

October 12, 2023

Q. How do I log in to the COAST service provider portal?

The COAST service provider portal is accessed by using a **Business BCeID** that service providers already use to provide statistics to the branch. Service providers are advised to use either Google Chrome or Microsoft Edge as their browser platform when accessing the COAST service provider portal. To log into the portal, please bookmark this page for future reference. <https://justice.gov.bc.ca/coastcontracts/>

Q. I am trying to log into the COAST service provider portal; however, I can't see anything as the page appears to be loading. What do I do?

To access the COAST service provider portal, please use Google Chrome or Microsoft Edge as your web browser platform. Internet Explorer is no longer a web-based platform and was discontinued in 2022.

PLEASE NOTE: POLICE BASED SERVICE PROGRAMS: In order to download Google Chrome or Microsoft Edge please contact your IM & T department.

If you are using Google Chrome or Microsoft Edge as your web browser and are still having difficulty loading the COAST service provider portal, try clearing the browser history or cache as this may assist in resolving the problem.

Service providers may wish to contact their branch program managers to verify whether the user is registered in the COAST system.

Q. I registered through the COAST service provider portal but when I try to log in, it logs me out. What do I do?

Please contact the contract administration team at VSPContracts@gov.bc.ca to verify if the COAST registration has been processed.

Q. I tried logging into the COAST service provider portal with my BCeID, but it wouldn't accept my username and password. What do I do?

To access the COAST service provider portal, service providers require a **Business BCeID**, not a personal BCeID. This must be the Business BCeID of your agency. Many service providers have been trying to access COAST without the correct Business BCeID.

Please check with your BCeID account manager or profile manager to ensure that the username and password are correct/verified.

Q. I tried logging into the COAST service provider portal, and it says I do not have the proper permissions. What do I do?

Service providers must log into their primary Business BCeID account at www.bceid.ca and check that the BCeID roles are assigned for each staff member as set out below.

BCeID Roles:

- **Business Profile Manager (BPM)** – the person who registers for their society automatically becomes the BPM. The BPM can update agency contact information, create and delete users, change passwords, and assign the Business Account Manager role to another user.
- **Business Accounts Manager (BAM)** – has the same privileges as a Business Profile Manager (BPM) except they can not update agency contact information.
- **BCeID user** – can access the service provider portal to submit forms and reports.

Q. I have previously been able to access COAST with my Business BCeID log in and password, however I can not log in. What do I do?

Here are some things to try before reaching out to the branch.

- Have you or your agency recently changed your log in and password on www.bceid.ca? If so, you will need to use your new log in and password.
- Have you cleared your cache and browser history?
- Check your browser platform. Are you using Google Chrome or Microsoft Edge to access COAST?
- You may need to remove the COAST webpage link from your “favorites.”
- Are you using the correct link? <https://justice.gov.bc.ca/coastcontracts/>

If you still have issues after trying all these trouble shooting tips, please contact the branch administrative team at VSPContracts@gov.bc.ca who will work with you to correct this issue.

Q. I cannot add, delete or save staff in the COAST service provider portal. What do I do?

Currently, only contractor contacts (signing authorities) and staff who have received higher permissions are able to add or delete staff by navigating to the appropriate dashboard and clicking on the “update agency staff” tab. Please see Tip Sheet for further details. <https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/victims-of-crime/vs-info-for-professionals/coast/tipsheet-coast-update-staff.pdf>

The portal may “time out” after 20 minutes of inactivity. If this occurs, please log back into the portal and start again. Previous information that was entered and saved prior to the portal timing out should still be visible.

Q. Where can I find more resources and information on the COAST service provider portal?

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/service-providers/training/coast-training>