



## Registration Renewal Frequently Asked Questions

### Contents

System Requirements .....	1
Logging In .....	1
Workplace Information .....	4
Practice Hours .....	7
Liability Insurance .....	7
Name Changes .....	8
Payment .....	8
Annual Self Report .....	9

### System Requirements

#### Which device and browser works best with online renewal?

- Laptops, desktops, tablets, notebooks and smartphones are all compatible, but a larger device or screen is best.
- All browsers will work except Internet Explorer.

### Logging In

#### How do I log in?

- From the link in the renewal email, or
- From the registrant login page on the website:  
<https://cptbcv6.alinityapp.com/Client/Account/Login>

#### What is my College (Alinity) username/login name?

- The email address associated with your College (Alinity) account.

#### What if I can't remember which email address I use for my log in?



**CPTBC**

College of Physical Therapists  
of British Columbia

- It's most likely the email address that has received the most recent correspondence from the College.
- If you're still not sure, try your other email addresses.
- If you still can't log in or have changed your email account recently, please email [registration@cptbc.org](mailto:registration@cptbc.org) and include your full name, registration number, date of birth, and the email address you want associated with your College (Alinity) account.

### What if I can't remember my College (Alinity) password?

- Use the '[Forgot your password?](#)' feature on the login page:

Login

Email or member #

Password

Login

Don't have an account? Please [Sign up](#)

or

[Forgot your password?](#)

Other login issues? Call 604-742-6556 Mon-Fri 8:30AM-4:30PM

- Enter your email address and the code on the right, in order to complete the password reset.



## Reset Password

Enter the email address associated with your Alinity account, then click Submit. We'll send an email to the email address associated with your account with a link to a page where you can create a new password.

Email address

Enter the code on the right

HFBMAU  
Click to change

Submit

### **I changed my College (Alinity) password, and I still can't log in!**

- Please allow a few minutes for it to update or use a different browser.
- You can also try clearing your browser history, privacy settings or using a different browser.


### **I haven't received an email to change my password.**


- Check your spam, promotion and junk folders.
- Do you have multiple email addresses (work, personal)? Try your alternate email address.

### **Why do I also have to enter a code after I've entered my password?**

- The College uses two factor authentication to protect your information. You may be asked to enter a code that has been sent to your email address.
- The code usually arrives quickly, but if it doesn't, check your junk/spam folder and ensure you are checking the correct email address.
- Clicking 'send new code' will generate a different code and render the previous one invalid.



 CPTBC Registrant Portal

 We just want to make sure it's you

We have sent the code to your email address on file, if you don't receive it shortly please check your junk folders as well. Once you have the code enter it exactly as shown in the email to authorize this browser.

  
  
  
Other issues? Call [604-742-6556](tel:604-742-6556) Mon-Fri 8:30AM-4:30PM

## Workplace Information

### How do I add a new clinic/employer/ workplace for employment in BC?

- Within the Employment section– click 'Add' and the employment section will open.
- Complete the required information in the text boxes.

### What if I don't see my clinic/employer/ workplace name in the drop-down list?

- The drop-down list search is exact; if you spell the name differently, use an acronym or change punctuation, the name won't appear.
- Enter part of the name only; less is more.
- Wait for the search results to appear and select the clinic/employer/ workplace name.
- Double check that you are in the 'Employment in BC' section.

### I did what you suggested, but I still don't see the clinic/employer/ workplace name!



- The organization needs to be added to the College database:
  - Use the open text box and enter the organization name, complete street address and postal code.
- The College must confirm the address you provide. After you submit the renewal form, the College will add the organization to the database; this may take 1-2 business days. See example below:

**Add** Click here to add additional organization(s)

### Employment

Organization

\* Start date: 2020-01-01    End date: yyyy-mm-dd    Contact phone: Example: 403-555-5555     Clinic owner?

\* Title/position: Clinician    \* Status: Full time    \* Category: Self-Employed

\* Main area of practice: Orthopaedics/Musculoskeletal

If your organization is not available in the list above please enter the name, location and phone # here

Add an organization name and complete address here.  
The information entered here will be reviewed by College staff then added to the database. Please allow staff a few days to complete this for you. Only the organization name and phone number will appear on the public directory.

### I no longer work at a clinic/employer/ workplace, how do I delete it?

- Employment cannot be deleted but you may add the last day you worked:
  - Select 'Yes' for the question "Do you need to make changes to the above employment?" and the employment section will open.
- Enter your last day of work under 'End Date'.
- The last day of work must be past, not a future date.
- Add your category and practice hours for this registration year.



\* Do you need to make changes to the above employment (including expiring/canceling employment)?  
 Yes  No

Start date: 2018-09-24    End date: yyyy-mm-dd    Contact phone: Example: 403-555-5555     Clinic owner?

\* Title/position: Clinician    \* Status: Full time    \* Category: -

### How do I add employment outside of BC?

- Click on the 'Add' button under the 'Outside BC' employment section.
- It is likely the organization won't be in the database.
- Start by typing part of the employer/ clinic/ workplace name in the organization box and wait for the search results. If you see the name, select it.
- If the name doesn't appear, use the free text box to enter the information, and answer all boxes with a red asterisk.
- See example below for both options:

Other jurisdiction employment

*Other jurisdiction organizations listed below must have the latest up-to-date information.*

No other jurisdiction employment records exist.

**Add** Click here to add additional organization(s)

**Employment**

Organization: Alberta Children's Hospital

28 Okl Drive  
Calgary, Alberta T3B 6A8  
Canada

\* Start date: 2020-09-01    End date: yyyy-mm-dd    Contact phone: Example: 403-555-5555     Clinic owner?

If your organization is not available in the list above please enter the name, location and phone # here

Physio in Alberta  
111 - 222 Practice Way  
Calgary, Alberta [A1B 2C4](#)  
403-123-4567



**CPTBC**

College of Physical Therapists  
of British Columbia

## Practice Hours

### What are practice hours?

- Paid and professional activity hours spent in physical therapy practice or other activities resulting from possessing physiotherapy or physical therapy credentials and experience which may include clinical practice, research, administration, teaching or academic positions, and consulting.
- Practice hours are accrued by full and interim registrants of the College.
- Does not include vacation, stat holidays or other types of leave.

### How many practice hours are required?

- 1200 practice hours (per the above definition) total in the 5 years preceding renewal or reinstatement.

### What dates do I use to count my practice hours?

- Count your practice hours accrued between June 1 to May 31.

### How do I adjust my historical practice hours?

- The College can only consider updates of practice hours for the previous registration year.
- Email [registration@cptbc.org](mailto:registration@cptbc.org) the adjusted practice hours for each employer, your registration number and full name. We will follow up with you if we require additional information.

## Private Individual Professional Liability Insurance (PLI)

### What insurance document and information do I need to complete my renewal?

- A current PLI policy certificate (proof of valid private, individual professional liability insurance in the amount of at least \$3 million per occurrence.) You do not need to upload or send us the certificate during renewal, but we might ask to see it later.
- You will need the name of your insurance provider and the policy number.
- Full and interim registrants must always have insurance coverage regardless of work status (not employed, maternity leave, working outside of BC, private or public practice, etc.)



## Where can I find a list of insurers for PLI?


- BMS (through CPA): <https://physiotherapy.ca/professional-liability-insurance>
- Marsh: <https://www.marsh.com/ca/en/industries/healthcare.html>
- Physiosure/ Trisura: <https://www.hubinternational.com/en-CA/programs-associations/physiotherapists/>
- Westland: <https://www.westlandinsurance.ca/business/errors-omissions-professional-liability/bc/>

## Name Changes

### How do I change my name?


- Within the personal section – click ‘Add’ and a name change section will open.
- Complete the required text boxes.
- Upload a marriage certificate OR legal name change document.
- The document will be reviewed and approved by the College.
- If you work in private practice you will be emailed for further documentation as required by MSP.
- See example below:

**Add** Click to request a change to your legal name

Name change 

\* Legal first name      Legal middle name(s)      \* Legal last name

\* Supporting documentation

 Click here to upload a supporting document from your computer

## Payment

### Can I save the renewal and finish it later, or pay later?

- Yes, but you will continue to receive email reminders until you complete the payment.
- Please start with the employment updates and Annual Self Report (ASR) as soon as possible.





## How do I pay the renewal fee?

- The invoice and link to pay will appear once the renewal is successfully completed.
- If your renewal was sent for review, you will receive an email after it has been approved with a link to complete payment.
- Avoid clicking the back button or refreshing the page while payment is being processed.
- Visa and Mastercard credit cards are accepted.
- Debit cards will be declined.

## When will you email my receipt and permit?

- Once payment is complete, you can print or download your receipt and permit anytime from your College account.
- Toggle on the 'Paid invoices' box to access your recent receipts.
- Current permit and invoice are found on the center of your home page.
- Look for historical receipts under 'My Documents'.
- See example below:

The screenshot displays a user interface with several sections:

- Active Permit:** Shows 'Full Registration' with 'Effective' date 01-Jun-2019 and 'Expires' date 31-Aug-2020. It includes buttons for 'Permit' and 'Tax receipt'.
- Announcements (1):** A message stating 'Registration Renewal Will Open May 6' with a timestamp of '29-Apr-2020 12:00 AM'. Below it, a red text alert says 'Registration renewal will open on Wednesday May 6. Registrant will receive an email when renewal is open.'
- My Invoices:** A table with a checkbox for 'Include paid' (checked). The table lists two invoices:

Date	Total	Due	
29-May-2019	\$500.00	\$0.00	[Print] [Next]
24-Dec-2018	\$208.00	\$0.00	[Print] [Next]

2 invoice(s)

## Annual Self Report

### How will you know I have completed the Annual Self Report (ASR)?

- When you complete the ASR, you will be able to download a certificate.
- Save the certificate to your device.
- Upload this certificate on page 2 of your renewal.