



COLLEGE OF DIETITIANS  
OF ALBERTA

## GUIDE FOR USING THE REGISTRANT PORTAL

The College of Dietitians of Alberta (the College) Registrant Portal uses database software managed by Alinity™. The Registrant Portal is user-friendly, responsive (designed to adapt to the device used to access the site) and has many features for regulated members. The following guide will highlight key features of the registrant portal which all regulated members should be aware of.

*Please note, images used throughout the guide may have earlier dates shown. These images are to be referred to for guidance only.*

The College encourages all regulated members to refer to this Guide when using the features of the registrant portal including:

- Accessing Permits and Receipts
- Jurisprudence Learning Module
- Profile Updates
- Continuing Competence Program (CCP) including Self-Assessment
- Annual Registration Process (Renewal, Resignation)
- CCP Audit Process
- Public Register
- Find a Dietitian Directory

The College has also made demo videos for several processes outlined in this guide. Please refer to the College website under [For Dietitians – Regulated Member Resources – Registrant Portal Resources](#) for links to the demo videos.

*Revised April 2024*

# Guide for Using the Registrant Portal

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## Section 1: General Features of the Portal

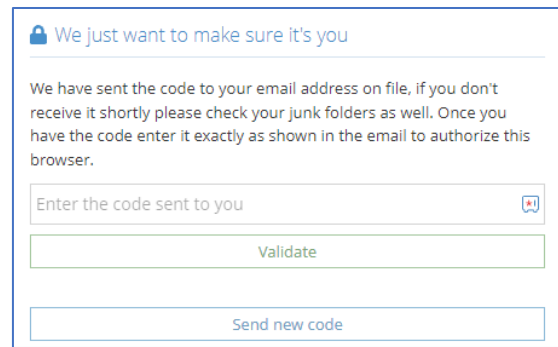
### Section 1: General Features of the Portal

#### Two-Factor-Authentication Security for Login

Two-Factor-Authentication (2FA) is a critical security feature for protecting the accounts and sensitive information of users (registrants) within the College's Registrant Portal, beyond the standard username and password combination. 2FA adds an extra layer of security by requiring users to enter a unique code sent to their email account to complete their login process.

Two-Factor-Authentication is well established as an essential component of security best practices. The College of Dietitians of Alberta is committed to protecting the privacy and security of your personal information.

Once you log in, you will be prompted with the following message (to the right). This will send a code to your email address. The Validation Code is automatically sent upon login, you do NOT need to click "Send new code".



You will need to check your email for a message titled "Verify your browser for CDA Alinity". It may take up to 15 minutes for the email to arrive in your Inbox. If it has not arrived in your Inbox, remember to check your Spam folder.

Once you have received the email and located the Validation Code, enter the code in the field and click **Validate**.

**⚠ IMPORTANT:** If more than 1 code is sent, ONLY the most recent code is Valid.

After you have entered the code correctly, the device you are using is authenticated and you won't receive additional prompts until your device changes or the expiry time has passed.

#### Authentication Expiry

Authentications are valid for 180 days, after which a new authentication code will be required. In addition to the expiry time, there are a few other ways that a user can be required to authenticate their browser again:

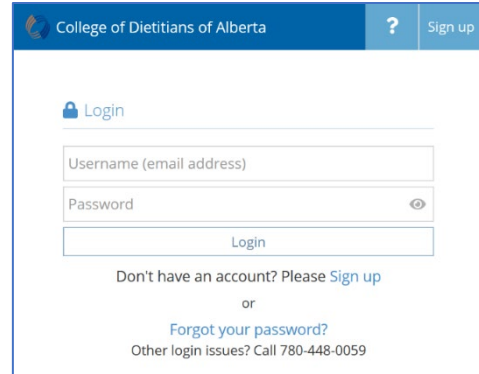
- The browser and/or plugin has been upgraded or patched in a way that changes the thumbprint for it.
- The user begins using a different web browser. For example, if you authenticated in Chrome and then begin using Firefox or your phone, you will need to authenticate that new browser as well. Both authentications will survive until the expiry date if they aren't invalidated in another manner.
- The user has launched their web browser in "private" or "incognito" mode.
- Changes to certain settings on the user's computer that are made available to Alinity by their browser.

## Section 1: General Features of the Portal

### Accessing Login for Regulated Members

All regulated members will have access to the Alinity™ registrant portal, found at <https://cda.alinityapp.com>. You can access the portal directly or by clicking on the **Login for Regulated Members** link anywhere it appears on the [College website](#).

Your login credentials are your email address and password. Email address login is considered a secure way of accessing the portal. Two-Factor-Authentication (as covered on the previous page) allows regulated members to authenticate new browsers using their email addresses. This adds a layer of security to where not only does the user signing in need access to the username and password, but also to the email address attached to the account.

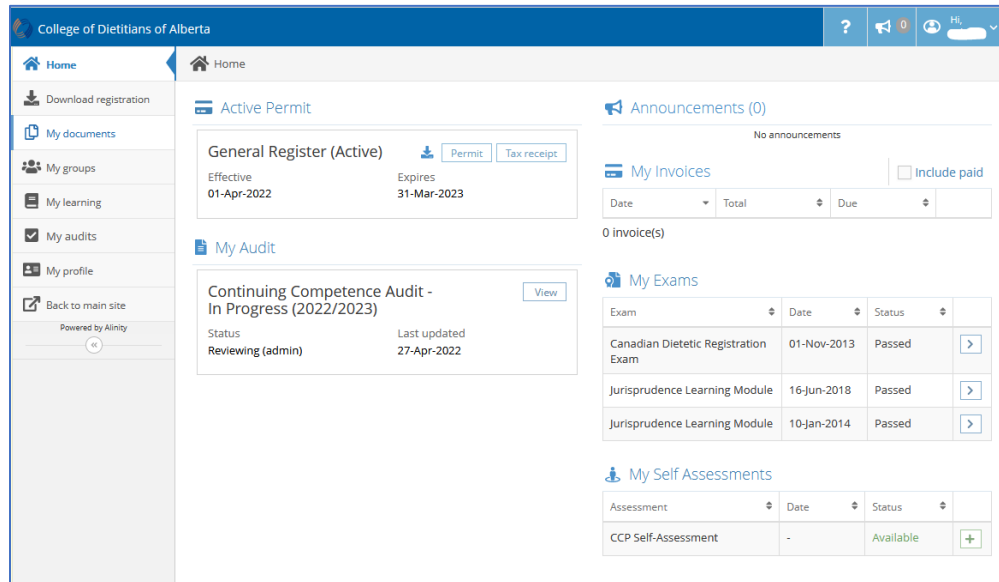


- ❖ **IMPORTANT:** When moving between screens in the registrant portal, do not click the BACK button on your internet browser. This will take you back one page to the login page for the registrant portal. Instead, use the sidebar to select where you wish to go within the portal.
- ❖ Should your email address change, you will need to contact the College office at [office@collegeofdietitians.ab.ca](mailto:office@collegeofdietitians.ab.ca) to request a change to your login credentials.  
**PLEASE NOTE: updating your email address through your Profile will not automatically change the email address tied to your login credentials.**
- ❖ Forgot your Password? You can request a password reset if needed. The College office does not have access to your personal password, but you may contact the College office at 780-448-0059 or [office@collegeofdietitians.ab.ca](mailto:office@collegeofdietitians.ab.ca) should you need assistance with a password reset.
- ❖ All passwords are case-sensitive.
- ❖ You can Change your Password at any time. Once you have logged in, click on the personalized drop-down feature in the top right corner and select Change Password. You will be required to enter your current password before entering a new password.
- ❖ If you are having issues logging in using your password, you may need to clear any saved passwords for Alinity (cda.alinityapp.com) from your internet browser.
- ❖ You will be logged out after 20 minutes of inactivity. Make sure to “Submit” or “Save for later” often throughout your session to ensure that all records are updated.

## Section 1: General Features of the Portal

### Home Page

Once you have accessed your login, you will be taken to the **Home** page of the Registrant Portal. On this page, you can quickly access your “Active Permit”, view “My Invoices”, view “My Exams”, view “My Self-Assessments”, and read any active “Announcements”.



### Active Permit

This section will display your current registration with the College of Dietitians of Alberta. You can easily and quickly access important registration information including:

- Current Register
- Effective and Expiry Dates of Registration
- Permit (easy access to download Practice Permit)
- Tax Receipt (easy access to download Tax Receipt)

During registration renewal each year, this is also where you will see the registration renewal section to begin the renewal/resignation process. Please refer to **Section 4: Annual Registration Process** for further information on completing this requirement each year.

### My Invoices

Any invoices requiring payment will be available under My Invoices. By clicking on the “Pay” button to the right, you will have the ability to pay the invoice with a credit card.

- Regulated members will continue to have the ability to submit a cheque/money order for payment of fees.

By clicking the “Include Paid” checkbox within the My Invoices section, all Paid Invoices on record with the College will be displayed. You may click on the Receipt Icon to download a PDF version of the Receipt. You may also click on the chevron icon to view the Invoice Details on your screen.

The screenshot shows the 'My Invoices' section with the 'Include paid' checkbox checked. The table displays the following data:

Date	Total	Due	
23-Mar-2020	\$598.50	\$0.00	[Receipt Icon] [Chevron Icon]
26-Mar-2019	\$598.50	\$0.00	[Receipt Icon] [Chevron Icon]
26-Mar-2018	\$598.50	\$0.00	[Receipt Icon] [Chevron Icon]
27-Mar-2017	\$598.50	\$0.00	[Receipt Icon] [Chevron Icon]
10-Mar-2016	\$598.50	\$0.00	[Receipt Icon] [Chevron Icon]

Below the table, it indicates '11 invoice(s)' and a pagination control showing '1 2 3'.

## Section 1: General Features of the Portal

### My Exams

Any Exam records on file with the College office, including the Canadian Dietetic Registration Examination and the Jurisprudence Learning Module, are listed in this section.

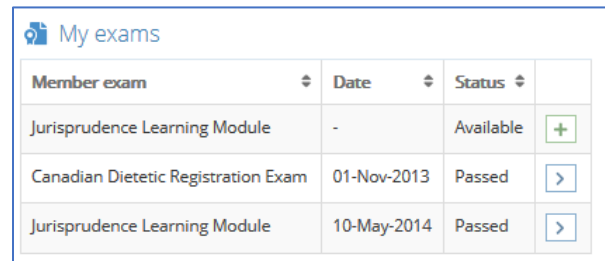
- ✪ If you believe the information under My Exams is incorrect, please email the College office at [office@collegeofdietitians.ab.ca](mailto:office@collegeofdietitians.ab.ca).

### *Jurisprudence Learning Module*

The Jurisprudence Learning Module evaluates a dietitian’s understanding and application of the rules (e.g., legislation, regulations, standards of practice) governing the practice of dietetics in Alberta. To ensure every regulated member of the College understands jurisprudence, the College requires every applicant to complete the requirement within their first year of registration with the College, prior to registration renewal. Every regulated member is then required to complete the learning module every five years to maintain registration with the College.

**REQUIRED?** If the Jurisprudence Learning Module is a current requirement for you to complete, under My Exams you will see a Jurisprudence Learning Module record listed with the status of “Available”. Click on the + button to the right to Start the Jurisprudence Learning Module.

- ✪ Throughout the year, you can verify whether Jurisprudence is a requirement for you to complete by accessing the My Exams section. It should be available five years after your most recent result.



Member exam	Date	Status	
Jurisprudence Learning Module	-	Available	+
Canadian Dietetic Registration Exam	01-Nov-2013	Passed	>
Jurisprudence Learning Module	10-May-2014	Passed	>

Once you have completed the Jurisprudence Learning Module, the results are automatically provided to the College office and the outcome will display online under My Exams.

If Jurisprudence is a requirement for you at the time of renewal, it must be successfully completed before you can submit your registration renewal in March.

**NOT REQUIRED?** If Jurisprudence is not a current requirement for you, you will not see an “Available” record. We encourage you to check back regularly throughout the year to monitor whether Jurisprudence will be a requirement for you.

### My Self-Assessments

Any completed self-assessments for Continuing Competence Program (CCP) will be available for easy access under “My Self-Assessments”. At any time, the self-assessment will be listed with the status of “Available”. Click on the + button to the right to Start a CCP Self-Assessment.

- ✪ The CCP Self-Assessment will always show as “Available” but this does not mean that you must complete the CCP Self-Assessment when it displays as Available. For most regulated

## Section 1: General Features of the Portal

members, completing the CCP Self-Assessment within the Renewal form (Tab 3) each year will be sufficient.

- ★ New registrants to the College and RDs who have received new restricted activity authorizations during the registration year will need to complete the CCP Self-Assessment outside of Renewal.

Please refer to **Section 3: Continuing Competence Program (CCP) Process** for further information on completing this process each year.

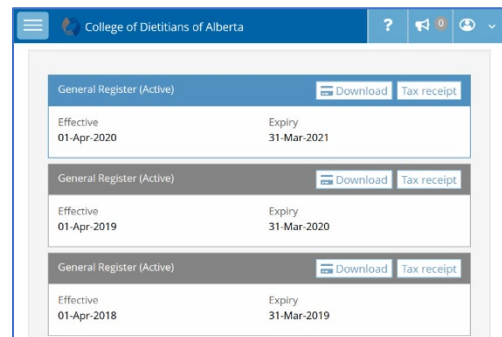
### Announcements

Any important announcements from the College will appear under an Announcements section on the Home Page. They may also be flagged under the Announcements icon in the top, right section of the page.

- ★ The College uses the Announcements feature to communicate important information to regulated members. The College will continue to email important information therefore it is critical that all regulated members ensure their contact information is current and correct. Missed announcements/emails are not a valid excuse for missing deadlines or not receiving important information.

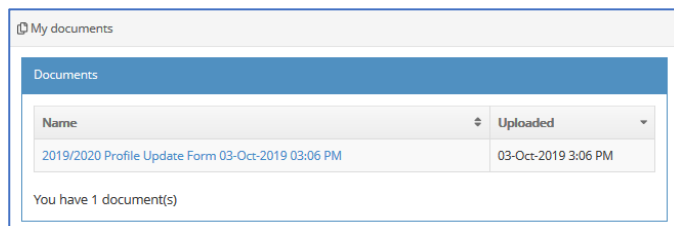
### Download Registration

Under this section along the left side bar, current and expired registrations with the College will be displayed. Should you require access to a Practice Permit or Tax Receipt for a specific registration year, you may download them by clicking on the appropriate icon on the right-side of the registration section.



### My Documents

When you initially login to the new portal, this section may not be visible to some regulated members. It will only appear once a Profile Update, Registration Renewal, Continuing Competence Program submission or other documents have been submitted to the College office.



Once a regulated member has completed a Profile Update or Renewal (including CCP), the entire form will be saved in PDF format and available for your viewing under My Documents. This will serve as your record of updates to your profile and/or submission of renewal and CCP.



## Section 1: General Features of the Portal

### My Groups

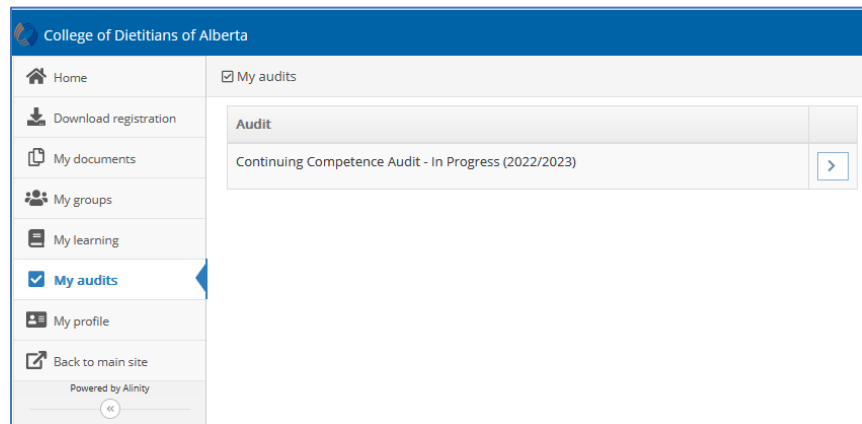
This section will remain empty for most of the College's regulated members. The My Groups section is used by regulated members who serve on College committees and working groups with shared resources.

### My Learning

Under this section along the left side bar, current and previously submitted Continuing Competence Program (CCP) submissions are available to view by registration year. Please refer to **Section 3: Continuing Competence Program (CCP) Process** for further information on completing this process each year.

### My Audits

Under this section along the left side bar, current CCP Audits are available to view. Please refer to **Section 5: CCP Audit Process** for further information on completing this process when required.



### My Profile

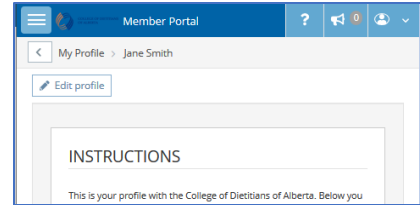
Under this section along the left side bar, your current profile with the College is available for you to review. Should your profile require any changes, you can click **Edit Profile** on this page to create a Profile Update Form. Please refer to **Section 2: Profile Updates** for further information on completing this process throughout the year.

Within the Profile, Registered Dietitians in private practice who are eligible to consent for the College's Find a Dietitian Directory, providing contact information to the public through our website, will manage their consent by completing a Profile Update. Please refer to **Section 7: Consenting to Find a Dietitian Directory** for further information on completing this process.

## Section 2: Profile Updates

### Section 2: Profile Updates

Should your profile require any changes, you can click **Edit Profile** on the My Profile page to create a Profile Update Form. The Profile is broken down into the sections that follow.



- ✦ The College reminds regulated members that you have a duty to update your profile **within 30 days** of any change in the information required for the College's Register. This includes changes to your contact information (phone and email), mailing address, employment information, or name changes.

#### Personal

This section contains Current Name, Current Address, Contact Information, and Spoken/Written Languages.

- ✦ You can request a name change using the online profile; however, it is mandatory to upload a copy of government issued photo identification (ie. drivers license, passport) with the name change reflected. The name change request and supporting document is subject to review and approval by the College. Your legal name (including middle names) must match the name on your profile and practice permit. Acceptable formats for upload will be PDF or JPEG/JPG/PNG.
- ✦ You may include your Personal Pronouns as part of the Profile within the text field. Disclosing your personal pronouns to the College is optional.
- ✦ It is recommended that you update your email address to a personal email to maintain confidentiality of all communications. Remember, if you update your email address within the profile, you must contact the College office to request an update to the email address used as your login credential.
- ✦ You may wish to add the College's sending domain (collegeofdietitians.ab.ca) to your safe sender list or address book. Adding our domain to your list of accepted email senders (often referred to as a "whitelist", "safe list", or "list of privileged senders") will ensure that you receive College communications from all College email addresses in a timely manner.

#### Education

- ✦ If any credentials are missing or inaccurate, please email the College office with the correct information at [office@collegeofdietitians.ab.ca](mailto:office@collegeofdietitians.ab.ca). The College will review the documentation on file to confirm requested changes. If the College does not have the applicable documentation on file, you may be required to submit verified documents.

## Section 2: Profile Updates

### Dietetic Employment

- ★ If there are any changes required to the listed employment information, please complete the Profile Update Form with the employment record edits and submit the content for review by the College office and approval. Should further information be required, the College will connect with you.
  - If you are no longer in an employment position displaying on your profile, please edit the record and add an end date to the employment record. The record will remain on your profile until practice hours are declared during renewal. It is your responsibility as a professional to ensure that the employment information captured on your profile is correct.
  - Please ensure that you have current Supervisor Information on file. If your supervisor has changed, or there is no supervisor listed, please edit the record to add the correct information.
  - For each employment record on file, the Organization listed should be the primary location that you practice out of (primary work site). Please ensure that this Organization field is correct. If it is incorrect, you will need to [email the College office](#) with the name and location that you practice out of and we will update the record for you.
  - If you work out of multiple locations but hold one employment position, we only require ONE employment record for the primary work site. For example, if you are employed as a full-time dietitian with your employer but you rotate out of 3 sites, we only need one employment record on your profile for the primary work site. You would track all dietetic practice hours accrued over the 3 sites under the single employment record.
  - If you are in Private Practice, please note, we only require ONE employment record for your Private Practice. We do not require additional employment records for organizations you may have contracts with. All services provided as a Private Practice Dietitian can be tracked under your one employment record. If you have multiple employment records for contract positions, please remove them from your profile (by adding an end date) and ensure that you have one Private Practice employment record moving forward.
  - If you have a volunteer position, you can create/add the information (including dietetic volunteer hours) to a private practice record. As noted above, you should only have ONE private practice employment record on your profile.
- ★ If you are on leave from an employment position (medical, maternity, etc.), the College requests you notify us by email with the dates of your leave so that a note can be added to your file. Each year, you are required to declare dietetic practice hours but while on leave, the hours will be lower than usual. Having a note on file with leave dates provides context to the declared hours.

## Section 2: Profile Updates

### Restricted Activities

- ✦ Regulated members can submit a Restricted Activity (RA) request using the online profile. If you intend to begin training for a Restricted Activity, you are still required to contact the College office to request the appropriate forms. You may then submit all completed forms (both for Authorization to Train and completed, signed Restricted Activity Competence) online using the Profile, for College verification and approval.

### Other Jurisdictions

- ✦ If you currently hold (or previously held) registration with another regulatory body, please ensure this is captured on your Profile.

### Consent

This section contains Association and Mailing List declarations.

- ✦ Under the Consent section, regulated members who are in Private Practice and wish to have their contact information available on the College's Find a Dietitian Public Directory may indicate their consent for the College to publish their information. Consent is managed on your profile; you can add or remove your consent throughout the year. Please refer to **Section 7: Consenting to Find a Dietitian Directory** for further information on completing this process.

Once you have completed the Profile Update Form and you have submitted it, the content may be reviewed by the College office and approved. Should further information be required, the College will connect with you.

The College encourages all regulated members to review their Profile regularly to ensure that the information provided is accurate.

- ✦ If you have created a Profile Update Form but do not have any changes to submit, you may click "Withdraw Form" at the bottom of the form. This will permanently remove the form (which remains open once created) but does not alter your existing profile information.

## Section 3: Continuing Competence Program (CCP) Process

### Section 3: Continuing Competence Program (CCP) Process

For compliance with the College’s Continuing Competence Program (CCP), during each registration year, every regulated member on the General Register is required to:

- complete a CCP Self-Assessment for the upcoming competence year using the online registrant portal.
- submit two (2) Learning Plans based on indicators determined through the CCP Self-Assessment. Regulated members who have restricted activity authorizations are required to submit an additional Learning Plan for each authorization.

#### CCP Self-Assessment

The Continuing Competence Program Self-Assessment is intended to help regulated members reflect on their practice enhancement needs based on the profession’s *Standards of Practice* and if applicable, the competencies for restricted activities (RA).

- 🔄 The online CCP Self-Assessment replaced the College’s CCP Workbook (effective 2023). You should be retaining your previous CCP Workbooks for the previous three years of competence documentation.
- 🔄 A completed CCP Self-Assessment can only be applied to an open Learning Plan. Therefore, to complete a CCP Self-Assessment for the upcoming year’s Learning Plans, a Renewal Form **MUST** be started first, which in turn creates the Learning Plan for the Upcoming Year.

Regulated members will be required to complete the CCP Self-Assessment as part of Renewal in March each year. Please refer to **Section 4: Annual Registration Process** for further information on completing this process.

Should you wish to complete a CCP Self-Assessment outside of Renewal, under **My Self-Assessments** you will see a CCP Self-Assessment record listed with the status of “Available”. Click on the + button to the right to **Start CCP Self-Assessment**.

Assessment	Date	Status	
CCP Self-Assessment	-	Available	+

Start CCP Self-Assessment?

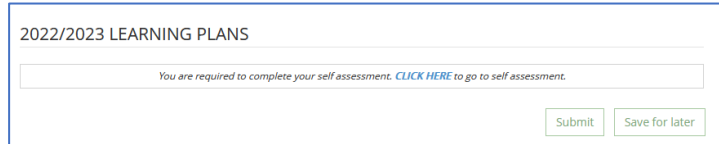
OK Cancel

- 🔄 Please note, the CCP Self-Assessment will always show as Available. This does not mean that you must complete the CCP Self-Assessment when it displays as Available. For most regulated members, completing the CCP Self-Assessment within the Renewal form (Tab 3) each year will be sufficient.

You may also access the CCP Self-Assessment through the My Learning tab along the left sidebar. Click on **My Learning** and the appropriate registration year. If you do not have a current year available, click on the + button to the right to add the current registration year.

### Section 3: Continuing Competence Program (CCP) Process

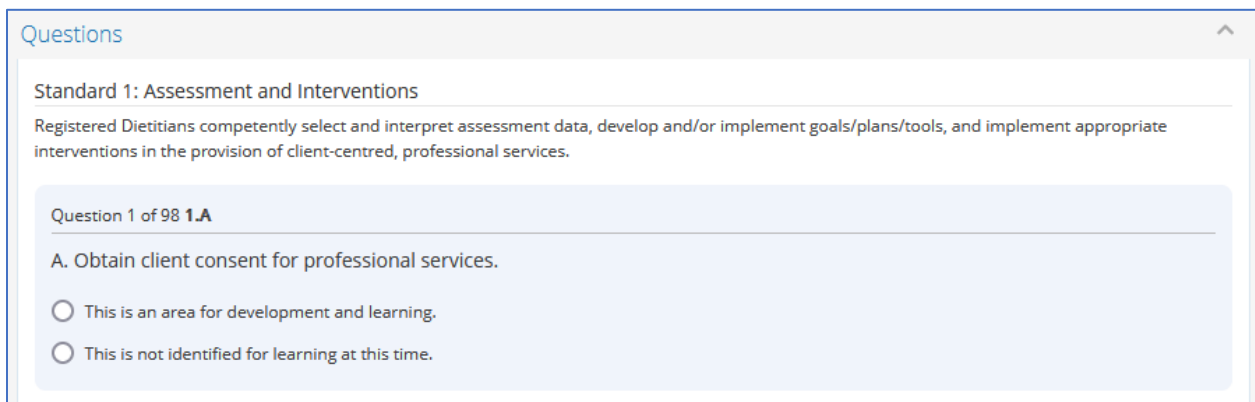
Once the current registration year is available, you may see a message prompting you to go to the CCP Self-Assessment.



Once the CCP Self-Assessment form has been created, for each indicator, you will be asked to reflect honestly, and identify if it is either:

- a) an area for development and learning, or
- b) not identified for learning at this time.

Please note, some indicators within the *Standards of Practice* have been removed as they are not applicable for setting learning goals. A list of the removed indicators can be found within the CCP Manual, posted on the College website.



For development of your learning plans, you should identify at least two (2) indicators from the *Standards of Practice*, and if applicable, one (1) indicator from each restricted activity.

At the end of the CCP Self-Assessment, a list of indicators you identified as “areas for development and learning” will be presented. From the Recommended list, you will select two (2) indicators to build learning plans on for the year. If you have restricted activities, you must also select one (1) indicator for each RA.

- ✦ The CCP Self-Assessment states you are required to select two (2) mandatory learning goals from the *Standards of Practice* for your learning plans. If you have a restricted activity authorization, please select an additional learning goal for each RA. If you select more Indicators than required from the mandatory *Standards of Practice*, only the first 2 indicators selected will display on your Learning Plans. You are not permitted to submit more than the required learning plans.
- ✦ You can change your selected learning plan indicators to other identified options from your CCP Self-Assessment throughout the year. Click on the applicable completed CCP Self-Assessment to change the selected indicator(s). From the Recommended list, you can select indicators you identified when completing the Self-Assessment. From the All list, you can select a preferred indicator from the complete list.

### Section 3: Continuing Competence Program (CCP) Process

Once the CCP Self-Assessment has been completed and indicators have been assigned to the Learning Plan, you will need to complete the Learning Plans. See information on the process below.

- ✦ When a CCP Self-Assessment is completed and selections have been made, it becomes linked to a Learning Plan. You can determine which Self-Assessment is linked to a Learning Plan by opening the completed Self-Assessment and confirming the Learning Plan Year noted along the top of the Learning Goals section. Changes made to the Self-Assessment, when saved, will automatically update on your linked Learning Plans.
- ✦ If a regulated member receives a Restricted Activity authorization, in order to have the RA included within the current Learning Plan, a new CCP Self-Assessment is required. When completing the new Self-Assessment, you must ensure that you are selecting both the mandatory Standards and Indicators and the Restricted Activity indicators. Please note, ensure that you are at least selecting the Standards and Indicators already identified within your Learning Plan to ensure your selections continue to be available for your current Learning Plan.

#### Learning Plans

The College's Learning Plans contain the following sections that are meant to be updated throughout the year when completing your continuing competence program:

- Standard (determined through Self-Assessment)
- Indicator (determined through Self-Assessment)
- Learning Goal
- Benefit to Practice
- Activity Record
- Reflection on Learning (only available during Renewal)

Regulated members will be required to submit their CCP requirements during registration renewal in March each year, which consist of:

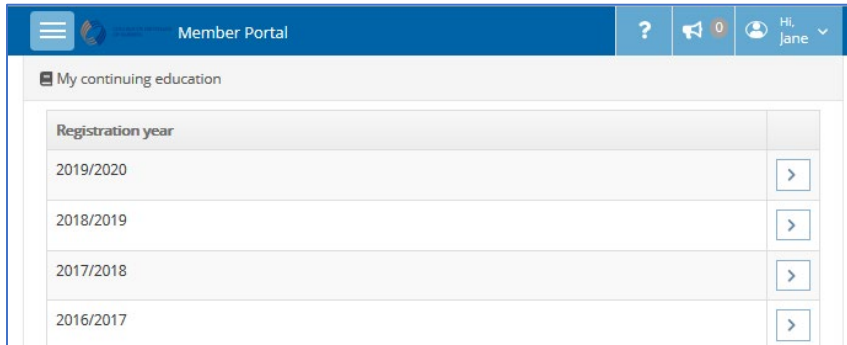
- Current Learning Plans
- Upcoming Learning Plans

Please refer to **Section 4: Annual Registration Process** for further information on completing this process.

- ✦ Under the "My Learning" section along the left sidebar, you will have the ability to view or modify your current CCP Learning Plans throughout the year; you will also have access to view your completed CCP submissions in PDF format.
- ✦ The College reminds all regulated members that the archived copies of your CCP submissions available online do not replace the requirement that all regulated members retain their CCP documentation, including verification documentation, for the past three years. The College may at any time request to see a regulated members' complete CCP documentation.

## Section 3: Continuing Competence Program (CCP) Process

Under this section along the left side bar, current and previously submitted Continuing Competence Program (CCP) submissions are available to view by registration year.



### Current Learning Plans

By clicking on the current registration year, you will have access to your Learning Plans throughout the registration year. You may view the created Learning Plans, edit any Learning Plans and should there be no Learning Plans displayed, Add them to your profile.

- ✪ Regulated members can edit their Learning Goal throughout the year should your Learning Plan change. Click **Save for Later** when editing your learning plans.
- ✪ Regulated members can log their learning activities within the Learning Plans, under the Activity Record section. The College encourages you to log activities regularly for a complete list of competence activities completed for each Learning Goal.
- ✪ The College reminds all regulated members that you should be reviewing your CCP submissions and making necessary edits to the Learning Plans throughout the year.

Current Learning Plans will be finalized and submitted during registration renewal in March each year. Please refer to **Section 4: Annual Registration Process** for further information on completing this process each year.

### Past Learning Plans

By clicking on a past registration year, you will have access to your submitted Learning Plans for that registration year. Regulated members have access to view their complete Continuing Competence Program (CCP) submissions made during registration renewal, including reflections, in PDF format. You will not have the ability to make changes to the Learning Plans as they have already been submitted.

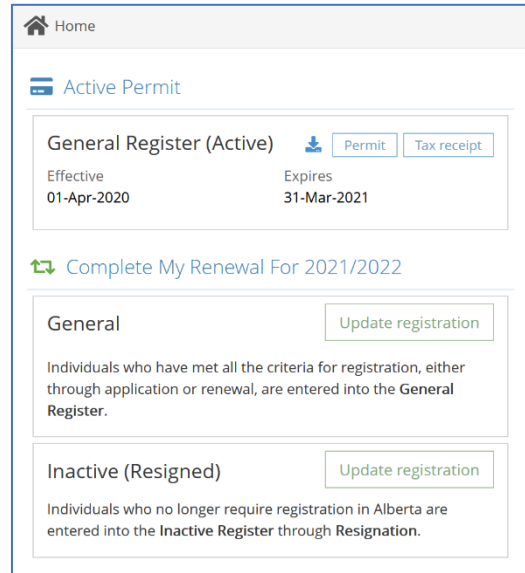


## Section 4: Annual Registration Process

### Section 4: Annual Registration Process

All regulated members who wish to **renew their registration** with the College will be required to complete the online Registration Renewal process before midnight on March 31. Continue reading the **Registration Renewal** section for more information.

All regulated members who wish to **resign their registration** with the College effective April 1, will be required to complete the online Resignation process before midnight on March 31. Advance to the **Resignation** section for more information.

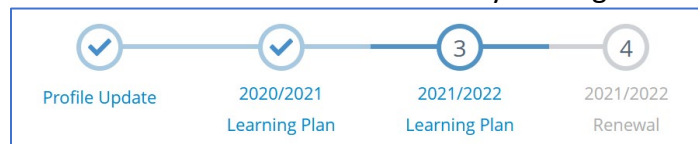


#### Registration Renewal

On the Home page, there will be a section titled “Complete Your Renewal”. You will be prompted to select the appropriate action.

If you wish to **Renew on the General Register**, click “Update registration” beside **General**.

If you are unable to complete the online renewal process in a single session, you may return at another time to complete the renewal. Updated information will be saved. Once a component of the renewal process has been completed, you will see a checkmark in the progress bar along the top of the renewal form. You can advance between tabs by clicking on the tab title.

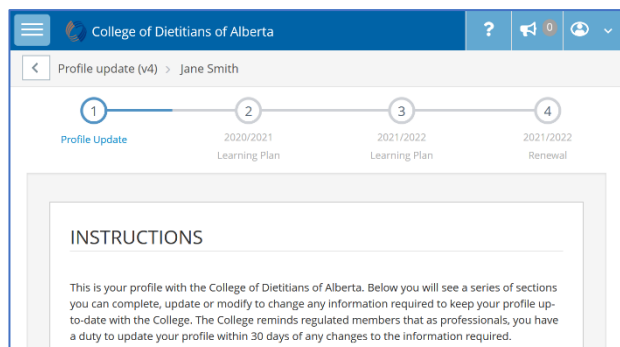


#### TAB 1: Profile Update

Under this tab, your current profile with the College is displayed. You are required to review all sections of your profile to ensure accuracy and completeness. Should any information be incorrect or incomplete and require changes, you can complete the required edits within this form.

Please refer to the information text and Help Text within the Profile Update Form for further information or assistance with completion.

Once you have reviewed your profile and submitted any edits, you will click **Next** at the bottom of the page. The Profile Update



## Section 4: Annual Registration Process

content may be reviewed by the College office prior to approval. Should further information be required, the College will connect with you.

If you mistakenly selected **Renew on the General Register**, but instead meant to **Resign your Registration**, please click “Withdraw Form” at the bottom of the form. This will only withdraw your renewal form; it does not complete the resignation process (you will need to select Resign your Registration and complete the form).

- ✪ The College reminds you that as a regulated professional, you have a duty to update your profile **within 30 days** of any change in the information required for the College’s Register. This includes changes to your contact information (phone and email), mailing address, employment information or name changes.
- ✪ Remember, if you update your email address within the profile, you must contact the College office to request an update to the email address you will use to login to the portal.
- ✪ You can request a name change using the online profile; however, it is mandatory to upload a copy of government issued photo identification (ie. drivers license, passport) with the name change reflected. The name change request and supporting document is subject to review and approval by the College. **Your legal name (including middle names) must match the name on your profile and practice permit.** Acceptable formats for upload will be PDF or JPEG/JPG/PNG.
- ✪ Your Employment Status will reflect your status throughout the registration year. If you were employed, and therefore must declare dietetic practice hours, your status must reflect this. Employment records are only required for dietetic positions.
- ✪ During renewal, each regulated member will be required to declare the number of dietetic practice hours for each employment record on their profile, for the previous registration year (April to March). Prior to completing renewal, it might be helpful for you to determine the practice hours for each employment record and have available for easy reference when submitting your renewal. You are encouraged to maintain documentation for practice hours in your own records should the College office request verification later.
- ✪ If you are currently (or were previously) on leave during the past registration year, you should keep the employment record on your profile but declare practice hours between April 1-March 31. If you had no practice hours, please enter 1 to keep the employment record active. Also, the College requests you notify us by email with the dates of your leave so that a note can be added to your file. As you are required to declare dietetic practice hours, while on leave the hours will be lower than usual. Having a note on file with leave dates provides context to the declared hours.
- ✪ Regulated members can submit a Restricted Activity (RA) request using the online profile. If you intend to begin training for a Restricted Activity, you are still required to contact the College office to request the appropriate forms. You may then submit all completed forms

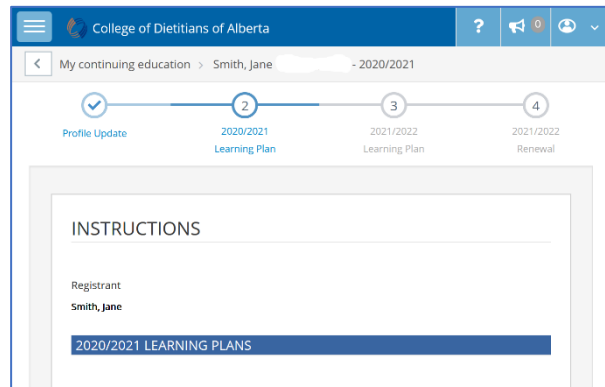
## Section 4: Annual Registration Process

(both for Authorization to Train and completed, signed Restricted Activity Competence) online using the Profile, for College verification and approval.

- Under the Consent section, regulated members who are in Private Practice and wish to have their contact information available on the College's Find a Dietitian Public Directory may indicate their consent for the College to publish their information. Consent is managed on your profile; you can add or remove your consent throughout the year. Please refer to **Section 7: Consenting to Find a Dietitian Directory** for further information on completing this process.

TAB 2: (Current Registration Year) Learning Plans  
Under this tab, your Learning Plans for the current registration year will be submitted.

For compliance with the College's Continuing Competence Program (CCP), every regulated member is required to submit two (2) Learning Plans. Regulated members who have restricted activity authorizations are required to submit an additional Learning Plan for each authorization.

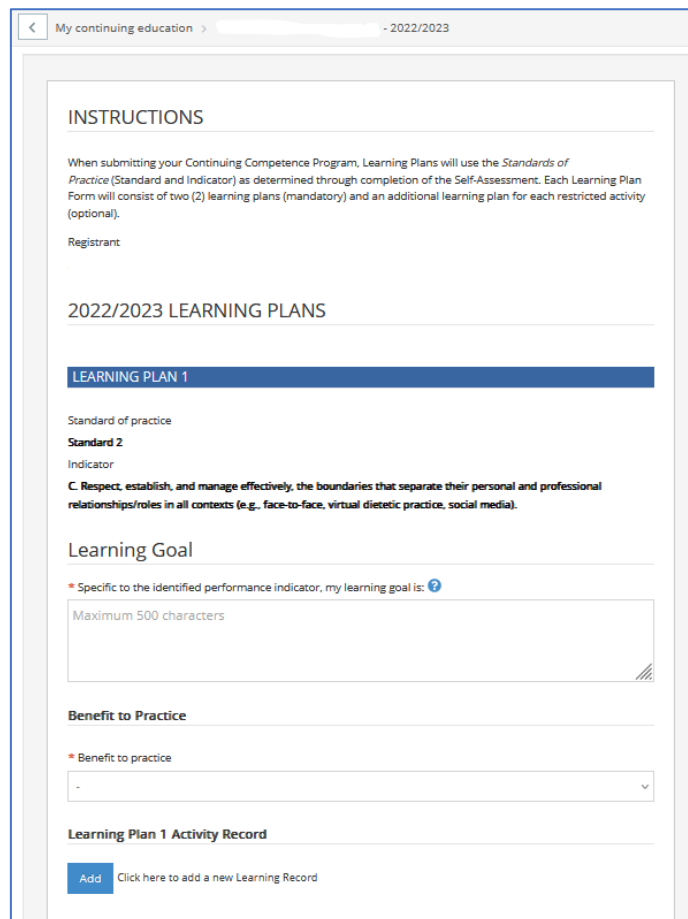


The Continuing Competence Program uses the *Standards of Practice* and each CCP learning plan will consist of:

- Standard of Practice
- Indicator
- Learning Goal
- Benefit to Practice
- Activity Record
- Reflection on Learning

Please review your submitted Learning Plans, edit any fields as necessary to ensure the information is accurate and enter your Self-Reflection on Learning.

If you do not have previously entered Learning Plans for the current registration year, you will be required to complete a CCP Self-Assessment to determine the Standards and Indicators for your learning plans.



## Section 4: Annual Registration Process

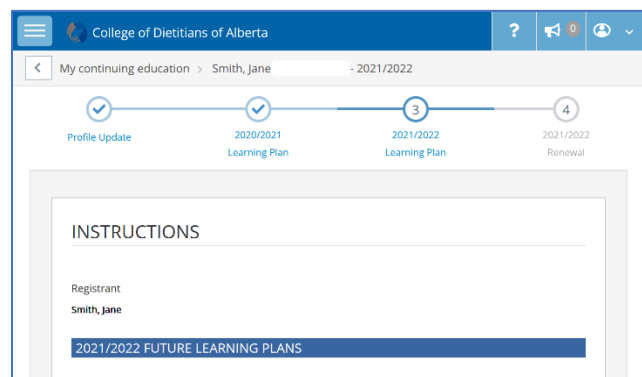
Once a Standard and Indicator is assigned to a Learning Plan, you will be required to populate the required fields.

You must click **Next** at the bottom of your current Learning Plans to proceed to the next tab in renewal. You will receive an error code if you are missing any required information.

- ✦ Remember to scroll down to see all learning plans entered for the current registration year.
- ✦ The College encourages regulated members to have their Continuing Competence Program submission documentation for the current renewal period available when completing the online form. For example, have your activity documentation accessible for easy reference when completing your Activity Record.
- ✦ If you received your initial registration on the General Register after October 1 of the previous year, you will not be required to submit two (2) Learning Plans for the current year. You may advance past this tab by clicking Next.
- ✦ Once Renewal is submitted, you will not have the ability to modify your CCP submissions. Please ensure that the CCP information entered is correct before submitting your renewal.
- ✦ Once your renewal has been submitted and approved, under the “My Learning” section along the left sidebar, you will have access to view your complete CCP submissions made during registration renewal, including reflections, in PDF format.
- ✦ The College reminds all regulated members that the archived copies of your CCP Self-Assessment and Learning Plan submissions available online do not replace the requirement that all regulated members retain their CCP documentation, including verification documentation, for the past three years. The College may at any time request to see a regulated members’ complete CCP documentation.

### TAB 3: (Upcoming Registration Year) Learning Plans

Under this tab, your future learning plans for the upcoming registration year will be submitted. You will be identifying your intended learning plans for the upcoming year; the Continuing Competence Program is about having a plan to enhance learning and hence competence, and then undertaking activities to meet your learning needs.

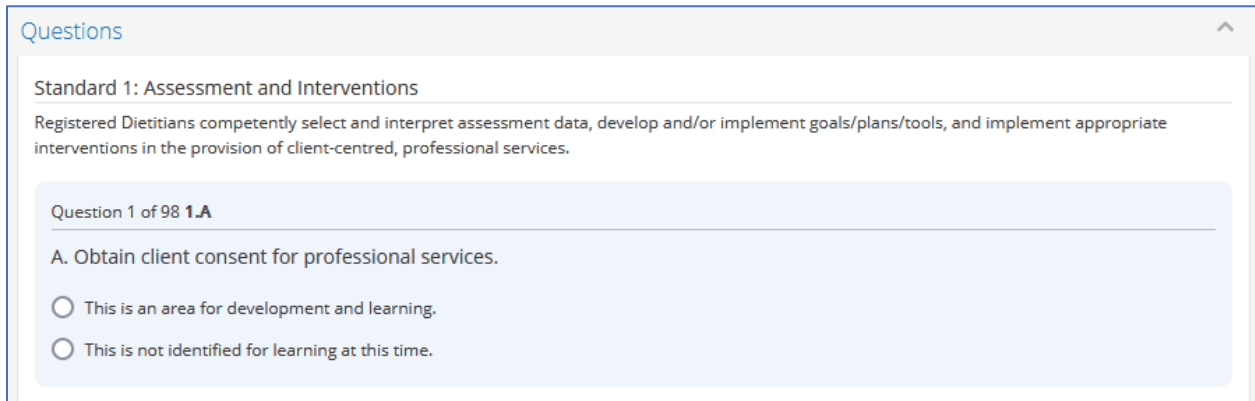


To select your Learning Plans, you will be required to complete a CCP Self-Assessment for the upcoming year. Once the CCP Self-Assessment form has been created, for each indicator, you will be asked to reflect honestly, and identify if it is either:

- an area for development and learning, or
- not identified for learning at this time.

## Section 4: Annual Registration Process

Please note, some indicators within the *Standards of Practice* have been removed as they are not applicable for setting learning goals. A list of the removed indicators can be found within the CCP Manual, posted on the College website.



The screenshot shows a digital interface for a self-assessment. At the top, it says "Questions" with an upward arrow. Below that is "Standard 1: Assessment and Interventions" followed by a description: "Registered Dietitians competently select and interpret assessment data, develop and/or implement goals/plans/tools, and implement appropriate interventions in the provision of client-centred, professional services." The question is labeled "Question 1 of 98 1.A" and asks "A. Obtain client consent for professional services." There are two radio button options: "This is an area for development and learning." and "This is not identified for learning at this time."

For development of your learning plans, you should identify at least two (2) indicators from the *Standards of Practice*, and if applicable, one (1) indicator from each restricted activity.

At the end of the CCP Self-Assessment, a list of indicators you identified as “areas for development and learning” will be presented. From that list, you will select two (2) indicators to build learning plans on for the year. If you have restricted activities, you must also select one (1) indicator for each RA.

✦ A completed CCP Self-Assessment will automatically assign to an available Learning Plan at the top of the CCP Self-Assessment (registration year will be listed).

Once the CCP Self-Assessment has been completed and indicators have been assigned to the Learning Plan, you will need to complete the Learning Plans.

You must click **Next** at the bottom of your upcoming Learning Plans to proceed to the next tab in renewal.

✦ Once Renewal is submitted, under the “My Learning” section along the left sidebar, you will have the ability to view or modify your CCP submissions throughout the year.

✦ Throughout the year, regulated members can manage their selected indicators within the assigned CCP Self-Assessment. Please refer to **Section 3: Continuing Competence Program (CCP) Process** for further information on completing this process.

## Section 4: Annual Registration Process

### TAB 4: (Upcoming Registration Year) Renewal

Under this tab, you will be required to complete mandatory renewal declarations for:

- Legal Activity Declarations (Good Character)
- Current Practice Declaration
- Liability Insurance Declaration
- Registration Declaration

Ensure that you have read and understand all declarations prior to submission. By submitting the online renewal form, you are declaring you acknowledge and accept the statements.

College of Dietitians of Alberta

Renewal > Update registration

Smith, Jane - General - In Progress (2021/2022)

Profile Update 2020/2021 Learning Plan 2021/2022 Learning Plan 2021/2022 Renewal

### INSTRUCTIONS

- Complete the form below
- If you are taken to the payment screen once you hit 'submit', your renewal will be complete once you have paid the practice permit fee. You will then be able to access your permit and receipt on the home page.
- If you receive the message that your form is being reviewed once you hit 'submit', keep an eye on your inbox for further correspondence from CDA Administration (office@collegeofdietitians.ab.ca). You will be notified by email once the renewal application is considered complete and will be prompted for payment. Once you have paid the practice permit fee, you will be able to access your permit and receipt on the home page.

Before clicking **Submit** at the bottom of the page, ensure all information on this and previous sections of the registration renewal is correct. You will not be able to make changes once the renewal is submitted.

- If you answer yes to any of the Legal Activity Declarations, you are required to submit a brief explanation in the mandatory field. Your renewal will require Administrative Review prior to approval.

### Payment of Fees

#### Renewal Approved – Payment Required

If your renewal does not require any further College review and is automatically approved, an invoice for the outstanding General Register Practice Permit Fee for the upcoming registration year will be automatically generated and available for payment.

College of Dietitians of Alberta

Invoice

10-Feb-2021 #  
Batch # / Reference -  
GST #: R128396132

From: College of Dietitians of Alberta  
1320, 10123 99 Street  
Edmonton, Alberta  
T5J 3H1

To: Smith, Jane

Description	Total
General Register Practice Permit Fee	\$570.00
	Subtotal \$570.00
	GST \$28.50
	Total due \$598.50

You may submit payment right away or should you defer payment to another time, you can access the outstanding invoice on the Home page, under “My Invoices”.

#### Renewal Pending College Review – Payment Deferred until Approved

If your renewal form requires review and approval by the College, you will automatically be notified with a message. Examples of actions requiring Administrative Review include changes made on your Profile to name, dietetic employment, education, or restricted activities. Please monitor your emails for correspondence from the College office to address any additional requirements.

## Section 4: Annual Registration Process

Once your renewal is approved, you will be notified by email and will be prompted to return to the registrant portal to submit payment for the outstanding invoice.

### Payment Options

Regulated members will have two options for submitting payment:

1. Credit Card

To pay online using a credit card (Visa, Mastercard, or American Express), click **Pay** at the bottom of the invoice. You will be prompted to confirm/enter the required credit card details online. Click **Pay** to process the transaction.

2. Cheque / Money Order

If you wish to submit payment by cheque or money order, please ensure the cheque is made payable to College of Dietitians of Alberta (in Canadian funds only). **IMPORTANT:** to ensure that the cheque is applied to the correct invoice, please include your invoice number in the Memo section of the cheque.

- ⊛ **Please note, your renewal will not be considered complete until payment has been received.**
- ⊛ Payments must be received by the College office no later than:
  - Midnight on March 31 (for online credit card payments)
  - 4:00 p.m. on March 31 (for cheques/money orders)
- ⊛ If March 31 falls on a weekend or holiday, cheques for payment of the annual fees must be received in the College office before the close of business on the last business day prior to March 31.

### Accessing your Permit & Receipt

Once payment has been received for a complete renewal, your upcoming Practice Permit and Tax Receipt will be available for access on the Home Page under the “Active Permit” section. You may also access past Permits and Receipts under the “Download Registration” section along the left sidebar. You will continue to have access to your Permits and Receipts at any time throughout the registration year.

- ⊛ If there are any errors on your Permit or Receipt, please contact the College office immediately at 780-448-0059.
- ⊛ **Reminder:** Under Alberta legislation, your practice permit must display your legal name (including middle names). If your permit does not match your legal name, you must submit a Profile Update to request a name change.

## Section 4: Annual Registration Process

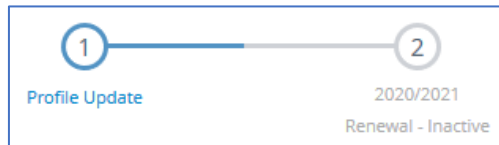
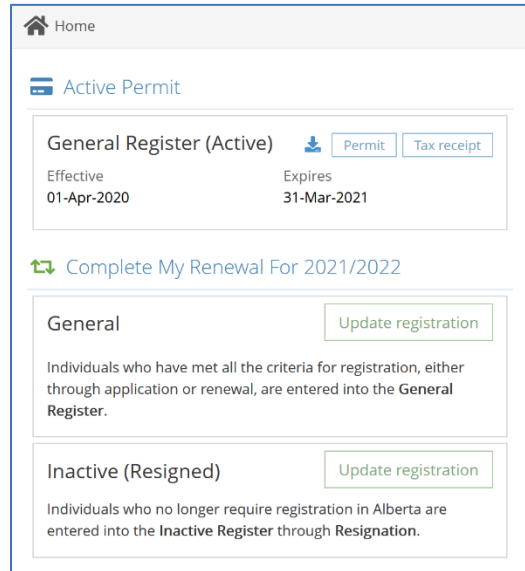
### Resignation

All regulated members who wish to resign their registration with the College effective April 1, will be required to complete the online Resignation process before midnight on March 31.

On the Home page, there will be a section titled “Complete Your Renewal”. You will be prompted to select the appropriate action.

If you wish to **Resign your Registration**, click “Update registration” beside **Inactive (Resigned)**.

If you are unable to complete the online resignation process in a single session, you may return at another time to complete the process. Updated information will be saved. Once a component of the resignation process has been completed, you will see a checkmark in the progress bar along the top of the form. You can advance between tabs by clicking on the tab title.

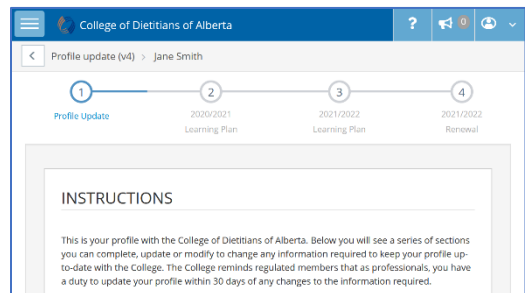


### TAB 1: Profile Update

Under this tab, your current profile with the College is displayed. Although you have declared your intention to resign from the College, you are still required to review all sections of your profile to ensure accuracy and completeness. Should any information be incorrect or incomplete and require changes, you can complete the required edits within this form.

Please refer to the information text and Help Text within the Profile Update Form for further information or assistance with completion.

Once you have reviewed your profile and submitted any edits, you will click **Next** at the bottom of the page. The Profile Update content may be reviewed by the College office prior to approval. Should further information be required, the College will connect with you.



If you mistakenly selected **Resign your Registration**, but instead meant to **Renew on the General Register**, please click “Withdraw Form” at the bottom of the form. This will only withdraw your resignation form; it does not complete the renewal process (you will need to select Renew on the General Register and complete the form).



## Section 4: Annual Registration Process

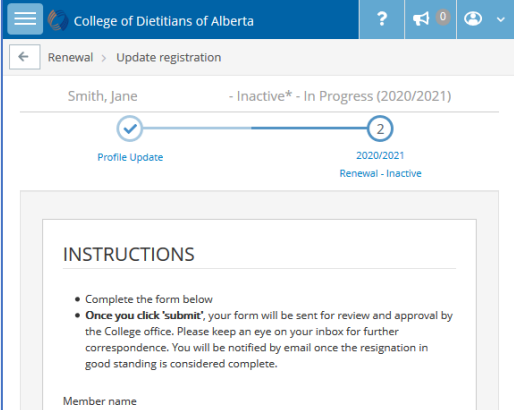
- ✦ Your Employment Status will reflect your status throughout the registration year. If you were employed, and therefore must declare dietetic practice hours, your status must reflect this.
- ✦ You will be required to declare the number of dietetic practice hours for each employment record on your profile for the previous registration year (April to March). Prior to completing your resignation, it might be helpful for you to determine your practice hours for each employment record and have available for easy reference when submitting your profile update.
- ✦ You will need to indicate an expiry date for your current employment record which must expire before the end of the registration year (March 31).
- ✦ As part of the Restricted Activities section, if you have a restricted activity, you will be required to relinquish it by adding an expiry date.

### TAB 2: (Upcoming Registration Year) – Renewal – Inactive (Resigned)

Under this tab, you will complete the declarations and requirements to complete your renewal to an Inactive register. You will be required to complete mandatory declarations for:

- Change Reason
- Legal Activity Declarations (Good Character)
- Resignation Declaration
- Registration Declaration

- ✦ All regulated members wishing to resign in good standing with the College will be required to upload a Resignation Letter addressed to the Registrar outlining the reason for resignation and the effective date (April 1). Acceptable formats for upload will be PDF or JPEG/JPG/PNG.



The screenshot shows the 'Renewal - Inactive' process for Jane Smith. The page title is 'Renewal > Update registration'. The user's name is 'Smith, Jane' and the status is '- Inactive\* - In Progress (2020/2021)'. A progress bar shows two steps: 'Profile Update' (completed) and '2020/2021 Renewal - Inactive' (in progress). Below the progress bar, there is an 'INSTRUCTIONS' section with the following text:

- Complete the form below
- **Once you click 'submit'**, your form will be sent for review and approval by the College office. Please keep an eye on your inbox for further correspondence. You will be notified by email once the resignation in good standing is considered complete.

At the bottom of the form, there is a field labeled 'Member name'.

- ✦ If you answer yes to any of the Legal Activity Declarations, you are required to submit a brief explanation in the mandatory field. Your resignation will require Administrative Review prior to approval.

Ensure that you have read and understand all declarations prior to submission. By submitting the online resignation form, you are declaring you acknowledge and accept the statements.

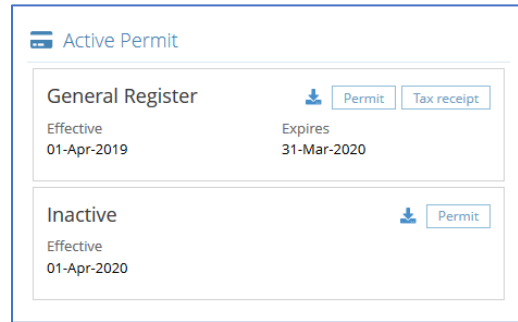
Before clicking **Submit** at the bottom of the page, ensure all information on this and previous sections of the form is correct. You will not be able to make changes once your resignation is submitted.

## Section 4: Annual Registration Process

### Accessing your Profile

Once your request to resign in good standing from the College of Dietitians of Alberta has been submitted, it will require College review and approval.

Once approved, you should see your new registration status (Inactive) under the “Active Permit” section on the Home page.



You will continue to have access to the Registrant Portal should you wish to submit updates to your Profile information (under “My Profile”), require access to previous tax receipts (under “Download Registration”) or require access to Continuing Competence Program submissions (under “My Learning”).

- ⦿ Regulated members who have resigned from the College may no longer practice dietetics in Alberta or use the protected titles of the College. If you resign from the College and wish to reapply for registration at a future date, you must meet all registration criteria in place at the time of the application, including examination and current practice requirements.

## Section 5: CCP Audit Process

### Section 5: CCP Audit Process

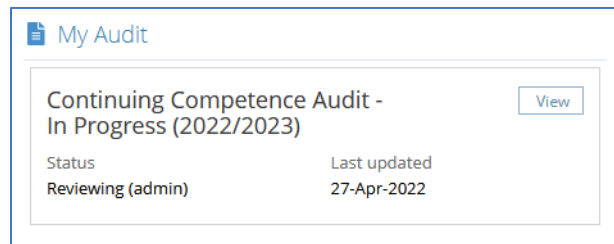
The *Health Professions Act* requires that all colleges have a Continuing Competence Program in place. To maintain their registration with the College, regulated members on the General Register must participate in the mandatory program of the College. The program is designed to ensure regulated members remain competent and provide safe, ethical service that meets or exceeds professional standards.

The College ensures compliance with the legislated requirements by completing an annual audit process of regulated members' submissions. The process consists of two types of audits: review and document.

#### Review Audit

A **review audit** is an internal College process of ensuring regulated members' reflections match and are appropriate to their set learning goals. Every year, the College randomly selects one third of all regulated members for program review therefore regulated members can expect to be reviewed at least once every 3 years.

If you have been selected for review audit, on the Home page of the Registrant Portal, there will be a record under **My Audits**. You can also view the history of audits under My Audits in the left sidebar.



- ⊛ Please note, the Audit record appears once selected for audit and will remain with an open status until the audit has been completed. You will receive email communications from the College if anything is required. You will also receive an email with the outcome of the review audit.

The Director of Professional Practice and the Continuing Competence Committee complete the review of selected regulated member's online submissions against established criteria and determine whether requirements have been met.

- ⊛ When selected for review audit, the College reviews the CCP submissions made during renewal. If anything is required, you will be contacted by email.

Following completion of the review of your CCP online submissions, you will be advised of the outcome of the review. This can range from having met requirements, not met requirements with recommendations for future submissions (no follow-up required) or not met requirements with recommendations and follow-up required.

To ensure that your CCP submissions will meet the requirements, it is important for all regulated members to complete the following EACH YEAR:

## Section 5: CCP Audit Process

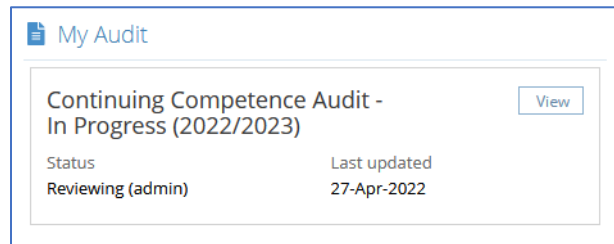
1. Completed an online CCP Self-Assessment. This will assist you in developing learning goals based on indicators which represent priorities for learning or practice enhancement.
2. Completed two mandatory Learning Plans online (and if applicable, additional Learning Plans for Restricted Activity Authorizations), each including a learning goal, benefits to practice, activity record, and reflection on learning.
3. Ensure that submitted Learning Plans (online) accurately match your competence documentation.

Refer to the information found in the CCP Manual, posted on the College website, for information on completing Learning Plans.

### Document Audit

A **document audit** includes a request from the College to submit documentation/verification of completed learning activities. The College will randomly select 10% of all reviewed programs for an audit. Should you be selected, you will be required to submit these materials to the College for review, which will also include a review of your completed CCP Self-Assessment and Continuing Competence Program Learning Plans. It is therefore essential that you keep accurate records.

If you have been selected for document audit, on the Home page of the Registrant Portal, there will be a record under **My Audits**. You can also view the history of audits under My Audits in the left sidebar.



- ✪ Please note, the Audit record appears once selected for audit and will remain with an open status until the audit has been completed. You will receive email communications from the College notifying you of requirements and process for submission. You will also receive an email with the outcome of the document audit.

The Director of Professional Practice and the Continuing Competence Committee complete the review of selected regulated member's document submissions against established criteria and determine whether requirements have been met.

- ✪ When selected for document audit, you will be required to upload corresponding verification documentation for each activity recorded in your submitted Learning Plans, under the Activity Record section.
- ✪ The College encourages all regulated members to keep records of activity verification documentation throughout the year, in digital files. This should allow you to upload the required documents when requested.
- ✪ The College reminds all regulated members that you are required to retain CCP documentation, including verification documentation, for the past three years. The College may at any time request to see a regulated members' complete CCP documentation.

## Section 5: CCP Audit Process

Following completion of the review of your CCP online submissions, you will be advised of the outcome of the review. This can range from having met requirements, not met requirements with recommendations for future submissions (no follow-up required) or not met requirements with recommendations and follow-up required.

To ensure that your CCP submissions will meet the requirements, it is important for all regulated members to complete the following EACH YEAR:

1. Completed an online CCP Self-Assessment. This will assist you in developing learning goals based on indicators which represent priorities for learning or practice enhancement.
2. Completed two mandatory Learning Plans online (and if applicable, additional Learning Plans for Restricted Activity Authorizations), each including a learning goal, benefits to practice, activity record, and self-reflection.
3. Ensure that submitted Learning Plans (online) accurately match your competence documentation.
4. Retain digital copies of all activity documentation. Acceptable formats for upload will be PDF or JPEG/JPG/PNG.

Refer to the information found in the CCP Manual, posted on the College website, for information on completing Learning Plans.

## Section 6: Public Register

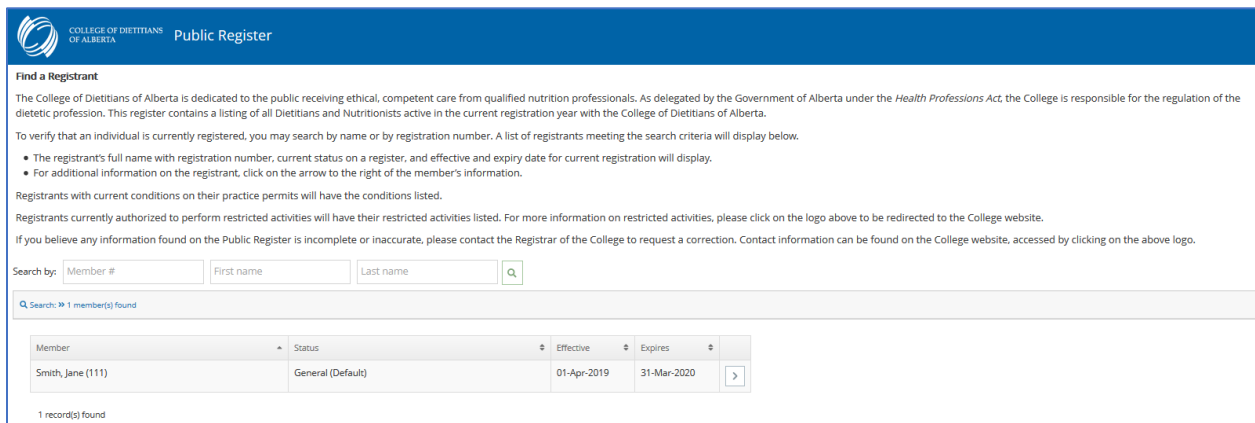
### Section 6: Public Register

The College of Dietitians of Alberta is required under legislation to have a Public Register available to the public containing a listing of all Registered Dietitians and Registered Nutritionists active in the current registration year. The Public Register must provide the following information for each regulated member:

- Registrant's full name with registration number, current status on a register, and effective and expiry date for current registration.
- Current conditions on practice permits.
- Current Restricted Activity Authorizations.

The Public Register is available at <https://cda.alinityapp.com/Client/PublicDirectory> as well as through links on the [College website](#).

- 🔍 If any information found on the [public register](#) is inaccurate or incomplete, please contact the College office to request a correction.



The screenshot shows the 'Public Register' page of the College of Dietitians of Alberta. It includes a search bar with fields for 'Member #', 'First name', and 'Last name'. Below the search bar, it displays '1 member(s) found' and a table with the following data:

Member	Status	Effective	Expires	
Smith, Jane (111)	General (Default)	01-Apr-2019	31-Mar-2020	>

At the bottom of the table, it says '1 record(s) found'.

## Section 7: Consenting to Find a Dietitian Directory

### Section 7: Consenting to Find a Dietitian Directory

The College has a Find a Dietitian Directory, made available to the public through our website, which allows members of the public to find contact information for Registered Dietitians in private practice.

#### Eligibility for Find a Dietitian Directory

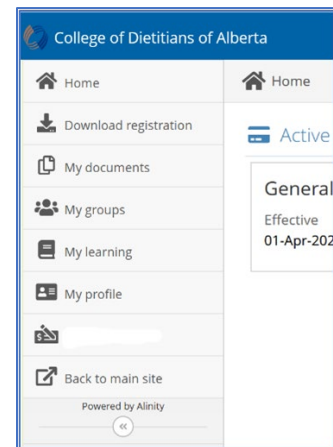
Eligibility to have your contact information displayed within the Find a Dietitian Directory will require the following criteria:

- You are an active practice regulated member
- You have an active private practice employment record
- You have provided general consent in the Consent section of the Profile

Once consent is provided, contact details will be exposed based on your consent for each detail type (phone, email address and employment mailing address).

#### Updating Profile

On the Home page of the Registrant Portal, along the left sidebar, you will click on **My Profile** to access your current profile with the College. This is where you will consent to the Find a Dietitian Directory.

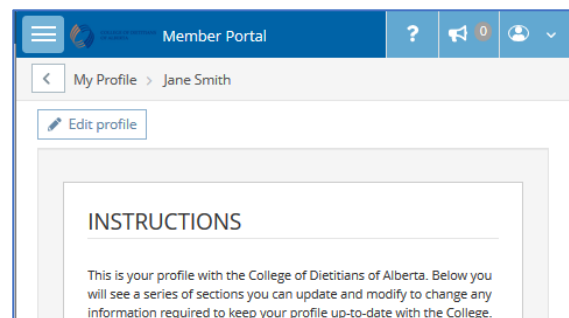


#### First: Confirm Accurate Employment Information

Before providing consent, should your profile require any changes to employment information, the edits should be submitted and approved first to be reflected on your active profile. You can click **Edit Profile** on this page to create a Profile Update Form.

The Profile is broken down into the following sections, with the bold sections applicable to directory consent:

- Personal
- Education
- **Dietetic Employment**
  - **Find a Dietitian Directory**
- Restricted Activities
- Other Jurisdictions
- **Consent: Association and Mailing List**



If there are any changes required to the listed employment information, please complete the Profile Update Form with just the employment record edits first and submit the content for review by the College office and approval. Should further information be required, the College will connect with you.

## Section 7: Consenting to Find a Dietitian Directory

### Second: Provide Consent to Directory

Once all employment information is current and correct (either no changes required or changes have been submitted and approved), you may complete the consent for the Find a Dietitian Directory under the appropriate section on the Profile. Please note, there are two sections that require consent from you; first, Find a Dietitian Directory and second, Consent. You will need to click **Edit Profile** on this page to create a Profile Update Form.

To have your contact information published on the Find a Dietitian Directory, you will first be required to provide consent (**YES**) and specify the type of contact information to be published (under the **Find a Dietitian Directory** section). Before any data is public, under this section you can see the data exposed and determine which you consent to provide.

### FIND A DIETITIAN DIRECTORY

*If you are a private practice dietitian and would like to have your contact information displayed on the Find a Dietitian directory, available through the College website, you may provide consent to display your information here.*

*Your information will be displayed if you have met the following criteria:*

- You are an active practice regulated member
- You have an active private practice employment record
- You provided general consent below in the Consent section of the Profile
- Details will be exposed based on your consent for each detail type

I consent to have my contact information available on the Find a Dietitian directory and I understand my information will only display if I qualify under the criteria described above. I confirm that I am responsible for the validity of the information displayed.

Yes  No

*Below is a preview of what may show up on the Find a Dietitian directory. Should any of this information be updated through Profile Updates, it will automatically be reflected on the Find a Dietitian directory. Your profile changes may be subject to review and approval by a College administrator.*

Phone	Email	Address
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❗ **IMPORTANT:** As previously noted, if you make edits to your employment information and provide consent to the directory at the same time, only the edits will be approved on the Profile Update. The consent will not be activated as it can only be approved on a current profile with no required edits. You will need to complete a second Profile Update to provide consent.

Once consent has been added in the first section (Find a Dietitian Directory), you will be required to confirm under the **Consent** section at the bottom of the Profile Update, that you have said **YES** to the Find a Dietitian Directory. This is the second consent section.

### CONSENT

?

If you are a Private Practice Dietitian, do you consent to have your contact information published on the Find a Dietitian Directory?  Yes  No



## Section 7: Consenting to Find a Dietitian Directory

### Accessing Find a Dietitian Directory

Once a private practice dietitian has provided consent to the Find a Dietitian Directory, assuming they meet the criteria for consent, their information will be available on the Find a Dietitian Directory, made available through the College website.

The **Find a Dietitian Directory** is available at <https://cda.alinityapp.com/Client/FindDirectory> as well as through links on the [College website](#).

- 🔍 If any information found on the [Find a Dietitian Directory](#) is inaccurate or incomplete, please complete a Profile Update Form to submit any corrections.

The screenshot shows the 'Find a Dietitian Directory' page. At the top left is the logo for the College of Dietitians of Alberta. The page title is 'Find a Dietitian Directory'. The main content area contains several paragraphs of text explaining the directory's purpose and how to use it. Below the text is a search form with a dropdown menu for 'Nearest City' (currently showing '-'), a 'Search' button, and a search results area that currently displays 'Search: Nearest City: - >> 0 member(s) found'. At the bottom of the page, there is a footer with the Alinity logo and the text 'Alinity ©2019'.

## Questions?

### QUESTIONS?

If you encounter any technical issues, please review the information contained within this Guide or refer to the Help Text within the Registrant Portal before contacting the College office. The forms are designed to advise you of missing information when submitting; please review the error messages that will appear either along the top of the page or along the right sidebar for guidance on requirements.

If you have any questions or require assistance, please contact the College office at 780-448-0059 or [office@collegeofdietitians.ab.ca](mailto:office@collegeofdietitians.ab.ca).

As with any online system, there is a possibility for system glitches. The College of Dietitians of Alberta has extensively tested the online process, however, if you receive any error codes, or if the system is not working for you as intended, do not hesitate to contact the College office for assistance. This will help us to rectify the situation.