



FAQ

Preamble

The College has completed its transition to the new application and database platform and is now preparing to invite College registrants to activate their profiles on the new system. This information in the new portal will be required to ensure the College register is accurate and meets the requirements of the *Professional Governance Act*. The College had temporarily suspended applications on July 24, 2020 during the transition to a new platform for registration. Applications have been resumed.

Going forward, this profile and database will be used by registrants to manage their registration with the College – **including payment of dues.**

If you do not receive an email by August 28, 2020 to access the new platform or if you have any questions about the transition or introduction of the new database, please contact the College Registrar: registrar@cab-bc.org.

The Launch of the New Platform

 *Why is the College creating a new registrant portal?*

The old database system is out of date and does not integrate well with other software applications the College uses. As well, the *Professional Governance Act* will require we provide more details on the public register. The new registrant portal will greatly enhance the ability to provide current information and ensure accurate records of registrants.

 *Will my old username and password work?*

No, your old username and password will not work. You will be invited by your email on file and then you will have the opportunity to create a password.

 *What if I don't receive an email before August 28?*

Please contact the office at reg_officer@cab-bc.org to update your email and have a new invitation sent.

Using The New Platform

 *Will I have to fill out this information more than once?*

As part of our new annual dues renewal, all registrants will be required to update demographic details, areas of practice, education, and other details prior to paying for annual dues.

 *Are the new registrant portal and my information secure?*

The registrant portal is a custom-built database solution hosted on Canadian data servers and meets all data security compliance requirements.

 *What about information that I edited in the old database system?*

Any information in the old system prior to June 15, 2020 has been imported into the new registrant portal. If you made changes to demographic details after this date on the old database system, you will need to update it in the new registrant portal.

 *I have my Continuing Professional Development (CPD) information in the old database system. What will happen to that information?*

The College is phasing out the old CPD portal and will be developing a new system for integrating your CPD points. Registrants currently using the old CPD database system will be contacted when the new portal is created.

 *How do I apply for a status change in the new registrant portal?*



Once you have registered in the new portal, you can click 'Apply' to create a status change application for retired, on-leave, or a resignation.

 *How are payment transactions handled in the new registrant portal?*

Payments will be completed by a secure third party application called Stripe (<https://www.stripe.com>).

 *How often will I have to use the new database?*

As mentioned previously, registrants will need to use the portal at least once a year to pay their registrant dues and make their declarations under the *Professional Governance Act*. However, the database is a self-serve tool which registrants can access at any time, especially when a change in contact or practice information is necessary, or if they require a change in status.

 *What happens if I forget my log-in information – can I get a new account?*

You will be able to do a password reset using your email on file. Please remember which email you use for College information. If you can't recall your email used, you can contact the office to get your access updated.