



## Online Renewal 2023 Frequently Asked Questions

### 1. Is there a specific browser I must use to access the website and Members Login?

Yes. You must use Google Chrome.

### 2. Membership Cards and Certificates

If you require proof of membership in 2022, you will need to download the membership card/certificate prior to renewing. Once you have completed 2023 renewal, the 2022 membership card/certificate is no longer available.

### 3. Important information for Nurse Practitioners.

Nurse Practitioners must first renew as an RN then as an NP. The fees are divided accordingly so you will have to pay two invoices which equal the total fees for the registration year.

### 4. How will RNANT/NU contact me about renewal?

Information will be available on our website and social media. All members will receive automatic reminder emails when renewal opens.

### 5. What if I have changed my email address?

You can update your email address in the members portal. An email address that you check frequently is preferred as updates and information are provided by email. We do not recommend using your work email address as some email may be blocked by employers or if you leave the position, you will not receive updates.

### 6. When and where do I renew?

On October 17<sup>th</sup>, 2022, applications for renewal will be available in your [Member Login](#). Renewal applications are due by December 14<sup>th</sup>, 2022. Applications received between December 15<sup>th</sup>-31<sup>st</sup>, 2022, will be subject to a \$100 late fee.

### 7. When will I find out if my registration has been approved?

Upon submission of your completed renewal application, you will receive an email indicating your application is under review. When the application has been approved you will receive a second email indicating that your registration is approved for the 2023 registration year (January 1 – December 31, 2023). To complete your registration, pay your registration fees via your portal. Once payment is received, we recommend you download/print your membership card and receipt.

**8. How can employers or I check the status of my registration after I have renewed?**

Use the Find a Nurse or sign into your Member Login. Please notify us immediately if there are any issues.

**9. What if I apply for renewal between December 15<sup>th</sup> – December 31<sup>st</sup>?**

If you apply to renew your registration during this time a late fee will be applied. Additionally, during this time, you are not guaranteed to be approved prior to January 1. In such an event, you will not be able to work in the Northwest Territories or Nunavut until your application is approved.

**10. What happens if I do not renew?**

All members must renew their registration within the renewal period. Should you not wish to hold an active RNANT/NU registration, you may choose an associate non-practicing registration. You may also choose not to renew. If you do not renew before December 31, 2022 and wish to practice in 2023 you will be required to complete the RN or NP reinstatement application.

**11. I am missing hours and do not meet the RN requirements of 1125 hours in 5 years and, for NPs, 1125 in 4 years. What do I do?**

Please refer to [Policy R9: Practice hours for Registered Nurses and Nurse Practitioners](#). If you are in a non-traditional nursing role you can complete [the Assessment of Nursing Practice Hours](#) package available on our website.

**12. I am a new RN or NP; do I have to complete the Continuing Competence Program (CCP)?**

Yes, all members are required to complete a CCP for each registration year (January 1<sup>st</sup> – December 31<sup>st</sup>). Each January, 10% of members are audited and required to submit their CCP.

**13. What if I have an active registration but I am on leave from work (maternity, disability, etc.). Do I have to complete the CCP?**

Yes, all members are required to complete a CCP each year. The expectation is that you will remain current in your area of practice.

**14. What are the payment options?**

Payment options include Visa, MasterCard and Employer Pay.

**15. What is the process for employer paid renewals?**

Employer paid renewal is open from October 17<sup>th</sup> – November 21<sup>st</sup>, 2022. The payment page of the renewal application has a drop-down menu listing employer(s). If your employer is on the list below you may choose for your registration fees to be invoiced to your employer or make the payment yourself. If your employer is not on the list, you must complete the payment with a valid Visa or MasterCard.

**Approved Employers:**

**NTHSSA – Beaufort Delta**

**NTHSSA – Dehcho**

**NTHSSA – Fort Smith**

**NTHSSA – Sahtu**

**NTHSSA – Stanton Territorial Hospital**

**NTHSSA – Territorial**

**NTHSSA – Yellowknife Region**

**Hay River HSS**

**Avens – A Community for Seniors**

**NT – Aurora College**

**NT – Department of Health**

**NT – TSCA (Tłıchǫ)**

**NU – Arctic College**

**What if I need help?**

If you require assistance with setting up your profile, navigating the renewal process, or paying for your renewal please email [info@rnanntnu.ca](mailto:info@rnanntnu.ca) or call 867-873-2745 ext. 21.

For questions about CCPs or practice hours email [registrar@rnanntnu.ca](mailto:registrar@rnanntnu.ca) or call 867-873-2745 ext. 22.

Office hours are 8:30 a.m. – 4:30 p.m. (MST) Monday to Friday.