

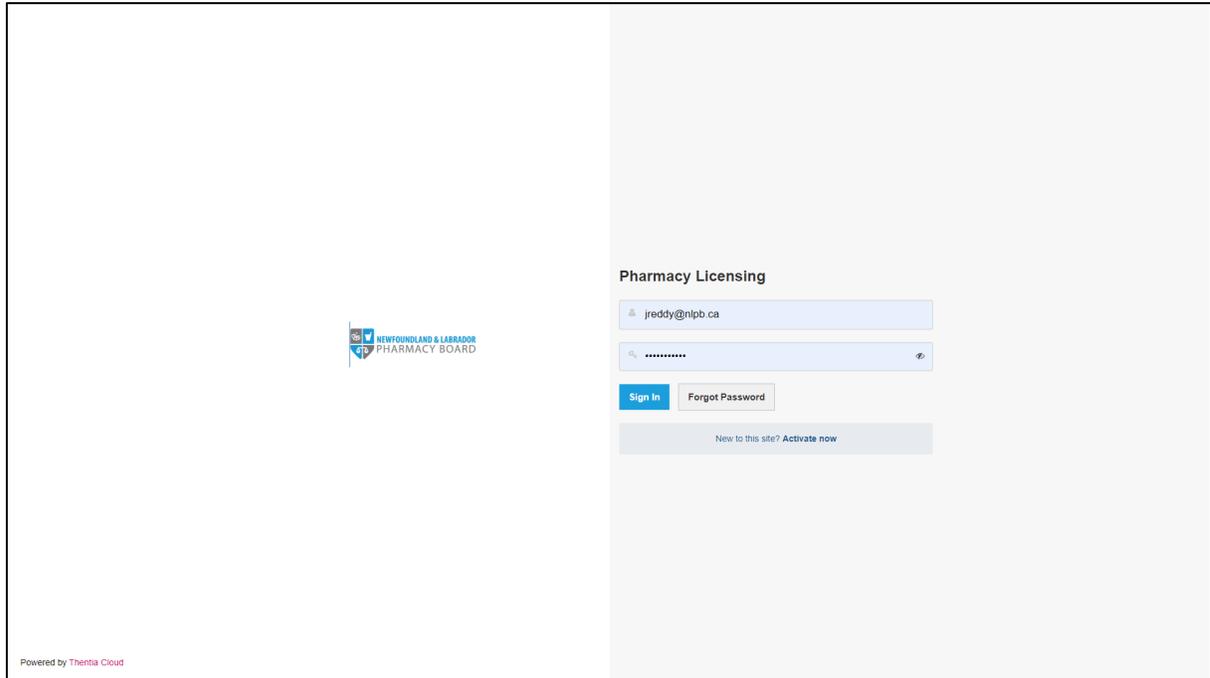
# NLPB Pharmacy Portal

## User Guide

### Renewing the Pharmacy Licence

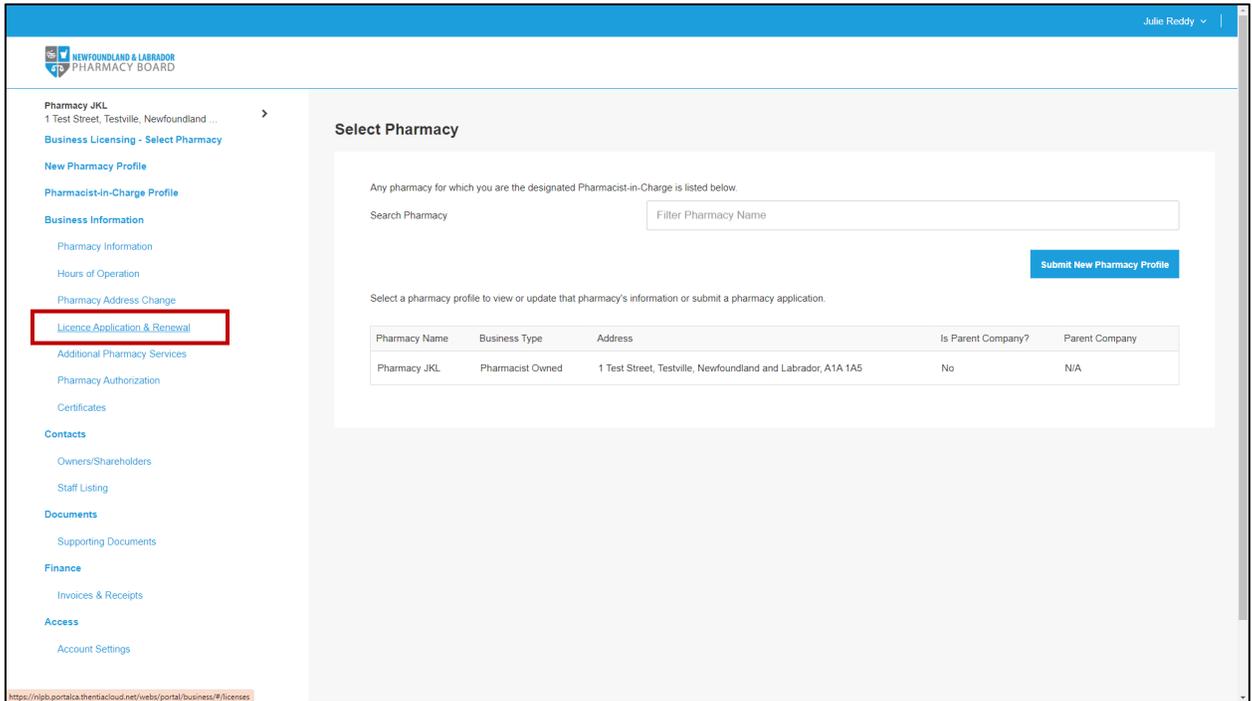
Updated October 20, 2023

1. Log into the [NLPB Pharmacy Portal](#). Please note, only the current Pharmacist-in-Charge (PIC) has access to the pharmacy profile through the Pharmacy Portal. Login credentials are the same as those of the current PIC's Registrant Portal login credentials.



The screenshot shows the login interface for the Pharmacy Licensing portal. On the left, there is a large, light gray rectangular area. In the center of this area is the Newfoundland & Labrador Pharmacy Board logo. Below the logo, the text "Powered by Thentia Cloud" is visible. On the right side of the page, the heading "Pharmacy Licensing" is displayed. Below the heading are two input fields: the first contains the email address "jreddy@nlpb.ca" and the second contains a masked password "\*\*\*\*\*". Below these fields are two buttons: "Sign In" and "Forgot Password". At the bottom of the right-hand section, there is a link that says "New to this site? Activate now".

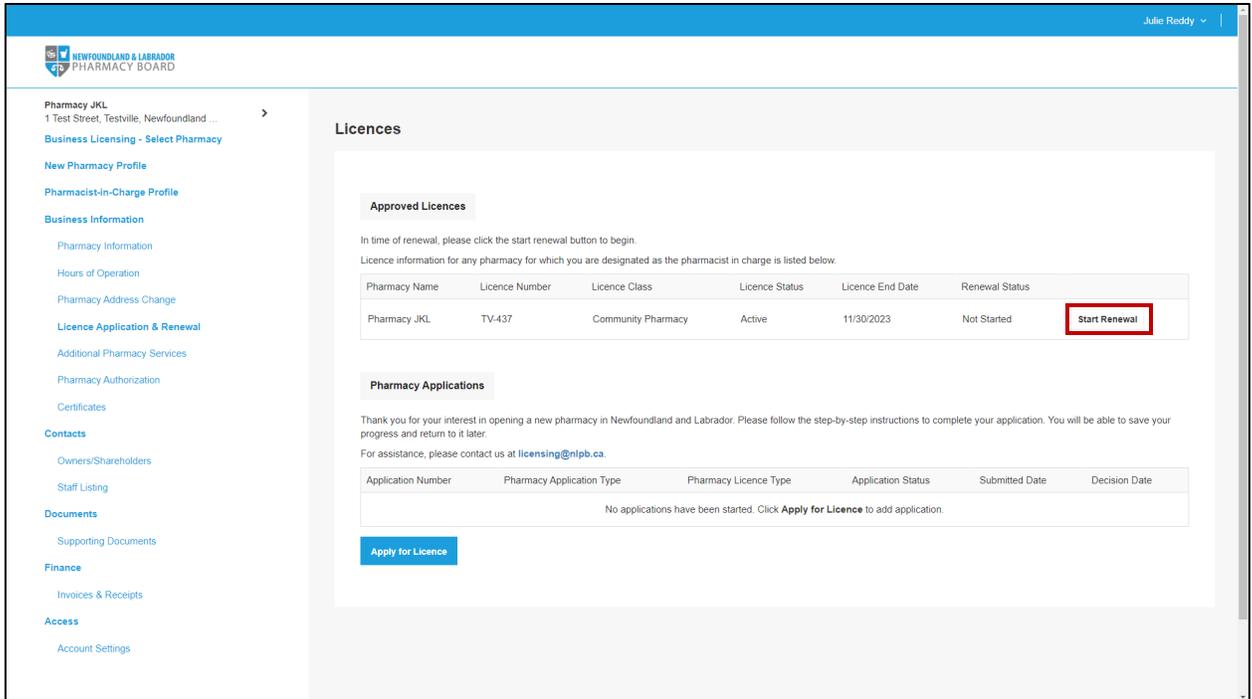
- To begin the renewal process, click on *Licence Application & Renewal* on the side menu.



The screenshot shows the 'Select Pharmacy' page in the Pharmacy Board portal. The left-hand navigation menu is visible, with 'Licence Application & Renewal' highlighted by a red rectangular box. The main content area is titled 'Select Pharmacy' and includes a search bar for pharmacy names, a 'Submit New Pharmacy Profile' button, and a table listing existing pharmacy profiles.

Pharmacy Name	Business Type	Address	Is Parent Company?	Parent Company
Pharmacy JKL	Pharmacist Owned	1 Test Street, Testville, Newfoundland and Labrador, A1A 1A5	No	N/A

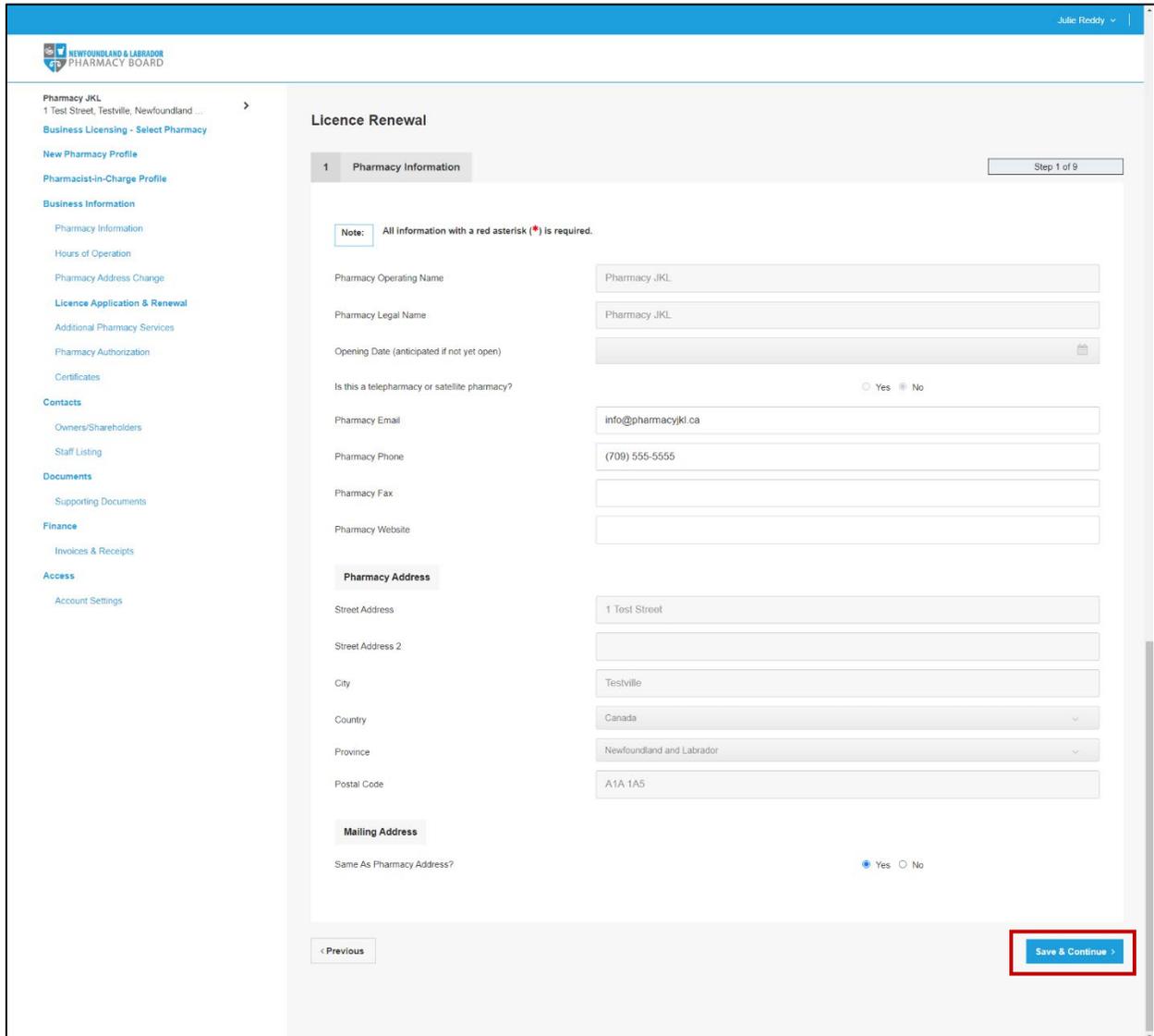
- Click the *Start Renewal* button for the appropriate Pharmacy Licence.



The screenshot shows the 'Licences' page in the Pharmacy Board portal. The left-hand navigation menu is visible, with 'Licence Application & Renewal' selected. The main content area is titled 'Licences' and includes sections for 'Approved Licences' and 'Pharmacy Applications'. In the 'Approved Licences' section, a table lists existing licenses, with a 'Start Renewal' button highlighted by a red rectangular box.

Pharmacy Name	Licence Number	Licence Class	Licence Status	Licence End Date	Renewal Status
Pharmacy JKL	TV-437	Community Pharmacy	Active	11/30/2023	Not Started

4. Review the pharmacy information to ensure all information is correct and update contact information as necessary. Click *Save & Continue* to proceed.



The screenshot shows the 'Licence Renewal' process, Step 1 of 9: Pharmacy Information. The form is for Pharmacy JKL, located at 1 Test Street, Testville, Newfoundland. The form includes sections for Pharmacy Information, Pharmacy Address, and Mailing Address. A 'Save & Continue' button is highlighted with a red box.

**Pharmacy JKL**  
1 Test Street, Testville, Newfoundland ...  
Business Licensing - Select Pharmacy

**Pharmacy Information** (Step 1 of 9)

**Note:** All information with a red asterisk (\*) is required.

Pharmacy Operating Name: Pharmacy JKL

Pharmacy Legal Name: Pharmacy JKL

Opening Date (anticipated if not yet open): [Calendar icon]

Is this a telepharmacy or satellite pharmacy?  Yes  No

Pharmacy Email: info@pharmacykl.ca

Pharmacy Phone: (709) 555-5555

Pharmacy Fax: [Empty field]

Pharmacy Website: [Empty field]

**Pharmacy Address**

Street Address: 1 Test Street

Street Address 2: [Empty field]

City: Testville

Country: Canada

Province: Newfoundland and Labrador

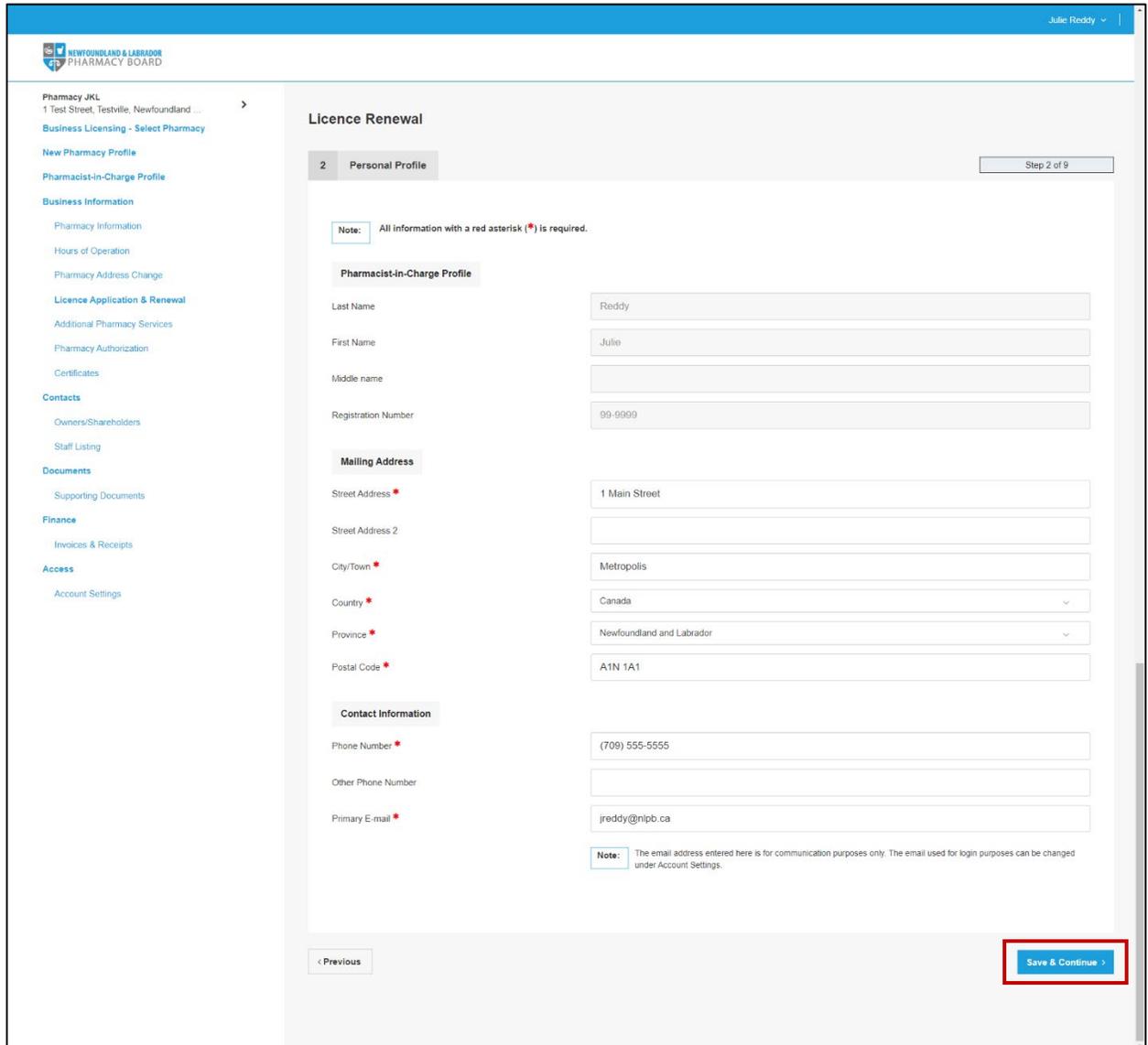
Postal Code: A1A 1A5

**Mailing Address**

Same As Pharmacy Address?  Yes  No

< Previous | Save & Continue >

5. Review your pharmacist-in-charge profile to ensure all information is correct and update contact information as necessary. Click *Save & Continue* to proceed.



The screenshot shows a web application interface for the Newfoundland & Labrador Pharmacy Board. The user is logged in as Julie Reddy. The main content area is titled "Licence Renewal" and is currently on "Step 2 of 9: Personal Profile".

**Pharmacy JKL**  
1 Test Street, Testville, Newfoundland ...  
Business Licensing - Select Pharmacy

**New Pharmacy Profile**

**Pharmacist-in-Charge Profile**

**Business Information**

- Pharmacy Information
- Hours of Operation
- Pharmacy Address Change

**Licence Application & Renewal**

- Additional Pharmacy Services
- Pharmacy Authorization
- Certificates

**Contacts**

- Owners/Shareholders
- Staff Listing

**Documents**

- Supporting Documents

**Finance**

- Invoices & Receipts

**Access**

- Account Settings

**Licence Renewal**

2 Personal Profile Step 2 of 9

**Note:** All information with a red asterisk (\*) is required.

**Pharmacist-in-Charge Profile**

Last Name: Reddy  
First Name: Julie  
Middle name:   
Registration Number: 99-9999

**Mailing Address**

Street Address \*: 1 Main Street  
Street Address 2:   
City/Town \*: Metropolis  
Country \*: Canada  
Province \*: Newfoundland and Labrador  
Postal Code \*: A1N 1A1

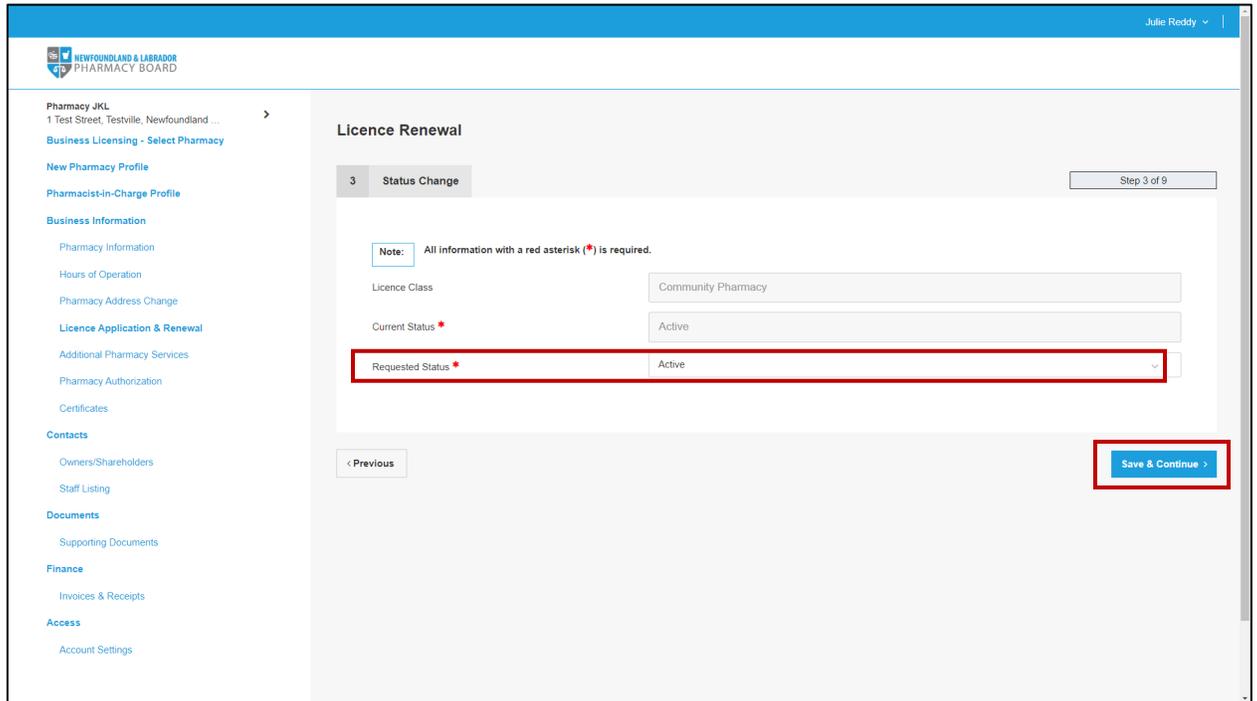
**Contact Information**

Phone Number \*: (709) 555-5555  
Other Phone Number:   
Primary E-mail \*: jreddy@nlpb.ca

**Note:** The email address entered here is for communication purposes only. The email used for login purposes can be changed under Account Settings.

< Previous Save & Continue >

- To renew the pharmacy licence, select *Active* from the *Requested Status* drop-down field. Click *Save & Continue* to proceed.



Pharmacy JKL  
1 Test Street, Testville, Newfoundland ...  
Business Licensing - Select Pharmacy

New Pharmacy Profile  
Pharmacist-in-Charge Profile  
Business Information  
Licence Application & Renewal  
Additional Pharmacy Services  
Pharmacy Authorization  
Certificates  
Contacts  
Documents  
Finance  
Access

### Licence Renewal

3 Status Change Step 3 of 9

**Note:** All information with a red asterisk (\*) is required.

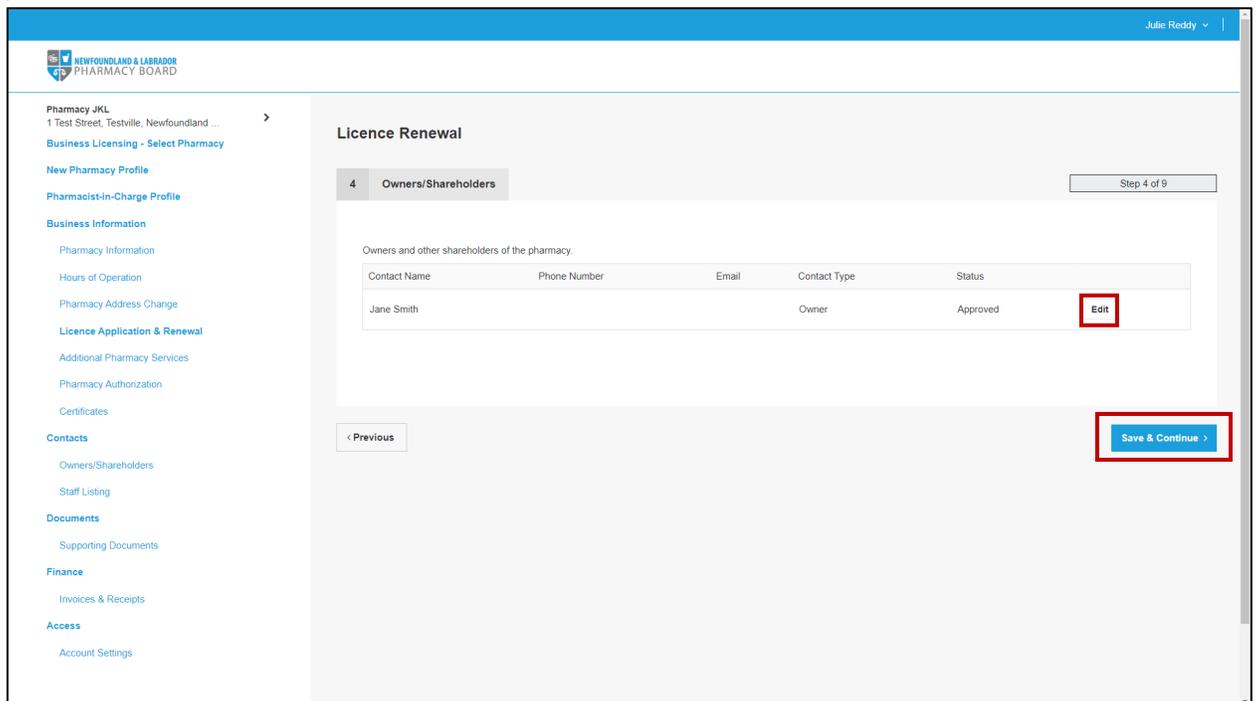
Licence Class: Community Pharmacy

Current Status\*: Active

**Requested Status\***: Active

< Previous **Save & Continue** >

- Review the ownership information to ensure it is accurate and up to date. To edit an owner's contact information, click the *Edit* button for the appropriate contact. Click *Save & Continue* to proceed.



Pharmacy JKL  
1 Test Street, Testville, Newfoundland ...  
Business Licensing - Select Pharmacy

New Pharmacy Profile  
Pharmacist-in-Charge Profile  
Business Information  
Licence Application & Renewal  
Additional Pharmacy Services  
Pharmacy Authorization  
Certificates  
Contacts  
Documents  
Finance  
Access

### Licence Renewal

4 Owners/Shareholders Step 4 of 9

Owners and other shareholders of the pharmacy.

Contact Name	Phone Number	Email	Contact Type	Status	
Jane Smith			Owner	Approved	<b>Edit</b>

< Previous **Save & Continue** >

- Review and update the hours of operation as necessary, ensuring all days of the week and relevant holidays are recorded. Click the *Save & Continue* button to proceed. For instructions, please refer to the [NLPB Pharmacy Portal User Guide – Adding/Updating Hours of Operation](#).

Pharmacy JKL  
1 Test Street, Testville, Newfoundland...

Business Licensing - Select Pharmacy

New Pharmacy Profile

Pharmacist-in-Charge Profile

Business Information

Pharmacy Information

Hours of Operation

Pharmacy Address Change

Licence Application & Renewal

Additional Pharmacy Services

Certificates

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Owners/Shareholders

Staff Listing

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Invoices & Receipts

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Account Settings

Julie Reddy

### Licence Renewal

5 Hours of Operation
Step 5 of 9

**Business Hours**

Day	Closed?	Opens At	Closes At		
Monday	No	7:00 AM	6:00 PM	Edit	Delete
Tuesday	No	7:00 AM	6:00 PM	Edit	Delete
Wednesday	No	7:00 AM	6:00 PM	Edit	Delete
Thursday	No	7:00 AM	6:30 PM	Edit	Delete
Friday	No	7:00 AM	6:00 PM	Edit	Delete
Saturday	No	8:00 AM	6:30 PM	Edit	Delete
Sunday	No	12:00 PM	5:00 PM	Edit	Delete

+ Add Business Hours

**Business Holiday Hours**

Date	Closed?	Opens At	Closes At		
12/25/2023	Yes			Edit	Delete
12/24/2023	No	12:00 PM	3:00 PM	Edit	Delete
12/26/2023	Yes			Edit	Delete

+ Add Business Holiday Dates

**Dispensary Hours**

Day	Closed?	Opens At	Closes At		
Monday	No	7:00 AM	5:00 PM	Edit	Delete
Tuesday	No	7:00 AM	5:00 PM	Edit	Delete
Wednesday	No	7:00 AM	5:00 PM	Edit	Delete
Thursday	No	7:00 AM	7:30 PM	Edit	Delete
Friday	No	7:00 AM	5:00 PM	Edit	Delete
Saturday	No	8:00 AM	5:00 PM	Edit	Delete
Sunday	No	12:00 PM	3:00 PM	Edit	Delete

+ Add Dispensary Hours

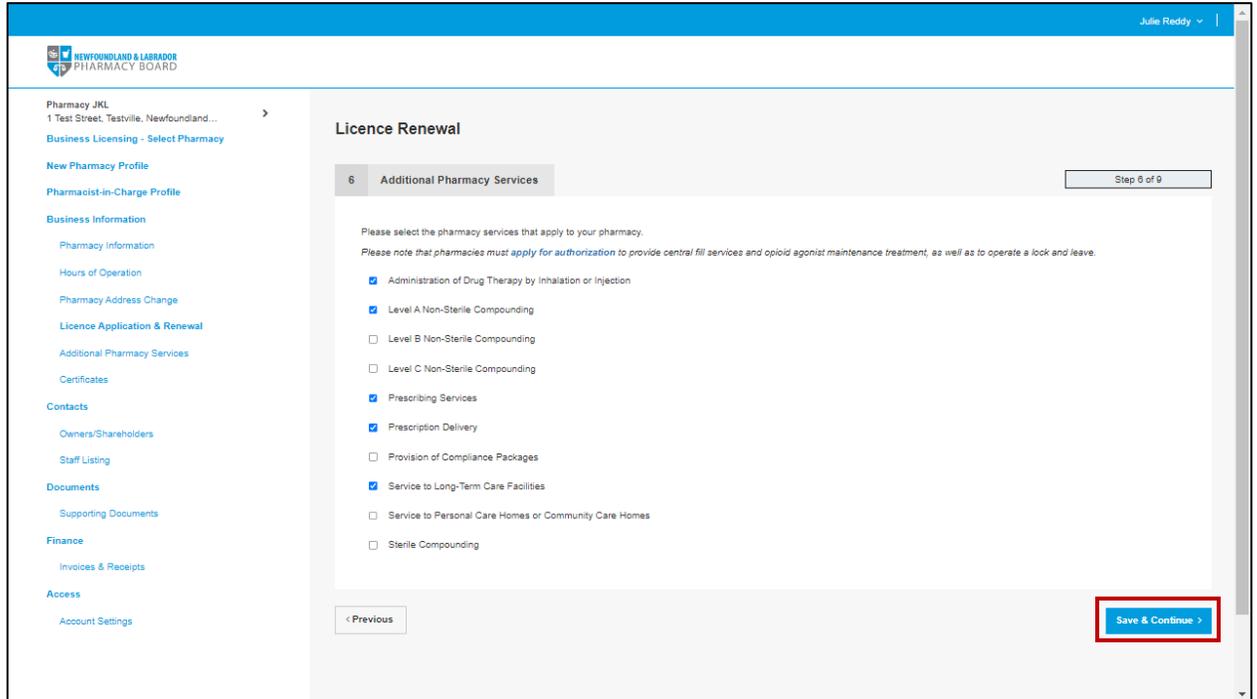
**Dispensary Holiday Hours**

Date	Closed?	Opens At	Closes At		
12/24/2023	No	12:00 PM	3:00 PM	Edit	Delete
12/26/2023	Yes			Edit	Delete
12/25/2023	Yes			Edit	Delete

+ Add Dispensary Holiday Dates

< Previous
Save & Continue >

- Review and update the additional pharmacy services provided by the pharmacy, as necessary. Click the *Save & Continue* button to proceed.



Pharmacy JKL  
1 Test Street, Testville, Newfoundland...

Business Licensing - Select Pharmacy

New Pharmacy Profile

Pharmacist-in-Charge Profile

Business Information

- Pharmacy Information
- Hours of Operation
- Pharmacy Address Change
- Licence Application & Renewal
- Additional Pharmacy Services
- Certificates

Contacts

- Owners/Shareholders
- Staff Listing

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- Invoices & Receipts

Access

- Account Settings

### Licence Renewal

6 Additional Pharmacy Services Step 6 of 9

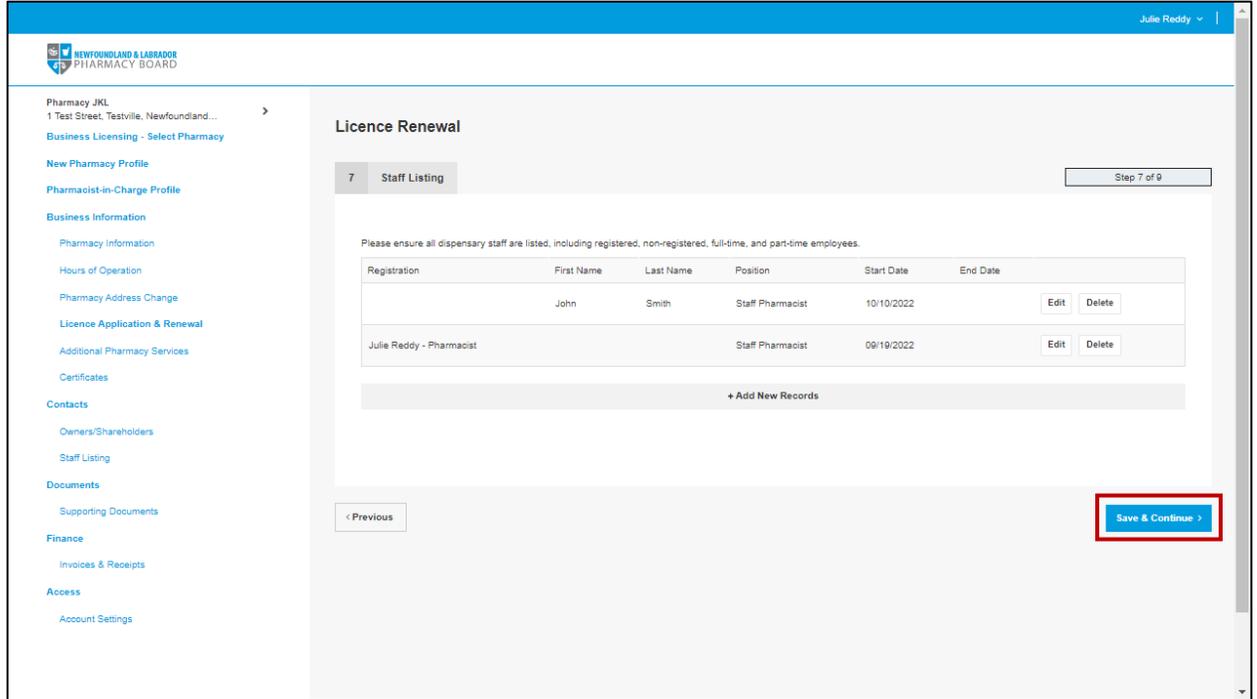
Please select the pharmacy services that apply to your pharmacy.  
*Please note that pharmacies must apply for authorization to provide central fill services and opioid agonist maintenance treatment, as well as to operate a lock and leave.*

- Administration of Drug Therapy by Inhalation or Injection
- Level A Non-Sterile Compounding
- Level B Non-Sterile Compounding
- Level C Non-Sterile Compounding
- Prescribing Services
- Prescription Delivery
- Provision of Compliance Packages
- Service to Long-Term Care Facilities
- Service to Personal Care Homes or Community Care Homes
- Sterile Compounding

< Previous

Save & Continue >

- Review and update the staff listing as necessary, ensuring all dispensary staff, including registered, non-registered, full-time, and part-time employees are recorded. Click the *Save & Continue* button to proceed. For instructions, please refer to the [NLPB Pharmacy Portal User Guide – Adding/Updating Staff Listing](#).



The screenshot shows the 'Licence Renewal' section of the NLPB Pharmacy Portal. The user is logged in as 'Julie Reddy'. The page is titled 'Licence Renewal' and is at 'Step 7 of 9'. The main content area is 'Staff Listing' and contains a table of staff members. A red box highlights the 'Save & Continue' button at the bottom right.

**Licence Renewal**

7 Staff Listing Step 7 of 9

Please ensure all dispensary staff are listed, including registered, non-registered, full-time, and part-time employees.

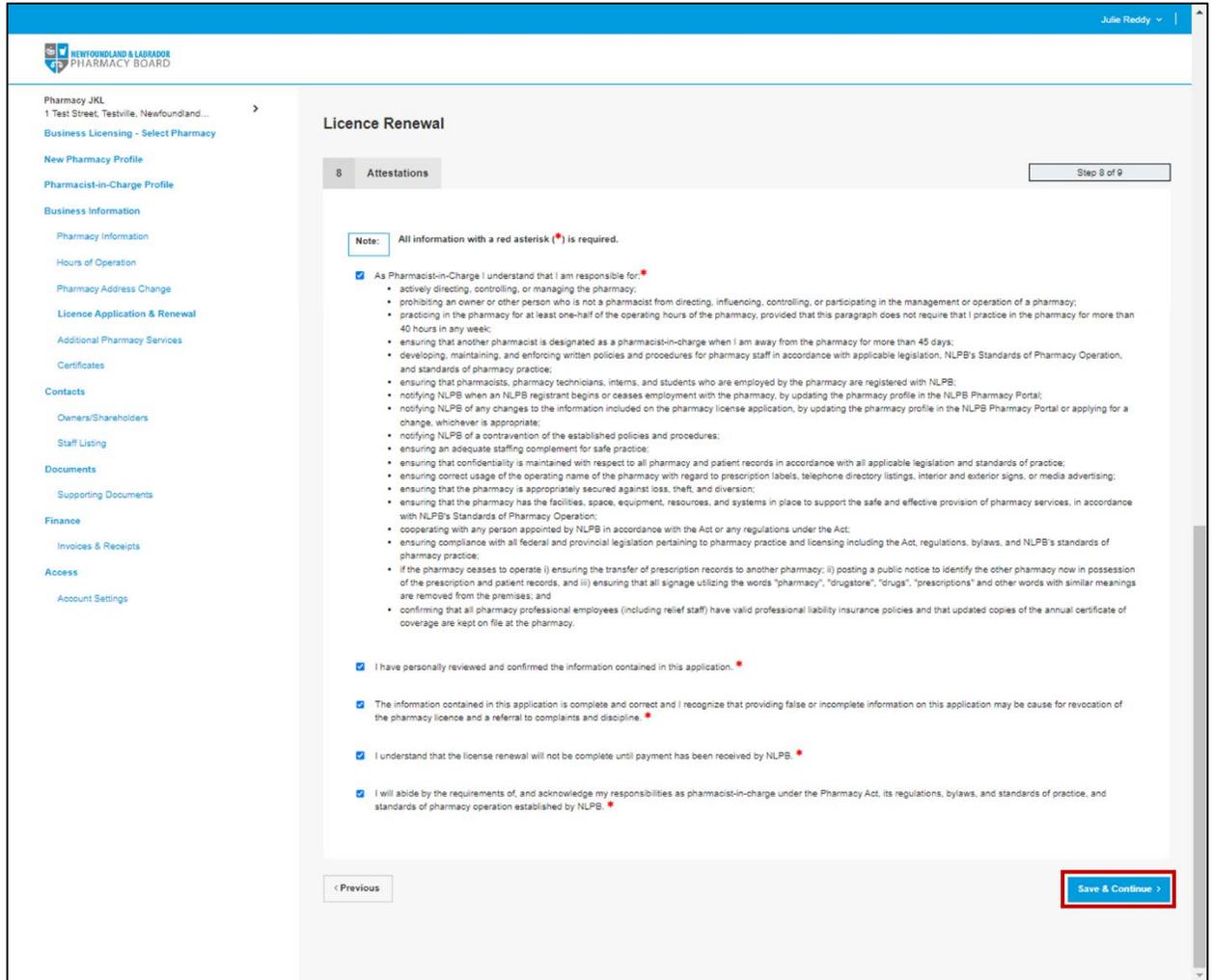
Registration	First Name	Last Name	Position	Start Date	End Date	
	John	Smith	Staff Pharmacist	10/10/2022		Edit Delete
Julie Reddy - Pharmacist			Staff Pharmacist	09/19/2022		Edit Delete

+ Add New Records

< Previous Save & Continue >

11. Read and indicate whether you agree to the attestations by checking the appropriate checkboxes. Click the *Save & Continue* button to proceed.

**Note:** *The pharmacist-in-charge must agree to all attestations to continue with the renewal process.*



Pharmacy JKL  
1 Test Street, Testville, Newfoundland...

Business Licensing - Select Pharmacy

New Pharmacy Profile

Pharmacist-in-Charge Profile

Business Information

Pharmacy Information

Hours of Operation

Pharmacy Address Change

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### Licence Renewal

8 Attestations Step 8 of 9

**Note:** All information with a red asterisk (\*) is required.

As Pharmacist-in-Charge I understand that I am responsible for:

- actively directing, controlling, or managing the pharmacy;
- prohibiting an owner or other person who is not a pharmacist from directing, influencing, controlling, or participating in the management or operation of a pharmacy;
- practicing in the pharmacy for at least one-half of the operating hours of the pharmacy, provided that this paragraph does not require that I practice in the pharmacy for more than 40 hours in any week;
- ensuring that another pharmacist is designated as a pharmacist-in-charge when I am away from the pharmacy for more than 45 days;
- developing, maintaining, and enforcing written policies and procedures for pharmacy staff in accordance with applicable legislation, NLPB's Standards of Pharmacy Operation, and standards of pharmacy practice;
- ensuring that pharmacists, pharmacy technicians, interns, and students who are employed by the pharmacy are registered with NLPB;
- notifying NLPB when an NLPB registrant begins or ceases employment with the pharmacy, by updating the pharmacy profile in the NLPB Pharmacy Portal;
- notifying NLPB of any changes to the information included on the pharmacy license application, by updating the pharmacy profile in the NLPB Pharmacy Portal or applying for a change, whichever is appropriate;
- notifying NLPB of a contravention of the established policies and procedures;
- ensuring an adequate staffing complement for safe practice;
- ensuring that confidentiality is maintained with respect to all pharmacy and patient records in accordance with all applicable legislation and standards of practice;
- ensuring correct usage of the operating name of the pharmacy with regard to prescription labels, telephone directory listings, interior and exterior signs, or media advertising;
- ensuring that the pharmacy is appropriately secured against loss, theft, and diversion;
- ensuring that the pharmacy has the facilities, space, equipment, resources, and systems in place to support the safe and effective provision of pharmacy services, in accordance with NLPB's Standards of Pharmacy Operation;
- cooperating with any person appointed by NLPB in accordance with the Act or any regulations under the Act;
- ensuring compliance with all federal and provincial legislation pertaining to pharmacy practice and licensing including the Act, regulations, bylaws, and NLPB's standards of pharmacy practice;
- if the pharmacy ceases to operate i) ensuring the transfer of prescription records to another pharmacy; ii) posting a public notice to identify the other pharmacy now in possession of the prescription and patient records, and iii) ensuring that all signage utilizing the words "pharmacy", "drugstore", "drugs", "prescriptions" and other words with similar meanings are removed from the premises; and
- confirming that all pharmacy professional employees (including relief staff) have valid professional liability insurance policies and that updated copies of the annual certificate of coverage are kept on file at the pharmacy.

I have personally reviewed and confirmed the information contained in this application. \*

The information contained in this application is complete and correct and I recognize that providing false or incomplete information on this application may be cause for revocation of the pharmacy licence and a referral to complaints and discipline. \*

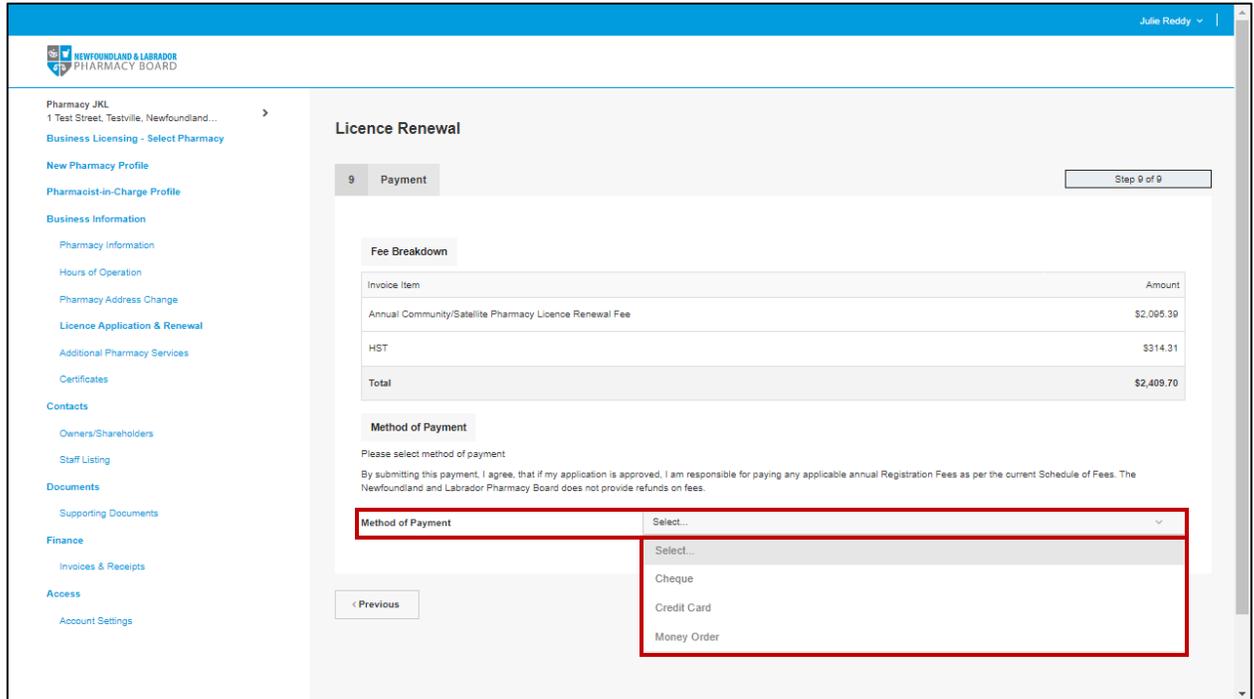
I understand that the license renewal will not be complete until payment has been received by NLPB. \*

I will abide by the requirements of, and acknowledge my responsibilities as pharmacist-in-charge under the Pharmacy Act, its regulations, bylaws, and standards of practice, and standards of pharmacy operation established by NLPB. \*

[< Previous](#) **Save & Continue >**

- The payment screen summarizes the fees applicable to the renewal process. Select either *Cheque*, *Credit Card*, or *Money Order* from the *Method of Payment* drop-down field.

**Note:** Credit cards will be processed online, while cheques or money orders must be sent to the address provided.



**Pharmacy JKL**  
1 Test Street, Testville, Newfoundland...

**Business Licensing - Select Pharmacy**

**Pharmacy Information**

**Hours of Operation**

**Pharmacy Address Change**

**Licence Application & Renewal**

**Additional Pharmacy Services**

**Certificates**

**Contacts**

**Owners/Shareholders**

**Staff Listing**

**Documents**

**Supporting Documents**

**Finance**

**Invoices & Receipts**

**Access**

**Account Settings**

**Licence Renewal**

9 Payment Step 9 of 9

**Fee Breakdown**

Invoice Item	Amount
Annual Community/Satellite Pharmacy Licence Renewal Fee	\$2,095.39
HST	\$314.31
<b>Total</b>	<b>\$2,409.70</b>

**Method of Payment**

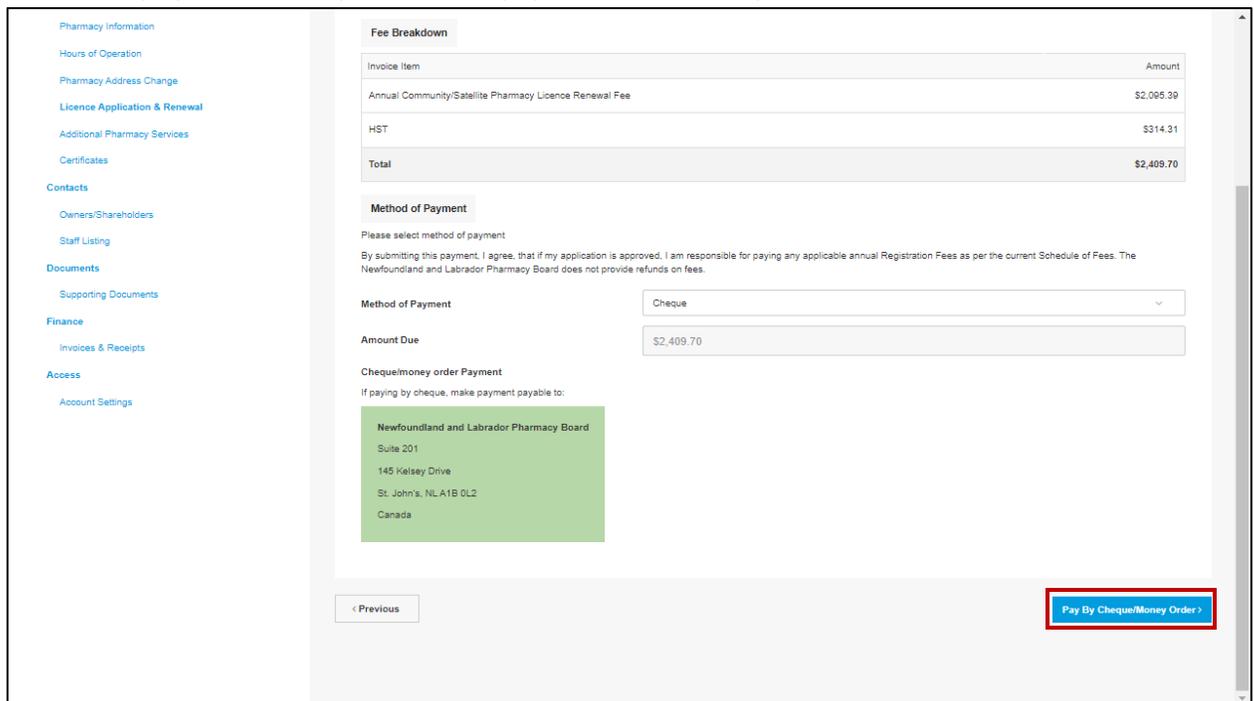
Please select method of payment

By submitting this payment, I agree, that if my application is approved, I am responsible for paying any applicable annual Registration Fees as per the current Schedule of Fees. The Newfoundland and Labrador Pharmacy Board does not provide refunds on fees.

Method of Payment: Select...  
 Select...  
 Cheque  
 Credit Card  
 Money Order

< Previous

- Click the *Pay by...* button to proceed with payment and submit your renewal.



**Pharmacy Information**

**Hours of Operation**

**Pharmacy Address Change**

**Licence Application & Renewal**

**Additional Pharmacy Services**

**Certificates**

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**Fee Breakdown**

Invoice Item	Amount
Annual Community/Satellite Pharmacy Licence Renewal Fee	\$2,095.39
HST	\$314.31
<b>Total</b>	<b>\$2,409.70</b>

**Method of Payment**

Please select method of payment

By submitting this payment, I agree, that if my application is approved, I am responsible for paying any applicable annual Registration Fees as per the current Schedule of Fees. The Newfoundland and Labrador Pharmacy Board does not provide refunds on fees.

Method of Payment: Cheque

Amount Due: \$2,409.70

**Cheque/money order Payment**

If paying by cheque, make payment payable to:

Newfoundland and Labrador Pharmacy Board  
 Suite 201  
 145 Kelsey Drive  
 St. John's, NL A1B 0L2  
 Canada

< Previous **Pay By Cheque/Money Order >**

14. You will receive an email to confirm that your renewal has been submitted. Please note, renewals are not approved until full payment of fees have been received.

