

ICM Service Provider Portal

Navigating the Service Provider Portal

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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.

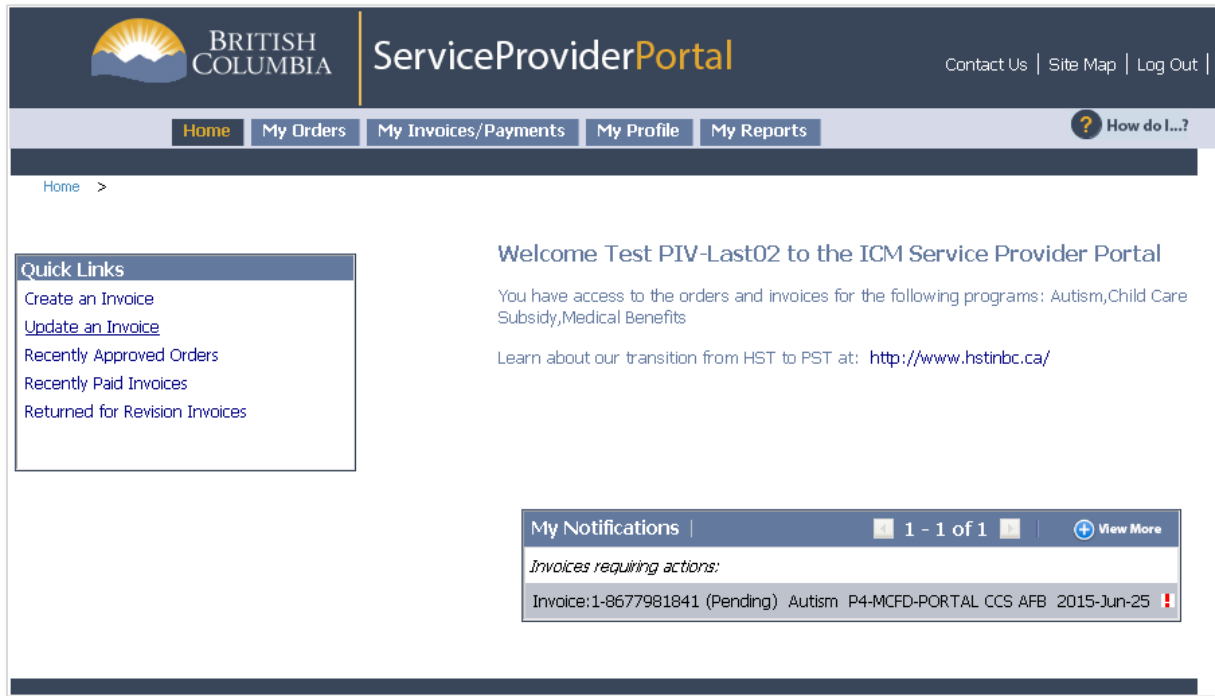
You will then see a second log-in screen with account messages such as password re-set attempts and your logon history.



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 "Password:". To the right of the "Business BCeID User" field are two buttons: "Government User" and "Forgot My BCeID". To the right of the "Password:" field are two buttons: "Forgot My Password" and "Next". 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." At the very bottom, there 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". To the right of the title are links for "Contact Us", "Site Map", and "Log Out". Below the title is a navigation bar with buttons for "Home", "My Orders", "My Invoices/Payments", "My Profile", and "My Reports". To the right of the navigation bar is a "How do I...?" button. Below the navigation bar is a "Home >" breadcrumb. On the left side, there is a "Quick Links" box with links for "Create an Invoice", "Update an Invoice", "Recently Approved Orders", "Recently Paid Invoices", and "Returned for Revision Invoices". In the center, there is a "Welcome Test PIV-Last02 to the ICM Service Provider Portal" message. Below the welcome message, it says "You have access to the orders and invoices for the following programs: Autism, Child Care Subsidy, Medical Benefits". Below that, it says "Learn about our transition from HST to PST at: <http://www.hstinbc.ca/>". At the bottom right, there is a "My Notifications" box. It shows "1 - 1 of 1" and a "View More" button. Below the notification box, it says "Invoices requiring actions:" and "Invoice:1-8677981841 (Pending) Autism P4-MCFD-PORTAL CCS AFB 2015-Jun-25".

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 to the ICM Service Provider Portal

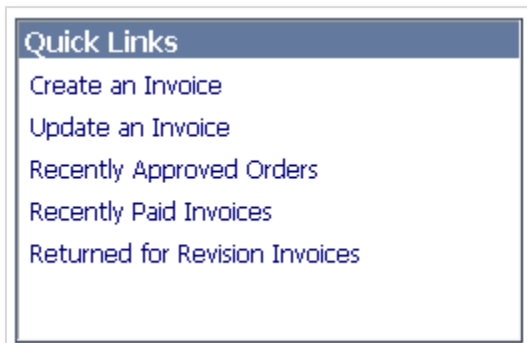
You have access to the orders and invoices for the following programs: Autism, Child Care Subsidy, Medical Benefits

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, providing shortcuts to commonly used tasks:

- 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:

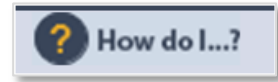
- Invoices requiring action – you can access the invoice by clicking on the Invoice number



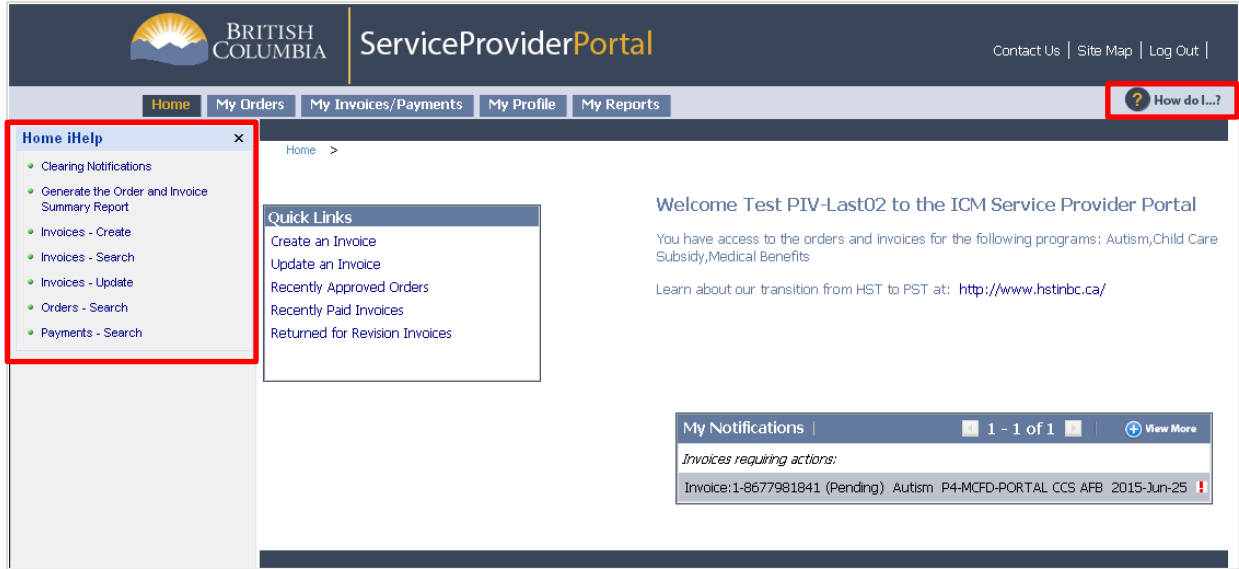
iHelp and Information Icons

Accessing iHelp

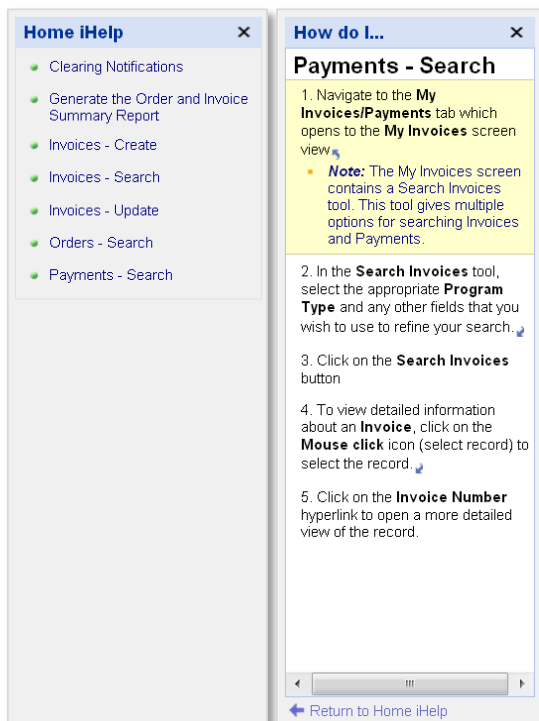
The Portal has iHelp topics that can be accessed by clicking the “How do I...?” icon located along the top far right corner of your Home Screen.



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



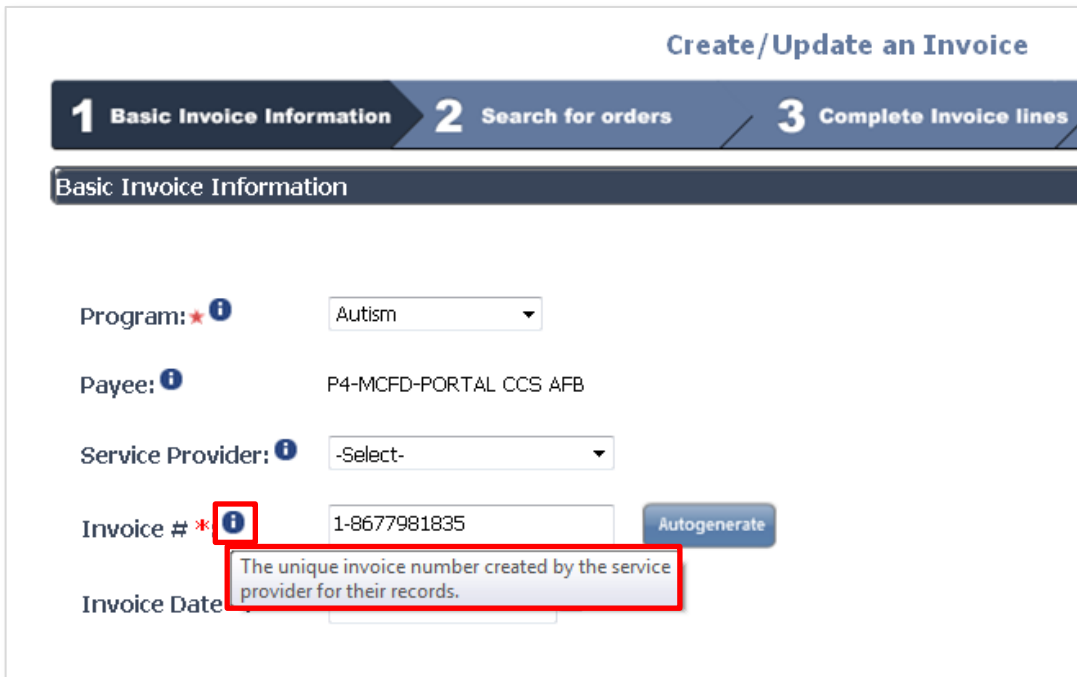
By accessing iHelp, you can find step-by-step instructions on the following topics:



- Clearing Notifications
- Run the Order and Invoice Summary Report
- Create an Invoice
- Search for an Invoice
- Update an invoice
- Search for an Order
- Search for a Payment

Information Icons


Some views in the Portal include information icons  which 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: *  Autism

Payee:  P4-MCFD-PORTAL CCS AFB

Service Provider:  -Select-

Invoice # *  1-8677981835 Autogenerate

Invoice Date

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

Screens/Views

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

- Home
- My Orders - Orders are 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, service providers must submit an Invoice.
- My Profile – Allows the Delegated Admin 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 (Autism) 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:

Clear Search Orders

Search Invoices

Service Provider: Invoice Date From:

Program Type*: Invoice Date To:

Invoice #: Payment #:

Status: Payment Amount:


Clear Search Invoices

The Search Results 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 in the some of the Create an Invoice screens.

Order Search Results | 1 - 5 of 10+ ▶ View More

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+ ▶ View More									
Order Number	Last Name	First Name	Middle 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 - 5 of 5 View More													
	Invoice #	Invoice Amount	Approval Date	Status	Payment Method	Payment Number	Payment Date	Payment Amount	Type	Service Provider	Invoice Date	Created By	Created Date
	1-8682399035	\$0.00		Cancelled ✘					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-30	PIV-TEST02_QQMNMTGGYR6	2015-Jun-30
	1-8667863409	\$1,500.00	2015-Jun-16	Approved ✔					Service Provider	P4-MCFD-PORTAL CCS AFB	2017-Jun-23	CGWRK41	2015-Jun-16
	1-8682399135	\$0.00		Pending !					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-30	PIV-TEST02_QQMNMTGGYR6	2015-Jun-30
	1-8681561046	\$0.00		Cancelled ✘					Service Provider	P4-MCFD-PORTAL CCS AFB	2015-Jun-29	PIV-TEST02_QQMNMTGGYR6	2015-Jun-29
	1-8667721135	\$6,000.00	2015-Jun-16	Approved ✔					Service Provider	P4-MCFD-PORTAL CCS AFB	2016-Jun-23	CGWRK41	2015-Jun-16

Invoice Lines 1 - 2 of 2 View More												
Order Number	Order Contact Name	Status	Product	Quantity	Unit Amount	Unit Of Measure	Total	Service From	Service To	Dates of Service	RASP Individual	Comments
	1-8667684888		Behaviour Consultant		\$125.00	Hour	\$0.00	2015-Jul-01	2016-Jun-30			
	1-8667684888		Behaviour Interventionist		\$30.00	Hour	\$0.00	2015-Jul-01	2016-Jun-30			

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

Navigating Through Screens

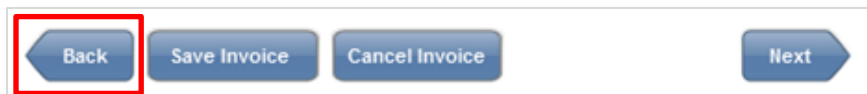
It is **NOT** recommended to use the browser's Back arrow to return to the previous screen, or press any buttons while the system is processing as either will lead to an error message.



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