

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

Link - [License Information & Applications](#)

Software requirements – for a better user experience we recommend using the most current version of Chrome or IE/Edge. Access to the licensing platform may be affected by the computer technology used and IT constraints you or your agency may have in place, including malware, firewalls, cookies, pop-up blocker, browsers, outdated software, etc. **Do not use a tablet or mobile phone to complete application.**

Application Requirements

Application General Information

Documents for Application Upload

STEP 1

Create your online account

STEP 2

Review My Profile Information

Review your information currently on file with the board

How to print your license

How to print a receipt

STEP 3

Begin the renewal application process

STEP 4

Trouble Shooting and Tips

Computer or online licensing platform problems

Tips

Account Password Reset

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 for any reason including duplicate and error submissions.
- 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.
- Application must be completed using a laptop or desktop computer.
- 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

Provide 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

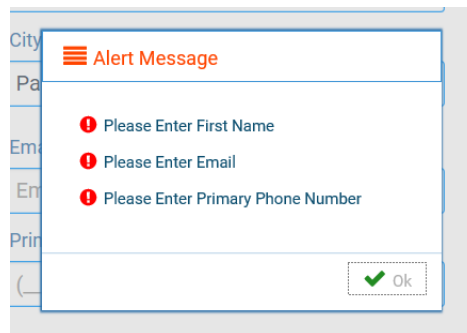
- Board reviews application, emails submitter if clarification is needed, and approves/denies application.
- Check license status using verification site [License Verification](#)
- If application is approved, a no-reply, automated email is sent to submitter.

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 initial registration is issued, licensee must create an online account before 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 not 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 (Registration Number) only the four digits
 - Enter (Date of Birth)
6. **Credentials Section**
 - There are no password restrictions
 - Username and password 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 cannot be edited

2. Registration Information Section

- Fields cannot be edited
- Click on the word (Print) in the last column to **print registration**

3. Home Address Section

- Fields can be edited
- Click (Edit) to make changes
- Click (Submit) to save changes

4. Personal Phone, Email, and Fax Section

- Fields can 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 the **Registration Information Section** (#2 in the My Profile section)

- 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
- Select/verify your Technician Type:

Technician - I am not certified

Certified technician - I am currently certified

- If certified, enter certification expiration date

4. **Continuing Education Section**

- Verify completion of your continuing education. Read all statements and select the statement that is correct for your renewal.
 - First statement is for “Certified” Technicians who are certified through passing a national test from an organization like the Pharmacy Technician Certification Board (PTCB) or the National Health career Association (NHA).
 - Second statement is for technicians licensed for **less** than one year.
 - Third statement is for technicians and have completed 6 continuing education hours completed in the 24 months prior to license expiration date.

5. **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

6. **Record of Discipline, Charges, and Convictions Section**

- Answer questions 1, 2, 3 and 4
- For a “Yes” response, **upload** signed and dated written document (in a PDF format) briefly explaining offenses, circumstances, charges, convictions, and pleas.

7. **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

8. **Affirm and Submit Section**

- **All fees are nonrefundable for any reason 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 this will result in duplicate submissions. 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?

- Use a laptop and desktop computer to complete 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 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 (Registration Number) the 4 digits only
- 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