PSY|PRO Frequently Asked Questions

1. What is PSY|PRO?
   PSY|PRO is ASPPB’s online application management system. Providing users access to ASPPB’s programs and services, including the Credentials Bank, EPPSP Score Transfer Service, Psychology Licensure Universal System (PLUS), Interjurisdictional Practice Certificate (IPC) and the Certificate of Professional Qualification (CPQ), PSY|PRO is the ultimate online application management system.

2. I had a record in the PLUS Portal, is that now in PSY|PRO?
   Yes! Information previously stored in the PLUS Portal is now available in PSY|PRO. You can access your stored information by logging in at www.psypro.org.

3. Why does it look different?
   As ASPPB is committed to providing a user-friendly and intuitive experience, we are continually identifying and implementing improvements. The look of PSY|PRO has been designed to enhance the user’s experience and provide a better way to bank your credentials.

4. How do I log into PSY|PRO?
   To log in or register as a new user in PSY|PRO, please visit www.psypro.org. If you have an existing record, please enter the email address and password you have used previously. To maintain security, you will be asked to reset your password. If you are a new user, select “Register as a new user” and complete the registration steps.

5. Is my contact person still the same?
   Yes! If you are currently working on an active application, your contact person here at ASPPB is still the same. Please feel free to reach out to them or any of our other helpful credentialing services staff!

6. What is “My Application Summary”?
   “My Application Summary” is your PSY|PRO homepage and is a great place to track your Credentials Bank activity, update your contact information, start building your Portability Portfolio and view your application and services history.

7. What is a Portability Portfolio?
   ASPPB has created a Portability Portfolio that helps psychologists increase their mobility potential. The applications in PSY|PRO build on each other, where you can start with a foundational Credentials Bank, adding the PLUS, IPC, E.Passport, and CPQ, creating a recognized portfolio of portability certificates.

8. How do I contact ASPPB?
   If you have questions about PSY|PRO or other ASPPB services, contact us! Email: psypro@asppb.org Phone: 888-201-6360 Please visit www.asppb.net for information on the Association of State and Provincial Psychology Boards (ASPPB) and the services we provide! ASPPB’s operating hours are 8:30 AM-5:00 PM EST Mon-Fri.