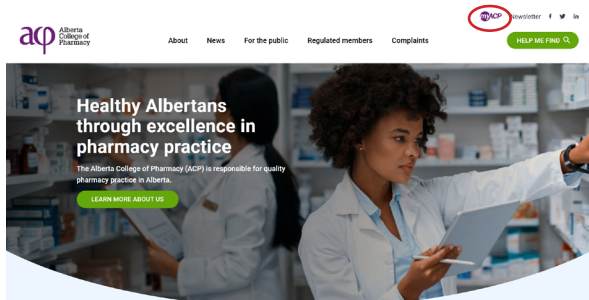


## Licensees: renewing your pharmacy licence

Pharmacy licence renewal opens on Tuesday, April 2, 2024. Applications must be received by Friday, May 31, 2024, 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](#), [Proprietor form: annual renewal](#), and corporate documents if the owner is a corporation. **Licensees are also reminded to renew their practice permits by Friday, May 31, 2024.**

**Trouble accessing your myACP account?** Remember, your username is your email address associated with your ACP profile. Before you begin the process to renew, you’ll need to establish your password. 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](http://abpharmacy.ca))
- Click the myACP button on the top right corner.
  - **NOTE:** if you’re logging in to myACP for the first time, you must click on “Forget your password” and enter the email address you have on file with ACP to create your new password.

Hello



- Once you have confirmed you are ready to renew your pharmacy licence (including preparing all supporting documentation), click on “Explore the Service Catalog.”
- 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 on the “Welcome” homepage under the “My requests” section.

Resources



### Application to renew the pharmacy licence



Please refer to ACP website and review relevant information prior to completing this form. Note that downloadable forms must be accessed through the website and prepared for submission as part of this application.

Once you complete this form and click the “next” button, you will be required to upload supporting documentation and provide payment.

\* 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, and employee information is complete and accurate.
- Click “Next” once you have completed this page.

**Application to renew the pharmacy licence**

Type: Application to renew the pharmacy licence      Date: Mar 13, 2024      Requestor:

**Pending documents**

Requested      Pending payment      Complete

Cancel      **Submit form**

---

**Licensee statutory declaration**

Completed\_license\_statutory\_declaration.pdf (30.6 KB)      just now

**Proprietor form: annual renewal**

Completed\_proprietor\_form\_annual\_renewal.pdf (30.6 KB)      just now

---

**Licensee undertaking**

Completed\_license\_statutory\_declaration.pdf (30.6 KB)      just now

**Proof of filing or certificate of incorporation**

Completed\_proof\_of\_filing.pdf (30.5 KB)      just now

- 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), Licensee undertaking, and Proof of filing or certificate of incorporation.
  - You can find these fillable PDF forms on the [ACP website](#).
- Once you have uploaded all required attachments, click "Submit form."

**Application to renew the pharmacy licence**

Type: Application to renew the pharmacy licence      Date: Mar 13, 2024      Requestor:

**Pending payment**

Requested      Pending documents      Complete

Cancel      **Pay**

- Once you have submitted the form, you will be required to provide payment.
- If you are paying online by Visa or Mastercard, click the "Pay" button. **This option is recommended to prevent processing delays.**
- If you choose to pay by cheque, you must mail the cheque (payable to the Alberta College of Pharmacy) to the ACP office and clearly identify all the pharmacies (including licence numbers) the payment is for.
- Note:** your application is not complete until the application, all supporting documentation, and payment have been received.

**Address Information**

Name:

Phone Number:

Address Line 1:

Address Line 2:

\* City:

\* Province:

\* Postal Code:

Country:

Email:

**Payment Information**

Invoice/Order Number: 0001107

Amount:

Payment Method:

Name on card:

Card Type:

Card Number:

Expiration Date:  /

Card CVD:  [What's this?](#)

Cancel Payment      **Submit Payment**

- If you are paying by Visa or Mastercard and click the "Pay" button, you will be redirected to the payment form.
- Complete your payment information.
  - NOTE:** ACP accepts Visa and MasterCard credit card payments only, not Visa debit cards.
- 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.

[View my profile](#)  
Review and update your personal information.

[Explore the Service Catalog](#)  
Submit applications, notifications, and requests.

[Knowledge articles](#)  
Access information about registration, licensure, and competence.

**My requests** All   Open   Clo

Type	Date	Requestor	Order Amount
Application to renew your permit (technician/associate)	Oct 11, 2023	Sagar Kumar Nagnath Patel	\$600.00

**Complete**

Requested      Pending payment      In queue for review      Complete

Receipt      View Details

- To access your receipt after you have completed your practice permit renewal, from the "Welcome" homepage, scroll down to the "My requests" section.
- Find the "Application to renew the pharmacy licence" box and click the "Receipt" button.

# 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](mailto:pharmacy@abpharmacy.ca).