

## Renew your certificate

All SMART Programs' certificates are valid for 5 years. To renew your certificate, purchase or register for the program(s) again and successfully complete all requirements *before* your current certificate(s) expire(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 certificate ...

- 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.

**Note:** ProServe and SellSafe program purchases are **final sale**. Refunds will not be issued.

- 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 certificate ...
  - 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.

Industry workers must provide proof of certification at the request of an AGLC Inspector.

SMART Programs' policies are online at [aglc.ca](http://aglc.ca).