

Change the name on your SMART certificate

The name on your SMART Programs account **must** match your legal name as it appears on your government-issued, photo identification.

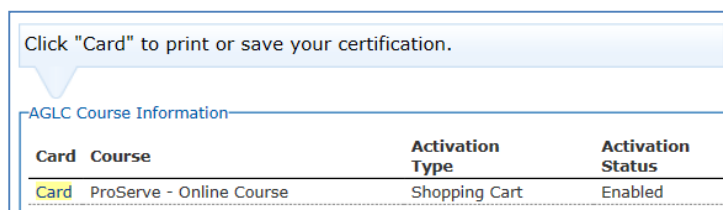
To change the name on your SMART certificate, send an email to info@smartprograms.aglc.ca. Include ...

- Your 12-digit SMART Programs account registration number. This number appears on your certificate and Personal Information page
- The name on your account, as it appears now, and
- The name you are changing it to.

SMART Programs will change the name on your account upon receipt of your email. Confirmation of the name change will be sent after the change has been made. To print or save proof of your certification ...

- Go to smartprograms.aglc.ca
- Sign into your account by entering the email address and password assigned to it. If you can't remember your password, click on the Forgot Your Password? [link](#). **If you don't have access to this email account, please contact us.**
- Click on **My Account** and then **Personal Information** from the drop-down menu. Scroll down to the **AGLC Course Information** field at the bottom of your Personal Information page.

You will see a highlighted **Card** hyperlink next to any program with valid certification.



Click "Card" to print or save your certification.

Card	Course	Activation Type	Activation Status
Card	ProServe - Online Course	Shopping Cart	Enabled

- Click on the **Card** hyperlink. You will be taken to a page where you can print your certificate or save an image of it to your mobile device.

Note: Licensee staff must provide proof of certification to their employer and at the request of an AGLC Inspector. Failure to present proof of certification may result in disciplinary action. **Proof of certification** includes:

- paper printed versions that have a QR code
- the Personal Information page printed from the staff member's SMART account
- a plastic card (that does not have a QR code)
- clear images of any of the above (image, photograph, or screen shot) saved on the staff member's mobile device/phone.