

## BACKLOG

# FREQUENTLY ASKED QUESTIONS

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Canadian Alliance of Physiotherapy Regulators  
**Alliance canadienne des organismes de réglementation de la physiothérapie**

1243 Islington Avenue, Suite 501, Toronto ON M8X 1Y9 t:416-234-8800 f: 416-234-8820 [www.alliancept.org](http://www.alliancept.org)

**1. I have moved. How can I change the address that The Alliance has on file?**

You can complete this Change of Information Form and fax it to 1-416-234-8820:

[http://www.alliancept.org/pdfs/ChangeOfInformationForm\\_2010\\_eng.pdf](http://www.alliancept.org/pdfs/ChangeOfInformationForm_2010_eng.pdf)

Or, you can send an email to [csa@alliancept.org](mailto:csa@alliancept.org)

Or, you can send us a letter with your new address.

**2. I sent in my new address. Has it been updated? Can you check what address I have on file?**

We receive many address change notifications on a daily basis. When we receive a change of address notification, we update our records within 2-3 business days. You can also submit a change of address through email and you will receive an auto-reply confirming that we have received your email.

**3. What is the status of my file?**

We are unable to respond to requests for status updates at this time. However, you can check your status on our website at: [http://www.alliancept.org/pdfs/credential\\_applicant\\_status\\_update.pdf](http://www.alliancept.org/pdfs/credential_applicant_status_update.pdf)

**4. I sent in the documents you requested but my status still has not changed. It still says you require documents. Does this mean you did not get my documents? Why my status has not changed?**

We have a backlog of documents to process and we process all documents in the order we received them in our office. It may take a while for us to process your document. Once we process your documents, we will change your status. If we still need additional documents we will let you know. If you want to find out if we received your documents in our office, you can use a method of postal service that allows you to track your documents through a tracking number. If this is not possible, you may call or email our receptionist ([email@alliancept.org](mailto:email@alliancept.org)) to check if we received your documents.

**5. How do I find my Personal Identification Number (PIN)?**

If you do not have your PIN, you can send an email to [email@alliancept.org](mailto:email@alliancept.org) with your full name and date of birth. We will email you your PIN if we have assigned you a PIN. If we have not yet processed your application, you will not have a PIN. As soon as we assign your PIN, we will notify you by email.

**6. I can't find my PIN on the website. Why?**

Status updates only appear when we have processed a document. If your PIN is not on the list, it is because we have not yet processed the document you or your school submitted. When we process your document or the documents we have received from your school, we will add your PIN and your status update to the list. **Please check our website regularly.**

**7. My status on the website reads that an update has been mailed to me but I have not received it. What do I do?**

We send updates by regular mail. Regular mail can sometimes take several weeks to reach its destination. Please wait 10 business days for mail within Canada or 3-4 weeks for international mail after the website posting and if you still have not received your document, please contact [email@alliancept.org](mailto:email@alliancept.org). Please include your current address in your email. We will send you another update immediately upon receipt of this information.

**8. My status has changed; will I receive an update by mail?**

In an effort to speed up processing, we are reducing the amount of mail sent to applicants. If it is not necessary to mail you a notice, we will just post your status on our website without mailing you a notice. The website will indicate whether we have mailed you an update or not.

**9. I received my update, what do I do?**

Please review the resources we have posted on our website and read all updates/reports carefully for instructions. These reports include information that is specific to your file, please follow the instructions.



**10. I am thinking of applying for credential assessment and I have questions. What do I do?**

Please read the Credentialling Handbook and the resources posted on our website.

**11. Does my school need to submit my syllabus, or do you already have it on file?**

Please check our list of Available Course Descriptions posted on our website:

[http://www.alliancept.org/pdfs/AvailableSyllabi\\_110718.pdf](http://www.alliancept.org/pdfs/AvailableSyllabi_110718.pdf)

If the year listed in the column on the left matches your year of graduation, then we have your syllabus on file. If your syllabus is not on the list, then you need to ask your school to submit a syllabus for you.

