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SMART SERVE ONTARIO RECERTIFICATION SUPPORT

The Alcohol and Gaming Commission of Ontario has approved mandatory recertification every 5 years. The cost for recertification is \$29.95 if completed online through an existing online account, prior to expiry. As the course is online only, you must have the following:

1. An online account. For assistance click [here](#).
2. Computer with Internet connection, up-to-date browser, and operating system (or a smartphone) with web camera.
3. A private location to write the proctored test (monitored by a 3rd party service for integrity).

If you have any concerns or challenges, we encourage you to reach out to our office by phone, email, or chat M-F 8:30 am to 4:30 pm.

Technology or internet challenges?

Resources:

If you do not have the required technology to take the program, here are some other resources:

- **Approved facilitators** who provide in-class training. Please contact directly for more information: <https://smartserve.ca/in-class-training/>.
 - Final test must be completed independently online through our proctoring system
 - Cost will vary upon location
- **Contact North** has 78 locations throughout Ontario. This government-funded organization can provide computers and internet access to support those that may not have up-to-date technology or access to a web camera: <https://studyonline.ca/student-services/online-learning-centres/list-online-learning-centres>.
- Visit your local library to see what resources are available.
- Integrity Advocate provides the following information as well as an instructional video on our proctoring process: <https://www.integrityadvocate.com/support/getting-started>.
- Resources on our website, including FAQ's and video tutorials: www.smartserve.ca.
- If you need any assistance, please contact our office at info@smartserve.ca.