

# Licence Renewal

## Frequently Asked Questions

*The incoming Health Professions and Occupations Act changes how CHCPBC refers to the health professionals we regulate. The terms “registrant” and “registration” are being replaced by “licensee” and “licence.” The new language is reflected in this document.*

For the purpose of this guide, a health professional means a person who holds an active licence to practise as an audiologist, dietitian, hearing instrument practitioner, occupational therapist, optician, optometrist, physical therapist, psychologist, or speech-language pathologist.

This guide is intended to provide information about licence renewal that is applicable to all nine professions. Professionals who are renewing their certifications and Health Profession Corporation permits will find instructions in the notice of renewal and on the CHCPBC website.

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## Planning for renewal

### When can I renew my licence?

Renewal will be open from February 18 – March 31, 2026.

The deadline to renew your licence is 11:59 p.m. Pacific Time on March 31, 2026. You may complete the process at any time that is convenient for you. We strongly recommend that you complete your renewal well in advance of the March 31 deadline. This allows time in case you require assistance with the renewal process, or if your renewal application requires review by staff.

### What if I miss the renewal deadline?

If you do not meet all renewal requirements (licence renewal and payment) by March 31, 2026, the consequences are significant:

- Your licence is cancelled, and you cannot work as a health professional or use professional title.
- You must apply for and be successfully reinstated during a 30-day period (April 1–April 30) before returning to work.
- You are charged a late fee of \$350 in addition to the annual licence fee.

Technical difficulties or other challenges encountered are not a valid reason for failing to complete the renewal process by the deadline.

### What steps can I take in advance to ensure that I will be able to renew?

- Ensure that you have logged into your licensee portal and updated your employment information.
- Have your professional liability insurance information ready.

## 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 are recommended.

## Logging in

### How do I log in?

From the link in the renewal email, or from the licensee portal on the website:

**Licensee Portal**

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

This is the email address associated with your College (Alinity) account.



If you are using a shared computer, make sure the field doesn't auto-fill with someone else's information.

### 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@chcpbc.org](mailto:registration@chcpbc.org) and include your profession, full name, licence (registration) number or date of birth, and the email address you want associated with your College (Alinity) account and we will contact you.

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

1. Use the **"Forgot your password?"** feature on the login page:

The screenshot shows a login form with two input fields: 'Username (email address)' and 'Password'. Below the fields is a 'Login' button. Underneath the button, there is a link for 'New Applicant to CHCPBC? (Online Application Form) - Sign up' and the word 'or'. The 'Forgot your password?' link is highlighted with a red rectangular box.

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

The screenshot shows the 'Reset Password' page. It has a title 'Reset Password' with a lock icon. Below the title, there is a paragraph: 'Enter the email address associated with your Alinity account, then click Submit. We'll send an email to the email address associated with your account with a link to a page where you can create a new password.' There is an input field for 'Email address'. Below that, there is a section for 'Enter the code on the right' with an input field and a code 'HFBMAU'. Below the code, it says 'Click to change'. At the bottom, there is a 'Submit' button.



### **I changed my College (Alinity) password, and I still can't log in. What should I do?**

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. What should I do?**

Check your spam, promotion, and junk folders.

Do you have multiple email addresses (work, personal)? Try another 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.

Selecting "Send new code" will generate a different code and render the previous one invalid.

## **Leaves of absence or moving provinces**

### **I am taking a leave of absence from work (e.g., parental leave, sick leave) and will not be working past March 31, 2026. What should I do?**

If you will not be working or using title as a health professional after March 31, 2026, you have the following options:

- Renew in the Full (Practising) class. This allows you to return to practice at any time between April 1, 2026, and March 31, 2027.
- Renew in the Former (Inactive) class. There are no fees associated with cancelling your licence. You must reinstate and be granted licensure prior to working as a health professional. Refer to the **fee schedule** to see reinstatement application fee and licence fee for your profession. There is a pro-rated fee for former licensees returning on or after October 1 (65% of the annual licence fee).



The Non-Practising class will be discontinued when the HPOA comes into effect on April 1, 2026. Because this coincides with the first day of the new licensure year, there is no option to renew as a non-practising licensee for 2026/2027 renewal.

### **I am working for only a couple of weeks in April then I will be off (e.g., moving out of province, on parental leave). What should I do?**

If you intend to work as a health professional in BC after March 31, 2026, you **must** renew your licence with the College. If you do not complete your renewal, including payment of fees on or before March 31, 2026, your licence will be cancelled and you will not be authorized to work as a health professional as of April 1.

Note if you seek licensure/registration with another provincial regulatory body, the College will provide information indicating your licence expired as of March 31, 2026, because you did not renew for the 2026/2027 year.

### **I will only be working as health professional in BC for a few months after April 1. Can I receive a refund for the remaining months?**

No, there are no refunds issued for College fees.

### **I will not be practising after March 31, 2026; do I need to do anything?**

Please log in and complete your renewal as Former (Inactive). Failure to complete any action during the renewal period may result in phone calls including to employers on record to follow up on outstanding renewal and to confirm you are not practising.

See the section below on **Choosing not to renew** for details on how to properly close off your record with the College and avoid any outstanding tasks.

### **I will not be practising April 1 but plan to practise later in the year. What are my renewal options?**

You can choose to maintain your full licence for the year or cancel your licence and apply for reinstatement prior to returning to practice. There is a half year fee if planning to practise October 1 – March 31 in addition to a reinstatement fee as outlined in the **fee schedule**.

See the **Choosing not to renew** section for details on how to properly close off your record with the College and avoid any outstanding tasks.

## **Workplace information — Adding/removing**

### **How do I add a new employer/ workplace for employment?**

1. Within the Employment section, select “Add” and the employment section will open.
2. Complete the required information in the text boxes.



### **What if I don't see my 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 employer/ workplace name.
- Check which employment section you are in; employment in BC or outside of BC as this impacts which workplaces appear in the drop-down list (only applies to some professions).

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

The organization needs to be added to the College database:

1. If the name doesn't appear in the drop-down list, enter the required fields and provide the organization name, mailing address and phone number in the text box.
2. The College must confirm the name and 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. You will receive an update by email when this has been done.

### **I am no longer working at the employer/workplace listed, how do I delete it?**

Employment cannot be deleted, but you may archive it:

1. Enter your last day of work under "End Date."
2. Add your practice hours for the past registration year (applicable to occupational therapy and physical therapy)

### **How are "full time" and "part time" defined, and why is this information collected?**

The College provides aggregate data about its licensees to the Canadian Institute for Health Information (CIHI) for certain professions, including data about full and part time employment. CIHI defines "full time" as 30+ hours of work per week and "part time" as anything less than that.

## **Practice hours**

### **What are practice hours?**

Practice Hours refer to the time during which a health professional is engaged in activities related to their professional role for which they are entitled to payment,



or activities that require the use of their professional credentials and experience.

**This includes:**

- Direct Service & Support: Clinical practice, research, administration, teaching, academic positions, consulting, and activities necessary to support the delivery of health services.

**This excludes:**

- Personal Time: Vacation, lunch breaks, and unpaid leaves of absence.
- Availability: Standby or on-call hours where no active work is performed.
- Professional Development: Paid or unpaid education leave specifically required by or resulting from the professional's role.
- Extended Absences: Extended sick leave.
- Volunteer/General Study: Volunteer time and general examination preparation time (unless otherwise specified by the College).

### **Does my profession require my practice hours?**

The following professions require entry of your practice hours. However, there isn't a minimum number required to renew your licence.

- Occupational Therapy (practice hours from July 1, 2025 to March 31, 2026)
- Physical Therapy (practice hours from June 1, 2025 to March 31, 2026)

## **Professional Liability Insurance (PLI)**

### **What insurance am I required to have?**

As of April 1, 2026, licensees must at all times maintain personal liability insurance with coverage of at least \$2 million per claim or occurrence.

Physical therapists must maintain individual professional liability insurance, regardless of employer coverage, work setting, or employment status.

It is your professional responsibility to maintain professional liability insurance coverage and to ensure that you are insured for practice in all public and private places of employment.

Proof of coverage may be requested.



## What information about my professional liability insurance do I need to provide in the renewal form?

You will find this in your notice of renewal, which lists the information you will need to verify your PLI. Please have this information ready to prevent any delays with your renewal application. Your application will not proceed without it.

- If you are employed by a health authority, enter **Health Care Protection Program** as your provider and the dates of the new licensure year (April 1 of this year– March 31 of next year) as your policy start and expiry dates.
- If you are employed by a school district, enter **Schools Protection Program** as your provider and the start/expiry dates defined in your policy.

Physical therapists must maintain individual professional liability insurance, regardless of employer coverage, work setting, or employment status so must only enter the information about their individual policy.

## Do I need to maintain my insurance while I am on leave?

Full and provisional licensees must always have insurance coverage that meets the Bylaw requirement regardless of work status; e.g. unemployed, parental leave, working outside of BC, private or public practice, etc.

## I am not renewing my licence. Do I need to maintain Professional Liability Insurance?

Please contact your insurance provider with questions regarding your professional liability insurance coverage. While the College does not require you to maintain insurance as a former licensee, it may be recommended to maintain professional liability insurance to protect yourself if a complaint is made to the College, or lawsuits are brought forth over situations that may have occurred when you were practising.

## Name changes


### How do I change my name in the Licensee Portal?

1. Within the personal section, select “Add” and a name change section will open.
2. Complete the required text boxes.
3. Upload a marriage certificate OR legal name change document.
4. The document will be reviewed by the College.
5. See example:






Add Click to request a change to your legal name

Legal name 

\* First name Middle name(s) \* Last name

\* Government issued ID

 Click here to upload a supporting document from your computer

## 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.

### How do I pay the renewal fee?

1. The invoice and link to pay will appear once the renewal is successfully completed.
2. 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.
3. Avoid clicking the “back” button or refreshing the page while payment is being processed.
4. Visa, Mastercard and AMEX credit cards are accepted. Debit cards will be declined.

### When will you email my receipt and permit?

1. Once payment is complete, you can print or download your receipt and permit anytime from your Licensee Portal.
2. Toggle on the “Paid invoices” box to access your recent receipts.
3. Current permit and invoice are found on the center of your home page.
4. Look for historical receipts under “My Documents.”



## Quality Assurance Program

### **I haven't completed my Quality Assurance Program requirement. Why am I not seeing this?**

You do not have to report legacy Quality Assurance Program requirements to the College as part of renewal.

The Professional & Quality Practice Program (PQPP) will replace previous Quality Assurance Program requirements, apply to all nine professions, and be consistent with the *Health Professions and Occupations Act* (HPOA) when in force on April 1, 2026. This will be online and open for completion every October 1-November 30 (starting 2026).

**Read the Fact Sheet**

## Choosing not to renew

### **How do I “Renew as Former (Inactive)”?**

1. Log in to your account.
2. Complete the online renewal application as follows:
  - Select the “Renew” button in the box labelled “Former”.
  - In Part 1 (“Profile Update”), edit your employment and add your last day of work.
  - In Part 2 (“Renewal”), select the reason for cancelling your licence and read and review the declarations.

### **When will my licence be cancelled?**

Once you complete the online renewal application through the “Renew as Former/Inactive” process, you will remain licensed to March 31. Your licence will be cancelled on April 1.

## Additional support

### **I still have questions. How do I contact the College?**

For support with renewal, you can email the College at [registration@chcpbc.org](mailto:registration@chcpbc.org) or call 604-742-6715 (press 1 for Licensure).

If you are an optometrist or physical therapist seeking support with renewal of Health Profession Corporation permits, email [corporations@chcpbc.org](mailto:corporations@chcpbc.org).

When emailing the College, be sure to include your profession in the subject line of your email to ensure it will be delivered to the appropriate team member.



### **When are College staff available to provide support?**

If you send an email or leave a voicemail, you can expect a response during our regular business hours (Monday–Friday, 8:30 a.m.– 4:30 p.m.).