`BCeID FAQs

Why are there different types of BCeID accounts?

Different government services have different needs when it comes to things such as privacy, security and information sharing.

Information you provide or access can range from public to highly confidential. For example, business contact information is legally considered public information, while personal contact information is not. Privacy laws protect personal information (for individuals) differently than business information.

Privacy and security legislation and best practices require the BCeID Program to protect the privacy and security of data when using online government services. The different types of BCeID accounts balance the need to provide ease of access with appropriate privacy and security protection.

Does my BCeID password expire?

Yes. It expires two years from the time it was created or last changed.

What do I do if I forgot my user ID or password?

At the screen where you log in, click "Forgot your user ID or password?" You'll be taken to a screen where you can reset your password or find your user ID.

What if I forget my password and the challenge answers?

If you're a business user, you can contact your Business Profile Manager(s) or Business Account Manager(s). You can search the [BCeID Business Directory](#) for their contact information.

Can I change my password or user ID?

Yes. Both items can be changed in the Manage Account section of the site when you are logged in.

My business or organization has many people. Do we all register?

No. A single business or organization may only be registered once. However, this type of account allows you to create additional Business BCeID user accounts for people who may access online service on the business or organization's behalf.

How is a business or organization's identity verified?

It depends on what type of business you're registering how you'll complete this step. Learn more about [how to verify a business](#).

During registration for a Business BCeID, you'll be asked for certain information depending on the type of business and how or if it's registered. The BCeID registration system will attempt to verify the business information automatically.

If successful, your new Business BCeID is ready to use. If the system is not successful, additional methods may be used, depending on your particular scenario.

You may be asked to visit a BCeID Point of Service location in-person to complete the verification process.

An activation code and instructions may be mailed to the Chief Financial Officer of the business at the address verified through an authoritative source, such as BC Registry Services.

Or, if none of these three works, a BCeID Identity Services Analyst will contact you by phone or email to discuss your request and determine a suitable authoritative source to verify your business or organization's identity.

Why did I get a Basic BCeID when I registered for a Business BCeID?

A Basic BCeID was created because BCeID was not able to verify the identity of your business during your online registration.

Your Basic BCeID will be automatically converted into a Business BCeID when the identity is verified by the method indicated on your Business BCeID Registration Request Confirmation.

It depends on what type of business you're registering how you'll verify your business. Learn more about how to verify a business.

If you do not successfully complete your registration and/or identity verification, your Business BCeID request expires but the Basic BCeID created during registration remains active for three years. You may use your Basic BCeID to access online services that require customers to have a Basic BCeID.

What is the Business BCeID Account Management Guide?

The Business BCeID Account Management Guide explains how to use the account management tool to perform tasks such as:

- creating new accounts for your employees
- assigning roles to accounts
- activating subscriptions to online government services
- updating business information
- setting preferences for sharing contact information with other businesses

What is a Business Profile Manager (BPM)?

This is the person who can manage all aspects of the Business BCeID, such as adding and removing users, updating business information, activating subscriptions to online services, and more. By default,

this is the person that registers for the Business BCeID, and additional people can be assigned the role. The Business BCeID Account Management Guide has details about this role and tools.

What is a Business Accounts Manager (BAM)?

This is a role that can perform account-related duties, such as adding and removing users or resetting passwords. This role is assigned to one or more individuals by the Business Profile Manager. The Business BCeID Account Management Guide has details about this role and tools.

What do I do when people with accounts leave my business or organization?

We suggest that an individual's Business BCeID account be deleted when they leave and online services notified, but this is at your discretion. An individual's Business BCeID account can be transferred to another business also registered with BCeID. The Business BCeID Account Management Guide has details.

What do I do if the Business Profile Manager or Business Accounts Manager leave or are unavailable?

It is recommended that the initial Business Profile Manager – the one that requested the Business BCeID – assign at least one other person as an alternate Business Profile Manager. So long as there is at least one Business Profile Manager available, the Business Accounts Manager role can be assigned or re-assigned as needed.

If there is no Business Profile Manager available, contact the BCeID Help Desk.

What do I need to consider if I'm buying or selling a business with an existing Business BCeID?

The seller should provide the buyer with a Business Profile Manager account. The buyer can remove the seller's account once the purchase is complete.