

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* the 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. If you don't have access to this email account, please [contact us](#).
- 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.

Note: The ability to purchase [ProServe](#) and [SellSafe](#) activation tickets will end **30 days** before the deactivation of this platform. All unused activation tickets must be redeemed **prior** to deactivation. **These dates will be announced once confirmed by AGLC.** (aglc.ca)

- 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 purchase or registration**. Thereafter, program access will be dropped and previously completed work will not be saved.

Licensee staff must provide proof of certification at the request of an AGLC Inspector. AGLC's [liquor](#), [gaming](#) and [cannabis](#) policy manuals are at aglc.ca.