SOUTH DAKOTA
BOARD OF PHARMACY

Technician

Renewal Application Instructions

4001 W Valhalla Blvd, Suite 106
Sioux Falls, SD 57106
PharmacyBoard@state.sd.us
P 605.362.2737

Table of Contents

APPLICATION REQUIREMENTS

To renew your technician registration
- you **must be *currently*** employed as a pharmacy technician in a South Dakota pharmacy at the time of application submission.

APPLICATION GENERAL INFORMATION
- All fees are nonrefundable and nontransferable.
- Registration fee $25.
- Payment methods – MasterCard, Visa or American Express. A gift card for these vendors may be used.
- Application must be completed in one sitting. Information entered is not saved unless application is submitted.
- **DO NOT USE** a mobile phone or tablet to submit application.
- Registration expires October 31st each year. There is no grace period.
- Registration renewal period is September 1st – October 31st.
- For Statutes and Rules, go to SD Laws & Rules

INFORMATION NEEDED FOR APPLICATION
- SD license number for your employer's pharmacy/business.
- Name and license number of the pharmacist-in-charge at pharmacy/business.
- Your NABP e-profile number, if applicable.

REQUIRED DOCUMENTS FOR UPLOAD IN APPLICATION
Save documents in PDF format.
Do not upload expired documents.
Upload documents only when prompted in the application.

- Felony/misdemeanor offense upload, if applicable.
  - ✓ A written document to include explanation of offense, date, and sign/date document.
  - ✓ Copy of court records (charges, pleas entered).

AFTER APPLICATION SUBMISSION
- Board reviews application, emails submitter if clarification is needed, and approves/denies application.
- Check license status using verification site License Verification
- If application is approved, a no-reply, automated email is sent to submitter.

General Notes

Required fields are marked with a red * asterisk
Alert message (below) will appear if information is incomplete
You cannot advance to the next page until required fields are completed
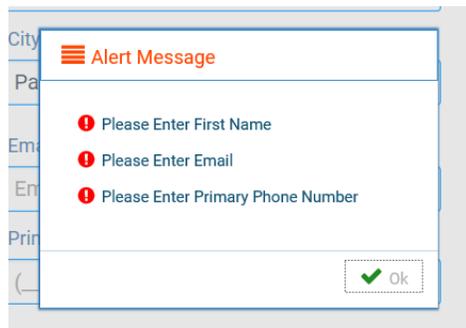
Step 1 – Create Your Online Account

1. After an <u>initial</u> license is issued, licensee must create an online account before license/registration can be renewed.

2. If an online account **is already set-up,** click link https://sdbop.igovsolution.net/online/User_login.aspx, check (Individual) enter username, and password, click (Login), and proceed to STEP 2.

3. If an online account **is <u>not</u> set-up,** click link https://sdbop.igovsolution.net/online/User_login.aspx, and follow steps 4-7 below to create an online account. Then proceed to STEP 2.

4. **Online Profile Login Section**
   - Check (Individual)
   - Click (Sign Up)

5. **Registration Section**
   - Check (Individual)
   - Select license/registration type (Technician)
   - Enter four-digit license/registration number (XXXX); **<u>do not</u>** enter (TT, GF, or CPhT)
   - Enter date of birth

6. **Credentials Section**
   - There are no password restrictions
   - <u>Username</u> and <u>password</u> created are unique and cannot be used for multiple accounts
   - Write down username and password. Save them for future use.
   - Complete all fields marked with a red * asterisk.
   - Click (Submit).
   - Alert message appears when registration is successful, click (Ok).
   - Automated email confirming account set-up is sent to email address entered in Credential section.
   - Click (Ok) to continue

7. **Return to login**
   - Click link https://sdbop.igovsolution.net/online/User_login.aspx
   - Click (Individual), enter username, password and click (Login)
   - You are now in the **My Profile** section of your online account.

Step 2 - My Profile Sections of Your Online Account

Data in this section shows your account information on file with the board
There are seven different **My Profile** sections of information
Review information in sections (1 – 7) below and update as allowed

1. **Personal Information Section**
   - Fields <u>cannot</u> be edited

2. **Registration Information Section**
   - Fields <u>cannot</u> be edited
   - Click on the word (Print) in the last column to print license/registration

3. **Home Address Section**
   - Fields <u>can</u> be edited
   - Click (Edit) to make changes
   - Click (Submit) to save changes

4. **Personal Phone, Email, and Fax Section**
   - Fields <u>can</u> be edited
   - Click (Edit) to make changes
   - Click (Submit) to save changes

5. **Document Details Section**
   - Documents that appear in this section were uploaded in application process and can be downloaded
   - To upload a document, not previously uploaded during application process
     a. Select (Document Type)
     b. Click(Attach) to browse files and select desired document
     c. Click (Upload Document) to complete process
   - Do not upload the same document twice during the application process

6. **Payment History Section**
   - Click (Printer Icon) in the last column to print payment receipt

7. **Renewal Details Section**
   - Application status can be viewed in Status column (Pending or Clear)
   - (Clear) indicates application has been processed, approved and license/registration is ready to print
   - Click (Printer Icon) in last column to print application

Step 3 – Begin Renewal Application

To begin the renewal application

1. Return to **Registration Information Section (#2 above)**
   - Click on the word (Renew) in the second to the last column

2. **Technician Instructions Section**
   - Click link to read instructions or (Next) to continue

3. **Technician Information Section**
   - Some fields in section are pre-populated and not editable
   - Select gender
   - Provide your NABP e-Profile, if applicable
   - View your Technician Type:

     Technician in training (TT) - I have <u>never</u> been certified,

     Certified technician (CPhT) - I am certified or have been certified in the past with no lapses in certification,

     Grandfathered technician (GF) - My initial license/registration was issued before the year 2014, had
     no lapses in service, and have <u>never</u> been certified

4. **Employment Section**
   - Click (Yes or No) - Is your employer a South Dakota licensed pharmacy?
   - Complete all required fields
   - Click (Yes or No) - Do you have a second employer?
   - Complete all required fields

5. **Record of Discipline, Charges, and Convictions Section**
   - Answer questions 1, 2, and 3.
   - For "Yes" response, upload signed and dated written document (in a PDF format) that briefly describes/explains offense, circumstances, charges, convictions, and pleas.

6. **Application Input Preview Section**
   - Before submitting, review application input using the scroll bar on right-hand side
   - Click (Next) to continue or (Previous) to return to the page needing correction

7. **Affirm and Submit Section**
   - **All application fees are nonrefundable including duplicate and error submissions.**
   - Check attestation box
   - Type application submitter's name (E-Signature)
   - Select (debit/credit), card type (only Mastercard, Visa, or American Express are accepted), name on credit card, card number, expiration date, and 3-digit security code number
   - Click Submit button – online application is complete
   - **DO NOT** click submit button again – contact the board if you have questions about submission
   - An alert message appears with a confirmation number for submission
   - The completed application appears; click (Printer Icon) in right-hand corner for copy of application

Step 4 - Trouble Shooting / Tips / Account Password Reset

Having trouble getting through application?
- **Do Not Use** mobile phone or tablet to complete online application.
- Change browsers (Internet Explorer, Google Chrome).
- Computer firewalls and malware software can impact application completion/submission.
- Turn pop-up blockers off

Tips
- Provide documents in PDF format.
- TIF and jpeg document formats do not always open which delays application processing.
- Upload documents only when prompted in the application.
- **DO NOT UPLOAD** documents on the My Profile page that were already uploaded in the application as this will result in duplicate documents in the application.
- If your document says (This is a Primary Source Verification) at the top, **THIS IS NOT YOUR OFFICIAL LICENSE/REGISTRATION.**

Account Password Reset Instructions

Go to Login page (https://sdbop.igovsolution.net/online/User_login.aspx)
- Click (Individual)
- Enter your username
- Click (Forgot Password); alert Message appears
- Click (Ok)

At Password Recovery page
- Click (Individual)
- Select license type (Technician))
- Enter (License Number) only the 4 digits
- Enter (Date of Birth)
- Click (Next)
- A "temporary" password is generated
- Write "temporary" password down or copy and paste temporary password to a Word document to eliminate miss keying.
- Click (Ok)

Return to Login page
- Click (Individual)
- Enter username
- Enter "**temporary**" password in the password field
- Click (Login)

At Credentials page
- Enter "**temporary**" password in the "**Old**" password field
- Enter "**new**" password, confirm new password
- Click (Submit)

Return to Login page
- Click (individual)
- Enter username
- Enter "new" password