

RMT Registration Renewal – Video Script

As a registered massage therapist in BC, you are required to renew your registration with CMTBC annually. This video has been produced to help guide you through the online renewal process. Registration renewal opens each year on November 1 and must be completed by December 15. Renewal applications received between December 16 and December 31 will be accepted, but will incur a late fee. Let's get started. To begin, please click here to log in to the CMTBC portal. Select registrant portal and enter your account log-in details. This next page is your registrant dashboard. On the left hand side, the menu displays the pages you can access. At the bottom, here is the link to renewal of registration. If you have an outstanding financial balance you'll have to pay the amount owing before you can proceed.

Step one. Getting started. Once you've started your renewal, you don't have to complete the entire process in one sitting. You can log out before you've completed and you can log back in at a later date. Your progress from your previous session will be saved and you can continue where you left off. This first page displays information for you, such as applicable fees and contact information. Click save and continue when you have read the page.

Step two. Renewal options. Please select the option that applies to you. By default, your status from last year will already be selected.

Step three. Personal contact information. Here, review or enter the required personal information. If this information changes at any point in the year, it is important that you return to the portal to update your information.

Step four. Place of practice. All practising RMTs must provide their current place of practice. Please double check that the information listed here is accurate. If it is not, update it immediately. If you are currently without a place of practice, you must report this as well. Also, if your place of practice changes during the year, please log back into the portal and update your information immediately to keep it current.

Step five. Professional liability insurance. Under CMTBC's bylaws, each practising registrant must obtain and maintain professional liability insurance coverage in an amount of at least \$2 million per claim or per occurrence. To add your proof of liability insurance coverage, click add and complete the required fields. This field is insurance policy type. This differentiates between claim-based and occurrence-based insurance. If you are not sure of your policy type, please follow this link for more information. If you are still unsure, you'll need to contact your insurance provider to request this information. Next, you'll need to upload the insurance letter you received from your insurance provider. This means you'll need to have a copy of this letter on your device no matter whether you're using a computer, phone, or tablet to complete your registration renewal.

To get a copy of this file on your device, you may first need to download the attachment from a policy confirmation email that you received from your insurance provider. It's best to save it somewhere obvious like your downloads folder or your desktop. If you only have a paper copy of your insurance letter, you can scan it or take a photo. Either way, please make sure that the image is clear, legible, and complete. We recommend using a computer to upload files as it's generally easier to download and upload files on a computer than on a mobile device. Either way, when you click on the upload file option, it will open a search window that you can use to locate the file on your device. This is very similar to attaching a file to an email.

Locate your file and complete the upload. Now if your document has been successfully uploaded, it will be visible to you here. If you do not see your uploaded document, please try the upload process again.

Step six. Standard first aid and CPR-C. Practising registrants must hold current certification in standard first aid and CPR-C. Normally, certificates are valid for three years. If your certification has expired or is about to expire, you may be required to upload a new certificate. Your certificate must've been issued by one of the five certifying organizations named in the CMTBC bylaws. If you'd like more information about these organizations, you can find that information here on CMTBC's website. The uploading process here works the same way as the one we covered for uploading your professional liability insurance. Please upload your standard first aid certificate here in the same way.

Step seven. Declarations. Please read through each declaration carefully, think about the question, and give the answer that applies to you. If you give an answer that requires you to provide more information, please provide that information. A CMTBC staff member will review the information you've provided and may contact you for more details.

Step eight. Payment. This is the final step. You can pay instantly here by credit card or Visa debit. These two digital payment methods are the fastest way to submit payment and receive confirmation. You may also pay in person with cash or debit card at the CMTBC office in Vancouver. We also accept other payment methods, such as personal cheque, which can be dropped off in person or sent by mail. However, if you choose this option, please be aware that payment must be fully processed by December 15 to avoid a late fee. If you choose this option, please allow for sufficient transit and processing time.

That's all there is to it. In a few cases, RMTs may be contacted for additional information or to correct a document they've uploaded. However, the great majority of RMTs are done at this point and ready to practice for another year.