

MEMBERSHIP RENEWALS – FREQUENTLY ASKED QUESTIONS

MEMBERSHIP PORTAL ACCESS

To renew your membership, you will need to log in to your membership portal located via our website. You can access your portal login [here](#).

I am having problems logging into my Membership Portal

Scenario 1 – "password reset not being sent to my email"

- Some systems will filter out emails from the Membership Portal. Please add noreply@thentiacloud.com to your list of safe senders and make sure to check your junk folder.
- Ensure the email you are using to log in is the one you have listed with the Law Society to access your membership portal. If your email has changed since the last time you logged in, please call or email the office.

If you have attempted these solutions and are still having problems logging in, you can call our office to receive your temporary login.

Scenario 2 – the password that was sent isn't working!

Try manually entering the password instead of copy/pasting.

CHANGING YOUR STATUS

You may wish to change your Membership Status during the renewal process. *Please note that your status change will need to be approved prior to beginning your renewal.*

Applications for Change of Status should be submitted at least 14 days before the member plans to change the scope of practice.

If you are changing your status from Active to Inactive or Resigned, you will be required to provide a Cessation of Practice Plan. For more details available on our website, [click here](#).

Please note that there is currently a technical error when applying for a change of status from Inactive to Resigned on the Membership Portal. Contact our office if you need assistance.

READY TO RENEW

To complete your renewal, click "Renewal" on the left of the screen under Membership once you have logged into the Membership Portal.

What will I need in order to complete my renewal as an Active Member?

To complete your renewal as an Active Member, you will need the following:

Up-to-date Information:

It is your responsibility to ensure that the information on your Member Profile is up to date. Please update any information as needed.

CPD for the 2023 Membership Year (April 1, 2023 – March 31, 2024) will need to be entered. To view CPD requirements for Active Members available on our website, [click here](#).

Liability Insurance Information – if you are **NOT** insured by the Law Society of the Northwest Territories and *do not* qualify for an exemption (Example: most Government Employees are exempt), you will be required to complete a Lawyer’s Undertaking during the renewal process.

Declarations and Attestations

The declarations and attestations in the renewal process are to be completed by the member. It is the member who is responsible for these declarations and the consequences of any misstatements or omissions. We encourage members to complete their renewals themselves.

Payment

You can pay for your annual renewal by credit card at the time that you submit your application. If you are paying by another method (Direct Deposit, E-transfer or Cheque) follow the directions provided on the payment page.

If your employer is paying for your renewal, you may access your Invoice by clicking “Fees and Receipts” in your Membership Portal.

For any payment related questions, please email finance@lawsociety.nt.ca

It is the responsibility of the individual member to ensure that payment is received prior to the renewal deadline of March 31.

Please note that the Law Society office experiences a high volume of calls and emails at the time of Membership Renewals. You can expect delays when contacting our office during this time.

To ensure that there are no delays with your Renewal Application, be sure to start the process well in advance of the deadline of March 31 to avoid potential administrative suspension. If your application is not complete or we require more information, your application will not be approved.