

Registration Renewal Frequently Asked Questions

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System Requirements

Which device and browser works best with online renewal?

- Laptops, desktops, tablets, notebooks, and smartphones are all compatible, but a larger device or screen is best.
- Chrome and Edge browsers recommended.

Logging In

How do I log in?

- From the link in the renewal email, or
- From the registrant login page on the website: https://cptbcv6.alinityapp.com/Client/Account/Login

What is my College (Alinity) username/login name?

• The email address associated with your College (Alinity) account.

What if I can't remember which email address I use for my log in?

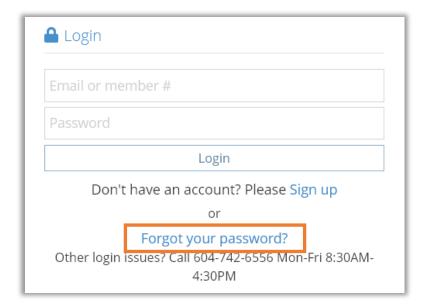
- It's most likely the email address that has received the most recent correspondence from the College.
- If you're still not sure, try your other email addresses.



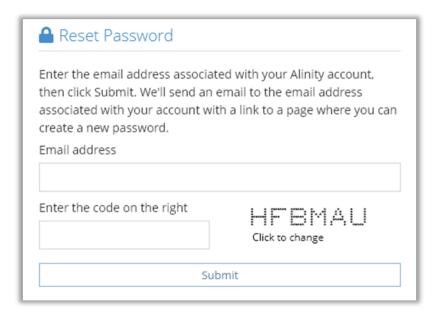
• If you still can't log in or have changed your email account recently, please email registration@cptbc.org and include your full name, registration number or birth date and the email address you want associated with your College (Alinity) account.

What if I can't remember my College (Alinity) password?

• Use the <u>'Forgot your password?'</u> feature on the login page:



• Enter your email address and the code on the right and submit to request a password reset.





I changed my College (Alinity) password, and I still can't log in!

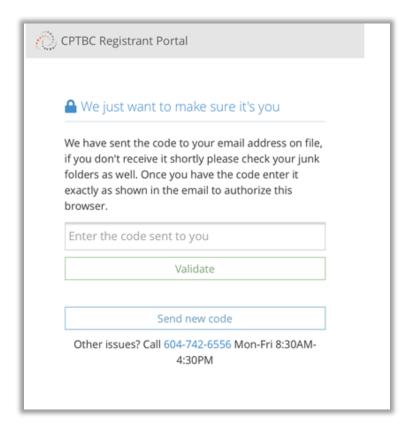
- Please allow a few minutes for Alinity software to update.
- You can also try clearing your browser history, privacy settings or using a different browser or device.

I haven't received an email to change my password.

- Check your spam, promotion, and junk folders.
- Do you have multiple email addresses (work, personal)? Try your alternate email address.

Why do I also have to enter a code after I've entered my password?

- The College uses two factor authentication to protect your information. You may be asked to enter a code that has been sent to your email address.
- The code usually arrives quickly, but if it doesn't, check your junk/spam folder and ensure you are checking the correct email address.
- Clicking 'send new code' will generate a different code and render the previous one invalid.





Workplace Information

How do I add a new clinic/employer/ workplace for employment in BC?

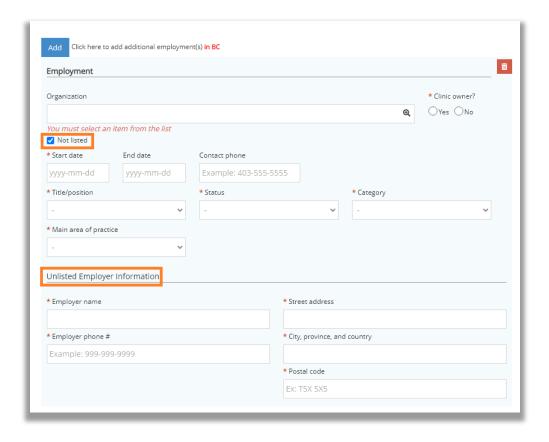
- Within the Employment section—click 'Add' and the employment section will open.
- Complete the required information in the text boxes.

What if I don't see my clinic/employer/ workplace name in the drop-down list?

- The drop-down list search is exact; if you spell the name differently, use an acronym or change punctuation, the name won't appear.
- Enter part of the name only; less is more.
- Wait for the search results to appear and select the clinic/employer/ workplace name.
- Double check that you are in the 'Employment in BC' section.

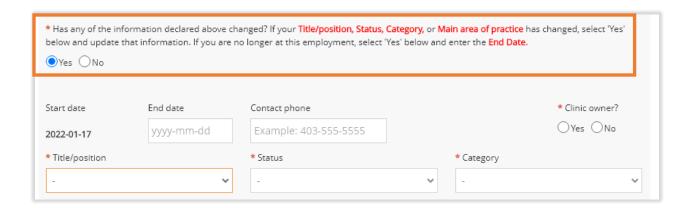
I did what you suggested, but I still don't see the clinic/employer/ workplace name!

- The organization needs to be added to the College database:
 - If the name doesn't appear in the drop-down list, check the 'Not listed' box. A new section (titled 'Unlisted Employer Information') will appear. Fill in the information; fields with a red asterisk are mandatory
- The College must confirm the address you provide. After you submit the renewal form, the College will add the organization to the database; this may take 1-2 business days. See example below:



I no longer work at a clinic/employer/workplace, how do I delete it?

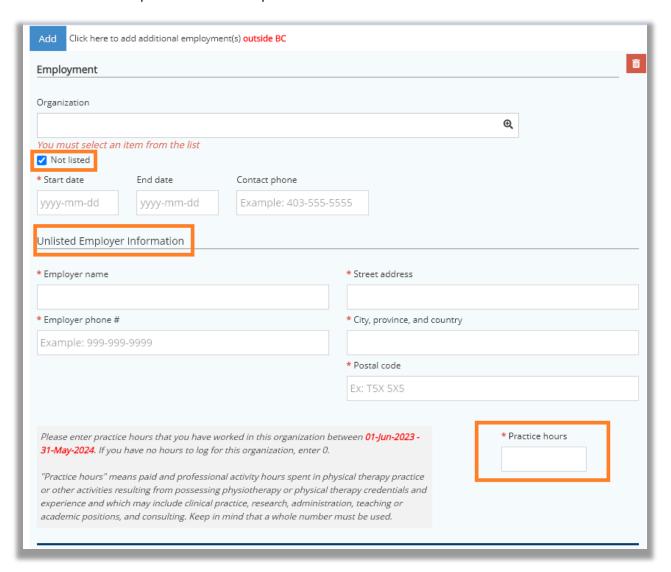
- Employment cannot be deleted but you may archive it:
 - Select 'Yes' for the question "Has any of the information changed?" and the employment section will open.
- Enter your last day of work under 'End Date'.
- Add your practice hours for the past registration year.





How do I add employment outside of BC?

- Click on the 'Add' button under the 'Outside BC' employment section.
- It is likely the organization won't be in the database.
- Start by typing part of the employer/ clinic/ workplace name in the organization box and wait for the search results. If you see the name, select it.
- If the name doesn't appear, tick the 'Not listed' box and then fill in the information for that unlisted employer. Add practice hours. Do not enter an end date unless you have already ended that work. Do not enter a future date.
- See example below for both options:





Practice Hours

What are practice hours?

- Paid and professional activity hours spent in physical therapy practice or other activities
 resulting from possessing physiotherapy or physical therapy credentials and experience
 which may include clinical practice, research, administration, teaching or academic
 positions, and consulting.
- Practice hours are accrued by full and interim registrants of the College.
- Practice hours do not include vacation, statutory holidays, leave of absence, volunteer time, continuing education or courses.

How many practice hours are required?

• 1200 practice hours (per the above definition) total in the 5 years preceding renewal or reinstatement.

What dates do I use to count my practice hours?

Count your practice hours accrued between June 1 to May 31.

How do I adjust my historical practice hours?

- The College can only consider updates of practice hours for the *previous* registration year.
- Email <u>registration@cptbc.org</u> the adjusted practice hours for each employer, your registration number and full name. We will follow up with you if we require additional information.

Private Individual Professional Liability Insurance (PLI)

What insurance document and information do I need to complete my renewal?

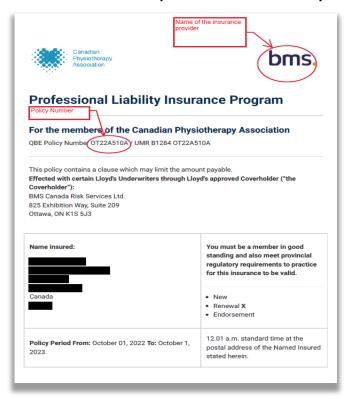
- A current PLI policy certificate (proof of valid private, individual professional liability insurance in the amount of at least \$3 million per occurrence.) You do not need to upload or send us the certificate during renewal, but we might ask to see it later.
- You will need the name of your insurance provider, the policy number, and the expiry date.
- Full and interim registrants must always have insurance coverage regardless of work status (not employed, maternity leave, working outside of BC, private or public practice, etc.)



Where can I find a list of insurers for PLI?

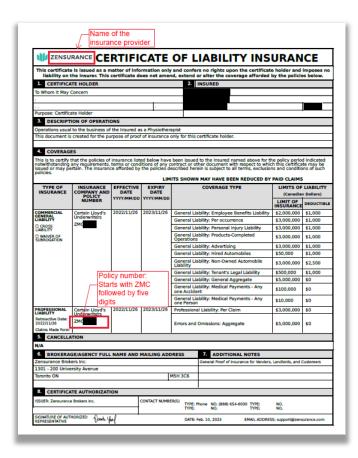
- BMS (through CPA): https://physiotherapy.ca/professional-liability-insurance
- Physiosure/ Trisura: https://www.hubinternational.com/en-ca/programsassociations/physiotherapists/
- Zensurance: https://www.zensurance.com/professional-liability-insurance
- AON: https://www.aon.com/canada/aha/physio/index

What are some examples of where can I identify the Insurance Provider or Policy Number on my PLI?











Name Changes

How do I change my name?

- Within the personal section click 'Add' and a name change section will open.
- Complete the required text boxes.
- Upload a marriage certificate OR legal name change document.
- The document will be reviewed and approved by the College.
- If you work in private practice you will be emailed for further documentation as required by MSP.
- See example:





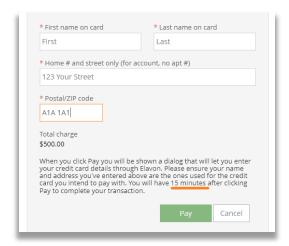
Payment

Can I save the renewal and finish it later, or pay later?

- Yes, but you will continue to receive email reminders until you complete the payment.
- Please start with the employment updates and Annual Self Report (ASR) as soon as possible.

How do I pay the renewal fee?

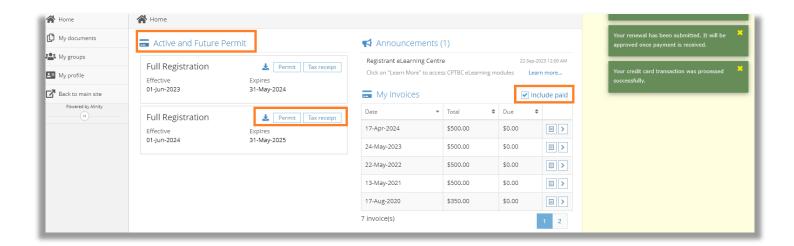
- The invoice and link to pay will appear once the renewal is successfully completed.
- If your renewal was sent to the College for review, you will receive an email after it has been approved with a link to complete payment.
- Avoid clicking the back button or refreshing the page while payment is being processed.
- Visa and Mastercard credit cards are accepted.
- Debit cards will be declined.
- See example below:



When will you email my receipt and permit?

- Once payment is complete, you can print or download your receipt and permit anytime from your College account.
- Toggle on the 'Paid invoices' box to access your recent receipts.
- Current permit and invoice are found on the center of your home page.
- Look for historical receipts under 'My Documents'.
- See example below:





Annual Self Report

How will you know I have completed the Annual Self Report (ASR)?

- In the ASR menu, when you have completed the required sections, you will see green checkmarks next to 'ASR Risks and Supports' and 'Your Report'. We will see if you completed these sections, but we will not have access to your answers.
- The ASR certificate is no longer uploaded to the renewal.