

# Registrants FAQ

## **When is the last day for virtual office support for registration renewal questions?**

Virtual office support will be available until Wednesday, July 31, 2024.

Registration and renewal will be available online and is due by the end of Wednesday, July 31, 2024.

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

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

To complete your registration:

Go to URL for [CCHPBC](#)

Click on the "Registrant Login" link in the top right corner of the page

Enter your email address and password

Click on the renewal button and proceed through the screens

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

### **To reset your password:**

[Please click here](#) and enter your email address (see screen capture below for reference)

Answer the security question

Wait for the password reset link to come in your email inbox

Please note the new password will require the following:

Minimum of 8 characters

At least one lowercase letter

At least one uppercase letter

At least one number

At least one special character (symbol)

Reference more information about resetting your password in the following [video](#).

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

You must contact the College office within regular business hours to reset your password. Please email [registration@chirobc.com](mailto:registration@chirobc.com) and allow sufficient time to ensure that your registration and payment can be processed before the renewal deadline of July 31.

### **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 College office within regular business hours to verify your account and set up this feature. **Please email [registration@cchpbc.ca](mailto:registration@cchpbc.ca)** and allow sufficient time to ensure that your registration and payment can be processed by **July 31**.

### **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 **July 31**. If you require assistance, you must contact the College Office during regular business hours.

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

Please contact the College office within regular business hours (Monday – Friday, 8:30am – 4:30pm excluding holidays) at [registration@cchpbc.ca](mailto:registration@cchpbc.ca) if you require assistance with your renewal. Please allow sufficient time to ensure that your registration and payment can be processed before the deadline.

### **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. An option can include asking a family member, friend or colleague if you can use their computer to renew your registration.

## **What are my renewal requirements for the 2024-2025 period?**

Full and Non-Practising registrants are required to complete the following for the 2024-25 renewal period, no later than July 31:

Online completion of the renewal application

Payment of any other fee, -levy or debt owed to the College

For full registrants, proof of having completed any applicable requirements of the quality assurance program

For incorporated registrants, online submission of corporation renewal form and payment of corporation renewal fee by July 31

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

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

Upon expiration, registrants must apply for reinstatement if they wish to resume practice. The fee to apply for reinstatement is \$200 if the reinstatement occurs within 2 months, in addition to annual dues.

**The reinstatement process takes 3-5 business days.**

**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. Once these requirements are met, you must contact the College office during regular business hours in advance of the July 31 deadline to lift the restriction and enable your ability to renew your registration.

**Please allow for 3-5 business days to lift restrictions.**

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

Payments must be made online by credit card by July 31. Bank transfers, mailed cheque and money orders are not accepted. Credit card numbers are not accepted over the phone or by email/fax.

## **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 **2024-25** cycle are due on July 31 and are not eligible for PAP). If you are interested in enrolling in PAP for the 2024-25 dues cycle, please complete the **PAP enrollment form (CCBC-Pre-authorization-Payment-Form-PAP-2018.pdf)**, including a copy of a void cheque and fax to 604-742-6471 or email to **accounting@cchpbc.ca**. 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).

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

Once you have successfully registered, you will receive an email confirming your status for the 2024-25 year. In addition, you may verify your status in the online registry.

Go to [the registry](#)

After you consent to the disclaimer, enter your name and search

If you see a future status, effective August 1, 2024, you have successfully renewed.

## **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 [cchpbc.ca](#) 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

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

No, BCCA membership and College registration are done separately. Membership renewal can be done at [British Columbia Chiropractic Association](#)

Registrants who do not renew their BCCA membership by June 30 must provide the College with proof of liability insurance, effective **August 1**.

### **Who can I speak with regarding my BCCA dues?**

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

### **How do I renew my Health Profession Corporation (HPC) Permit?**

To obtain a copy of your permit after July 31:

- Go to [cchpbc.ca](http://cchpbc.ca) and click on the Registrant Login link in the top right hand corner
- Login with your email address and password
- Click on **certificates** in the Online Services section
- Locate the Health Profession Corporation Permit section and populate your certificate

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

The College, 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 \$300.

For more information or to register, go to: <https://sanyas.ca/registration>

### **Why am I being asked about the Indigenous identity?**

The 2024-25 registration renewal application includes questions for registrants that facilitate the optional disclosure of Indigenous identity.

Data collected about Indigenous identity may be shared on request by College in aggregate form with the First Nations Health Authority (FNHA), Metis Nation BC, the Ministry of Health, other partners, and the public. Individually identifiable data on Indigenous identity will not be disclosed outside of the College, except as may be permitted or required by applicable law or court order.

The [In Plain Sight](#) report, an independent report released on Nov. 30, 2020 by the Ministry of Health stated that “Indigenous identity information is not sufficiently collected in health care” and that approaches to collecting data were not consistent across organizations. The questions included in our registration renewal will help to address this gap in information and are consistent to questions currently being used by other health profession regulators in BC to identify Indigenous registrants.

### **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.

## **Where can I find a copy of my College receipt?**

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

Go to [cchpbc.ca](http://cchpbc.ca)

Click on the Registrant Login link at the top right corner.

Enter your email address and password to login

Click on the **receipt** link in the Online Services section

Select the year in the drop down menu for the receipt you wish to locate

## **What is required for: Can we contact you in the event of a provincial emergency?**

As a result of the current health crisis, the Ministry of Health asked regulators if they had a list of registrants who could be contacted in the event of an emergency to help with the pandemic response. Although this information was not required in this case, the College did not have a listing of registrants who could be contacted in case of emergency. The College would like to establish a list of registrants who could be contacted and re-deployed in the health care system as a result of a future emergency or health crisis.

## **Are there any changes to the registration fees for 2024-2025 registration renewal?**

The registration fees will not change for the 2024-2025 registration renewal. After amalgamation, the new Board will assess the budgeting needs to fund all operations of the college to determine future fees. It is not anticipated that fees will change shortly after June 28, 2024, as this analysis will require some time.

## **Will the College continue to offer the Pre-Authorized payment option for registration fees for 2024-2025?**

Yes, the option for Pre-Authorized payments will continue to be offered.

## **Will my registration expire on June 28, 2024, the first day of the new College and when my current College ceases to exist?**

No, your registration will not expire on June 28, 2024. The expiry date for your current registration is the date provided by your current College at the time you last renewed your registration or were granted new registration.

**If I am registered with two of the Colleges that are amalgamating with each other, will I need to pay two fees, complete two renewal processes?**

Yes, it is likely that in at least the short term you will be required to pay two fees and complete two renewal forms, much like you currently do while holding registration with two separate colleges.