



CRPO / OPAO

College of Registered Psychotherapists of Ontario  
Ordre des psychothérapeutes autorisés de l'Ontario

## Accessing and submitting your Application: What you need to know

A computer with an internet connection is required to complete most, if not all, stages of the application process. In order to access the Applications, you must have created a user account on our Membership Management System and you must have completed the Professional Practice & Jurisprudence e-Learning Module (JRP Module).

### Accessing the Application

1. Create a user account (or login if you have already created an account) by clicking the **login** link found at the top right corner of the crpo.ca home page.
2. Enroll in the JRP e-Learning Program and pay the fee (\$62.40 + HST = \$70.51). To do this, log into your account, select the **eLearning** tab, and click the **Enroll me** link for either English or French. You will be able to access the JRP Module after your payment has been processed, which ordinarily takes three business days. If you find you have enrolled for the module by mistake, or you've enrolled in the wrong language, please contact staff who will void the invoice – you cannot do this yourself.
3. Complete the JRP Module You can access the Module by logging into your account and selecting the **eLearning** tab. Then, click the **Take Learning Program** button. Note: you will not be able to access either Application until you have completed the JRP Module.
4. Access the Application by logging into your account and selecting the **Registration** tab. Then, click the **Begin Application** button. Before a completed application can be submitted, you must pay the application fee (\$130 + HST = \$146.90) – the system will not accept your application until the fee has been paid and funds have cleared the banking system.

### Fees & Payment Processing

- Do not pay any fee *until the Membership Management System has generated an invoice*. At specific points in the application process, for example when you enroll to take the JRP Module, or when you begin an application, the system will generate an invoice showing the full amount owed. Fee payment instructions can be found in the [Registration Guide](#) and in your user account, under the **Invoices** tab.
- Payments for fees *must include HST*. Any invoice generated by the system will show an amount owing which includes the fee and HST. Payment of the invoice must be received in full.
- Before you can access the JRP Module or submit your completed application, fee payments must be processed through the banking system and received by the College. *This may take up to 3 business days.*

- You can see when your payment has been received by viewing the information in the Payments section of the **Invoices** tab. Kindly, do not call/email to inquire about the status of your payment until at least three full business days have passed *and* you have checked the Payments section of the **Invoices** tab.

### Processing of Applications

- [Processing your application](#) may take two to three months or longer, due to the anticipated volume of applications. It is possible that a backlog will develop and it may be some time before your application can be reviewed and processed. We kindly request your patience.
- You may be contacted by College staff if clarification or further information is required in connection with your application.
- Applicants who meet registration requirements will be notified that their application has been approved, or they will be informed that their application is being referred to Registration Committee. If you have submitted an application and have not received notification regarding approval for registration or referral to Registration Committee, this means your application is still under review or awaiting review. If you are a regular route applicant who has received notice of approval, you will be issued a certificate of registration once the College has received your registration fee.

### General Reminders

- Detailed information about the registration requirements and application process is posted on our website under [Info for Applicants](#) and in the [Registration Guide](#). In addition, information and instructions about the application process are conveniently located in corresponding sections of your user account, guiding you through fee payment, completion of the JRP Module and Application, etc.
- Provide as much detail as reasonably possible while noting suggested word limits. Responses that are unduly brief (i.e. provide no useful information), are unclear or present irrelevant information, will slow down the processing of your application and will require staff to contact you for further clarification. Also, be sure to complete all pages of the application.
- When providing names and addresses, and names of institutions, education programs, employers, etc., we encourage *appropriate use of capitalization, punctuation and abbreviation*, as some of this information will appear on the Public Register in the exact manner that you enter it.
- On the **Required Documents** page, ensure that all required documents (verification letter, general declaration & consent, and statutory declaration) are completed correctly and that no information is missing.
- Once you've been notified that your application fee has been received by CRPO, you must submit your application – it does not happen automatically! **IMPORTANT!** After submitting your application, make sure the "Application Status" box on the first page of

the Application says "Received". If it says "Open" your application has not yet been submitted.

- *Remember your login information* – this includes your username, password, and security question and answer. Your username, password and security answer are *case sensitive*. Forgot your username or password? [See here for help](#).
- **Please do not send unsolicited documents to CRPO.** Unless specifically requested, do not mail or courier hard copies of documents to CRPO. Most communication between applicants/future members and CRPO will be conducted electronically. This includes corresponding with CRPO staff, paying invoices, and submitting supporting documentation. Only in the following specific instances, will hard copies of documents be accepted:
  - CRPO has requested hard copies;
  - academic transcripts are required to be mailed directly to CRPO by educational institutions (transcripts mailed by applicants themselves will not be considered).

*Except in these specific instances, all documents should be scanned and uploaded to your CRPO User Account on our Member Management System. NOTE: You will be asked to retrieve unsolicited hard copies, or they will be returned to you or disposed of securely.*

- We kindly ask that you do not contact staff with an inquiry until you have reviewed the information available [on our website](#) and in the [Registration Guide](#). Messages are responded to on a first come, first served basis – leaving more than one message will not result in a quicker response to your inquiry. Please note that it may not be possible to respond to every inquiry, particularly where information is readily available on our website.