

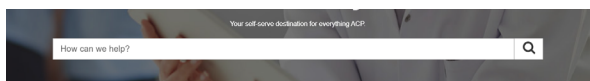
## Pharmacy technicians: renewing your practice permit

Practice permit renewal opens on October 16, 2023, for pharmacy technicians. **Trouble accessing your myACP account?** Remember, your username is your email address and 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.

Once you have accessed your myACP account, you must submit your application to renew your permit by November 30, 2023, through myACP. Here's how:



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



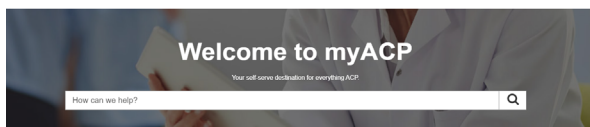
Hello



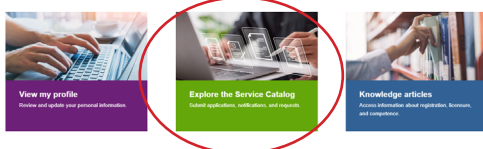
Resources



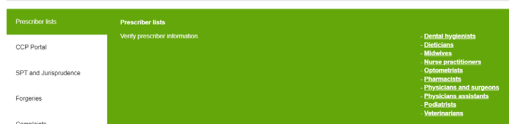
- Once you are logged in to myACP, from the "Welcome" homepage, scroll down to the "Resources" tab and click the "CCP Portal" link.
- Once you are logged into the CCP portal, confirm you have completed your Continuing Competence Program (CCP) requirements. Complete any requirements that are outstanding. Then click the "SUBMIT" button to submit your professional portfolio.



Hello



Resources



- Once you have confirmed you are ready to renew (including completing CCP requirements and verifying your professional liability insurance), return to myACP and click on "Explore the Service Catalog."
- Find the "Application to renew your permit (technician/ associate)" 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.

### Application to renew your permit (technician/associate)



Please refer to related articles and review relevant information prior to completing this form.  
Once you complete this form and click the "next" button, you will be required to provide payment.

Related Article  
Annual practice /  
pharmacy teacher  
14 Views

\* Indicates required

#### Current registration

Registration category	Effective date
Pharmacy Technician	01/01/2023
Status	Expiry date
Active	12/31/2023

#### Application

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

-- None --

Next

- Complete the "Application to renew your permit (technician/ associate)" form to renew or cancel your pharmacy technician practice permit, move to the associate register, or retire.
- Closely review the professional declaration. If you have any disclosures, refer to the [Requirements](#) webpage on the ACP website to download and complete the required disclosure forms.
  - **NOTE:** submit any completed disclosure forms to [registrationinfo@abpharmacy.ca](mailto:registrationinfo@abpharmacy.ca).
- Click "Next" once you have completed this page.

Home > Request Details

### Application to renew your permit (technician/associate)



- You will be redirected to the second page of the application.
- Review your information and click "Pay."
  - **NOTE:** your application is not complete until payment has been submitted.

### 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

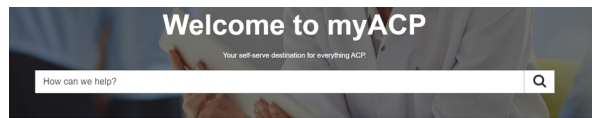
Submit Payment

- 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!
- Check your email inbox, as you will receive an email indicating the status of your renewal.

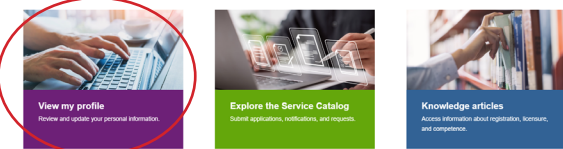
# Accessing your receipt and practice permit

Once you've successfully renewed your practice permit, you can access your receipt and practice permit in myACP.

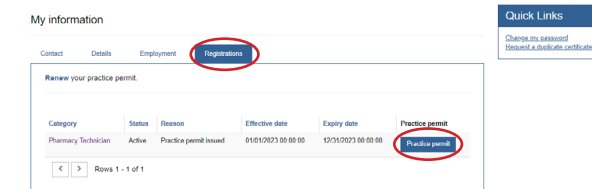
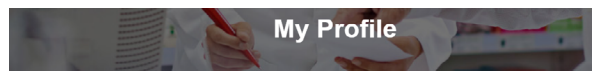
## Accessing your practice permit



Hello,

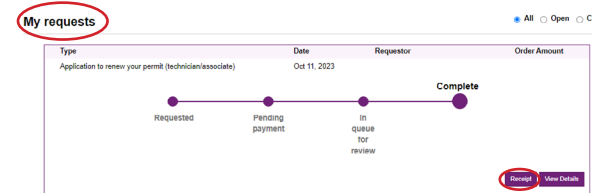
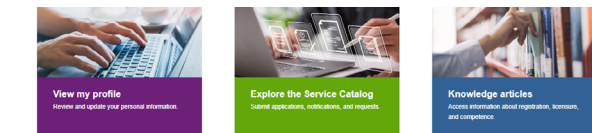


- Once you are logged in to myACP, from the “Welcome” homepage, click on “View my profile.”



- Under “My profile,” select the “Registrations” tab.
- To view your practice permit, click the “Practice permit” button.

## Accessing 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 your permit (technician/ associate)” 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 [registrationinfo@abpharmacy.ca](mailto:registrationinfo@abpharmacy.ca).