

Navigating Your Way: Licence Renewal

This guide provides step-by-step instructions for completing your annual licence renewal through the CDHS Registrant Portal.

Before You Begin

Before starting your renewal, have the following ready:

- Your Registrant Portal login information
- Your professional liability insurance certificate, if required
- Your current contact and employment information
- Supporting documentation for any profile updates
- Completed continuing competency requirements, if you are in the final year of your reporting period

Important Dates

- Renewal opens September 15
- Complete your renewal, including payment, by October 20 to avoid the \$100 late fee.
- Renewal is not complete until payment has been processed.
- Renewal must be completed by midnight on October 31.
- Licences that are not renewed by October 31 will automatically expire.

Before Renewing: Licence Register Changes

If you are changing licence registers as part of renewal, the change will take effect on November 1.

If you need the change to take effect before November 1, do not begin your renewal. You must apply for a register change before completing renewal. Refer to **Navigating Your Way: Register Change** for instructions.

If you are changing from the Non-Practising register to the Full register at renewal, you may be required to provide proof of additional professional liability insurance coverage.

Step-by-Step Renewal Instructions

1 Sign In to the Registrant Portal

You can access renewal in either of the following ways:

Option 1: Through the CDHS website

- Visit the CDHS website.
- Select Registration.
- Select Renew Now.
- Follow the link to the Registrant Portal.

Option 2: Go directly to the portal

[Open the CDHS Registrant Portal.](#)

- Enter your login information.
- Select Login.

2 Start Your Renewal

- From the Registrant Portal home page, locate Complete My Renewal.
- Find the licence register into which you intend to renew.
- Select Renew.

3 Review and Update Your Profile

On the Profile Update page:

- Review the information recorded on your profile.
- Complete all fields marked with an asterisk (*).
- Update any information that is no longer current.
- Provide all required employment information for the previous year.
- Upload supporting documentation for any profile changes that require verification.
- Select Next when the page is complete.

4 Upload Professional Liability Insurance

If you are renewing into the Full or Conditional licence register:

- Upload your **insurance certificate**, not your membership card.
- Confirm that the information shown on the certificate is accurate.
- Confirm that your coverage complies with the CDHS Professional Liability Insurance Policy.
 - Liability Insurance offered through membership with the CDHA will be accepted.
 - Liability Insurance offered from another provider is subject to review, please connect with the CDHS.

Professional liability insurance is not required if you are renewing into the Non-Practising licence register.

5 Confirm Your Continuing Competency Requirements

The information displayed on the Continuing Competency page will depend on your reporting period.

If you are in the final year of your reporting period

- All continuing competency program requirements must be met before you can proceed through the renewal form.
- If all requirements have been met, select Next.
- If requirements remain outstanding, select Save for Later.
- Return to the renewal form after the outstanding requirements have been submitted and approved.
- If you have been selected for a Personal Learning Tool audit, you may proceed with renewal if your continuing competency requirements have been met.

If you are not in the final year of your reporting period

- Review the information displayed and select Next.

6 Complete and Submit the Renewal Form

On the final renewal form page:

- Review the information presented.
- Answer all required questions marked with an asterisk (*).

- Review your responses carefully.
- When you are ready, select Submit.
 - If you are not ready to submit, select Save for Later.
 - If you selected the wrong register and need to start again, select Withdraw.

Please Note

- You should complete your own renewal form. If someone assists you, you remain accountable for the accuracy and completeness of the information submitted.

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Pay Your Renewal Fee

After submitting the renewal form, one of two outcomes will occur:

Outcome 1: Payment is available

- Review the invoice.
- Select Pay and follow the payment instructions.
- Submit payment.
 - If you are unable to pay online, contact CDHS to discuss alternative payment options.

Outcome 2: Your renewal requires review

- A notice may appear indicating that your renewal requires review.
- CDHS staff will be notified that your renewal has been submitted.
 - If information or action is required, CDHS will contact you with further instructions.
 - If no further action is required, you will be notified when payment is available.
- Return to the Registrant Portal to submit payment when instructed.

Processing Reminder

- A renewal requiring review may take up to five business days to process.
- A submitted renewal awaiting review or payment is not complete.

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Confirm Your Renewal Is Complete

- Your renewal is complete once payment has been processed.
- You will receive an email confirming that your renewal is complete.
- Your licence certificate and payment receipt will then be available through your Registrant Portal account.

Troubleshooting

Issue	What to do
I selected the wrong licence register	Withdraw the renewal form and begin again by selecting Renew under the correct licence register.
I cannot proceed past the Continuing Competency page	If you are in the final year of your reporting period, confirm that all continuing competency requirements have been met. If requirements remain outstanding, select Save for Later and return after they have been completed and approved.
I submitted my renewal but cannot pay	Your renewal may require staff review. CDHS will contact you if information or action is required. If no action is required, you will be notified when payment becomes available.
I added or changed information on my profile	New or updated information may require staff review before payment can be accepted.
I have been selected for a PLT audit	You may proceed with renewal if your continuing competency requirements have been met.
I need assistance or accommodation	Contact CDHS to arrange support with completing the renewal process.
I did not complete renewal by October 31	Contact CDHS for reinstatement instructions. You must complete reinstatement before returning to practice.

Important Reminders

- Complete renewal and payment by October 20 to avoid the \$100 late fee.
- Renewal is not complete until payment has been processed.
- A renewal requiring review may take up to five business days to process.
- If renewal is not completed by midnight on October 31, your licence will automatically expire.
- If your licence expires, you must apply for reinstatement before returning to practice.
- Practising without a valid licence is unlawful and may result in referral to the Professional Conduct Committee.
- Approval of renewal is subject to the eligibility requirements established in CDHS bylaws and policies.
- If you do not plan to renew your licence, notify CDHS at admin@cdhsk.ca.

Need Help?

Contact CDHS

- If you have questions, experience difficulty with the online renewal process, require accommodation or support, or need an alternative to online payment, contact the CDHS office before the renewal deadline.