

ICM Service Provider Portal

Sample names in this document do not represent real children or Service Providers.

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Navigating the Service Provider Portal

Log in to the Service Provider Portal

Go to https://icm.ext.gov.bc.ca/epsportal_prd to log in.

Enter your Business BCeID user name into the BCeID field. Enter your Business BCeID password into the Password field. Press Next to continue.

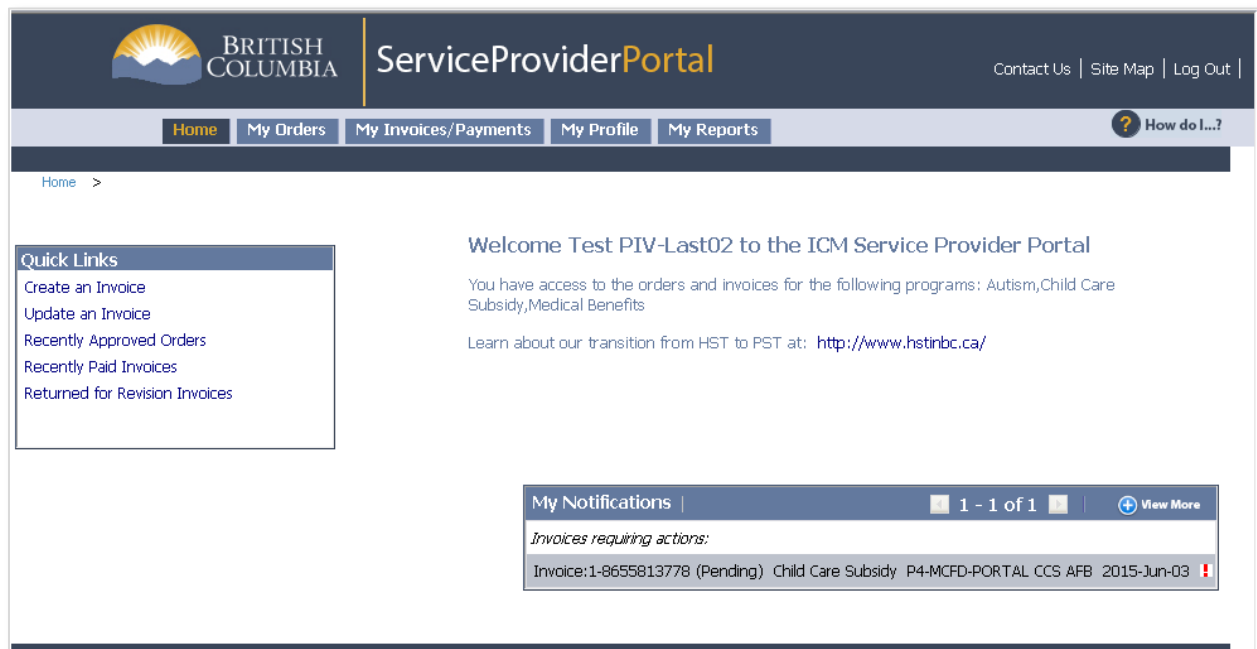
You will then see a second log-in screen with account messages, such as password re-set attempts and your logon history.



The screenshot shows the BCeID login page. At the top left is the British Columbia logo. The page title is "Logon". Below the title, it says "BCeID" and "icm.ext.gov.bc.ca requires you to logon". There are two input fields: "Business BCeID User" and "BCeID:". Below these is a "Password:" field. To the right of the input fields are three buttons: "Government User", "Forgot My BCeID", and "Forgot My Password". A yellow "Next" button is at the bottom right. On the right side of the page, there are two links: "Contact Us" and "How to get a BCeID". At the bottom, there is a disclaimer: "Access to or unauthorized use of data on this computer system by any person other than the authorized employee(s) or owner(s) of an account is strictly prohibited and may result in legal action against such person." Below the disclaimer are links for "COPYRIGHT", "DISCLAIMER", "PRIVACY", and "ACCESSIBILITY".

Your Home Screen

Once you have logged onto the Portal using your BCeID user ID and password, you will be taken to the Home Screen.



The screenshot shows the Service Provider Portal Home Screen. At the top left is the British Columbia logo. The page title is "ServiceProviderPortal". On the right, there are links for "Contact Us", "Site Map", and "Log Out". Below the title is a navigation menu with "Home", "My Orders", "My Invoices/Payments", "My Profile", and "My Reports". A "How do I...?" link is also present. The main content area has a "Home >" breadcrumb. On the left, there is a "Quick Links" box with links: "Create an Invoice", "Update an Invoice", "Recently Approved Orders", "Recently Paid Invoices", and "Returned for Revision Invoices". The main content area has a welcome message: "Welcome Test PIV-Last02 to the ICM Service Provider Portal". Below this, it says: "You have access to the orders and invoices for the following programs: Autism, Child Care Subsidy, Medical Benefits". A link is provided: "Learn about our transition from HST to PST at: <http://www.hstinbc.ca/>". At the bottom, there is a "My Notifications" box with "1 - 1 of 1" and a "View More" link. Below this, it says: "Invoices requiring actions:" and lists an invoice: "Invoice: 1-8655813778 (Pending) Child Care Subsidy P4-MCFD-PORTAL CCS AFB 2015-Jun-03".

The Welcome message located in the centre of your screen informs you of:

- What information you can access in the Portal and for which program(s);
- Important information or current notices.

Welcome **Your Name** to the ICM Service Provider Portal

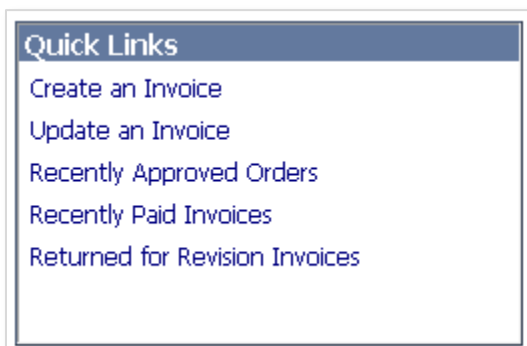
You have access to the orders and invoices for the following programs: Autism, Child Care Subsidy, Medical Benefits

Learn about our transition from HST to PST at: <http://www.hstinbc.ca/>

Quick Links

The Home screen of the portal includes Quick Links, located on the left hand side, that shortcuts to commonly used tasks, including:

- Create an Invoice;
- Update an Invoice;
- Recently Approved Orders – lists your orders, sorted by approval date;
- Recently Paid Invoices – lists your recently paid invoices, sorted by payment date;
- Returned for Revision Invoices – lists your invoices that have been returned for revision.



My Notifications

My Notifications are located in the centre of your screen and contain:

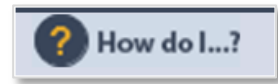
- Invoices requiring action – you can access the invoice by clicking on the Invoice number.



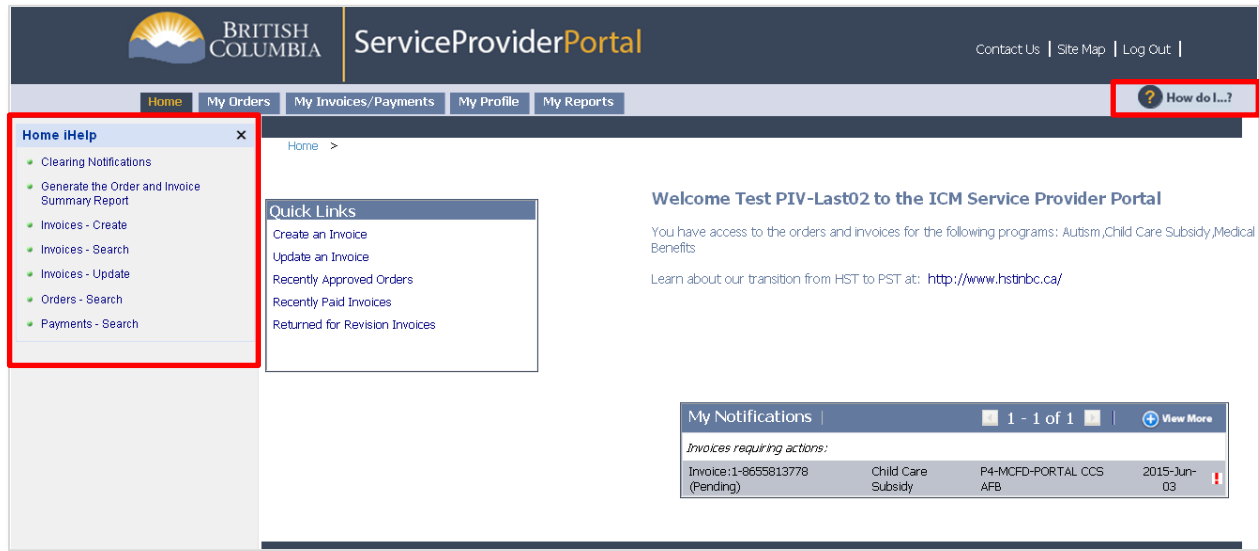
iHelp and Information Icons

Accessing iHelp

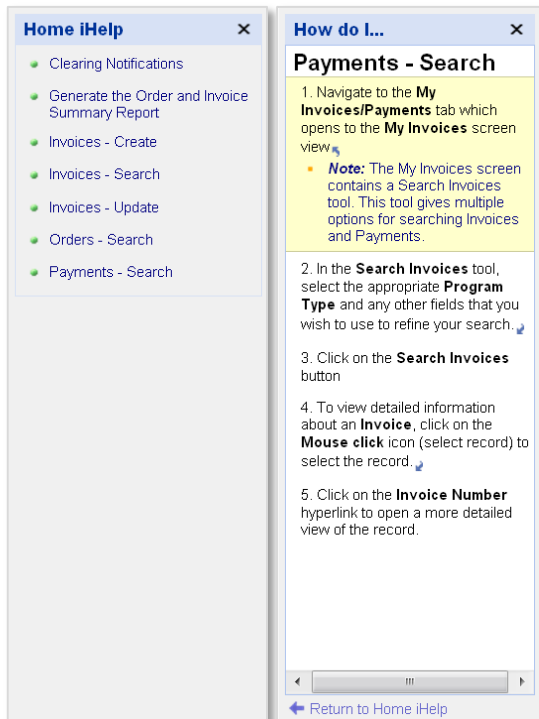
The Portal has iHelp topics that can be accessed by clicking the “How do I ...?” icon located along the top far right corner of your Home screen.



This contains a list of iHelp topics and step-by-step instructions for completing various tasks in the Portal. iHelp will open in a sidebar and you can keep working in the Portal with the iHelp sidebar open.



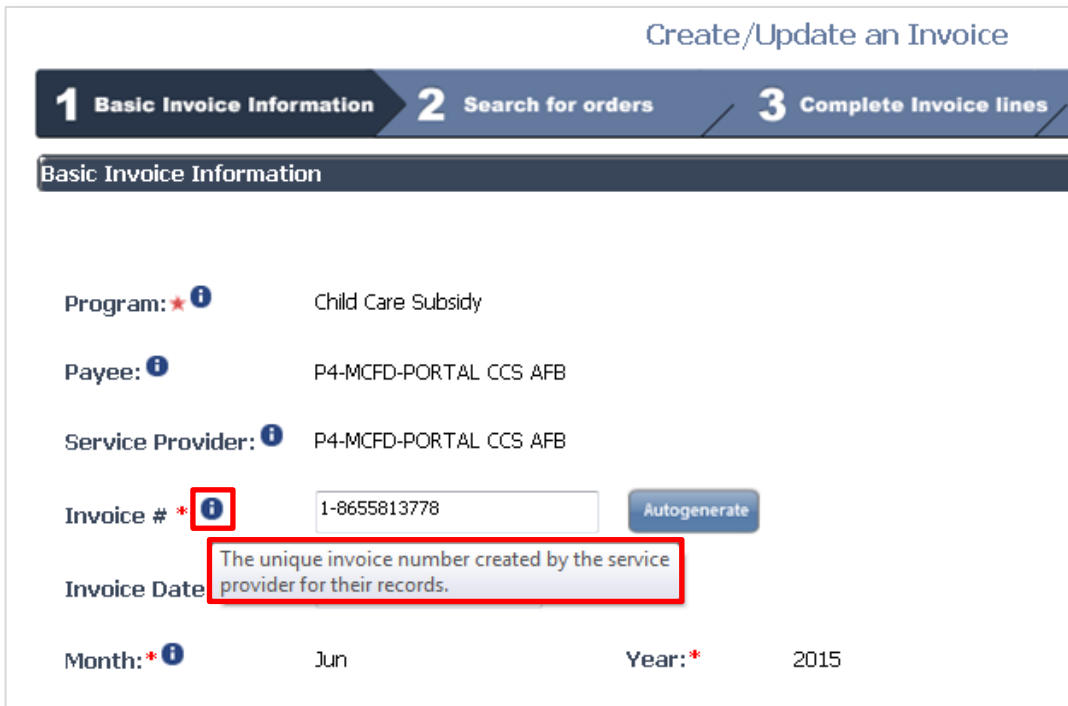
By accessing iHelp, you can find step-by-step instructions on the following topics:



- Clearing Notifications;
- The Order and Invoice Summary Report;
- Creating an Invoice;
- Searching for an Invoice;
- Updating an invoice;
- Searching for an Order;
- Searching for a Payment.

Information Icons


Some views in the Portal include information icons  that display text to assist you when you hover over the icon.





Create/Update an Invoice


1 Basic Invoice Information 2 Search for orders 3 Complete Invoice lines


Basic Invoice Information


Program: *  Child Care Subsidy

Payee:  P4-MCFD-PORTAL CCS AFB

Service Provider:  P4-MCFD-PORTAL CCS AFB

Invoice # * 

Invoice Date  The unique invoice number created by the service provider for their records.

Month: *  Jun Year: * 2015

Screens/Views

Across the top of the screen are five tabs that provide easy navigation to:

- Home;
- My Orders - Products and services that have been approved by the ministry and enable you to create invoices to receive payment;
- My Invoices/Payments - To receive a payment for services provided, care providers must submit an Invoice each month;
- My Profile – Allows the Delegated Administrator for your organization to add and remove Portal access for users;
- My Reports – Allows you to view reports that have been previously created.



Some of the screens have additional quick links to common tasks in the dark blue bar under the screen titles. Below is a navigation trail showing the path you have taken to get to the current screen. You can click one of the previous screen names to quickly navigate back to that screen.

Searching, Viewing and Sorting

The My Orders and My Invoices/Payments screens have Search sections. In these sections, only the Program Type (Child Care Subsidy) is a required field, but you can use the other fields to help refine your search.

Search Orders

Order #: Service Provider:

Contact First Name: Program Type*:

Contact Last Name: Status:

Search Invoices

Service Provider: Invoice Date From:

Program Type*: Invoice Date To:

Invoice #: Payment #:


Status: Payment Amount:

The Search Results section displays up to five records, but more may exist. The title bar of this section will indicate how many records are displayed and how many there are in total (example: "1 - 5 of 10 +" means there are 5 records displayed but over 10 in total). You can see the next set by clicking the arrow to the right. There is also a "View More" button in this section, so you can see more records on one screen. This option to view more records also appears on the some of the Create an Invoice screens.

Order Search Results | 1 - 5 of 10+

The records may be sorted by any field by clicking the up or down arrows in the column title. The green arrow indicates how the records are sorted.

Order Search Results 1 - 5 of 10+ 									
Order Number	Last Name	First Name	Amount	Order Start Date	Order End Date	Status	Remainder	Service Provider	
				▲					

Below the search results is a line details section. This shows details about whichever line is selected in the search results section. To select a record to view details, click the selector icon  beside the record.

Search Results 1 - 4 of 4 										
	Invoice #	Invoice Amount	Approval Date	Period	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Service Provider
	1-8654543192	\$374.87		Apr 2015	Ready For Approval					P4-MCFD-PORTAL CCS AFB
	1-8652231165	\$1,162.50		May 2015	Ready For Approval					P4-MCFD-PORTAL CCS AFB
	1-8652231669	\$374.87		May 2015	Ready For Approval					P4-MCFD-PORTAL CCS AFB
	1-8653934141	\$750.00		Apr 2015	Ready For Approval					P4-MCFD-PORTAL CCS AFB

Invoice Lines 1 - 3 of 3 						
	Order Number	Order Contact Name	Product	Half Days	Full Days	Total
	1-8652219835	BETTY BLUE	J3		10	10 \$412.50
	1-8652219815	GEORGE GREEN	J1		0	20 \$600.00
	1-8652219825	GEORGE GREEN	S2		0	0 \$150.00

To view more details about the record, click on the Order Number or Invoice # fields. This will take you to a detailed view.

Navigating Through Screens

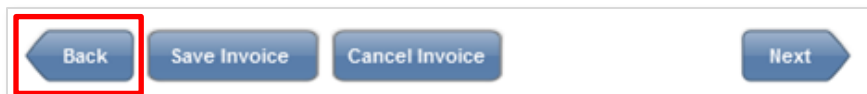
It is **NOT** recommended to use the browser's Back arrow to return to the previous screen, or to press any buttons while the system is processing, as both will lead to an error message.



To return to a previous screen, use the navigation trail or click on one of the screen links or quick links to return to those areas.



In the Create/Update an Invoice process, use the buttons at the bottom of the screens to navigate through the process or to Save or Cancel the Invoice.



Navigation Frequently Asked Questions (FAQ)

Q: What if I have forgotten my BCeID or password?

A: If you have forgotten your BCeID or password, please contact the BCeID Help Desk at 1-888-356-2741 (8:30 a.m. – 5:00 p.m., Monday to Friday, excluding statutory holidays). Or go directly to the BCeID website at www.bceid.ca and click Logon. From the Logon screen, you can request your information by clicking “Forgot My BCeID” or “Forgot My Password.”

Q: I am using one of the search tools in the Portal. Do I put my name in as the “Contact”?

A: If you hover over the information icon, it will describe what this field means. The “Contact” is the child.