

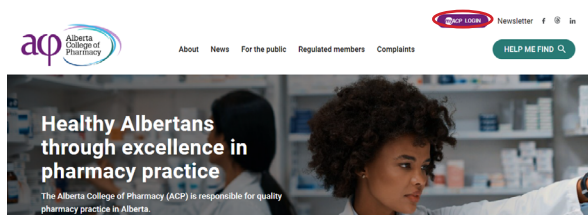


Updated March 2025

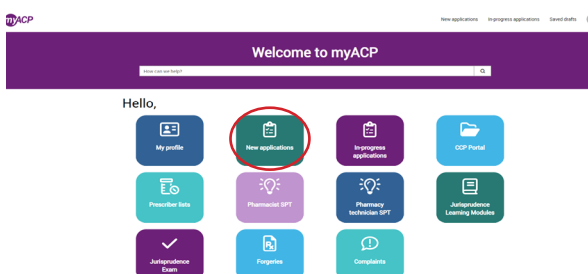
Licensees: renewing your pharmacy licence

Pharmacy licence renewal opens on Tuesday, April 1, 2025. Applications must be received by Saturday, May 31, 2025, through myACP. Ensure you have worked with the proprietor's representative to prepare all supporting documentation, as outlined on the [Annual pharmacy licence renewal webpage](#), before starting the renewal process. This includes the [Licensee statutory declaration](#), [Licensee undertaking](#), and [Proprietor form: annual renewal](#). The licensee and proprietor's representative must also both have their certificates confirming completion of the relevant [Licensee and Proprietor Education Programs](#), as these certificates will be required as part of the licence renewal process. Licensees are also reminded to renew their practice permits by Saturday, May 31, 2025.

Trouble accessing your myACP account? Remember, your username is your email address—refer to the [myACP Q and A guide](#) for more information. Ensure you use a computer (not a tablet or smartphone) with a supported browser (Chrome, Firefox, Firefox ESR, Microsoft Edge Chromium, or Safari). Refer to the end of this document for additional troubleshooting tips. Following is a step-by-step guide to help you complete the pharmacy licence renewal process.



- Navigate to the ACP website (abpharmacy.ca)
- Click the myACP button on the top right corner.



- Ensure both you (the licensee) and the proprietor's representative have certificates confirming completion of the relevant [Licensee and Proprietor Education Programs](#).
- Once you have confirmed you are ready to renew your pharmacy licence (including preparing all supporting documentation), click the "New applications" icon.
- Find the "Application to renew the pharmacy licence" form.
 - **NOTE:** If you started the form and need to return to it later, you can access the form in the "In-progress applications" section.

Application to renew the pharmacy licence

* Indicates required

Pharmacy demographics

* Select the pharmacy that requires a licence renewal.

— None —

* Have you reviewed your pharmacy profile and ensured this information is up to date?

[View Profile](#)

- Complete the "Application to renew the pharmacy licence" form to renew your pharmacy licence.
 - Use the link provided to access your pharmacy's profile and ensure all contact, address, service, shareholder information, and employee information is complete and accurate.
- Click "Next" once you have completed this page.

- You will be redirected to the second page of the application.
- Click on the paperclips in each box to upload the required completed documents, including the Licensee statutory declaration, Proprietor form (annual renewal), and Licensee undertaking.
 - You can find these fillable PDF forms on the [ACP website](#).
- Once you have uploaded all required attachments, click "Submit form."

- Once you have submitted the form, you will be required to provide payment.
- Note:** your application is not complete until the application, all supporting documentation, and payment have been received.

- Complete your payment information.
- Once you've submitted your payment information, you're done!
 - Completed applications are reviewed in the order in which they are submitted and may take up to 20 business days to assess and process. Incomplete applications will result in further delays.
 - ACP will notify you via email once a decision has been made or if we have any questions regarding your application. If approved, a new pharmacy licence will be mailed to the pharmacy.

- Find your receipt by clicking on the "In-progress applications" icon and selecting "Closed." Then click on "View details."

Troubleshooting tips

If you are having issues completing your renewal or submitting payment, please follow these tips to attempt to correct the issue.

Switch to a laptop or desktop

If you are attempting to complete this process on a mobile device (e.g., iPhone, Android phone, iPad, Android tablet), please switch to a desktop or laptop computer.

Switch to your home network

If you are attempting to complete this process while connected to a corporate network (e.g., Alberta Health Services), please try again on your personal network at home. Many corporate networks block access to certain website content.

Restart your computer

If you have encountered an error message, please restart your computer and try the process again.

Switch browsers

Google Chrome is the web standard and will offer the best experience. If you have encountered an error message while using Mozilla Firefox, Apple Safari, Microsoft Edge, or Microsoft Internet Explorer, please switch to Chrome and try again.

Ensure updates are installed

It is always best to ensure that the most up to date versions of all software are installed before attempting the renewal process. Check to see if you are running the most current version of your operating system and browser.

Contact us

If none of the solutions above have helped you to complete the process, please contact ACP at 780-990-0321, 1-877-227- 3838, or pharmacy@abpharmacy.ca.