

## Licence renewal steps

Jan. 29, 2021

This document provides steps on how to renew your licence with the one-time fee waiver. The process is mostly the same as it was in the past. Remember, there is no licensing fee this year thanks to the provincial government's COVID-19 support.

If it is your first time renewing your personal licence, please click on 'First Time Visitor' to set up your online profile.

Please note that the web portal is only for licence renewals of: Funeral Directors; Funeral Preplanners; and Transfer Service Sales Representatives.

If you are having trouble logging in, please try the following:

- Use your email address as your username, rather than your licence number;
- Ensure that the BAO has your current email address;
- If you can't remember your password, please click on 'Forgot My Password'.  
An email will then be sent to you to reset your password.

Please ignore the Dec. 31 completion date.

### To renew your personal licence, click here.

You can renew your personal licence from November 1 - December 31, each year. In order to renew online, you must meet the following criteria:

- Since the date of your last application, you have not been found guilty of or been convicted of an offence under any law, or have charges pending against you. (This includes instances where a conditional or absolute discharge has been ordered or granted.)
- Your current licence is valid and does not have any conditions attached
- You must pay by credit card (VISA & Mastercard only)

Once you reach the payment section, please select 'Fee Waiver' as shown below, and then click 'Pay Now' which will complete your renewal.

#### My Renewal

When entering the credit card number and expiry date, do not insert spaces or other characters.

Payment Type



Fee Waiver



Payment Amount

200.00

Pay Now

