

# Renewal Frequently Asked Questions (FAQ)



**To assist our registrants who may have been financially impacted by the COVID-19 pandemic, we are extending our annual renewal deadline from May 31st to July 31st, 2020. If you renew your registration, it will be valid until May 31, 2021.**

## 1. Where can I find the “Renew” button?

Below is the screenshot of the exact location of the Renew button in the Dashboard.

Registration Category	Cycle Start	Paid Through	Status
HRPA New Membership - For Non-Prorated Chapters HRPA Membership - CHRL Renew - Non-Prorated	6/1/2020	5/31/2020	Upcoming <input type="button" value="Renew"/>
HRPA New Membership - For Non-Prorated Chapters HRPA Membership - CHRL Renew - Non-Prorated	6/1/2019	5/31/2020	Current

## 2. How do I renew my current registration?

Please follow the instructions below.

### Login

- Go to the HRPAs website homepage ([www.hrpa.ca](http://www.hrpa.ca))
- Click on the "LOGIN" link at the top left corner
- Enter the e-mail address you provided to HRPAs as the username, and your password
- Click on the Dashboard link at the top left corner
- Click on the “Renew” button
- If you need to retrieve your password kindly use the [Sign-In Help](#)

### Complete the Registration Renewal Form

Annually, all who renew their registration with HRPAs must provide their registration information for completeness and accuracy.

- When all sections are COMPLETE, click NEXT
- Once all sections of the renewal form are completed you will be directed to the payment area
- If any of the information on your renewal invoice is incorrect do not proceed, please contact HRPAs Registration Services staff at [renewal@hrpa.ca](mailto:renewal@hrpa.ca) for assistance

### Payment Methods

HRPAs accepts the following method of payment through our online renewal:

- VISA, MasterCard and American Express
- Cheque

Please note that cheque payments must be accompanied by a printed copy of your renewal invoice. Cheque payments that are received without a copy of the invoice unfortunately cannot be processed and will be returned to sender. Instructions on how to print a copy of your invoice can be found below.

Once the payment is processed and your renewal is complete, a receipt and registration card will be sent via email to the address on file for you. Alternately, you may print your receipt by accessing it through My Transactions in the Dashboard.

**Note:**

**Due to our current office closure mail is only being collected once a week. As such, it will take longer than usual for us to process cheque payments for your renewal dues and to apply the payment to your record. To avoid delays, we would encourage you to pay your renewal dues via credit card if possible.**

### 3. When do I need to renew my current registration by?

Due to the COVID-19, the annual renewal deadline has been extended from May 31st to July 31st, 2020.

### 4. What happen if I don't renew by July 31st?

Once July 31<sup>st</sup> has passed, registrants may still renew but the following late fees will apply:

- Students: \$20
- Renewal under the Renewal Dues Assistance Program: \$50
- Members: \$100

The suspension-revocation cycle is set out in s.9.42 of HRPAs member approved By-laws and consists of three stages. The suspension-revocation cycle begins immediately after the July 31<sup>st</sup> renewal deadline has passed:

1. 30 Days Notice of Impending Suspension and Revocation in August sent by email only
2. Suspension on September 9 at 5pm, followed by the 60 Days Notice of Suspension and Impending Revocation after the Suspension occurs sent by email only
3. Revocation on November 13 at 5pm, followed by the Notice of Revocation after the Revocation occurs sent by email only. Revocation means that you have lost all the rights and privileges relating to your registration and/or the right to use any designation granted by HRPAs.

### 5. How do I retrieve my login credentials?

Please use HRPAs Sign In Help feature by clicking [here](#).

### 6. How much are my renewal dues?

Your renewal dues are based on your registration class so please click [here](#) to view a complete list of the dues.

## 7. How can I print my invoice?

If you have not renewed your registration and would like to print a copy of your invoice please follow the instructions below:

- Click on the "Login" link below the Menu button
- Enter your email address as your username and password
- Click on the "Dashboard" link below the Search icon
- From your Dashboard click on the "Renew" button and go through the renewal process, clicking "Next" to complete each section until you reach the payment section
- In the payment section, select "Click here to print your renewal invoice" to view the details and print the invoice.

## 8. How do I get another copy of my receipt?

HRPA sends a copy of your renewal receipt to the email address we have on file for you. However, if you need to print another copy please follow the instructions below:

- Click on "Login" below the Menu icon
- Enter your email address and password
- Click on "Dashboard" below the Search icon then click on "My Transactions"
- Click on the "Invoice Number" if you would like to print the receipt then click on "Print"

## 9. I can't afford my renewal dues. What are my options? Can I place my registration on hold?

HRPA does not provide an option for registrants to place their registration on hold. However, we offer a Renewal Dues Assistance Program (RDAP) for registrants who require assistance with their renewal dues. For more details about the Renewal Dues Assistance Program (RDAP), please click [here](#).

Additionally, if you are currently hold a CHRP, CHRL or CHRE designation and are unable to obtain the required 66.67 CPD hours during your CPD period, you may submit a request for an extension by completing the [CPD Request for Extension Policy](#). All extension requests must be submitted prior to the CPD submission deadline, but no earlier than 6 months prior to when the CPD log is due.

Please note extensions can be granted by HRP A for the following reasons:

- On parental/maternity leave
- Experiencing prolonged illness
- Experiencing unemployment

If you plan on applying for an extension, please update your CPD log to identify how many hours you have accrued to date, provide supporting documentation to validate your extension request (i.e. doctor's note), and complete the professional development table to demonstrate how you plan on meeting the CPD requirement of 66.67 hours.

Please complete the CPD Extension Request [Form](#) and submit it via email to [registrar@hrpa.ca](mailto:registrar@hrpa.ca).

## 10. How do I change my chapter affiliation?

Please send your chapter transfer request to [renewal@hrpa.ca](mailto:renewal@hrpa.ca). Changing your chapter affiliation doesn't change your renewal dues so you can go ahead and renew your registration before your Chapter affiliation has changed.

## 11. What is the tax I should include with the registration dues?

Registrants residing in Ontario must add 13% HST to their renewal dues. For example: \$200 x 13% HST (\$26) = \$226.

Registrants living in another Canadian province other than Ontario should calculate the tax in their respective province.

Applicants residing in a country other than Canada do not have to pay any applicable taxes.

## 12. How do I cancel my current registration?

Please be advised that registration dues are non-refundable. However, you may resign your registration at any time by submitting a completed [Resignation form](#). You may send the completed form via email to [renewal@hrpa.ca](mailto:renewal@hrpa.ca) or mailing it to HRPA 200-150 Bloor St West Toronto, ON M5S 2X9. For designated members, we would strongly advise you to review our [Reinstatement and Re-achievement Policy](#) before submitting your resignation form. Please note that HRPA cannot accept resignations over the phone.

## 13. I'm retired, what are my options?

HRPA offers lower renewal dues for registrants who have retired. For designated registrants, retired status furthermore allows them to keep their designation but without being subject to the continuing professional development requirement as long as they put 'retired' or 'ret' behind their designation(s). Registrants whose designations have been retired are also no longer eligible to vote in elections for HRPA's Board of Directors, but otherwise continue to enjoy all the same rights and obligations as all other registrants.

There are some things you may want to consider before applying for retired status:

- If you 'retire' from a company, but continue to practice HR either full-time, part-time, on occasion, or pro bono, you are not eligible for retired status.

- Registrants applying for retired status are permitted to work a maximum of 15 hours a week in a non-HR capacity.
- If you exit the workforce entirely and do not want to keep the right to use your designation(s) but wish to remain registered with HRP A, you may apply for retired dues and resign your designation(s) (and be placed in a non-designated registration class, such as Practitioner).
- If you would like to simply resign your registration with HRP A once you have retired, please complete the [Resignation Form](#) and submit it to [renewal@hrpa.ca](mailto:renewal@hrpa.ca).

*Note that to maintain the right to use your designation(s), even under the retired status, you must remain a registrant of HRP A.*

### *How to apply*

Please complete the [Renewal Dues Assistance Program request form, indicating that you are applying for retired status](#), and send it back to us by fax, mail or email.

### **14. I'm going through the online renewal and it ask me for my business contact information. Do I need to provide the information even though I'm not working in an HR capacity?**

Yes. As required by HRP A's By-laws, your business address and telephone number will appear on HRP A's public register. If you are an independent practitioner/consultant who operates out of your home, your home address becomes your business address.

### **15. How do I change my legal last name on file?**

Please submit a copy of your driver's license, marriage certificate or other proof of name change to [renewal@hrpa.ca](mailto:renewal@hrpa.ca). An email confirmation will be sent once your file have been updated.

### **16. My previous registration class was a Student and used to pay the transition dues however, I received my designation in 2019. What is my renewal dues for the June 2020 to May 2021 registration year?**

Registrants who were granted their CHRP or CHRL designation in 2019 will reflect the corresponding designated renewal dues for the June 2020 to May 2021 registration year. If you need help with the renewal cost due to the financial impact of life events such as unemployment, we encourage you to consider applying for the Renewal Dues Assistance Program (RDAP). For more information about the program, please click [here](#).