



**PSST!**

Have you heard PEN®  
is now part of DC  
membership

## DC Membership and Individual PEN® System Access and Benefits

**All DC members now have free access to the PEN System as part of their DC Membership!**

### **Is this your first time as an Individual PEN Account User?**

You will need to set up your account. Watch this [video clip](#) to see how.

Then, go to [Sign Up](#).

### **Want to learn more about the PEN System?**

[What is PEN](#) (click on the PEN Storyboard)

[PEN Tours and Video Tutorials](#) (Short videos and tutorials on navigating and using the PEN System).

### **What are the benefits of an Individual Account?**

An individual account has more benefits than a site license.

#### ***Handout Customization***

There are more than 800 PEN-developed handouts in the PEN System that you can use with your clients. Many of these handouts are in multiple languages and have been culturally adapted. You can customize PEN handouts with your own personal contact info and graphics. To find out how, click [here](#).

#### ***PEN® Content Alerts***

Individual subscribers can log in and check off any of the 200 Knowledge Pathways as well as Trending Topics and the Upcoming Content sections to be alerted weekly, monthly or quarterly what is new and updated in the PEN database. To find out how, click [here](#).

#### ***My Favourites***

This feature lets you save the direct links to knowledge pathways, practice questions, backgrounds, practice guidance toolkits, summaries of recommendations and evidence, handouts and other related tools and resources within one place in the PEN database. To learn more, click [here](#).

### **How does PEN Access work?**

**Free Access Credits** - Each DC member is eligible for 50 free access credits. These access credits expire once your DC annual membership expires. When you renew your DC membership, 50 more free access credits will be available to your account. Access credits are tracked in the Account section of your PEN Profile. Each time you successfully log in, the number of access credits decreases; 1 access credit equals one login to the PEN System.

#### ***What constitutes a PEN Access Credit?***

One login to PEN requires one access credit. The PEN user will stay logged into the PEN System until they are logged out or are timed out. For security reasons, the PEN System discontinues a session (times out) after 60 minutes of no activity. However, users may be disconnected due to network interruptions or server issues beyond the PEN System's control.

**Purchased Access Credits** - You can buy additional access credits if you need more than the 50 free access credits that come with your DC membership. These access credits can be purchased directly from your PEN Account. Purchased access credits will appear in the Account section of your PEN Profile.

### **Have an Existing PEN Account?**

You can access your 50 free access credits through [Your Account](#). Your access credits will not be used until your existing PEN subscription expires.

### **Questions?**

If you have any questions, please [contact us](#).