

Change the name on your certificate

The name on your SMART Programs account must match your legal name as it appears on your government-issued, photo identification.

To change the name on your certificate, send an email to info@smartprograms.aglc.ca. Include:

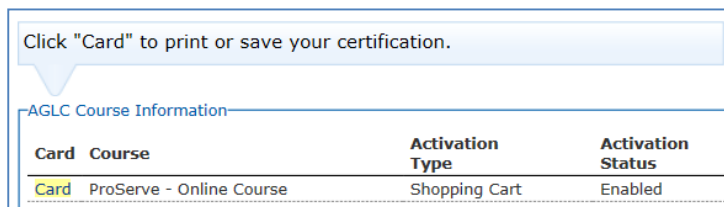
- your 12-digit SMART Programs account registration number. It appears on your certificate and Personal Information page.
- the name on your account, as it appears now and
- the name you're changing it to.

Note: You may be required to submit supporting documentation.

SMART Programs will change the name on your account upon receipt of your email. Confirmation will be sent after the change has been made. To print or save your certificate:

- [Sign into your account](#) at smartprograms.aglc.ca 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. If you don't have access to this email account, please [contact us](#).
- Click on the SMART Programs logo for your program. Choose **Personal Information** from the **My Account** drop-down menu. Scroll to the **AGLC Course Information** field at the bottom of the page.

A highlighted **Card** hyperlink appears next to any program with a certificate.



Click "Card" to print or save your certification.

AGLC Course Information			
Card	Course	Activation Type	Activation Status
Card	ProServe - Online Course	Shopping Cart	Enabled

- Click on the hyperlink. Follow the on-screen instructions to print your certificate or save it to your mobile device. It can also be accessed from the **Completion Status** page of your account.

Note: Industry workers must provide proof of certification at the request of an AGLC Inspector. Proof of certification includes:

- paper printed certificate that has a QR code or
- clear image the certificate (i.e., image, photograph, or screen shot) saved on the staff member's mobile device/phone.

AGLC's [liquor](#), [gaming](#) and [cannabis](#) policy manuals are at aglc.ca.