

## Renew your certification

All SMART Programs' certifications are valid for 5 years. To renew your certificate, purchase or register for the program(s) again and successfully complete all requirements *before* the certification expiry date(s). A minimum score of 80% is required to pass.

- [Sign into your account](#) with the email address and password assigned to it. If you can't remember your password, click on the Forgot Your Password? [link](#) to retrieve it. Please [contact us](#) if you don't have access to this email account.
- Click on the SMART Programs logo for your program. Choose **Online Training** from the Program Options drop-down menu.
- To renew your ProServe or SellSafe certification ...
  - Click the circle next to **Order it through the online shopping card system**. Click on the **Add to cart button** at the bottom of the same screen.
  - Click on **Proceed to Checkout**. Follow the on-screen instructions to update your personal information, pay for and submit your order.

Money orders, payable to AGLC, can be mailed to the SMART Programs office. In-person payments are accepted at any [AGLC office](#) during business hours. Program access is provided upon receipt of payment.
  - Click on **Activate it using an activation ticket code** if you have an online activation ticket. Enter the letter code into the space. Follow the on-screen instructions to access your program.
- To renew your ProTect, Reel Facts, Deal Us In or A Good Call certification ...
  - Click on the **Register** button to add the program to your account. Follow the on-screen instructions to begin.

**Note:** Program requirements must be successfully completed **within 30 days** of the **date and time of registration**. Thereafter, program access will be dropped and previously completed work will not be saved.

Licensee staff must renew their certification prior to the expiration date on their certificate(s). Industry workers are required to provide proof of certification at the request of an AGLC Inspector.

Information about AGLC's SMART Programs' policies is online at [aglc.ca](http://aglc.ca).