

## Renew your certification

All SMART Programs' certifications are valid for 5 years. To renew your certification, you must purchase or register for the program again, successfully complete it, all exercises and pass the exam. A minimum score of 80% is required to pass.

- Go to [smartprograms.aglc.ca](http://smartprograms.aglc.ca).
- Sign into your account by entering the email address and password assigned to it. If you can't remember your password, click on the Forgot Your Password? [link](#). **If you don't have access to this email account, please contact us.**
- Click on the SMART program logo of your choice. Choose **Program Options** from the menu bar. To renew your certification online, choose Online Training from the drop-down menu.
- To renew your ProServe or SellSafe certification ...
  - Click the circle next to **Order it through the online shopping cart system**. Then click on the **Add to Cart** button at the bottom of the same screen.
  - Click on **Proceed to Checkout**.
  - Click on **Start** to go through the Checkout Wizard. Follow the on-screen instructions to update your personal information, pay for and submit your order.
  - Pay with Visa or MasterCard (credit or debit), American Express or *Interac*® Online (ProServe only). Money orders, payable to AGLC, can be mailed to the SMART Programs office. You can also pay in person at any [AGLC office](#) (cash or debit) during business hours. Payment must be received by SMART Programs before you have access to the program.
  - If you have an online activation ticket, click on **Activate it using a ticket from your employer**. Enter the activation code and follow the on-screen instructions.
- 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 start it.

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

**Note:** Licensees must keep a log of staff certifications. Logs are subject to review by AGLC. More information about SMART Programs' policies is online at [aglc.ca](http://aglc.ca).