

# Registration Renewal - Frequently Asked Questions (FAQ)

September 28, 2020

Q: What if I don't own a computer?

The CRPNM member portal is accessible by computer, tablets or mobile devices. If you don't own a tablet or mobile device and cannot access a computer at your workplace or elsewhere, please contact the CRPNM to set up an appointment to use a computer. Staff will be available to assist you.

Q: Where do I find the link to my member portal?

You can find the link to the member portal on the [CRPNM website](#). It is on the upper right-hand side on your desktop or at the top of the page on mobile. You could also use the following link to go there directly: [Member Portal](#)

Q: What do I do if I am having trouble logging in?

Your e-mail address must be entered exactly as it is on file with CRPNM. If you have changed your e-mail address but did not update it with the CRPNM, log in with your old e-mail address. Once you have logged in, you can update your e-mail address in your member profile.

Your password is space and case sensitive. If you are having trouble with your password, please try again with the upper and lower case letters you used when you set up your password.

If you have forgotten your password, the system can e-mail you a new one. The new password will be e-mailed to the e-mail address we have on file for you. If your e-mail address has changed and you no longer have access to the old one, please contact our office for assistance to update your e-mail first.

If you use the "I have forgotten my password" link, the system will send you a temporary password. Follow the instructions to reset your password to recover access to your account.

When you set up your member portal you chose three security questions and answers. If you forgot the answer to the first security question, you will be presented with another. If you are still having trouble, please contact our office so that we can assist you.

## Still having trouble?

If you are encountering issues moving through the pages in your member portal, these are often resolved by closing your browser and re-opening it. Sometimes your computer or device may need to be re-started.

If you encounter an error message, please take a screen shot of it and send it to us at [crpnm@crpnm.mb.ca](mailto:crpnm@crpnm.mb.ca). This helps us to resolve any issues more quickly.

## Q: Renewing Your Professional Liability Protection

A requirement for a minimum of \$5 million of professional liability protection was introduced in 2019. The CRPNM has entered into an agreement with the Canadian Nurses Protective Society (CNPS) to ensure Manitoba Registered Psychiatric Nurses, and Graduate Psychiatric Nurses, can meet this requirement.

All practising registered psychiatric nurses of Manitoba, including graduate psychiatric nurses, are required to have beneficiary status with the Canadian Nurses Protective Society (CNPS), so that they may have access to adequate PLP in the event of a claim against them.

### **You will pay the 2021 CNPS fee when you renew your registration.**

The payment of the CNPS fee will satisfy the CRPNM that you have met the PLP requirement. Should your employer or another party require evidence of PLP, it will be necessary to contact the CNPS for the documentation.

If you are on the Pre-Authorized Payment plan (PAP), your payments have included the 2021 CNPS fee. If you are not on PAP, you will need to be prepared to pay both your Practising registration fee and the CNPS fee to complete your renewal.

## Q: How do I change my contact information?

Once you are logged into your portal, you can change your contact information, including your home address, telephone number and e-mail address. Always remember to save your changes before proceeding.

## Q: My marital status has changed and I need to change my name. Can I do this in my member portal?

No. If your name has changed for any reason, you must provide the CRPNM with documentation of this change. Please send us a copy of the legal documents that show your name change. A

marriage or divorce certificate is usually sufficient. This can be sent to us by fax (204-888-8638) or by e-mail to [admin@crpnm.mb.ca](mailto:admin@crpnm.mb.ca)

Once we receive the documentation, we will change your name on the register. Please do this before proceeding to renewal.

### Q: How do I update my Place of Practice and enter my Practice Hours?

The *Registered Psychiatric Nurses Act* requires that we have current information for each of your employers.

Your places of practice, as you have previously reported them, have been saved in your Member Portal. There are instructions in the portal on how to update your place of practice information. Please read and follow the instructions.

Please note that if your place(s) of practice do not have a start date, the system will require you to enter a start date the first time you open the record(s). It is okay if you don't know the exact date you started with each employer. Enter the month and year that you started and chose the 1<sup>st</sup> of the month if you don't know the exact date.

Please be sure to update each of your employers, even employers that you might have ended with in 2020.

Your practice hours will be entered as part of the renewal.

If you did not practice any hours with one of your employers, please enter zero. If you need to add a new employer and are having trouble finding it on the list, please contact us for assistance. If you are not currently employed, please follow the instructions to indicate that.

You will enter your practice hours with each employer. The system will add up all of the practice hours you enter, and you will find a summary and that total under the practice hour summary link.

### Q: What is the practice hour requirement?

To be eligible for the practising register, you must have practiced a minimum of 1400 hours in the immediately preceding five (5) year period. At registration renewal, you are entering practice hours for the fifth year.

RPNs who have recently graduated from the psychiatric nursing education program and who do not yet have 5 years of practice are eligible to renew to the Practising register if they have less than 1400 hours of practice.

You can find a summary of the practice hours we have on file for you in your member portal.

If you believe that there is a mistake in the practice hours we have on file for you from the previous years or, if you are concerned about your ability to meet the practice hours requirement, please contact us.

### Q: How do I calculate my practice hours?

While some employers might provide you with information about how many hours you have worked, it is important to remember that it is up to you to keep track of and report your practice hours.

The simplest way to calculate your practice hours is to add up the number of days you worked, or expect to work, in the 2020 calendar year and multiply that by the number of hours you work each day.

Do not include vacation or sick time into your calculations. Overtime hours can be included.

You may have to estimate your practice hours; particularly if you work part time or casual and pick up extra shifts. Please enter your practice hours for each of your employers. This estimation is acceptable for the purposes of reporting your practice hours before proceeding in your renewal.

If you need to adjust your reported practice hours after December 31, 2020, please e-mail [admin@crpnm.mb.ca](mailto:admin@crpnm.mb.ca) with the adjustment you wish to make. Please remember to include your name and registration number in your correspondence.

As noted above, if you need to make corrections to previous practice hours, please contact our office for assistance.

### Q: I don't see the Renew Registration button. What now?

When you are logged into your member portal, the renew registration button can be found on the welcome page. If you can't see it, or if you can't proceed when you click on the button, this might mean that renewal is not open to you.

If you haven't submitted a renewal and believe that you are eligible for registration renewal, please contact our office for assistance.

### Q: I am going on a leave or retiring prior to December 31, 2020 and want to change my registration status. Where do I do that?

It is important to distinguish whether you are going on a leave or retiring in the current year (2020) or next year (2021).

The registration change application, found on the left menu, is for status changes in the **current** year. If you are applying to change your status in the current year, we strongly advise that you wait for this to be processed before proceeding to your registration renewal. Changing your status in the current year and registration renewal are two different things.

If you want to change your registration status for 2021, you do this by indicating what register you are applying to when you click the renew registration button.

Please remember that if you change your current Practising registration status to Non-Practising\* for 2021, this means that you cannot practice or use the title registered psychiatric nurse. Your new registration status, in this case, Non-Practising\*, will be effective January 1, 2021. **There is a \$1000 fee for unauthorized practice.**

Q: I am going on a leave or retiring in 2020. Can I renew to Non-Practising\*?

No. If you are still Practising in 2021, you will need to renew to the Practising register. After your last day of practice, you can apply to change your registration status by submitting a registration change application.

\*Please note that the CRPNM is preparing to transition to regulation under the *Regulated Health Professions Act (RHPA)*. The CRPNM's proposed General Regulation does not include a Non-Practising register. This means that the Non-Practising register will be discontinued once we are regulated under the RHPA. Please contact the office if you require additional information, or if you would like to discuss your options.

Q: I have retired in 2020 and do not wish to renew my registration. How do I inform the CRPNM?

Please log in to your member portal and complete the renewal by selecting the 'not renewing' option. Please remember that once you cancel your registration you can no longer practice or use the title registered psychiatric nurse.

Make sure to update your employment status and report your practice hours in case you decide to return to practice at some point in the future. Please contact our office to discuss your options should you later decide to return to practice.

Q: I have completed the renewal application and am now on the payment page. How do I know if I was on the Pre-Authorized Payment plan (PAP)?

The pre-authorized payment plan (PAP) is an easy and convenient way to make monthly payments towards your next year's registration fees. If you are on PAP, you would have noticed monthly withdrawals from your bank account from February to October 2020.

If you are on PAP, the payment page will show the amount that you paid for your 2021 registration renewal (\$557 plus the GST). It will also show the amount you paid for your professional liability protection fee (\$72.25 plus the GST). You will remain on PAP unless you inform us in writing that you wish to discontinue.

Q: I was not on Pre-Authorized Payment plan (PAP), what are my options for payment?

The payment page of the registration renewal application will show the amount owing. You will be presented with a variety of options for payment. For example, you can choose to pay with a credit card, send a cheque or money order, or pay with your debit card at the office.

The College has established a protocol for all in person appointments on its premises due to the ongoing pandemic. If you would like to pay with your debit card at the office, please contact us to make an appointment. You can find a copy of our COVID 19 protocol [here](#). Please review this before you attend an appointment at our office.

If you chose to pay by cheque, please be advised that your renewal application is not considered complete until the payment has been received and has cleared your bank. This will mean that it will take more time to process your application. Please consider this in the context of the renewal deadlines and your employer requirements to ensure you have renewed your registration.

Payment by credit card ensures your renewal application and the payment are received at the same time. If you wish to pay by credit card, you will be re-directed to secure payment page. Your credit card number is transmitted by SSL directly to a secure, electronic payment page. The little lock icon on your browser will confirm this. At no time is your credit card information stored on our servers.

Q: How will I know if my renewal has been received?

The last step of the renewal application will provide you with a link to review your renewal information. You will receive an e-mail confirming that we have received your renewal.

### Q: Are renewal applications processed automatically?

No. Renewal applications are reviewed by a CRPNM staff member and will be processed in the order in which they are received. If your renewal has not been processed and approved within a week this might be because we require more information from you. It also might be because we have not yet received your payment. We cannot process your renewal without payment.

We will contact you if we require more information.

You will receive an e-mail when your registration is approved. Your Portal has a downloadable registration certificate and wallet card, which notes your expiry date in the current year. You can only see these if you are on the Practising or Graduate registers.

If you renew to the Practising register, your registration certificate will update with your new expiry date on January 1<sup>st</sup>. However, the registration history in your Public Register record will update the category you are renewing to and the effective date as soon as your renewal has been approved.

Employers have been asked to use the Public Register or the Employer Verification Site to verify your registration status. This is the most reliable method of verification as the information is updated in real time. If your employer has questions or concerns, you can also direct them to the CRPNM office.

### Q: I missed the November 15, 2020 renewal deadline. What now?

We will notify you by email if we haven't received your completed registration renewal application by November 15, 2020. You can submit your registration renewal application, without penalty, between November 15<sup>th</sup> and November 30<sup>th</sup>.

### Q: I am submitting my renewal after December 1, 2020. Is there a late fee?

Yes. A late fee of \$105 applies to all renewals submitted after December 1, 2020. If you are renewing after December 1<sup>st</sup> you must use the secure online payment portal to submit payment. Cheques will not be accepted. The late fee also applies if you have submitted your renewal but have not submitted your payment, or your cheque has not cleared from your bank.

**Your registration certificate will be cancelled at midnight on December 31, 2020** if you have not completed the registration renewal process and submitted payment **by noon on December 31, 2020.**