

**When does the renewal period start?**

Renewal starts in mid-October.

**When is the deadline?**

You must complete your annual renewal by December 1 in order to maintain your practice permit and/or professional corporation permit. Completing your renewal by this date will help you avoid a late penalty fee.

**I've lost the email you sent me with the link to online practice permit renewal. What do I do?**

Access these links: [Renew your physician practice permit](#) OR [Renew your professional corporation permit](#).

**The link to online renewal in my email doesn't work. What do I do?**

Access these links: [Renew your physician practice permit](#) OR [Renew your professional corporation permit](#).

**I need my password to renew. What if I don't have it?**


- Check your email - We sent you a renewal notice by email on October 19. It contained your registration number and password/Professional Corporation number and password.
- We can send you your password. Use the "forgotten or can't find your password" box on the [Renew your physician practice permit](#) OR [Renew your professional corporation permit](#) pages.

**I do not have an email address and I need my password. What do I do?**

Call our designated help line - see below for phone number and hours.

**I've never renewed online, and I'm not certain what I need to do.**

Once you login, you will see the form you need to complete. As you complete the form, the system will let you know if you have missed any information we require. Help is provided on-screen for every step.

Look for this symbol  and click it to see further instructions. Login to one of the following links: [Renew your physician practice permit](#) OR [Renew your professional corporation permit](#).

**How long will it take me to complete my medical practice permit renewal online?**

It depends on how comfortable you are using a computer. The average time is approximately 30 - 40 minutes.

**What if I have to exit the system before I'm done?**

As you move to the next page, your information is automatically saved. You can exit at any time and then return when you wish to continue.

**What if I have problems?**

We're here to help! Call our office during regular business hours – 8:15 am to 4:15 pm, Monday to Friday:

- Edmonton and area: 780-969-4925
- Toll free in North America: 1-877-629-3787
- You can also email us at [annualbilling@cpsa.ab.ca](mailto:annualbilling@cpsa.ab.ca)