



Updated September 2024

## Pharmacy technicians: moving to an inactive status

Practice permit renewal opens on Tuesday, October 1, 2024, for pharmacy technicians. If you no longer intend to practise pharmacy and wish to move to an inactive status, you must choose one of the following options.

### *Change to associate (non-regulated member)*

- You will continue to receive communications from ACP, and you will have access to the CCP portal.
- There is an annual fee associated with registering on the associate register. However, should you wish to reinstate your practice permit, the reinstatement fee is waived.

### *Voluntarily cancel my pharmacy technician registration*

- No fees apply.

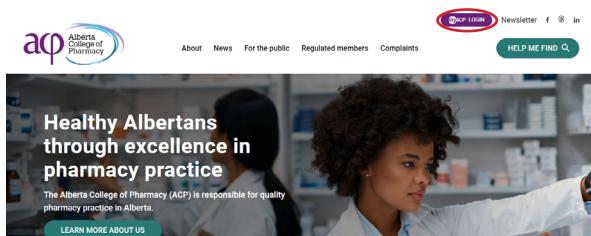
### *Retire*

- To be eligible for the retired register, you must be 55 years of age or older.
- No fees apply.

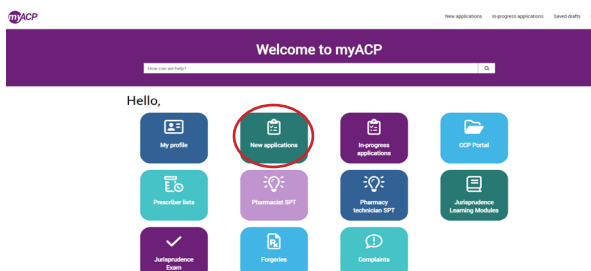
If you move to any one of the above statuses, you would need to apply for reinstatement should you wish to return to practice. The [reinstatement requirements](#) differ based on how long you have been inactive.

If your intent is to move to an inactive status, to take effect January 1, 2025, please complete this process by Saturday, November 30, 2024, through myACP.

**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.



- Navigate to the ACP website ([abpharmacy.ca](http://abpharmacy.ca))
- Click the myACP button on the top right corner.



- Click on the “New applications” icon.
- Find the “Renew annual permit or change status (technician/ associate)” 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.
- By using this form to change your status, you may continue to practise until December 31, 2024.

\* Indicates required

**Current registration**

Registration category: Pharmacy Technician Effective date: 01/01/2024

Status: Active Expiry date: 12/31/2024

**Application**

\* Please select how you would like to manage your registration for renewal:

- Renew my pharmacy technician practice permit
- Change to associate pharmacy technician
- Voluntarily cancel my pharmacy technician registration
- Retire

- Select one of the following options:
  - change to associate (non-regulated member) (fee required),
  - voluntarily cancel my pharmacy technician registration (no fee required), or
  - retire (no fee required, must be 55 years of age or older)
- Click “Next” once you have completed this page.

## Voluntarily cancelled or retired

- You’re done! Check your email inbox, as you will receive a follow up email.
- Your inactive status takes effect January 1, 2025.

## Change to associate (non-regulated member)

**Order Summary**

Amount: Description: Invoice Number: ORD0008305

**Payment**

PAYMENT CARD

Card Number\*

Expiration Date(MMYY)\* CVV2

**Billing Address**

Company

First Name

Address1

Address2

City

Country

Email Address

Phone

Submit Payment

- Complete your payment information.
- Once you’ve submitted your payment information, you’re done!
- Check your email inbox, as you will receive a follow up email.
- Your inactive status takes effect January 1, 2025.

**In-progress applications**

How can we help?

Open Closed All

Application	Created date	Requestor	Amount owing	Status	View details
			0.00	Complete	<a href="#">View details</a>

- 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 [registrationinfo@abpharmacy.ca](mailto:registrationinfo@abpharmacy.ca).