

# 2017-18 Registration Renewal – FAQ

## **1. How do I submit/ complete my College registration renewal?**

All renewals must be completed online through the College Registrant Portal by July 31, 2017. Applications sent by mail, fax or email will not be accepted. To complete your registration:

1. Go to <http://www.chirobc.com/>
2. Click on the “Registrant Login” link in the top right corner of the page
3. Enter your email address and password
4. Click on the renewal button and proceed through the screens.

## **2. How do I reset my password?**

There are two options to reset your password. Please note that passwords must be a minimum of 6 characters.

### Password Reset by Email

1. Go to <http://www.chirobc.com/>
2. Click on the “Registrant Login” link in the top right corner of the page.
3. Click on the “[I've forgotten my password](#)” link
4. You will be asked to provide the answer to your security question
5. An email will be sent to you with instructions on how to reset your password for the new CCBC online system.
6. Password reset emails are only good for 24 hours. You will receive an error if you try to reset using the link in an email that was requested more than 1 day prior. If several password recovery emails were requested in a short amount of time, you must use the LATEST email as the previous ones will have expired.

### Create a temporary password with your cellphone

If you have already entered your cell phone into the system, you may:

1. Go to <http://www.chirobc.com/>
2. Click on the “Registrant Login” link in the top right corner of the page.
3. Click on the “[Sign in with your cellphone](#)” link
4. Enter your email address.
5. You will be asked to provide the answer to your security question.
6. A text message containing a verification code will be sent to your cell phone. The code will act as a temporary password and expires within 1 hour.

## **3. I don't have a security question. How do I reset my password?**

You must contact the CCBC office within regular business hours to reset your password. Please allow sufficient time to ensure that your registration and payment can be processed before the deadline of July 31, 2017.

**4. I want to set up a temporary password by cell phone, but the system says I am not set up to do so. How can I use this feature?**

You must contact the CCBC office within regular business hours to verify your account and set up this feature. Please allow sufficient time to ensure that your registration and payment can be processed by **July 31, 2017**.

**5. I have started completing my renewal but don't have time to finish it now. Can I save my application?**

Yes, the system will automatically save the information you have entered. Simply log back into the renewal page when you have time to complete it and you can resume your application where you left off. You must complete all requirements no later than **Monday, July 31, 2017**. If you require assistance, you must contact the CCBC Office during regular business hours.

**6. I am having trouble with my renewal. Where can I get help?**

Please contact the CCBC office within regular business hours (Monday – Friday, 8:30am – 4:30pm excluding holidays) at (604) 242-1455 or toll free 1-866-256-1474 if you require assistance with your renewal. Please allow sufficient time to ensure that your registration and payment can be processed before the deadline.

**7. I don't have a computer. How can I renew?**

If you do not have a computer to renew your registration online, you must make arrangements to find another computer to complete the process by July 31, 2017.

A couple of options include:

- Visit the CCBC Office during regular business hours (Monday – Friday, 8:30am – 4:30pm excluding holidays) to renew your registration.
- Ask a family member, friend or colleague if you can use their computer to renew your registration.
- Visit a public library and renew your registration.

**8. What are my renewal requirements for the 2017-2018 period?**

Full and Non Practising registrants are required to complete the following for the 2017-18 renewal period, no later than Monday, July 31, 2017:

1. Online completion of the renewal application.
2. Payment of the registration renewal fee.
3. Payment of any other fee, ne, levy or debt owed to the College.
4. For full registrants, proof of having completed any applicable requirements of the quality assurance program (CE and Standard First Aid with CPR-C).
5. For incorporated registrants, online submission of corporation renewal form and payment of corporation renewal fee by July 31, 2017.

## **9. What happens if I do not complete the renewal requirements by July 31, 2017?**

Failure to comply with the HPA and Bylaws by July 31, 2017 will result in cancellation of your registration on August 1, 2017. Billing accounts for your practice will be cancelled (MSP, ICBC, WorkSafeBC, etc.). The CCBC will also inform your insurance provider that your registration has lapsed which will result in terminated liability insurance.

Upon cancellation, registrants must apply for reinstatement if they wish to resume practice. The fee to apply for reinstatement is \$320, in addition to annual dues. The reinstatement process takes 3-5 business days.

## **10. Do I need first aid certification to renew this year?**

Effective April 30, 2017, all full registrants must obtain and maintain first aid certification which meets the specifications of the Quality Assurance Committee. Failure to obtain the correct certification and comply with this Bylaw requirement, you will be unable to renew your registration. [Click here for more information on Quality Assurance programs.](#)

## **11. When I login, the system does not give me the option to renew. What do I do?**

You may be restricted from renewing due to failure to complete one or more quality assurance requirements including continuing education and/or first aid certification. Once these requirements are met, you must contact the CCBC office during regular business hours in advance of the July 31, 2017 deadline to lift the restriction and enable your ability to renew your registration. Please allow for 3-5 business days to lift restrictions.

## **12. How can I pay for my renewal?**

Payments can be made online by credit card or by mailed cheque or money order. Cheque/money order payments must be received by the CCBC office no later than **4:30pm on Monday, July 31, 2017**. Bank transfers are not accepted. Credit card numbers are not accepted over the phone or by email/fax.

## **13. Where can I find information about enrolling in Pre-Authorized Payments (PAP)?**

Registrants have the opportunity to enroll in pre-authorized payments for the upcoming dues cycle (please note, registration dues for the 2017-18 cycle are due July 31, 2017 and are not eligible for PAP). If you are interested in enrolling in PAP for the **2018-19** dues cycle, please complete the PAP enrollment form, including a copy of a void cheque and fax to 604-278-0093 or email to [Accounting@chirobc.com](mailto:Accounting@chirobc.com). Alternately, once your renewal is complete with payment of dues, your online account will display information about the PAP option. If you click on the option to receive more information about PAP we will email you the form with instructions on how to get started. The PAP schedule runs from August through until May (10 payments).

#### **14. How can I tell if I am successfully registered?**

Once you have successfully registered, you will receive an email confirming your status for the 2017-18 year. In addition, you may verify your status in the online registry.

1. Go to <http://registry.chirobc.com/>
2. After you consent to the disclaimer, enter your name and search
3. If you see a future status, effective August 1, 2017, you have successfully renewed.

#### **15. How do I get a copy of my certificate of registration?**

Certificate of registration is available 48 hours after you have successfully renewed and paid your licensing fees.

1. Go to chirobc.com and click on the Registrant Login link in the top right hand corner
2. Login with your email address and password
3. click on certificates in the Online Services Section
4. Locate the Certificate of Registration section and populate your certificate.

#### **16. Where can I find a copy of my CCBC receipt?**

Receipts are available online for printing approximately 48 hours after you have successfully paid.

1. Go to [www.chirobc.com](http://www.chirobc.com)
2. Click on the Registrant Login link at the top right corner.
3. Enter your email address and password to login
4. Click on the receipt link in the Online Services section
5. Select the year in the drop down menu for the receipt you wish to locate.

#### **17. Can I renew my BCCA membership when I renew my College registration?**

Membership renewal and payment of membership fees for the BC Chiropractic Association is separate from the college's renewal. BCCA members may renew their membership by going to [www.bcchiro.com](http://www.bcchiro.com) and clicking on the "renew membership" button. You will be asked for your username and password. Please note that it is very likely that your BCCA login information is much different than your CCBC login information. Any questions should be directed to [registration@bcchiro.com](mailto:registration@bcchiro.com).

Registrants who do not renew their BCCA membership by July 31, 2017 must provide the College with proof of liability insurance, effective **August 1, 2017**.

#### **18. Why do I have to complete my College and Association renewals separately?**

The renewal process has been separated to ensure that each organization is able to obtain the information they require in an appropriate manner. We understand that it is more work for registrants to go through two separate processes, however, it ensures that each organization is able to better function and deliver on their respective mandates. Privacy of registrants' personal information is something that both organizations take very seriously.

**19. Who can I speak with regarding my BCCA dues?**

Please call the BC Chiropractic Association at 604-270-1332 or email [registration@bcchiro.com](mailto:registration@bcchiro.com)

**20. I could not get a hold of anyone from the BCCA to answer my question. Can you forward me to someone?**

Yes. Please call the Association at 604-270-1332 or email [registration@bcchiro.com](mailto:registration@bcchiro.com)

**21. Where can I find a copy of my BCCA receipt(s)?**

Receipts for BCCA membership fees paid in 2017 will be sent from the BCCA via email once you have completed your renewal and successfully paid. If you require a new copy, you will have the option to login to your BCCA Member Account and resend a copy of the receipt.

Receipts for BCCA membership fees paid in 2015 and 2016 are available through the College Registrant Portal.

1. Go to [www.chirobc.com](http://www.chirobc.com)
2. Click on the Registrant Login link at the top right corner.
3. Enter your email address and password to login
4. Click on the receipt link in the Online Services section
5. Select the year in the drop down menu for the receipt you wish to locate.

College and association fees paid in 2015 and 2016 will appear on the same receipt.

For receipts for BCCA fees paid in 2014 or prior, please submit a written request to [accounting@bcchiro.com](mailto:accounting@bcchiro.com).

**22. How do I renew my corporation?**

If you already have a corporation on file, you will be asked to confirm the details of the corporation and pay your renewal fee at the time you renew your license. If you are a director of a corporation along with another registrant, the registrant who opens a renewal application first will be required to confirm the details and pay the renewal fee. Corporation renewal must be completed by July 31 each year.

**23. How do I get a copy of my health professions corporation permit?**

Incorporation permits will be available online for printing after July 31, 2017.

To obtain a copy of your permit after July 31, 2017:

1. Go to chirobc.com and click on the Registrant Login link in the top right hand corner
2. Login with your email address and password
3. Click on **certificates** in the Online Services section
4. Locate the Health Corporation Permit section and populate your certificate.

**24. Why am I being asked about Cultural Competency Training during renewal?**

The CCBC, along with many other BC health regulators including the College of Physicians and Surgeons of BC and the College of Registered Nurses of BC, is collecting data on Cultural Competency training in an effort to assist the First Nations Health Authority (FNHA) and the UBC Centre for Excellence in Indigenous Health (CEIH). This information is shared in aggregate with CEIH.

The Indigenous Cultural Competency (San'yas) training program is provided by the Provincial Health Services Authority. The College strongly encourages all registrants to take part in this meaningful educational opportunity which aims to promote culturally safe health care delivery. The course is online and is eligible for 8 structured continuing education credits at a cost of \$250.

For more information or to register, go to: <http://www.sanyas.ca/training/british-columbia/core-ics-health>

**25. Why do I need to consent to a criminal record check if I am non-practising?**

The Criminal Record Review Act requires all registrants of a College to consent to a criminal record check at least once every five years. During your College renewal, you will be prompted to consent to a criminal record check if you have not already done so in the last five years and/or you have declared being convicted or charged with a criminal offense that the College is not yet aware of. The Act does not distinguish between practising and non-practising registrants.

Failure to consent to the criminal record check could impact your ability to renew and may require investigation by the Inquiry Committee.