ACDH
Alberta College of Dental Hygienists

Portal Tips

The following trouble-shooting tips may help if you're having difficulties completing a form in the Registrant or Applicant Portal.

Read all the text and follow the instructions in the form
There is important information and instructions for how to complete the form within the form itself.

Give yourself plenty of time to complete the form
You cannot save the form and come back to it. If you close the form without submitting it, you will have to restart the application.

Use a computer or laptop if possible
If you are using a phone or a tablet, scroll up and down AND side to side to see the whole form.

Turn off programs that auto-fill forms
Enter your information into the form carefully and double check your form for correctness before you click "Submit".

Name your documents using only alphanumeric characters
The system does not recognize file names with special characters (\ / : * ? " < >). Files with these characters in the file name will not be uploaded.

Save your documents in one of the accepted formats
The system will accept the following file extensions: .pdf, .jpg, .jpeg, or .png. Other document types will not be uploaded or may not be visible to College staff.

Do not upload pictures or screenshots of partial documents
Make sure your documents are clear, legible, complete, and scanned or downloaded from an email or website.

Turn OFF the pop-up blockers on your browser
If your browser has pop-ups blockers enabled, the payment window will not open. If the form requires a payment, the amount required will be at the bottom of the form.

Check the Payment Status tab on the Portal
You can check the status of any payments owing on the Payment Status tab on the Portal. You can also pay any outstanding payments on this tab.

Clear your browser history
If none of these tips work, log out of the Portal, clear your cache, cookies, and history from your browser, and then log back into the Portal.

Still no luck?
If you have tried all these tips and are still having difficulties, please call the College at 780-465-1756 or send a detailed email to info@acdh.ca.