

Licence Renewal 2019 – Frequently Asked Questions

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What's New

What's different with the licence renewal in 2019?

Locating the online renewal form: Visit www.cvo.org and click Professional Practice Portal at the bottom of the page. Once you have logged into the portal, click the 2019 Licence Renewal icon or click licence renewal in the hamburger menu.

Patient Types: Within the professional activity section we have expanded the list of patient types. You can now select bees, farmed fish, pet fish, poultry – commercial and poultry – small flock as patient types.

Renewal information summary: You can print the “review your information” page of the renewal for your records. College staff cannot access this summary for you at a later date. Ensure you print this page before you complete your renewal.

Entering Continuing Professional Development (CPD) hours: The CPD section of the renewal has been simplified. You can now report a total number of hours for unspecified activities, log specific activities and the associated hours using the CPD activity log, or you can choose to do both.

General

Why do I have to have a unique email address? I don't mind if my family/spouse/colleague has access to emails from the College.

You may use an email address that you share with someone else such as a friend or family member, as long as that person is not a licensed veterinarian using the same email address for communicating with the College. The licence renewal system requires this in order to validate identities of online users, and to ensure that confidential information is not disclosed to anyone else. Not all licence renewal information is public—there are questions that are 100% confidential and kept that way by the College.

Can someone else (my spouse, office manager, etc.) complete the licence renewal on my behalf?

No. The completion of your licence renewal form is a formal submission of your personal information to the College. In fact, a statement on the online form will require you to check off a declaration that you are the person submitting the form. This is an activity that cannot be delegated to others.

How will I receive my tax receipt and wallet card?

Tax receipts are available in the Professional Practice Portal upon completion of the renewal form and payment of licence fees. Once renewal has been completed, members will be able to access an updated electronic version of their wallet card in the Professional Practice Portal.

I am only working a portion of the licensure year. How should I manage my annual licence renewal?

The College's by-laws pertaining to licence renewal and fees do not permit a pro-rated licensure fee for members who know that they will not be requiring a full year of licensure in Ontario. The licence fee is charged once per year, and the obligation to pay the fee is not pro-rated according to the calendar year. All licences issued are valid until December 31st of the calendar year.

If you are not working at the beginning of the calendar year, you can resign your licence and reapply when it is time to begin practising again. Fees will be pro-rated based on when the licence is to commence. You will need to meet current licensing requirements at the time you reapply, including completing the CVO Jurisprudence Exam.

Online Licence Renewal

What is my Username?

Your username to access the Professional Practice Portal is your licence number. If you are not sure what your licence number is, please contact Sarah Adams, sadams@cvo.org or 519-824-5600 ext. 2223.

What is my Password?

Your password is confidential. If you are unsure of your password, click 'Forgot Password' on the Professional Practice Portal login screen. You will be prompted to provide your email address and will then be sent an email providing you with a link to reset your password.

What is the process to complete my licence renewal online?

- Visit the College's website, www.cvo.org and log into the Professional Practice Portal. If you have not yet activated your account, you will be required to do this first.
- Enter your username and password and click the "**Login**" button. If you don't remember your password use the "**Forgot Password**" functionality to reset your password.
- Click on the **2019 Licence Renewal icon** or click **licence renewal** in the hamburger menu.
- Navigate through the renewal requirements using the **Next** and **Previous** buttons at the bottom of each page. **NOTE:** to move between pages, use only the buttons at the bottom of each page, do not use your browser back or forward arrows.
- Review and provide any missing information as the system walks you through the following sections:
 1. Personal Details
 2. Language
 3. Practice Information
 4. Professional Activities
 5. Mailing Preference
 6. Voting Preference
 7. Education Activities
 8. Continuing Professional Development (CPD)
 9. Professional Conduct
 10. Committee Interest
 11. Review Your Information and Declaration
 12. Payment
 13. Payment Confirmation
- Pay online and you will then see your payment confirmation on the screen. You will also receive an email confirmation that indicates that your payment and renewal form have been submitted.

- You have now completed the licence renewal process. You will not be able to access the renewal form again once your payment has been processed. You may make changes to your addresses and professional activities at any time by accessing the Professional Practice Portal.

How do the Next and Previous buttons function? Do these buttons save my answers automatically?

The **Next** and **Previous** buttons help you navigate through the licence renewal process. When you click either 'previous' to return to a previous page, or 'next' to move onto the next page your entered information will save automatically after each page.

Clicking back on your web browser will not save your information and you will lose any work you have completed.

How soon will the Public Register be updated with my new information?

The College's information management system is securely linked to both the Public Register and to the licence renewal process. The data you enter online will flow directly into the College database, and the information that is to be posted to the Public Register will be updated immediately.

How do I know if I have completed the online licence renewal process?

Upon completion of the online payment process you will see the payment confirmation on screen and you will also receive an email confirmation. This is proof of completion of your online renewal payment. If you did not receive an email confirmation contact the Licensure Team.

How can I obtain a record of the information submitted through the licence renewal system?

You can print the "review your information" page of the renewal for your records. **College staff cannot access this summary for you at a later date. Ensure you print this page when you complete your renewal.**

Continuing Professional Development (CPD)

How many CPD hours do I need to renew my licence?

The College recommends that all licensed veterinarians complete 150 hours of CPD over a 3-year period. As part of your licence renewal, you are required to report the number of CPD hours you completed during the preceding 12-month period ending on the 31st day of October.

What types of activities count as CPD?

CPD for licensed veterinarians is self-directed, and any professional development activity that supports a veterinarian in maintaining and enhancing their professional knowledge, skills, and judgment can be logged and "counted" as a CPD activity. For a list of activity types and guidance on differentiating CPD activities from work-related responsibilities, please visit www.cvo.org/CPD or contact Megan Callaway at mcallaway@cvo.org.

Is using the CPD Activity Log a requirement?

The CPD Activity Log is a tool provided by the College to assist veterinarians with logging their continuing professional development activities throughout the year. It is not a requirement that you use the CPD Activity Log to track your activities; however, reporting CPD hours is a mandatory component of annual licence renewal.

If you used the CPD Activity Log to track your CPD throughout the year, your hours for specific activities will be pre-populated on the licence renewal form. To log additional hours for specific activities, you will need to return to the CPD Activity Log to finish logging your activities before submitting.

If you choose not to use the CPD Activity Log, simply enter the total number of hours you wish to report for unspecified activities on the annual licence renewal form.

How do I access the CPD Activity Log?

The CPD Activity Log can be accessed from the CPD section of the annual licence renewal form. It is also available in the Professional Practice Portal at www.cvo.org/Portal under the heading “Continuing Professional Development (CPD)”.

Can I continue to log activities completed prior to October 31st after I submit my Annual Renewal Form?

The information provided on your annual licence renewal form is your official report to the College. Once it has been submitted, you can view your 2017-2018 CPD hours and activities in the CPD Activity Log, but you can no longer make changes or additions. You may retroactively log activities in the CPD Activity Log for the 2017-2018 reporting period (November 1, 2017 to October 31, 2018) until you submit your annual licence renewal form.

If your CPD question was *not* answered here, please contact Megan Callaway, Principal, Quality Assurance and Improvement at mcallaway@cvo.org or 519-824-5600, ext. 2240 / 1-800-424-2856 ext. 2240.

Resigning your licence

I do not wish to renew my licence and I would like to resign, how should I do this?

If you are not planning to practise veterinary medicine or use the title of veterinarian in Ontario, you may resign from the College. **You need to complete and submit the [Licence Resignation Form](#)**. You cannot use the Professional Practice Portal to resign. Any questions relating to resignation can be directed to Lindsay Sproule, lsroule@cvo.org or 519-824-5600 ext. 2228.

You will be asked to indicate the reason that you are resigning your licence:

- Retirement
- Change in Professions
- Have left the province, but remain in Canada
- Have left Canada
- Leave of absence
- Other

Resigning your licence and applying for Emeritus Standing

I do not wish to renew my licence. How do I apply for Emeritus Standing?

If you are not planning to practise veterinary medicine or use the title of veterinarian in Ontario and have been a registered member in good standing of the OVA/CVO continuously for 25 years or more, you may resign your licence and apply for Emeritus Standing with the College. **You need to complete and submit [Part 1 and Part 2 of the Licence Resignation Form](#)**. You cannot use the Professional Practice Portal to resign and apply for Emeritus Standing. Any questions relating to resignation or Emeritus Standing can be directed to Lindsay Sproule, lsroule@cvo.org or 519-824-5600 ext. 2228.

NOTE: You will receive confirmation that your application for Emeritus Standing has been received by the College. The applications will not be processed until after the renewal period is complete. Once the application has been approved, you will receive your Emeritus certificate in the mail.

Technical Issues

Which browser should I use to complete my online licence renewal form?

The College recommends using Chrome or Safari to complete your online licence renewal.

Why is the payment page missing from my online renewal form?

The College follows the security standards set out by the Payment Card Industry Data Security Standard (PCI DSS) to ensure that credit card transactions are completed in a secure environment. If the payment page is not displaying it means that the version of the browser you are using does not support the most current security protocol. If you are using an older browser or an older device, please upgrade your browser to complete your renewal or contact the College for assistance.

What types of devices can I use to complete my licence renewal?

You can complete the licence renewal on a desktop, laptop, tablet or Android/iPhone.

Why won't the form let me move on to the next page?

If you are unable to move on after clicking next, it could mean that there is something missing on the current page of the form. The form will not let you proceed until every required field has been completed. Required fields have a red * symbol next to them and an alert note will appear when a required field is blank.

What should I do if I get an error message while filling in my online renewal form?

- If the error message is about your internet service, and it is not restored within a few minutes, you may need to contact your internet service provider.
- If the error indicates that information is missing, look for fields with an alert explaining that an answer is required before you will be able to move on.
- If the error happens when you are providing payment, contact the payment processor you are using (Visa or MasterCard) to ask for customer service regarding your account.
- If the error message includes codes or programming language that you do not understand, please contact the College.

A screen shot may be helpful in determining what the problem is. To take a screen shot and paste it into the body of an email to send to the College, please follow these instructions:

1. Press **"Print Screen"** (or **Prt Sc**) key in the top right area of your keyboard
2. Go into your email account and start a new email message
3. Paste the screen shot into the body of the email message by holding down the **Ctrl** key and pressing the letter **V** or by right clicking your mouse and selecting 'Paste'
4. Send the email to licensure@cvo.org and a Licence Renewal Coach will investigate the problem and provide assistance.

Changing information on the online form

If there is incorrect information displayed on your licence renewal form, you can change it by providing the correct information in the form. Some fields on the form are displayed as read only. To update any information that is 'read-only' contact the Licensure Team directly.

I want to change my licence type. Can I do this online?

Only renewals of the licence type you currently hold may be completed online. Licensees who wish to change their licence type must contact Lindsay Sproule, lsproule@cvo.org or 519-824-5600 ext. 2228.

I want to change the name that I am licenced under. Can I do this online?

No, this change cannot be completed online. As per Regulation 1093 ss. 41(1) and 51, licensees of the College **must** practice veterinary medicine using the same name as that listed in the Public Register (the name that is shown on his/her basic degree in veterinary medicine) – unless an [Application for a Name Change](#) along with appropriate supporting documentation is approved by the Registrar.

To request a change to a name listed on the Public Register, please complete the [Application for Name Change form](#) and send it along with [appropriate documentation](#) to the College for processing.

I have become a board certified specialist. What do I need to submit to the College to have this added to my record?

In order to add this information to your record and to the Public Register, the College is required to verify the designation by viewing the original board certification or receiving a notarized copy. Contact Sarah Adams, sadams@cvo.org or 519-824-5600 ext. 2223 for further details.

My specialty board certification has been withdrawn. How do I notify the College?

You can enter this information into the licence renewal form.

How do I complete the Primary Practice section?

The "Practice" of veterinary medicine includes clinical, educational, research, and administrative practice. It is not restricted to work in a hospital or clinic.

All licenced members are required to have an address displayed on the Public Register. If you are practising, your current primary practice and all other practice locations are displayed on the renewal form. Your primary practice is displayed on the Public Register.

If you are not practising, your home address is displayed on the Public Register unless you have provided the College with an alternate address. The other option is to designate an email address to appear on the Public Register.

All licensed veterinarians must complete this section. Here's how:

- Members employed as a veterinarian must choose one of their employers to be their Primary Practice address to be displayed on the Public Register. This may be an accredited veterinary facility or an organization (such as an educational institution, industry, or government department).
- If you are NOT currently employed as a veterinarian; select the 'I am not currently practising veterinary medicine' option. **NOTE: If you do not wish to have your home address displayed on the Public Register, you must provide an alternate address or email address to be used in its place.**
- If you are a veterinarian who provides locum services, you may:
 1. Select any one of the accredited facilities at which you regularly practise as a locum to be your primary practice; or

2. If you choose not to select any single practice as 'primary', you may select 'Locum - No primary practice' under this section. Your home address will appear on the Public Register, unless you have provided an alternate address or email address.

How do I make changes to my Primary Practice or additional practice information?

If you have changed positions at any of your listed practices, click 'Edit'. You must enter an end date for the listed position, Then select 'Add New Practice'. Enter the required information and click 'Add Practice'.

If you are no longer practising at one of your practice locations, click 'Edit'. You must enter an end date for your position at the practice and click 'Update Practice'.

If you are working at a new practice that is not currently on your file, click 'Add New Practice'. Choose the type of practice that you are working at and fill in all required fields.

My position has changed and I am now an owner and/or director at a practice. How do I make this change to my record?

If your position has changed to an owner or director at an accredited facility and you have not already notified the Accreditation department, please email Aneeta Bharij, Principal Accreditation at abharij@cvo.org to request the changes. You cannot make these changes on the renewal form.

Security

Is the information in my renewal form, including payment information, safe and secure?

Yes. The College has invested in technology that meets the highest global standards for digital data security. Requiring online licence renewal is a common approach by regulators because it is safe and secure.

Here is why:

Credit Cards:

If you choose to pay your fees by Visa or Mastercard, a processing company that works with Visa and Mastercard—Bambora Inc.—pays your fees to the College based on the card company's verification that your account with them is in good standing. Bambora sends the funds to College's bank account on your behalf, your credit card company reimburses Bambora, and you reimburse your credit card company when your bill arrives. Both Bambora and your credit card company have strict confidentiality and security provisions and are compliant with PCI-DSS (Payment Card Industry Data Security Standards). The College is not given any information—not even your credit card number—so it is much safer to pay your fees online. Credit card customers can trust that card companies are constantly monitoring any unusual activity on credit card accounts, and that customers are not responsible for unauthorized charges.

NOTE: Prepaid credit cards are not supported. They cannot be used to pay for your renewal fees. VISA/Debit Cards can only process payments under the Visa option on the card, they cannot be used as a Debit payment.

Personal Information:

The College's database was created and is hosted by Thentia Global, a leading-edge technology company solely focused on providing regulatory and governance technology. Thentia is responsible for protecting the College's data on its servers, and that data is protected during transmission to or from the College's website with SSL ("Secure Socket Layer") certificates. This means that both the answers you provide on the annual renewal form and the results of your payment transaction are encrypted during transmission and stored according to strict industry standards for protection of personal information.

NOTE: SIGN OUT of the Professional Practice Portal to ensure your information is kept confidential.

Fees and Payments

What are the fees for 2019?

General, Restricted, Academic, Public Service, and Postgraduate Resident Licences are all \$1130.00 (\$1000 + HST).

Educational Licences are \$282.50 (\$250 +HST).

Which payment types are accepted?

The licence renewal system accepts Visa, Visa/Debit, and MasterCard payments. VISA/Debit cards can only be used under the Visa payment option and cannot be used as a normal Debit payment.

Can I call in with my credit card number?

No. All payments are processed through the online renewal system. If you call into the College to give a credit card number, staff will not be able to process your renewal information or payment.

I want to send a cheque to the College. Will you accept it?

No. Cheques are not part of the integrated online licence renewal process.

Why can't I pay with PayPal?

The College did not set itself up as a company to which PayPal customers could transfer their money as there is the possibility that PayPal could delay notifying the College that payment for a licence has been received. The current system gives members the convenience of using credit cards or bank transfers while ensuring efficient and timely account settlement.

Why won't the online licence renewal system process my credit card payment?

Please ensure that you enter your credit card number without spaces and that you have not exceeded your credit limit.

Can I use a Prepaid Credit Card?

Prepaid credit cards are not supported. They cannot be used to pay for your renewal fees.

I pay the licensing fees for my staff, and it is easier for me to send one cheque to the College than to have to reimburse my veterinarian employees. Why can't I send in a cheque for more than one veterinarian?

The arrangements you have with your staff to cover the cost of licensure is admirable, but those arrangements are outside of the member-to-College requirements for licence renewals.

Members are responsible for the submission of their licence renewal forms and fee payments, and this is part of the contract that exists between each member, the College, and the public. The licence renewal system does not allow the College to waive this direct exchange with our members.

Will I get a receipt when I pay my fees online?

Yes. You will see a message on the screen after you submit your payment advising you if it was successful. If it was successful a receipt will be available in the Professional Practice Portal.

Can I pay in instalments?

No. Members are required to pay the licence fee for their licences by November 30th each year, as per the College By-Laws and the *Veterinarians Act*. In order to renew and hold a licence in Ontario, veterinarians must pay the fee in full by the deadline. Partial payment is not an option.

Missing the Deadline

What happens if I don't submit my licence renewal by November 30th?

If you do not complete renewal by November 30th, at 11:59 p.m., you will still be able to submit, but the fee owed will include an additional \$200 late fee. A letter will be issued notifying members who have not yet renewed that they have two months to submit the form and payment, after which their licences will be cancelled for non-payment of fees.

What happens if I don't renew within two months?

Late licence renewals from members will only be accepted up to Monday February 4th, 2019 at 11:59 p.m., after which licences of members who still have unpaid invoices will be cancelled. A record of this cancellation will appear on the Public Register.

Cancelled members may reapply for licensure by submitting an application form, required documentation, and the application fee, but they will need to meet current licensing requirements to be reinstated as well as pay a re-instatement fee and an outstanding late fee.

Impact on Accreditation Certificates: Accreditation certificates automatically “expire” if the Director’s licence is cancelled, since the certificate of accreditation is valid only if a licensed director undertakes to maintain standards at the facility. This means that no veterinarian is legally permitted to practice at the facility. Members who are Directors of accredited practices and who do not renew by Monday February 4th, 2019 at 11:59 p.m. must therefore also ensure that the owner appoints a replacement Director by Monday February 9th, 2019 at 11:59 p.m., in order for the facility to continue operating.

Impact on Corporations: Professional corporations, too, require that all stakeholders (including the owner and managing director) be licensed with the College. Cancelled licences of shareholders mean that the Corporation must amend its Articles of Incorporation with the government and amend the information on file with the College.

Other Questions

When will I receive my tax receipt?

The College no longer mails out tax receipts to licensees. Tax receipts are available in the Professional Practice Portal once you have completed the renewal.

Employers needing proof of licensure are directed to the online [Public Register](#) which contains the most up-to-date licensure information. The Public Register is updated nightly.

How do I contact a Renewal Coach?

You can contact the team by email at licensure@cvo.org or by phone at 519-824-5600 ext. 2221, 2223 or 2228 or 1-800-424-2856 ext. 2221, 2223 or 2228.

How long will it take to get a response to my question?

The Renewal Coaches try to respond to all inquiries within two business days. However, during times of heavy inquiry volume this is not always possible. Please contact the College as early as possible with any questions you may have. Please note that the last two weeks in November prior to the deadline are always extremely busy at the College.

QUESTION NOT ANSWERED?

If your question was *not* answered here, please send an email to licensure@cvo.org, or call 519-824-5600 ext. 2221, 2223 or 2228 / 1-800-424-2856 ext. 2221, 2223 or 2228 and one of our Licence Renewal Coaches will be happy to help.