



COLLEGE *of* OPTICIANS
OF BRITISH COLUMBIA
a B.C. Health Regulator

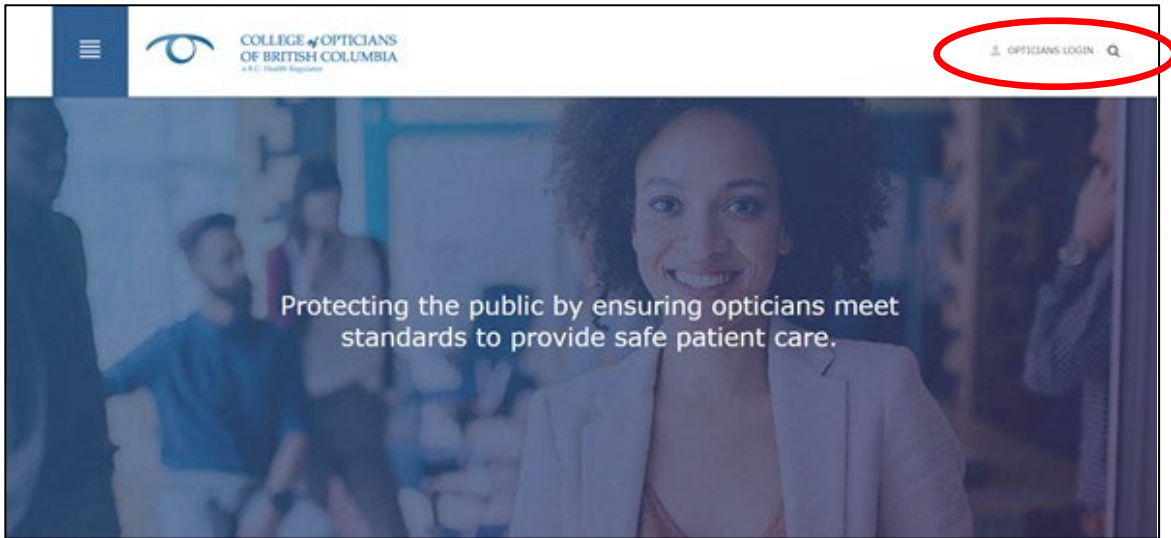
Renewal Guidebook



**Steps for Completing Your
Annual Online Licence Renewal**

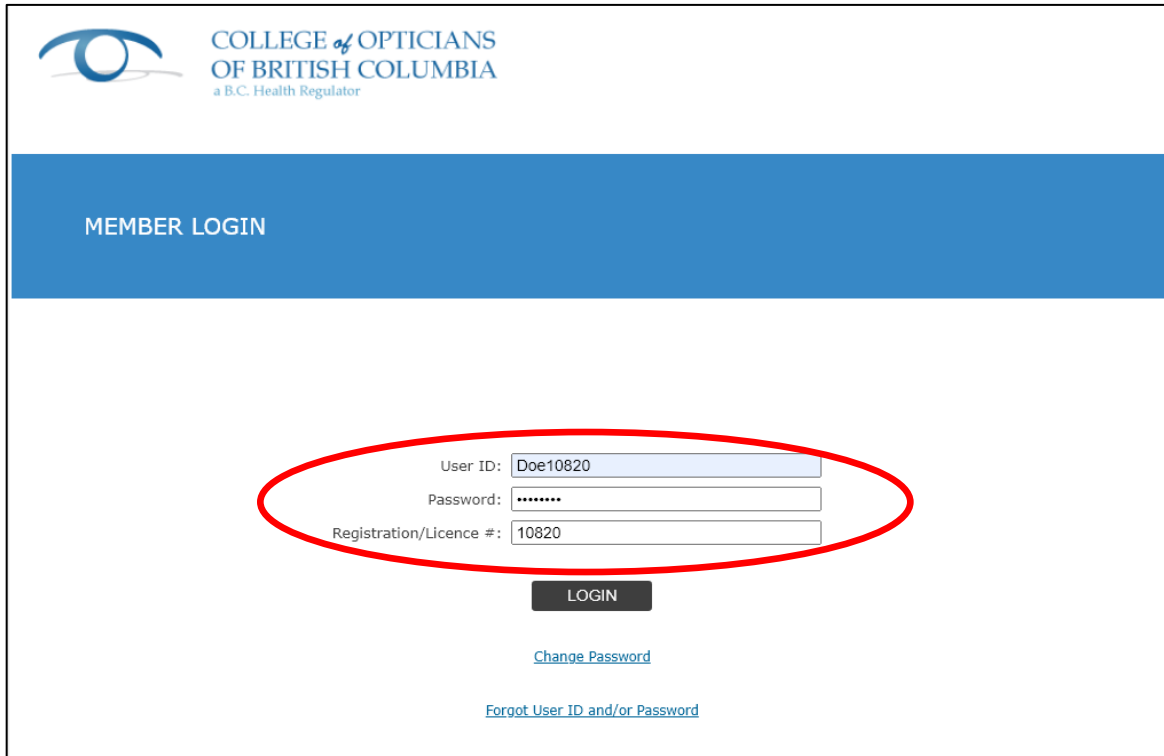
How to Renew Your Licence

1. To begin, **go to the COBC website:** www.cobc.ca. In the upper right-hand corner, click "Opticians Login."



2. You will be asked to **log in** using your:

- User ID
- Password
- Registration/Licence #



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MEMBER LOGIN

User ID:

Password:

Registration/Licence #:

LOGIN

[Change Password](#)

[Forgot User ID and/or Password](#)

If you cannot remember your log-in information or have difficulty logging in, simply click "Forgot Password." If you still have difficulty, please contact our team at reception@cobc.ca and we'll be happy to assist you.

3. Once logged in, you may be asked to **set up Security Questions** for your account. COBC has added this feature to help our registrants access their accounts more easily and securely. Please take a moment to fill in *at least 3 answers* to the available questions.

ACCOUNT SECURITY QUESTIONS

Enter three (3) or more answers to the questions below. These questions will be asked when resetting your password if you have forgotten it.

What is your mother's maiden name?

What is your favourite book?

What is the name of the road you grew up on?

What was the name of your first/current/favourite pet?

What was the first company that you worked for?

Where did you meet your spouse/partner?

If you have already entered your answers, you can proceed to Step 4! You may edit your Security Questions at any time using the ACCOUNT button in the upper right-hand corner of the screen.

4. In the upper left-hand corner of the screen, **click on the RENEWAL tab.**


The screenshot displays the user interface for the College of Opticians of British Columbia. At the top, a dark navigation bar contains the following menu items: HOME, RENEWAL (highlighted with a red circle), CHANGE STATUS, MY PROFILE, QA (CCP), and LOGOUT. Below the navigation bar, the user's name "Jane Doe" is displayed in the top right corner. The main header area features the College of Opticians of British Columbia logo and the text "COLLEGE of OPTICIANS OF BRITISH COLUMBIA a B.C. Health Regulator". A blue banner below the header contains the word "WELCOME". The main content area is titled "WELCOME JANE DOE" and contains six interactive cards:

- PRINT RECEIPT:** Represented by a printer icon.
- PRACTICE PERMIT:** Represented by a downward-pointing arrow icon.
- LICENCE:** Represented by a circular refresh icon with a calendar icon below it. The text below the icon reads "Licence" and "Expiry Date Mar 31, 2021".
- CONTINUING COMPETENCY PROGRAM:** Represented by an icon of a stack of books. The text below the icon reads "Cycle End Date Dec 31, 2022".
- CRIMINAL RECORD CHECK:** Represented by a scroll icon. The text below the icon reads "Expiry Date Dec 31, 2022".

5. Ensure your **personal details** are present and correct.

HOME RENEWAL CHANGE STATUS MY PROFILE QA (CCP) LOGOUT

Jane Doe



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RENEWAL

Note: Blue labels indicate fields that are published in the Online Member Roster, fields with red asterisks are required, and fields will have a red outline if there is a problem that needs correcting.

[Frequently Asked Questions regarding Registration](#)

- Personal
- Residence
- Business
- Preferences
- Survey
- Declaration of Conduct
- Validation & Submission

Surname:* Doe 1st Given Name:* Jane
2nd Given Name:
3rd Given Name:
Preferred Name:

Existing Licence #: 10820
Date of Birth:* 01 01 1980
Country of Birth:* Canada
State or Province of Birth: British Columbia
Gender: Female
Languages Spoken:*

< PREVIOUS NEXT >

6. Check that your **residential correspondence details** are current, and update anything that is not current by clicking “EDIT this residence address.” *It is your responsibility to keep these details up to date.*

RENEWAL

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[Frequently Asked Questions regarding Registration](#)

Personal
Residence
Business
Preferences
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Declaration of Conduct
Validation & Submission

Residence Address #1

[EDIT this residence address](#) [DELETE this residence address](#)

Address: 567 Home St
City: Vancouver
Province/State: British Columbia
Country: Canada
Postal Code/Zip: V0H0H0
Phone:
Cell:
International #:
Email: email@email.ca

ADD AN ADDITIONAL ADDRESS

< PREVIOUS **NEXT >**

7. Check that your **business correspondence details** are current, and update anything that is not current. *It is your responsibility to keep these details up to date and correct.*

RENEWAL

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[Frequently Asked Questions regarding Registration](#)

- Personal
- Residence
- Business**
- Preferences
- Survey
- Declaration of Conduct
- Validation & Submission

Business Address #1 [EDIT this Work Location](#) [DELETE this Work Location](#)

Company: ABC Eye Company
Address: 1234 Busy St
City: Vancouver
Province/State: British Columbia
Country: Canada
Postal Code/Zip: V0H0H0
Phone:
Cell:
Fax:
International #:
Email:
Business URL:

ADD AN ADDITIONAL WORK LOCATION

ROSTER/DIRECTORY NOTICE: (none)
[click here](#) if you need to update your public registry information

< PREVIOUS NEXT >

8. Indicate your **preferred addresses** for BOTH email and mailing. We will use this information to determine which addresses to use when contacting you.

RENEWAL

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[Frequently Asked Questions regarding Registration](#)

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Preferred Mailing Address:*

Preferred Email Address:*

< PREVIOUS

NEXT >

9. Complete the **declaration of conduct**. Please note that all questions in the declaration of conduct must be answered.

RENEWAL

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[Frequently Asked Questions regarding Registration](#)

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Declaration of Conduct

Validation & Submission

DECLARATION OF CONDUCT

Jane Doe
Licence# **10820**
February 9, 2021

1. Have you been subject to any disciplinary action by a regulatory organization responsible for the regulation of opticians or of any other profession since you last renewed your certificate of registration/ practice permit? (select) v
2. Have you, since the last time you renewed your certificate of registration/ practice permit, ever pleaded guilty or have been found guilty of a criminal offence in Canada or an offence of a similar nature in a jurisdiction outside Canada for which you have not been pardoned? (select) v
3. Have you ever had a finding of or are you currently facing a proceeding for professional misconduct, incompetency, incapacity or a similar issue in relation to opticianry in Canada or elsewhere? (select) v

< PREVIOUS

NEXT >

10. Complete the Continuing Competency Program declaration (if applicable).

Please note that you will only see this declaration if your cycle end date was this past December.

[Frequently Asked Questions regarding Registration](#)

Personal

Residence

Business

Preferences

Survey

Declaration of Conduct

QA/CCP Declaration

Validation & Submission

CONTINUING COMPETENCY PROGRAM COMPLETION DECLARATION

Canada, Province of British Columbia,
Declaration for Completion of Mandatory Quality Assurance Requirements
with the College of Opticians of British Columbia

Jane Doe
Licence# **10820**
February 9, 2021

I Declare That:

1. I have completed my Continuing Competency Program requirements and obligations as defined by the Quality Assurance Committee Program Policy
OR
2. I have been granted an official extension or deferral of my Continuing Competency Program requirements by the College of Opticians of British Columbia in accordance with the Quality Assurance Committee Program Policy

I acknowledge that the information submitted pertaining to my Quality Assurance requirements may be subject to an audit by the College of Opticians of British Columbia.

I make this Declaration, conscientiously believing it to be true, and agree that it shall have the same force and effect as if made under oath.

I agree with this statement*

< PREVIOUSNEXT >

11. Complete the final page, including **payment of fees**.
(The correct fee amount will populate based on your registration category.
Payment methods are listed on the next page.)

RENEWAL

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[Frequently Asked Questions regarding Registration](#)

- Personal
- Residence
- Business
- Preferences
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- Declaration of Conduct
- QA/CCP Declaration
- Validation & Submission**

Solemn Declaration

I do solemnly swear, that I have completed the questions above to the best of my knowledge and believe the completed form hereto affixed is correct and true. And I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath and by virtue of the CANADA EVIDENCE ACT.

I agree with this statement*

Volunteering

The College welcomes anyone who would like to get involved in health regulation in British Columbia and we have a range of volunteer opportunities to choose from. Please [click here](#) to find out more about the types of roles available and how to apply.

Fees Information

For fees and registration instruction for:

[College of Opticians of British Columbia](#)

Fees and Payment Information

Fees:

Category	Fee + Tax
Renew as a Non-Practicing Optician and Contact Lens	\$0.00

Payment Information:

Send Confirmation Email To:*

When you are done, **submit the application**.

What methods of payment are accepted?

- **VISA or Mastercard**

Payment by VISA or Mastercard can be processed directly through the renewal application. Simply select the credit card type and enter the required information on-screen.

- **e-Transfers**

If you select **e-Transfer** as your method of payment:

- You will have *48 hours* from the time of your application submission to send the e-Transfer to reception@cobc.ca. If you do not send the e-Transfer within this time, your renewal application will be voided, and you will need to submit another application.
- You must send the *exact amount* owed, or your renewal will not be processed. If you do not know how much you owe, you can check our [fee schedule](#) or contact us directly.
- In the *Memo* section of the e-Transfer, you must include:
 - your full name
AND
 - your licence number.

If you do not include your name and licence number, we may not be able to match your payment to your renewal application.

- **Pre-Approved Payment Plan**

COBC is pleased to offer payment plans to registrants who are unable to pay the full cost of licensure up-front. Please contact Madeline at maneufeld@cobc.ca to discuss this option.

What if my employer is paying for my licence?

Even if your employer is paying your licensing fees on your behalf, you will still need to submit your renewal application and fees through your COBC account, as per the above instructions. In this case, we recommend completing your renewal application *with your employer present* and having them either enter the company's credit card information on the final page of the application *or* send an e-Transfer at the same time that you submit your application. COBC does not accept "batch" payments from employers.

How do I access my receipt?

Your receipt will be available for download through your online account within 5 business days of your renewal submission. Simply log in and click the "Print Receipt" button in the HOME tab.