

## **RENEWAL FAQ**

### **How do I renew?**

Step-by-step instructions for the renewal process can be found in our Renewal Guidebook.

### **How do I renew if I do not have a computer?**

You can go to your local public library, ask a friend or family member, or call COBC for assistance. You may also be able to complete the renewal process using a mobile device (e.g., a cell phone); however, our system is not optimized for mobile, so the process may be less intuitive and the text very small.

### **Is it safe to put my private information and credit card number into the online renewal application?**

Yes. COBC ensures the security of your private information, including your credit card number. Our payment system does not store or track credit card information, nor is this information visible to staff. Personal information is kept in a secure, internal, password-protected database, which is not hosted online.

### **Can I change the status of my licence during renewal?**

Yes. Use the CHANGE STATUS tab of your online account to renew and change status at the same time. This includes upgrading your licence (e.g., adding a certification to conduct independent automated refractions) or switching from practicing to non-practicing (or vice versa).

### **My Continuing Competency Program (CCP) is past due. Can I still renew my registration?**

No. You must complete your CCP requirements to be eligible to renew your licence.

### **Do I need professional liability insurance to renew?**

You must hold professional liability insurance for a minimum of \$1,000,000 per occurrence/claim at all times as a practicing optician. Insurance is not required for non-practicing registrants.

In your renewal application, you will be asked to “declare” that you are appropriately insured. You do not need to submit proof of your coverage unless requested.

### **Can my employer pay my renewal fees?**

Yes. If your employer is paying your fees, they will need to select one of the payment options listed in the online renewal application. They can make a credit card payment by entering their credit card information directly into the applicable fields within the application, or they can send an e-Transfer on

your behalf; however, they must do so within 48 hours of your renewal application being submitted. (They must also include your name and licence number in the "memo" section of the e-Transfer, to ensure COBC can match the payment to the registrant.)

### **How do I know if my renewal has gone through?**

After you submit your renewal application, you will receive a confirmation email. Be sure to review this email and follow any instructions it provides (e.g., for submission of e-Transfer payment, if applicable).

Once your renewal has been processed in COBC's systems, you will see an updated licence expiry date in the HOME tab of your online account. You will also be able to find your renewal receipt by clicking "Print Receipt," also within the HOME tab.

### **When do I get my receipt?**

Receipts can be downloaded through your online account. You can expect your renewal receipt to become available within 2–3 business days of your payment being processed.

### **Can I update my information after renewal?**

Yes. You can update your information any time, and are encouraged to do so whenever your address, phone number, workplace, or other personal information changes. To update your information, log in to your online account, then navigate to the MY PROFILE tab along the top of the screen. Update your personal information and submit the changes. The information will then be updated in our database.

You can also make changes to your account password and security questions any time by navigating to the ACCOUNT tab.