



Frequently Asked Questions

2026 CRM Transition Plan

Q1. What is changing with CCHPBC's licensing system?

CCHPBC is launching a new centralized licensing portal in mid-April 2026. This portal will replace the current applicant and licensee portals and become the single platform for all interactions with the College, including licence renewals, applications, document uploads, and updating contact or practice information.

Q2. Why is CCHPBC introducing a new licensing portal?

The new system is designed to streamline and standardize processes across all four professions regulated by the College. It will improve internal efficiency and provide a more consistent, user-friendly experience for applicants and licensees.

Q3. When will the current portals be unavailable?

The current portals will be unavailable starting April 7, 2026, as part of the transition to the new system. The new portals will launch in mid-April.

Q4. When will the new portal be available?

The new centralized portal is expected to launch in mid-April 2026. Applicants and licensees will receive an email from registration@cchpbc.ca with instructions on how to activate their new portal account.



Q5. Why is there a temporary service disruption?

The temporary downtime allows CCHPBC to securely migrate data and ensure the new system functions properly at launch. This is a standard and necessary part of implementing a new system.

Q6. What happens during the transition period?

During the transition period in early April:

- The current portals will be offline starting April 7, 2026
- System updates and secure data migration will take place
- CCHPBC staff will remain available to provide support and guidance

Q7. Will my existing information be transferred to the new system?

Yes. All existing licence records and required information will be securely transferred to the new system using industry-standard security practices and in compliance with legal, privacy, and regulatory requirements.

Q8. What should I do before the transition?

To prepare:

- Make sure you have provided the College with a unique email address. Without a unique email, we are unable to link the new account specifically to you. Please note that general business or shared email addresses are not considered unique and cannot be used for this purpose.
- Complete any upcoming applications, submissions, or renewals before April 6, 2026 if possible
- Ensure your email address on file with the College is up to date
- Watch for email updates from registration@cchpbc.ca with important information

Q9. Can I still submit applications during the portal downtime?

Yes. While the portal is unavailable:



- Fillable forms will be available on the "Resources" page of each profession:
 - [For Chiropractic](#)
 - [For Massage Therapy](#)
 - [For Naturopathic Medicine](#)
 - [For Traditional Chinese Medicines Practitioners and Acupuncturists](#)
- Applications and requests can be submitted via email to the College

Q10. How can I get help during the transition?

CCHPBC staff will be available to support you. You can:

For questions related to current registration status, renewal, Health Profession Corporation permits, liability insurance, first aid certificates, and name change requests, contact Registration at registration@cchpbc.ca or call 604-742-6670 press 2 and then press 2 again. Choose the option for the profession that the questions are related to. For questions related to entry to practice, applications and examinations, contact Applications at or call 604-742-6670 press 1. Choose the option for the profession that the questions are related to.

Q11. How will I access the new portal?

After the launch, you will receive an email from registration@cchpbc.ca in mid-April with a secure activation link and step-by-step instructions to set up your new account.

Q12. What do I need to do to activate my account?

To activate your new account, you must provide a unique email address. Without a unique email, we are unable to link the account specifically to you. Please note that general business or shared email addresses are not considered unique and cannot be used for this purpose.

You will need to:

- Ensure you have a unique email address
- Open the activation email from registration@cchpbc.ca
- Follow the secure link provided



- Complete the steps to set up your account

Once activated, you can log in and review your licence information.

Q13. What if I have trouble accessing or using the new portal?

Support will be available to assist with:

- Account activation
- Portal access issues
- Completing licensing activities

Additional resources, including step-by-step guides will also be provided.

Q14. Will I need to verify my information?

Yes. After logging into the new portal, you may be asked to confirm that your contact and practice information is accurate.

Q15. What services will the new portal provide?

The new portal will allow applicants and licensees to:

- Submit applications
- Upload documents
- Manage licence renewals
- Update contact and practice information
- Track requests and communications
- Receive automated reminders