enter technician training program demographic information.

1. Coursework Descriptions 2. Enrollment Fees 3. Enrollment Criteria 4. Faculty & Staff 5. Web & Social 6. Experiential Training Sites 7. Program Info

**Enrollment Criteria**

Interview required Yes No

Flexible scheduling allowed Yes No

**Class scheduling**

Daytime Virtual (anytime)

Drug testing required Yes No

Background testing required Yes No

Cancel Previous Next

- New Fields—Program Website Links and Social Media Links
  - Programs may add up to two program website links and one program social media link for each of a variety of social media platforms
  - Program directors should double-check that all links are correct/working links at least annually when editing their program listing

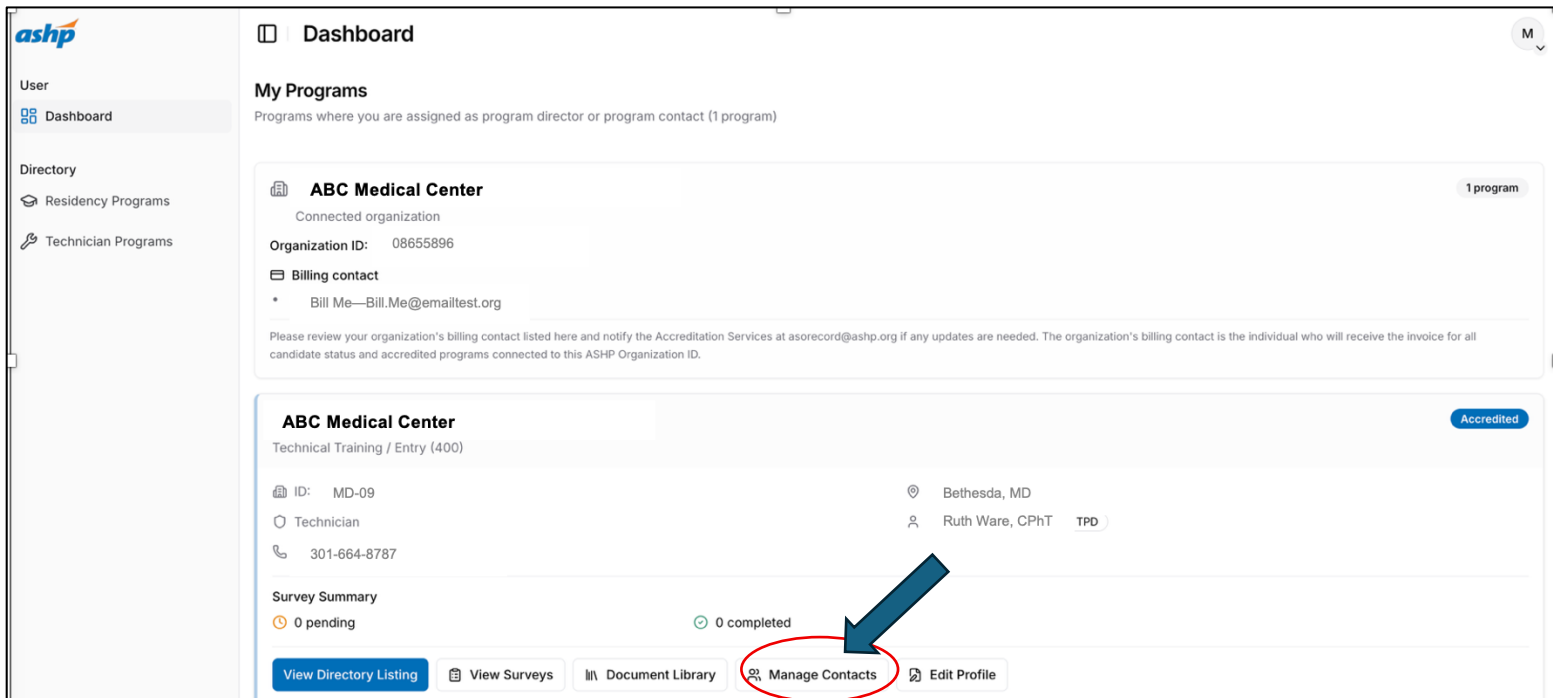
The screenshot shows the 'Edit Program Demographics' interface for 'ABC Medical Center'. The 'Web & Social' section is active, with a dropdown menu open for adding links. The dropdown menu includes options: Website URL, YouTube, Instagram, Meta / Facebook, X (formerly Twitter), and LinkedIn. The 'Next' button is highlighted at the bottom right.

- After entering/editing information for each of the sections in Program Demographics, select the “Save Program” button at the bottom right to save the directory listing which will then be immediately available for viewing in the online technician program directory

The screenshot shows the 'Edit Program Demographics' interface for 'ABC Medical Center' at the 'Acceptance Requirements' section. The 'Save Program' button is highlighted at the bottom right.

## Managing & Editing Program Contacts

- Viewing and limited editing of some program contact fields may be completed by the program director when selecting the “Manage Contacts” button
  - The program director name and email address cannot be updated by the program director as the program is required to follow all ASO review and approval processes for program director changes, including editing of email addresses due to downstream system impact
  - The program director phone number may be updated by the program director
    - Additional phone numbers may be listed



The screenshot displays the ASHP dashboard interface. On the left is a navigation sidebar with the ASHP logo and menu items: User, Dashboard, Directory, Residency Programs, and Technician Programs. The main content area is titled 'Dashboard' and 'My Programs'. It shows a list of programs, with 'ABC Medical Center' selected. The program details include: Organization ID: 08655896, Billing contact: Bill Me—Bill.Me@emailtest.org, ID: MD-09, Technician, 301-664-8787, Bethesda, MD, Ruth Ware, CPhT TPD, and Survey Summary: 0 pending, 0 completed. At the bottom of the program details, there are five buttons: 'View Directory Listing', 'View Surveys', 'Document Library', 'Manage Contacts', and 'Edit Profile'. The 'Manage Contacts' button is circled in red, and a blue arrow points to it from the right.

- The program director may edit/change other program contacts and related contact information and is strongly encouraged to review program contacts at minimum of annually to ensure all information is up to date

## Program Director Contact Card

- Select “Phones” to add/edit phone number

### Edit Contact (Protected)

Ruth Ware — Identity fields are locked. Only phone number can be updated.

This contact holds a protected role (RPD/TPD). Identity fields are locked. Only phone number can be updated here. To change name, email, or role, please contact the central office for formal review.

Contact Info    Emails    Phones

First Name \*    Last Name  
Ruth    Ware

Middle Name    Credentials  
    CPhT

Title  
Assistant Professor, Director Pharmacy Tech Program

Contact Types  
Technician Program Director

RPD/TPD contacts cannot be archived or deleted. These changes must go through the formal Office Review process.

Save Changes

### Edit Contact (Protected)

Ruth Ware    Identity fields are locked. Only phone number can be updated.

This contact holds a protected role (RPD/TPD). Identity fields are locked. Only phone number can be updated here. To change name, email, or role, please contact the central office for formal review.

Contact Info    Emails    Phones

Phone Numbers    + Add  
Add and manage phone numbers. Click "Add" to capture a new number; it will appear in the list below after you save.

(301) 664-8788    Fax    [edit icon]

(301) 664-8787    Main    PRIMARY    [edit icon]

Select pencil (edit) icon to edit phone number

Select "Save Changes" when editing completed

Save Changes

Pharmacy Director/Reporting Administrator/CEO/Other Program Contact Card

- Fill in/edit first and last name, credentials, title, and select contact type in Contact Info section
- Enter/edit email and email type in Emails section
- Enter/edit phone number and phone number type in Phones section
- If deleting a program contact, toggle the “Archived” button and enter new contact
  - When archiving a Reporting Administrator or CEO/Administrative Leader Contact, a new contact for the respective contact type must be entered

The screenshot shows a web-based form titled "Edit Contact" for a contact named "Sample DOP". The form is organized into three tabs: "Contact Info", "Emails", and "Phones", with "Contact Info" currently selected. The "Contact Info" section includes fields for "First Name \*" (containing "Sample"), "Last Name" (containing "DOP"), "Middle Name", and "Credentials" (containing "PharmD"). Below these is a "Title" field with the text "Director, Department of Pharmacy". A "Contact Types" section shows a dropdown menu with "Director of Pharmacy" selected. At the bottom of the form, there is an "Archived" toggle switch, which is currently turned off, with the text "Archived contacts are hidden by default" below it. A blue "Save Changes" button is located in the bottom right corner of the form. A close button (X) is visible in the top right corner of the form's container.

## How to View Documents from Fabric

- For programs that existed in the old database (Fabric), there is a “Document Library” button that will open up a page to provide access to any “legacy” documents from previous surveys and/or accreditation decisions. Not all programs will have legacy documents since pre-survey packets, report responses, and voted action letters only started to be uploaded into Fabric in late 2023.

The screenshot shows the ASHP dashboard with the following elements:

- Dashboard Header:** "ashp" logo, "User", "Dashboard" (selected), "Directory", "Residency Programs", "Technician Programs".
- My Programs Section:** "Programs where you are assigned as program director or program contact (1)".
- ABC Medical Center Card:** "Connected organization", "Organization ID: 08655896", "Billing contact: Bill Me—Bill.Me@emailtest.org".
- Program Details Card:** "ABC Medical Center", "Technical Training / Entry (400)", "ID: MD-09", "Technician", "301-664-8787", "Bethesda, MD", "Ruth Ware, CPhT TPD", "Accredited" (button).
- Survey Summary:** "0 pending", "0 completed".
- Action Buttons:** "View Directory Listing", "View Surveys", "Document Library" (circled in red), "Manage Contacts", "Edit Profile".

**Callout Boxes:**

- Top Right:** "Number of programs TPD is/has been most recent TPD for" (points to "1 program").
- Middle Right:** "Organization name and ASHP Organization ID for which below programs are attached" and "Billing contact may or may not be TPD; Only 1 billing contact per ASHP organization ID" (points to the organization details).
- Bottom Right:** "Note Accreditation Status of program displays here" (points to the "Accredited" button).
- Bottom Center:** "Click on 'Document Library' to see any documents that had previously been uploaded to Fabric." and "\*\*\*Not all programs will have legacy documents from Fabric\*\*\*" (points to the "Document Library" button).

- If there are any documents associated with a program from Fabric, they will show up as illustrated below and are available to access/download

The screenshot displays the ASHP Documents interface. On the left is a navigation sidebar with the ASHP logo and menu items: User, Dashboard, Directory, Residency Programs, and Technician Programs. The main content area is titled 'Documents' and includes a breadcrumb trail: Dashboard > ABC Medical Center > Document Library. Below the breadcrumb is a search bar and buttons for 'File Type' and 'Tags'. A 'Filters' section allows narrowing documents by date range, with two date input fields. A single document is listed: 'MD-09-0523 VotedActionLtr.pdf', which is 528.9 KB and has a tag 'PTAC Voted Action Letter'. The document's creation date and author are shown as 'Created: 7/6/2023, 12:48:13 AM by Toiya Hargrow'. A red circle highlights the document title and tag, and another red circle highlights the download icon in the bottom right corner of the document entry. A blue arrow points down to the download icon, and another blue arrow points up to the document title.

## View Surveys

- To view more detailed survey information, select “View Surveys” button from Program Dashboard
- Surveys that are scheduled in The Record (post-conversion from Fabric) OR that are in process at the time of conversion from Fabric to The Record will display survey dates and milestones
- Survey accreditation processes completed prior to the conversion from Fabric to The Record will **not** display any survey details

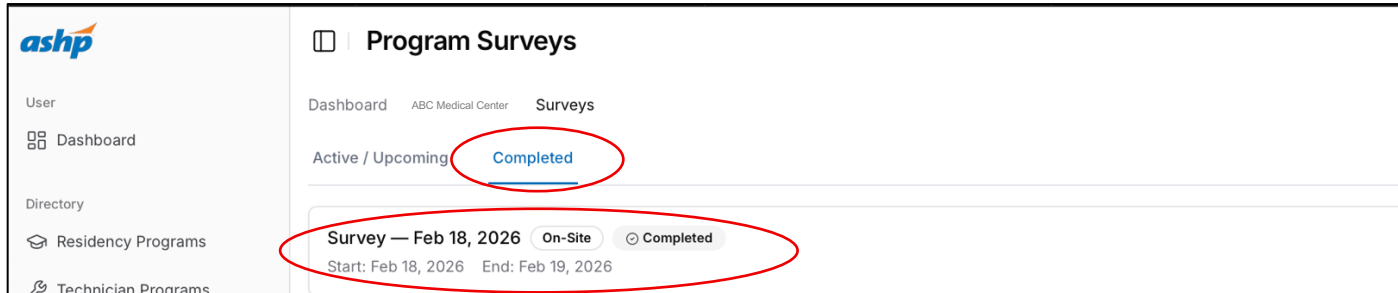
The screenshot shows the ASHP dashboard interface. On the left is a navigation sidebar with 'ashp' logo, 'User', 'Dashboard', 'Directory', 'Residency Programs', and 'Technician Programs'. The main content area is titled 'Dashboard' and 'My Programs'. Under 'My Programs', there is a card for 'ABC Medical Center' (Connected organization) with 'Organization ID: 08655896' and 'Billing contact: Bill Me—Bill.Me@emailtest.org'. Below this is another card for 'ABC Medical Center' (Technical Training / Entry (400)) with 'ID: MD-09', 'Technician: Ruth Ware, CPhT TPD', and '301-664-8787'. A 'Survey Summary' section shows '0 pending' and '0 completed'. At the bottom of the card, there are buttons: 'View Directory Listing', 'View Surveys' (circled in red), 'Document Library', 'Manage Contacts', and 'Edit Profile'. A blue arrow points from below to the 'View Surveys' button.

If a survey is scheduled/upcoming or in process, it will display under the “Active/Upcoming” tab for which you can click into to view more detail

The screenshot shows the 'Program Surveys' page. The navigation sidebar is the same as in the previous screenshot. The main content area is titled 'Program Surveys' and has tabs for 'Dashboard', 'ABC Medical Center', and 'Surveys'. Under the 'Surveys' tab, there are two sub-tabs: 'Active / Upcoming' (circled in red) and 'Completed'. Below the tabs, there is a message: 'No active or upcoming surveys.'

For survey processes that have been completed, they will display under the “Completed” tab for which you can click into to view more detail and access pre-survey, survey report, survey report response, and the voted action letter. Display details include survey start date, end date, and survey method (on-site, virtual, hybrid)

**REMINDER:** *Only surveys that were scheduled/in process at the time of conversion from Fabric to The Record will show in Completed tab. All surveys completed prior to the conversion from Fabric to The Record will not display to the program*



For upcoming surveys, select from the “Active/Upcoming” tab for more detail (Survey Summary) for which the Survey Summary screen (next page) will launch. This is what you will select to upload pre-survey materials and progress reports as well as download the accreditation survey report and voted action letter at the applicable timeframe for each.

## Survey Preparation and Document Submission

- Due dates for pre-survey packet submission will populate based on the survey start date (pre-survey packets are due 45 days prior to the survey start date)

The screenshot displays the 'Survey Details' page for 'ABC Medical Center'. It includes a 'Survey Summary' section with start and end dates (Jun 22, 2026 to Jun 23, 2026) and a lead surveyor. Below is a 'Deadlines & Milestones' section listing three items: 'Pre-survey packet' (May 8, 2026, marked 'Your action'), 'Estimated Upload Date for Survey Report to Site' (Jul 23, 2026), and 'Estimated Program Response Due Date' (Sep 6, 2026, marked 'Your action'). A horizontal navigation bar below this section has four tabs: 'Pre-Survey', 'Commission Meeting', 'Survey Report', and 'Survey Response'. The 'Pre-Survey' tab is selected and circled in red. Below the navigation bar is the 'Pre-Survey' section, which displays the 'PRE-SURVEY PACKET DUE DATE' as 'May 8, 2026'. Underneath, there is a 'Documents' section showing 'Documents (0 of 0 total)' and a 'Show all' toggle. A '+ Upload Document' button is circled in red. At the bottom of the page, a text box contains the instruction: 'Upload pre-survey materials by selecting the "Upload Document" icon for all pre-survey documents'. A blue arrow points from this text box to the 'Upload Document' button.

Dashboard > ABC Medical Center Surveys > Survey Details

### Survey Summary

Start date: Jun 22, 2026 End date: Jun 23, 2026 Lead surveyor: Amy Hyduk-Cardillo

### Deadlines & Milestones

Items marked "Your action" require action from you for this program.

- Pre-survey packet **Your action**  
May 8, 2026
- Estimated Upload Date for Survey Report to Site  
Jul 23, 2026
- Estimated Program Response Due Date (Dependent on Survey Report Publish Date) **Your action**  
Sep 6, 2026

Pre-Survey Commission Meeting Survey Report Survey Response

### Pre-Survey

Pre-survey packet due date and documents. Documents uploaded here are auto-tagged with Pre-Survey and the survey start date.

PRE-SURVEY PACKET DUE DATE  
**May 8, 2026**

Documents

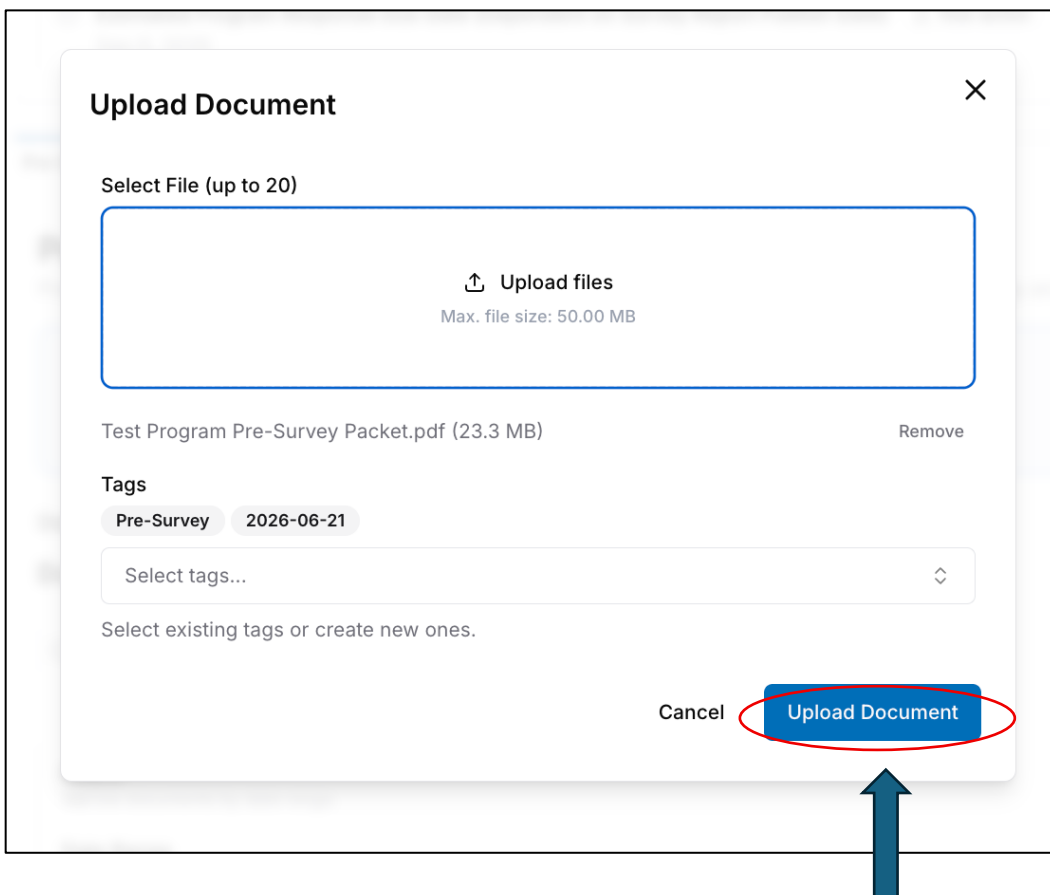
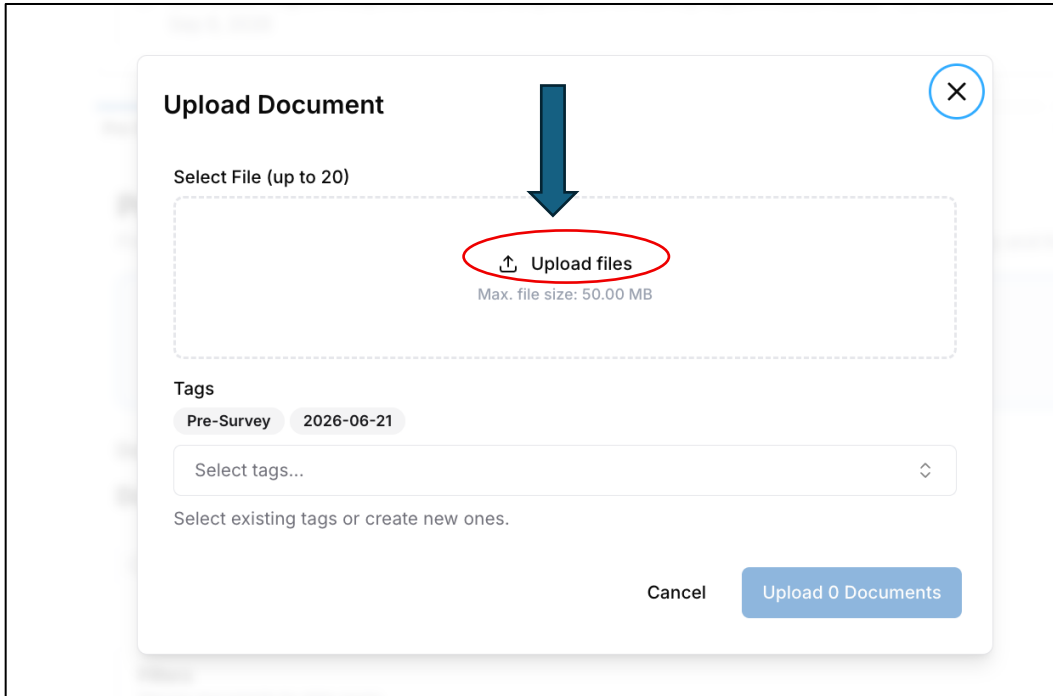
Documents (0 of 0 total)  Show all

+ Upload Document

Q Search documents... File Type

*Upload pre-survey materials by selecting the "Upload Document" icon for all pre-survey documents*

- Upload files individually by clicking on “Upload Files” then selecting “Upload Document”
- Pre-Survey documents will be automatically tagged per the database algorithm for survey and file type



- Pre-Survey Documents will then show on the Pre-Survey Tab as illustrated below

The screenshot displays a web interface for managing pre-survey documents. At the top, there are navigation tabs: "Pre-Survey" (active), "Commission Meeting", "Survey Report", and "Survey Response". Below the tabs, the main heading is "Pre-Survey" with a sub-heading: "Pre-survey packet due date and documents. Documents uploaded here are auto-tagged with Pre-Survey and the survey start date." A prominent light blue box contains the text "PRE-SURVEY PACKET DUE DATE" followed by "May 8, 2026" in a large, bold font. Underneath, the "Documents" section shows "Documents (2 of 3 total)" with a "Show all" toggle and a "+ Upload Document" button. A search bar and a "File Type" filter are also present. A "Filters" section allows narrowing documents by date range, with two date input fields. Two document entries are listed, each with a PDF icon, filename, size (23.3 MB), tags ("Pre-Survey", "2026-06-21"), and creation details. A red oval highlights these two document entries, and a blue arrow points upwards from below the oval.

## Survey Report Access

- Once the finalized survey report has been uploaded by the office to The Record (approximately 30 days after the survey end date), the program director will receive a notification via email that the program report is available to download for review.
- Select the “Survey Report” Tab within the Survey Details screen to access and download

**Deadlines & Milestones**  
Items marked "Your action" require action from you for this program.

- Pre-survey packet ⬆️ Your action  
May 8, 2026
- Estimated Upload Date for Survey Report to Site**  
Jul 23, 2026
- Estimated Program Response Due Date (Dependent on Survey Report Publish Date) ⬆️ Your action  
Sep 6, 2026

Pre-Survey   Commission Meeting   **Survey Report**   Survey Response

### Survey report

Documents related to the survey report. Auto-tagged with Survey Report and start date.

**Documents (1 of 3 total)**  Show all

Search documents... ⊕ File Type

**Filters**  
Narrow documents by date range.

**Date Range**  
mm/dd/yyyy 📅   mm/dd/yyyy 📅

**MD-09—1026—ABC Medical Center.pdf**  
271.0 KB  
Survey Report   2026-06-21  
Created: 4/23/2026, 9:49:46 AM by Amy Hyduk-Cardillo

Download icon

The “Estimated Upload Date for Survey Report to Site” is approximately 30 days from survey end date

The report response due date is then 45 days after the upload date of the survey report to The Record (approximately 75 days from survey end date)

Select the Download icon to download the finalized accreditation survey report

## Survey Report Response Submission

### Survey Summary

Start date: Jun 22, 2026      End date: Jun 23, 2026      Lead surveyor: Amy Hyduk-Cardillo

### Deadlines & Milestones

Items marked "Your action" require action from you for this program.

- Pre-survey packet Your action  
May 8, 2026
- Estimated Upload Date for Survey Report to Site  
Jul 23, 2026
- Estimated Program Response Due Date (Dependent on Survey Report Publish Date) Your action  
Sep 6, 2026

Pre-Survey      Commission Meeting      Survey Report      **Survey Response**

### Survey response

Documents related to the response to the survey report. Auto-tagged with Survey Response and start date.

Documents (0 of 3 total)  Show all

Search documents...      File Type

**Filters**  
Narrow documents by date range.

Date Range  
mm/dd/yyyy      mm/dd/yyyy

**+ Upload Document**

Select the "Survey Response" Tab and then the "Upload Document" button to upload the report response materials

- Report Response Documents will then show on the Survey Response Tab as illustrated below

**ashp**

User

- Dashboard
- Directory
- Residency Programs
- Technician Programs

**Deadlines & Milestones**

Items marked "Your action"

- Document uploaded successfully
- Pre-survey packet Your action  
May 8, 2026
- Estimated Upload Date for Survey Report to Site  
Jul 23, 2026
- Estimated Program Response Due Date (Dependent on Survey Report Publish Date) Your action  
Sep 6, 2026

Pre-Survey   Commission Meeting   Survey Report   **Survey Response**

**Survey response**

Documents related to the response to the survey report. Auto-tagged with Survey Response and start date.

Documents (2 of 5 total)  Show all + Upload Document

Search documents...  File Type

**Filters**

Narrow documents by date range.

**Date Range**

mm/dd/yyyy  mm/dd/yyyy

**MD-09 Survey Report Response.pdf**

21 MB

Survey Response 2026-06-21

- Overdue Items
  - Overdue items will be highlighted in red and noted as overdue once the due date has passed

**ashp**

User

- Dashboard
- Directory
- Residency Programs
- Technician Programs

**Deadlines & Milestones**

Items marked "Your action" require action from you for this program.

- Pre-survey packet Your action **Overdue**  
Jan 4, 2026
- Estimated Upload Date for Survey Report to Site **Overdue**  
Mar 23, 2026
- Estimated Program Response Due Date (Dependent on Survey Report Publish Date) Your action  
May 31, 2026

Pre-Survey   Commission Meeting   Survey Report   Survey Response

**Pre-Survey**

Pre-survey packet due date and documents. Documents uploaded here are auto-tagged with Pre-Survey and the survey start date.

PRE-SURVEY PACKET DUE DATE

**Jan 4, 2026**

Documents

Documents (3 of 5 total)  Show all + Upload Document

Search documents...  File Type

**Filters**

Narrow documents by date range.

**Date Range**

05/03/2026 05/03/2026

- Special Case Reports

- For accreditation surveys in which the duration of accreditation decision is less than full-cycle, a written progress report will be due for reaccreditation
- Once a program that is surveyed goes through the review by the Pharmacy Technician Accreditation Commission (PTAC) and by the ASHP & ACPE Boards of Directors, the program director will receive a voted action letter (which is uploaded to The Record), and the voted action letter will indicate the duration of initial accreditation or reaccreditation. If the duration of accreditation is less than full cycle, it will indicate the PTAC Meeting that a program’s written progress report would be due for review at.

**ashp**

User

Dashboard

Directory

Residency Programs

Technician Programs

## Dashboard

**For your attention**

Programs with a survey in progress or a progress report awaiting action.

**ABC Medical Center**

Progress report is due in 68 days — Jul 14, 2026 [Upload progress report](#)

**My Programs**

Programs where you are assigned as program director or program contact (9 programs)

*Due date for progress report populates in the program director's dashboard*

*Select the link "Upload progress report"*

**ashp**

User

Dashboard

Directory

Residency Programs

Technician Programs

## Progress report

Dashboard > ABC Medical Center > Progress report

Back to dashboard

**Decision documents**

Only documents tagged "Progress Report" are shown. Upload date and tags are what we use to determine whether a report is on file for the configured due date.

No documents on this decision yet.

**Progress report**

**Due in 68 days**

Due date: July 14, 2026

**Reminder**

Upload window is open. Your progress report is due on July 14, 2026.

Upload your report as a single file. It will appear under Decision Documents for your accreditation decision, tagged "Progress Report".

[Upload files](#)  
Max. file size: 50.00 MB

Upload report

*Follow the process as outlined earlier in this document for a survey response report submission*

*Select upload files and proceed through the screens to complete file upload process*

## **Additional Questions?**

- **For issues with access/log-in to The Record using your ASHP SSO credential:**
  - Contact the ASHP Customer Relations Team via phone at [866-279-0681](tel:866-279-0681) or email at [CustServ@ashp.org](mailto:CustServ@ashp.org).
  - *Please note that Accreditation Services Office team members cannot assist with password resets or other SSO issues since the ASHP SSO is issued through ASHP's Customer Relations Platform and is effective across all ASHP systems.*
  - *Please note that requests to change your email address associated with your ASHP SSO do not automatically change your email address listed in The Record or in the directory listing. To change your email address listed within The Record for your program's profile and/or directory listing, see 4<sup>th</sup> main bullet point below.*
  
- **For requests for changes in program director, primary practice site, participating practice site(s), combination or un-combination of a PGY1/PGY2 program, or change in program/organization name:**
  - ASO processes must be followed with the use of applicable forms/submission of required materials for primary and participating practice site changes, combination or un-combination of a PGY1/PGY2 program, and program director changes, and emailed to [ASD@ashp.org](mailto:ASD@ashp.org)
  - Organizational name/ownership changes are to be submitted to [asd@ashp.org](mailto:asd@ashp.org) and must include the new information (press release from organization's marketing/public relations departments), the ASHP program code(s) impacted, and the effective date of the name change.
  
- **For assistance with uploading or downloading documents from The Record:**
  - Contact Accreditation Services at [asd@ashp.org](mailto:asd@ashp.org) or via voicemail at 301-664-8835
  
- **For questions/issues related to program or organization-specific data (e.g., program demographic information, program address listings, organization billing contact changes, program director email address changes, etc.) or questions related to how to locate, access, or change program data in the program director dashboard and directory:**
  - Email [ASORecord@ashp.org](mailto:ASORecord@ashp.org)
  - *Please note that requests to change your email address listed in The Record or in the directory listing do not automatically change your email address related to your ASHP SSO that you use to log into The Record. To change your email associated with your ASHP SSO, see the first bullet point above.*
  
- **For all other questions related to survey accreditation scheduling, accreditation decisions, or other accreditation services items not related to the above categories:**
  - Contact Accreditation Services at [asd@ashp.org](mailto:asd@ashp.org) or via voicemail at 301-664-8835