

## COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

### RENEWAL 2019 INSTRUCTIONS

For technical assistance with the online renewal process, you can call the College at (604) 736-6164, Extension 222, between the hours of 2pm to 4pm on Tuesdays and Thursdays with the exclusion of December 25.

If you have any questions please contact the College office by fax or telephone to ensure you meet the deadline and to avoid the cancellation of your registration.

#### ONLINE RENEWAL INSTRUCTIONS

1. Go to the College website at: [www.collegeofpsychologists.bc.ca](http://www.collegeofpsychologists.bc.ca).
2. Click on the RENEWAL icon located in the bottom right corner of the homepage.
3. Log into the registrant portal by entering your User Name (your Registration Number, e.g., 123 or 1048) and password.

\*\*\*If you've forgotten your password or if you are a new user and need a password, you can request or retrieve a password by following the prompts on the login screen\*\*\*

4. Click the "Online Registration Renewal" button.
5. Complete all fields on the renewal form and follow the prompts to submit and continue onto the declaration.
6. Select and sign the declaration appropriate for your renewal category or if you are non-practicing and seeking reinstatement to active practice, complete and sign the reinstatement form and declaration.
7. Once you have submitted your renewal (or reinstatement), a confirmation page will be displayed. PRINT this page for your records.
8. Submit payment via cheque/money order/cash or online banking. Please note that if you choose online banking this is a separate process requiring you to log in to your online banking program.

Once the College has reviewed your form and all supporting documents and fees have been received, you will receive notice via email from the College. You will also receive notice if the College has any questions or if there are any outstanding items.

#### PAYMENT INSTRUCTIONS

1. Consult the invoice to determine the fee amount appropriate for your practice (e.g., active or non-practicing).
2. Choose a payment method:
  - a. ONLINE PAYMENT- Payments can be submitted to the College electronically by using the online bill payment option offered by your bank. Follow the instructions of your online banking program, select the *College of Psychologists of BC* as your payee and use your **4 digit** registration number as the account number. Those with numbers fewer than 4 digits will need to use preceding zeros (e.g., 0123).

Most major banks and credit unions list the College as a payee. If you do not see the College of Psychologists of BC listed as a payee at your banking institution, please kindly notify the College.

OR

- b. CASH, CHEQUE or MONEY ORDER PAYMENT – Cheques and Money Orders are to be made payable to the *College of Psychologists of British Columbia* and dated no later than December 31, 2018.

The **full amount** is due on or before Dec. 31, 2018. Payments may be post-dated **no later** than Dec. 31, 2018. Cheques dated after Dec. 31, 2018 are not acceptable. Online payments must be made no later than December 31st. Registrants may be required to provide evidence that a request for a funds transfer was made on or before that date. Registrants who work in a setting in which a third party may be arranging for or providing payment should take institutional financial processing and mailing timeframes into account to ensure that materials arrive at the College by the due date. We encourage all registrants to complete the payment process electronically.

## Frequently Asked Questions – Online Renewal and Payment

### **What is my user name?**

Your user name for the renewal portal is your Registration Number (e.g., 123 or 1048).

### **I don't have my password in front of me, how do I get it?**

You can retrieve your password by clicking "I forgot my password" on the log in screen. Your password will then be emailed to the email address the College has on file for you. If your email has changed, or you can't access the email, please contact the College.

### **I am a new user and need a password. How do I request one?**

New users can request a password by clicking "I am a new user and need a password" on the log in screen. Your password will then be emailed to the email address the College has on file for you. If your email has changed, or you can't access the email, please contact the College.

### **Can I change my password into something I can remember more easily?**

Yes. We encourage you to record your password and / or change it to something you can easily remember.

### **I want to pay with a cheque. What should I do?**

Online form completion and payment are separate. After you complete the online renewal forms, you will be asked to choose a payment method. You may select the cheque option and mail it to us. Please ensure your name is on the cheque to avoid delays in processing your payment. Your form will then be matched to your payment once we receive it.

### **I do not want to submit my credit card information online. How can I renew online without doing that?**

The College does not accept credit card payments. The online renewal system does NOT require any online or electronic payment. Paying your fees through the online payment option offered through your bank is available. Follow the instructions of your online banking program, select the College of Psychologists of BC as your payee, as you would pay any other bill, and use your 4 digit registration number as the account number. Those with numbers fewer than 4 digits will need to use preceding zeros (e.g., 0123). You may also elect to mail in a cheque or money order.

### **How can I get a paper copy of my renewal forms for my records?**

After you submit your online renewal forms, you will be prompted to print the final screen for your records. If you forget to print the screen at the time you renew, you can always go back at a later time to log in and print a copy of what you submitted.

### **What do I do if I encounter errors during the online renewal process or require additional help with the online renewal and/or payment process?**

For technical assistance with the online renewal process, you can call the College (604) 736-6164, Extension 222, between the hours of 2pm to 4pm on Tuesdays and Thursdays.

### **I think I entered something wrong on the online renewal form and I need to make a change. How can I do that?**

Once your data has been submitted to the College you can return to the renewal link to view the information you provided. You cannot, however, modify the information once it's been electronically submitted. You can print out a copy of the information you submitted to the College by returning to the renewal link. If you have made an error or need to make a change, you can make your changes on the printout and fax it to the College, clearly indicating the information you need to change. Please contact the College during the hours above if you need assistance.

**How will I know that my information has been submitted and received by the College?**

A confirmation page will display once you have finished submitting your online form.. Please print off a copy of your submitted information for your records. Once the College has reviewed your form and all supporting documents and fees have been received, you will receive notice via email from the College. You will also receive notice if the College has any questions or if there are any outstanding items. If you are traveling during this time please ensure that you are still able to receive communication from the College in case we have questions or something is outstanding from your renewal.

**Will the online renewal be available until December 31st?**

The College encourages all registrants to renew as early as possible and you may renew online up to and until midnight December 31st. However if, as part of your renewal, you are required to submit documentation such as verification of licensure from another province, a note from your physician, or a written cheque or money order, you must ensure that **all** required documentation and payment are received at the College by December 31<sup>st</sup>.

**What are the 2019 Renewal Fees for Psychologists and Associate Psychologists (Corrections) ?**

|   |            |
|---|------------|
| Active Practice                                       | \$1,200.00 |
| Non-Practicing (on leave, out of province or retired) | \$ 300.00  |

**How do I submit my online payment?**

Payments can be submitted to the College electronically by using the online bill payment option offered by your bank. Follow the instructions of your online banking program, select the "College of Psychologists of BC" as your payee and use your 4 digit registration number as the account number. Those with numbers fewer than 4 digits will need to use preceding zeros (e.g., 0123)

**I don't see the College listed as a payee at my bank. What should I do?**

Most major banks and credit unions list the College as a payee. If you do not see us listed at your banking institution, please kindly notify the College. We will gladly look into the matter.

**I want to renew using paper. How can I do this?**

All renewals must be completed online. No paper forms are available. If you require assistance using the online system, you can call the College (604) 736-6164, Extension 222, between the hours of 2pm to 4pm on Tuesdays and Thursdays. If you wish, you can make an appointment to visit the College office in person and we'd be pleased to assist you.

**I do not wish to renew my registration – what do I need to do?**

If you wish to be 'cancelled by request' you may complete the online form for those not wishing to renew or simply inform us in writing by post or fax. If we do not hear from you by December 31, 2018 your registration will be cancelled.