



## 2025 Chiropractic Renewal – FAQ

### Q1: When do I complete and submit my registration renewal?

The renewal period for chiropractors is from June 20 to July 31, 2025.  
All renewals must be done online in the [Chiropractic Portal](#) and must be completed by 11:59 p.m. on July 31, 2025.

### Q2: How do I login to the online system?

- Go to [Chiropractic Portal](#).
- Enter your email address.
- Enter your password.

### Q3: How do I reset my password?

There are two options to reset your password:

#### Password Reset by Email

1. Go to the [Chiropractic Portal](#).
2. Click on the “[I’ve forgotten my password](#)” link.
3. You will be asked to provide the answer to your security question.
4. An email will be sent to you with instructions on how to reset your password.
5. Each password reset link is only good for 24 hours. If several password recovery emails were requested, please use the link from most recent email received.

#### Create a temporary password with your cellphone

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

1. Go to the [Chiropractic Portal](#).
2. Click on the “[Sign in with your cellphone](#)” link.
3. Enter your email address.
4. You will be required to answer the security question. If you do not have one setup or if you have forgotten it, please contact us at 604-742-6670.
5. A text message containing a verification code will be sent to your cell phone. The temporary code will expire within one hour.

### Q4: What are the rules for setting up a password?

- Minimum of 8 characters
- At least one lowercase letter
- At least one uppercase letter



- At least one number
- At least one special character (symbol)

#### Q5: I don't have a security question. How do I reset my password?

You will need to contact the College of Complementary Health Professionals of BC (CCHPBC) office within regular business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m., excluding holidays) at 604-742-6670 or toll free 1-888-742-6670 to setup your security question.

Please allow sufficient time to ensure that your registration and payment can be processed before the deadline. The last business day before the 2025 renewal deadline is Thursday July 31, 2025.

#### Q6: I have started completing my renewal but don't have time to finish it now. Can I save my application?

Yes, you can save your application (select save and sign out) to complete it later. Please ensure you complete the renewal application in full (including payment) no later than Thursday July 31, 2025.

#### Q7: How can I pay for my renewal?

Payments can only be made online by credit card (Visa or Mastercard). Bank transfer and other payment methods are not accepted. We cannot accept credit card numbers over the phone. Credit card payments must be received by the CCHPBC office no later than 11:59 p.m. on Thursday July 31, 2025.

#### Q8: Where can I find information about Pre-Authorized Payments (PAP) Plan for Registration Fees?

The PAP plan for chiropractors is discontinued and CCHPBC will not collect pre-payments in the next registration year. We understand this change may cause inconvenience to some of our registrants.

Registrants are encouraged to consult with their bank and/or seek out another way to save funds in anticipation of 2026-2027 registration fee.



### Q9: Where can I find a copy of my CCHPBC receipt?

Receipts are available online for printing approximately 48 hours after you have successfully paid. Login to the [Chiropractic Portal](#) and click on the Receipt link in the online services section under the renewal icons to obtain a copy of your receipt.

### Q10: How can I tell if I am successfully registered?

Once you have successfully registered, you will receive an email confirming your status for the 2025-2026 year.

### Q11: Where can I find my verification of registration?

Go to the [Chiropractic Portal](#) and login with your username and password. In the online services section, select "Certificates" to obtain a verification of registration. Verification of registration will be available for download 48 hours after you have successfully renewed.

### Q12: I am having trouble with my renewal. Where can I get help?

Please contact the CCHPBC office at [registration@cchpbc.ca](mailto:registration@cchpbc.ca) or 604-742-6670 during regular business hours if you require assistance with your renewal. Please allow sufficient time to ensure that your registration and payment can be processed before the deadline.

### Q13: 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, 2025. A couple of options include:

- You can visit the CCHPBC office during regular business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m., excluding holidays) to renew your registration using one of our computers in the lobby.
- 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.



#### Q14: Do I need first aid certification to renew this year?

All practising registrants must hold valid Standard First Aid and CPR-C certification in compliance with the CCHPBC Bylaws.

Upon recertification, please upload your new Standard First Aid and CPR-C certificate as soon as possible. You can do so during renewal if you haven't already done so. Please note registrants are not restricted from renewal with an expired first aid certification.

#### Q15: What are my renewal requirements?

Full and Non-practising registrants are required to complete the following no later than July 31, 2025:

Completion of Registration Renewal by July 31, 2025: Registration renewal information and forms are available through the online portal and must be submitted electronically.

Annual dues must be paid in full no later than July 31, 2025: If you have not pre-paid your dues or have an outstanding balance, fees can be paid online with a credit card (Visa or MasterCard only). Please note: payments via bank transfer or debit card are not accepted.

Health Professions Corporation (HPC) Permit Renewal: Renewal of HPC permit must be completed by registrants who are incorporated no later than July 31, 2025. The HPC renewal form must be submitted online with your registration renewal. If two registrants are directors of a corporation, the registrant who opens the application form first from their account will be required to submit and pay the renewal fee.

#### Q16: What happens if I do not complete the renewal requirements by July 31, 2025?

Failure to renew your registration in compliance with the *Health Professions Act* and CCHPBC Bylaws by July 31, 2025, will result in immediate cancellation of your registration on August 1, 2025.

#### Q17: There is no grace period for renewing your registration.

Upon cancellation, registrants must apply for reinstatement if they wish to resume practice. The fee to apply for reinstatement is \$320 (\$200 if within 60-day window from August 1), in addition to annual dues.

The reinstatement process takes three to five business days.



### Q18: When I login, the system does not give me the option to renew. What do I do?

You may be restricted from renewal if you have not completed the Continue Education (CE) requirements specified by the Quality Assurance Committee. Please contact [QAPrograms@cchpbc.ca](mailto:QAPrograms@cchpbc.ca) for more information on your CE requirements.

Once you have completed CE requirements, you must contact the CCHPBC office during regular business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m., excluding holidays) in advance of the July 31, 2025, deadline to lift the restriction and renew your registration. Please allow three to five business days to lift restrictions.

### Q19: How do I renew my corporation?

Registrants who hold a HPC permit will be asked to confirm the details of the corporation during registration renewal (built into the application). 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.

### Q20: How do I get a copy of my Health Professions Corporation permit?

Health Professions Corporation permits are available online for printing after payment is received and after July 31, 2025. It can take up to 48 hours for the system to produce a copy for printing.

To obtain a copy of the permit:

- Go to the [Chiropractic Portal](#).
- Login with your email address and password.
- Click on "Certificates" in the online services section at the bottom of the page.

### Q21: 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 CCHPBC to undergo a criminal record check at least once every five years. During the CCHPBC renewal, registrants will be prompted to consent to a criminal record check. The Act does not distinguish between practising and non-practising registrants. For those who had not had a criminal record check in the last five years or have declared being convicted or charged with a criminal offence, CCHPBC will submit your information for a criminal record check.

Failure to consent to the criminal record check could impact registrants' ability to renew and may be forwarded to the Inquiry Committee for investigation.



## Q22: Can we contact you in the event of a provincial emergency?

As a result of the COVID-19 pandemic, 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 that case, CCHPBC did not have a list of registrants who could be contacted in case of emergency. CCHPBC now keeps a list of registrants who could be contacted and redeployed in the health care system as a result of a future emergency or health crisis.