

Frequently Asked Questions—membership & website access

1. How do I log in to the website?

To log in to the BCPA website, just go to www.psychologists.bc.ca and click on the “Log in” link, on the right hand side of the blue navigation bar.

2. I forgot my password and/or username. What should I do?

If you have forgotten your username, please give us a call at 604-730-0501. If you have forgotten your password, please follow this link: www.psychologists.bc.ca/pwhintPro.html You will be asked to type in the e-mail you provided to BCPA, and the password hint will be e-mailed to you at the address you provided.

3. How do I register for online courses?

Online courses can be accessed, after logging in, by going under Members & Affiliates > Online Courses. Choose the course you want to register in, and scroll down to the end of the page. There you will find a list of all currently offered workshops, their prices, and a PayPal button. To register and pay for a course, click on the PayPal button corresponding to the course you've chosen. If you do not know how to use PayPal, please [go to question 18](#).

4. How do I access a course I have registered for?

After you have registered and paid for an online course, you will be able to access the course after logging in to the website, by going under Members & Affiliates > Your online courses.

5. I have signed up for an online course, but I have trouble seeing it/accessing it. What should I do?

Most probably, you are not able to see the course because you have not installed the most recent version of QuickTime. QuickTime is a program that works with video files—the format used for online courses. To download the most recent version of QuickTime, please follow this link: www.apple.com/quicktime/download/ If you are still having problems accessing the course after installing QuickTime, please e-mail bcpa@telus.net and allow 2-3 business days for us to get back to you.

6. How do I update my contact information?

You can update your contact information from your Profile Manager. To access your Profile Manager, go to Members & Affiliates > Profile Manager, then click on “Update your Membership Info”.

7. How do I update my referral settings?

You can update your referral information from your Profile Manager. To access your Profile Manager, go to Members & Affiliates > Profile Manager, and then click on “Referral settings”. Please make sure to update your referral settings every 4 months, because new search categories are being added on an ongoing basis.

8. How do I choose a location for the referral settings?

In the “geographic areas” section of your referral settings, please select only the area where your office is physically located, not the geographical areas you serve. This is important because often people looking for referrals want to be able to find a psychologist physically close to their home.

9. I renewed my membership and I need a receipt. How do I get one?

If your registration has been processed, you will receive a receipt in the mail shortly. If you need another copy of the receipt, you can obtain it from your Profile Manager. Go to Members & Affiliates > Profile Manager, and then click on the link “Your paid invoices/receipts”.

10. When is the deadline to renew my BCPA membership?

The deadline to renew your BCPA membership is August 31 of the previous year. For example, if you want to renew your membership for 2009/2010, you need to send in your completed renewal form no later than August 31, 2009. After that date, a late fee of \$25 + GST will be applied to all membership renewals. You will be receiving a renewal form in the mail in July—but you can also renew your membership online.

11. How do I register for an event online?

Just go to Members & Affiliates > Events, and click on the registration button for the chosen workshop (if there is no button, it means that registration is not yet open). This will take you to a splash page where you will be able to select your meal option, and then to a PayPal payment page. You do not need a PayPal account to register using PayPal. If you are unfamiliar with PayPal, please go to question 18.

12. Who is on the current BCPA Board?

You can get a list of the current staff and Board members by going under Members & Affiliates > Board and Staff, after logging in to the website. If you wish to be put in touch with a specific staff or Board member, please e-mail us at bcpa@telus.net

13. How do I advertise with BCPA?

Advertising rates and guidelines can be downloaded from the BCPA website by going under About BCPA > Advertising. Members and affiliates enjoy discounted rates for advertising with BCPA, and can post practicum postings to our website for free! For more information, please contact Giovanna Di Sauro at admin.bcpa@telus.net

14. How do I subscribe/unsubscribe from the Forum?

To subscribe or unsubscribe from the Forum, please log in to the BCPA website, and go under Members & Affiliates > Profile Manager, then click on “Update your membership info”. Scroll all the way to the bottom of the page. Opposite where it says ‘Participate in Email Forum’ there is a check box. If there is a check mark in it, and you wish to remove yourself from the Forum, click on the box to remove the check mark. If it is blank, and you wish to add your name, a click of the mouse will add a check mark, and your name will be forwarded for inclusion in the Forum membership. Don’t forget to click on the ‘submit’ button to save your changes.

15. How do I update my web profile?

Log in to the website, and go under Members & Affiliates > Profile Manager. Then follow the link to “Manage your web profile”. Fill in the relevant fields, scroll all the way to the bottom of the page, and click on “Save file”.

16. How do I access the Forum guidelines?

You can access the Forum guidelines at any time from a link in the Profile Manager (Members & Affiliates > Profile Manager). Please make sure to review these guidelines before using the Forum, as this is one of the terms of your BCPA membership.

17. How do I renew my membership online?

To renew your membership online, log in to the BCPA website, and go under Members & Affiliates > Upgrade or renew. Make sure you check the box next to the Terms of Use, and then click on “Submit”.

18. Why do I need to use PayPal? How does it work?

PayPal is a respected online payment system, able to handle credit card payments and even electronic bank payments. BCPA uses PayPal to process online credit card payments. When a PayPal payment is processed, both you and the BCPA staff will get an immediate e-mail receipt for that payment. You do not need to have a PayPal login—just fill in all the required fields, and PayPal will process the payment. However, if you do have a PayPal login, please log in before entering credit card details.

19. How do I nominate someone for the BCPA Awards?

You will be receiving an updated Nomination Form together with the July newsletter. In addition, an updated form will be posted on the website, and you will be able to download it from the link "Award Nomination Form" under your Profile Manager (Members & Affiliates > Profile Manager). Please print the form, fill it in, and mail it or fax it to us before the deadline indicated on the form.

20. How do I sign up for the Disaster Response Network?

If you would like to join the BCPA Disaster Response Network, please log in to the website, and go to Members and Affiliates > Profile Manager. Then follow the link to "Register for Disaster Response", complete the form and click on "Submit".

21. Where do I find more information about the BCPA Health and Dental Benefit Plan?

You can find all the information regarding the Plan on the BCPA website. Log in to the website, and then go to Members & Affiliates > Insurance. Scroll all the way to the bottom of the page to download registration forms and information booklets for the Plan. We encourage all members to join the group plan to keep fee increases at a minimum.

22. How do I sign up for the BCPA Health and Dental Benefit Plan?

Please download the registration forms from the website ([see question 21](#)) and follow the instructions reported on the forms.

23. How do I obtain a discount for my liability insurance?

As a member of BCPA, you will have access to discounted rates for liability insurance purchased through McFarlan Rowlands and Johnston Meier. Please be aware that BCPA does not directly handle insurance matters, and that members are free to pick their own liability insurance provider. To sign up for the discounted liability insurance, please call Karen Bekiaris at 604-937-3601.

24. How can I contribute to the BCPA newsletter, BC Psychologist?

We are always looking for member contributions to the BCPA quarterly newsletter, BC Psychologist. If you are interested in contributing, please e-mail Giovanna Di Sauro directly at admin.bcpa@telus.net, or just send us an e-mail at bcpa@telus.net

25. What volunteer opportunities does BCPA offer?

BCPA is always looking for volunteers. You can volunteer for one or more of these committees: Public Education Committee, DRN (Disaster Response Network) Committee, Awards Committee, Continuing Education Committee, Advocacy Committee, Member Services Committee, PHWC (Psychologically Healthy Workplace Collaborative) Committee, ECPN (Early Career Practitioners Network) Committee. In addition, you can also volunteer at our events and be a writer or guest editor for the BC Psychologist. If you are interested in volunteering, please send us an e-mail at bcpa@telus.net and we will direct your inquiries to the Chair of the relevant committee, or a staff member.

26. What are the BCPA office hours?

We are open from Monday to Friday, from 9:30 AM to 4:30 PM, excluding stat holidays. We will also be closed when hosting workshops.

27. Who do I contact if I have questions about my membership?

Please contact Jeni Campbell directly at 604-730-0501. Remember, you can always renew your membership by mail, fax, or online! You can download a form from the download link at the top of this page: www.psychologists.bc.ca/register.html

28. Who do I contact if I still have a technical question about the website?

Please contact the BCPA staff at bcpa@telus.net describing your problem, and allow 2-3 business days to get back to you.