



Q&A guide

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myACP/technology

Can I use my cellphone or tablet to access myACP?

Currently myACP does not support smartphones or tablets. Note that if you use an unsupported device, information may not display properly (e.g., authorizations may not be displayed on your practice permit when viewed on a mobile device).

Which browser can I use?

Supported browsers include the latest public release and the previous two releases of Chrome, Firefox, Firefox ESR, Microsoft Edge Chromium, and Safari. Note that Internet Explorer is not supported.

Where can I access myACP?

The link is <https://myacp.abpharmacy.ca>

Where can I find the application forms?

All applications can be accessed in the Service Catalog.

How do I log in to myACP for the first time if I am an existing regulated member?

1. As an existing regulated member, **you must use the email address you have on file with ACP to create your password and log in for the first time.** After you have logged in for the first time, you may change your email address in your myACP profile. If you no longer have access to the email address you had on file with the college, please contact us at registrationinfo@abpharmacy.ca. To access myACP, go to myacp.abpharmacy.ca or click the myACP logo on the top right of the home page at abpharmacy.ca. Once the myACP login screen appears click on "Forgot your password?" **Do not** click on "Request access." Enter the email address that you have on file with ACP, complete the CAPTCHA, and click "Next."
2. The system will then ask you to confirm that you would like to receive a verification code. Click "Next," and the code will be sent to your email address. This code expires after 60 minutes, and may get routed to your junk or spam folder. If you don't receive a code, return to and complete step one again, verifying that you entered your email address correctly.
3. Once you enter the code and click "Next," the system will send you another email with a link to reset your password. Click the link, then enter a new password that meets the required password criteria as shown on the webpage. Keep your password safe! Please note that ACP will never ask you for your account password on the phone or via email.
4. After your password has been accepted, you are ready to enter your email address and password and log in to myACP!

How do I create a new account in myACP if I am requesting access for the first time?

If you have already created a myACP account, please do not create a new account. For new accounts

1. navigate to myacp.abpharmacy.ca,
2. click "Request access," and
3. follow the on-screen prompts to obtain your access.

Note that you will need to refer to confirmation emails that will be sent to your email inbox to access myACP

What is my username?

myACP uses your email address and password to log in. **Your registration number is not your username.**

I started working on a form and now I can't find it in the Service Catalog. Where did it go?

If you started a form, the form can be accessed on the "Welcome" home page under the "My requests" section. This is where you can view the status of your form.

How do I change my email address?

You can change your email address in your profile within myACP.

What if I submit something incorrectly or make a mistake through the submission process?

If required, you can cancel your application and resubmit as needed.

How do I scan/upload documents?

Refer to the [Scanning guidelines and checklist for document submissions](#) resource.

How do I access the JP Exam, Structured Practical Training (SPT), the JP Learning Module (JLM), or the Continuing Competence Program (CCP) portal?

To access the Ethics and Jurisprudence exam, SPT portal, JLM, and CCP portal in myACP, navigate to the "Resources" section on the home page.

How do I change my password?

Navigate to your profile and navigate to the "Quick links" tab on the right hand side. Click on "Change my password" and complete the form. Once you reset your password, you cannot reset it again for 20 minutes. After five unsuccessful login attempts, accounts are temporarily locked for 20 minutes.

What should I do if I forget my password?

1. Go to myacp.abpharmacy.ca or click the myACP logo on the top right of the home page at abpharmacy.ca. Once the myACP login screen appears click on "Forgot your password?" Enter the email address that you have on file with ACP, complete the CAPTCHA, and click "Next."
2. The system will then ask you to confirm that you would like to receive a verification code. Click "Next," and the code will be sent to your email address. This code expires after 60 minutes, and may get routed to your junk or spam folder. If you don't receive a code, return to and complete step one again, verifying that you entered your email address correctly.
3. Once you enter the code and click "Next," the system will send you another email with a link to reset your password. Click the link, then enter a new password that meets the required password criteria as shown on the webpage. Keep your password safe! Please note that ACP will never ask you for your account password on the phone or via email.
4. After your password has been accepted, you are ready to enter your email address and password and log in to myACP!

How do I know if my application has been submitted successfully?

Once you've successfully submitted an application, it will be "in queue for review." You can view the status of your application on the "Welcome" home page under the "My requests" section.

Additional Prescribing Authorization

Do I still need to submit my Additional Prescribing Authorization application through the ACP website?

No. Documents are now uploaded through myACP.

Continuing Competence Program (CCP) portal

I don't have access to the CCP portal, or I logged into myACP but I cannot see the CCP portal. What should I do?

You may not be able to access the CCP portal if you created a new myACP account that was not tied to the email address that ACP had linked to your registrant profile. If you think you created a new account, reach out to registrationinfo@abpharmacy.ca.

Licensure (pharmacy)

How can I update my pharmacy's information?

To update your pharmacy's business hours, contact information, services, or employee information, navigate to the "Services" tab in the "My pharmacy" section in your myACP user profile.

How can I update my pharmacy's list of employees?

Navigate to the "Pharmacy team" tab in the "My pharmacy" section in your myACP user profile.

Why can't the proprietor's representative or corporate representative renew the pharmacy licence or submit pharmacy applications?

As per the Pharmacy and Drug Act, the pharmacy licence is issued to the licensee, so the licensee is solely responsible for the pharmacy licence, including all aspects of licence renewal and other applications.

Proprietor's representatives and corporate representatives can support licensees with applications, but will not have the ability to submit applications in myACP.

Registration (registrant)

Why are you asking me about professional declarations when I renew my practice permit?

According to legislation, an applicant for registration must provide evidence of having good character and reputation. The professional declaration provides this evidence.

How can I check if I have been added to the register, or where can I access my practice permit?

Log in to myACP and navigate to your profile. Under the “My information” section, refer to the “Registrations” tab. The status of your practice permit renewal application is also available on the “Welcome” homepage in the “My requests” section.

Why haven't I received a printed practice permit?

Practice permits are now digital. You can find your practice permit in your myACP user profile.

The change to digital practice permits was made because the status of individual practice permits is subject to change at any time during a membership year. If a change occurs in a regulated member's practice status, then a printed practice permit is no longer valid. This would require an updated printed practice permit.

Digital practice permits will always be up to date with your current registration status, making it a more reliable source of information than a printed practice permit.

How can I check if I have narcotic signing authority?

All pharmacists automatically have narcotic signing authority, unless a restriction has been applied. Log in to myACP, navigate to your profile. Under the “My information” section, select “Registrations” and click on “Practice Permit.” If there are no conditions listed, you have narcotic signing authority.

I want to be reinstated. What should I do?

As a former registrant, use your myACP login credentials on the myACP login screen if you have them. If not, use the email address ACP previously had on file for you and click on “Forgot your password.” If you have been inactive for two or more years or you no longer have access to the email address you had on file, please contact registrationinfo@abpharmacy.ca. Refer to the Returning to practice webpage for [pharmacists](#) or [pharmacy technicians](#) more information.

What should I do if my employer requires me to provide my practice permit?

If your employer requests your practice permit, you can log in, navigate to your profile, select the “Registrations” tab, and click the “Practice permit” button. Your practice permit can be viewed from there.

How can I change my name or personal mailing address?

Log in to myACP, navigate to your profile. Under the “My information” section, click one of the links in “Update your name or address.” The “name” and “address” links will open the appropriate forms.

How do I update my employment information?

Navigate to your profile and navigate to the “Employment” tab.

Why can't I add my place of employment?

You can only identify employment at a licensed pharmacy at this time, as alternative employment locations are not available for selection.