



Natural Resource Online Services Sign Up With a Business BCeID

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1. Background

[Natural Resource \(NR\) Online Services](#) is a portal that allows clients to access Natural Resource Ministries data, business forms and applications for multiple business areas. NR Online Services contains [Smartforms](#) for the submission of natural resource applications.

As a [client](#), you must complete a onetime “[Sign up](#)” with NR Online Services to use these Smartforms and to set up individuals, or client [representatives](#), who will be authorized to act on your behalf. The management of authorized individuals to act on your behalf will be an ongoing responsibility of the client to reflect changes in staffing that may occur.

2. BCeID is a pre-requisite for NR Online Services Sign-up

You **must** have a Business [BCeID](#) account in order to sign up for NR Online Services and submit applications for business use. If you are submitting applications for personal use, you must have a Personal BCeID. Basic BCeID is not accepted in NR Online Services.

If you have a BCeID account already but are unsure if it is a Personal or Business account, you may log into the BCeID site to confirm the account type. If you do not have a BCeID account, you will have to create new one but must have the required identification to complete the BCeID registration process.

All information about acquiring a BCeID can be found on [BCeID's](#) website. Please visit them if you have any questions about the registration process.

3. Who Needs to Sign Up to Submit an Application Through NR Online Services??

3.1. Individuals and Businesses Are Required

Signing up with NR Online Services is mandatory for individuals or businesses who wish to submit applications, or have a representative submit applications on their behalf. Individuals or businesses will use their personal or business BCeID to sign up with NR Online Services.

3.2. Client Representatives and Client Managers Are Not Required

Representatives (staff, consultant, agent etc) will be invited by the client (individual or business) to become Client Representatives or Client Managers and act on their behalf through the use of invitations within NR Online Services. **Representatives do not need to sign up with NR Online Services but they will require a business or personal BCeID to log in to the system.**

There are two ways a Client Representative or Client Manager can obtain a personal or business BCeID:

1. They can register themselves by following the required steps
2. The client can register them under their business BCeID company profile (Clients can see [section 5.1 of the Business BCeID Account and Profile Management Guide](#) for instructions on how to set up accounts)

4. Signing up to the NR Online Services With a Business BCeID

The Business NR Online Services sign up uses BC Registries information for businesses that are registered with them. For clients who are not registered with BC Registries, your BCeID information will be used for sign up.

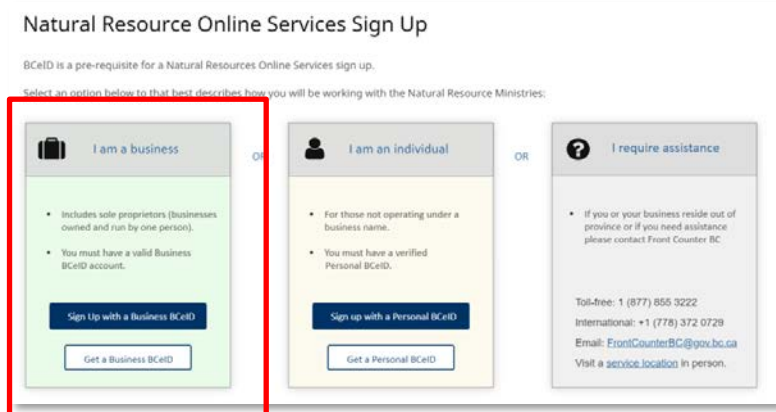
4.1. How to sign up in NR Online Services With a Business BCeID Step-by-step instructions

From the home page of the Natural Resource Online Services website, click the **Sign Up** link.

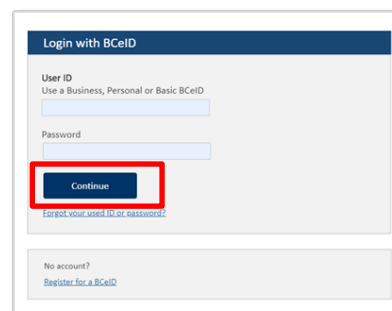


On the NR Online Services Sign Up page, click **Sign Up with a Business BCeID** under the column I am a business.

If you do not have a BCeID, you must register for one before you can complete the NR Online Service sign up process.

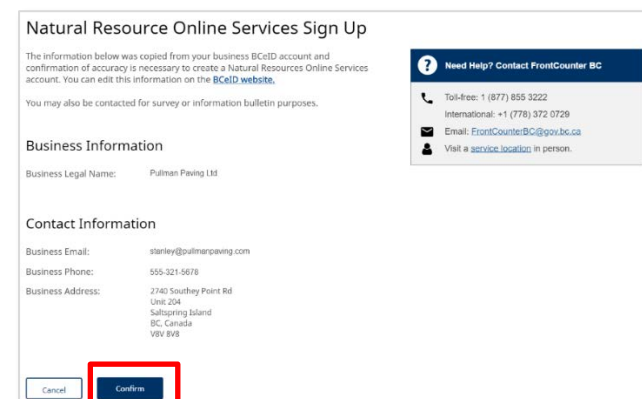


Enter your **BCeID credentials** and click **Continue**.



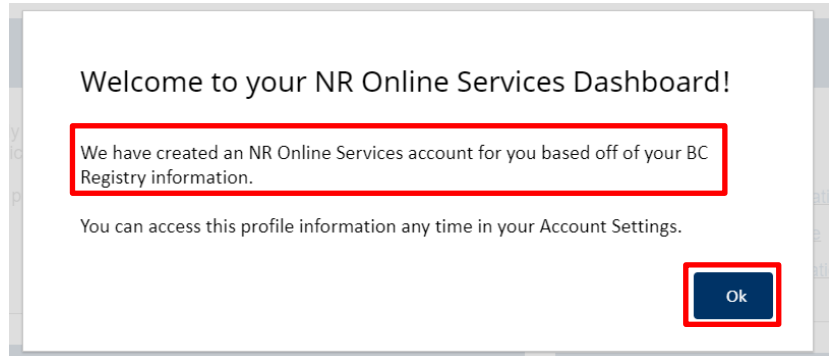
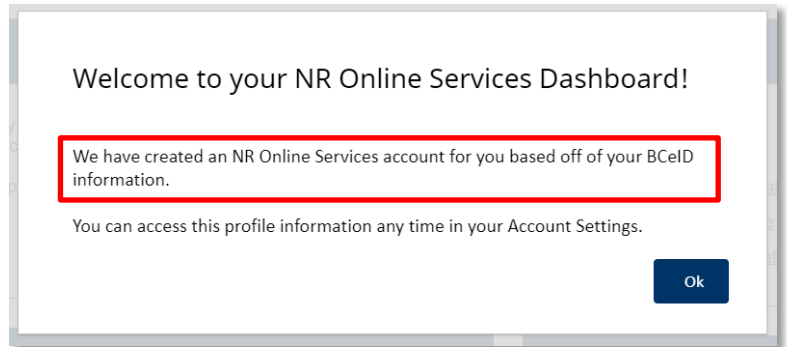
On the Natural Resources Online Services Sign Up page, you will verify your business and contact information and click **Confirm**.

If there are any errors in the information, you must correct them with BCeID first and then complete the NR Online Services sign up process.

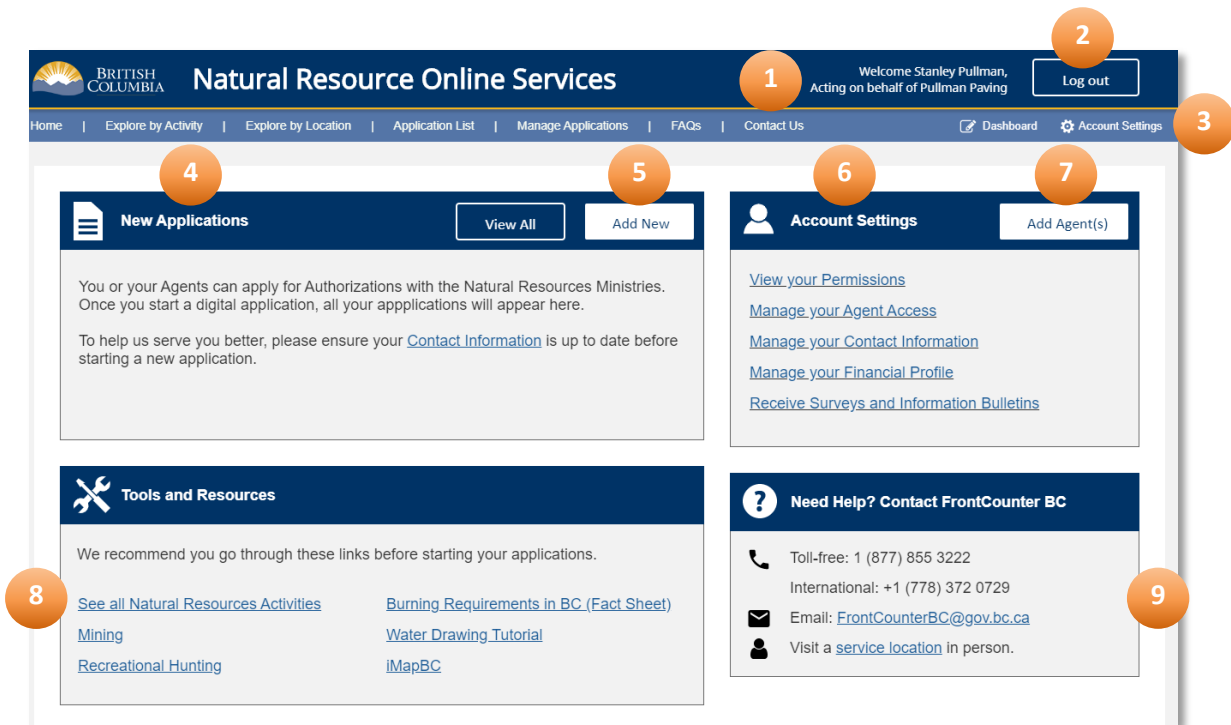


Once confirmed, the system will present you with the welcome screen depending on what information was used to create your account – either based off of your BCeID information or BC Registries information

Click **OK** and you will be automatically signed into NR Online Services and taken to your dashboard.



4.2. Overview of the NR Online Services Dashboard

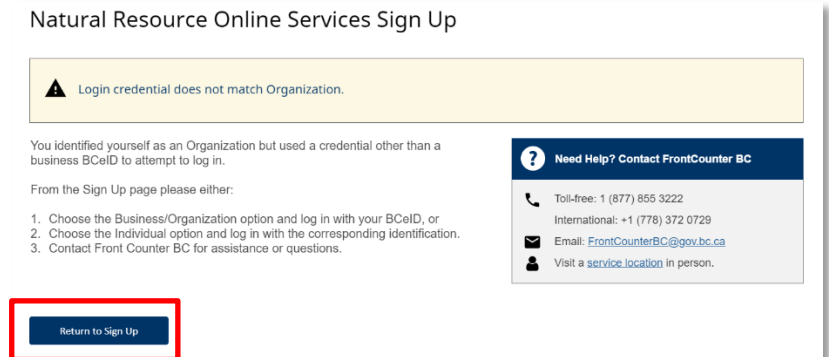


1. **Account Name:** The name of the NR Online Services account associated with the BCeID sign in credentials
2. **Log Out:** Click to log out of NR Online Services
3. **Dashboard and Account Settings links:** These are visible on all pages of NR Online Services
4. **New Applications:** A list of the most recent applications submitted through NR Online Services. If you have not submitted an application yet, some guidance will be displayed here.
5. **Add New Application:** Click to start a new application through NR Online Services
6. **Account Settings:** This area is where you can view permissions, manage agents, contact information and financial profile
7. **Add New Agent(s):** Click to add a new representative to act on the client's behalf
8. **Tools and Resources:** A list of helpful links to Natural Resource information and activities
9. **Need Help?:** Contact information for FrontCounter BC

5. Troubleshooting

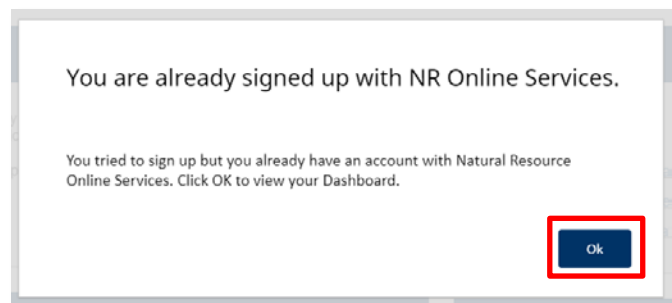
The following are some error messages that may appear during sign up to NR Online Services.

If you selected **I am a Business** from the NR Online Services Sign Up page, **but** try to log in with a Personal BCeID, you will be prompted to sign in with a Business BCeID or sign up as an Individual.

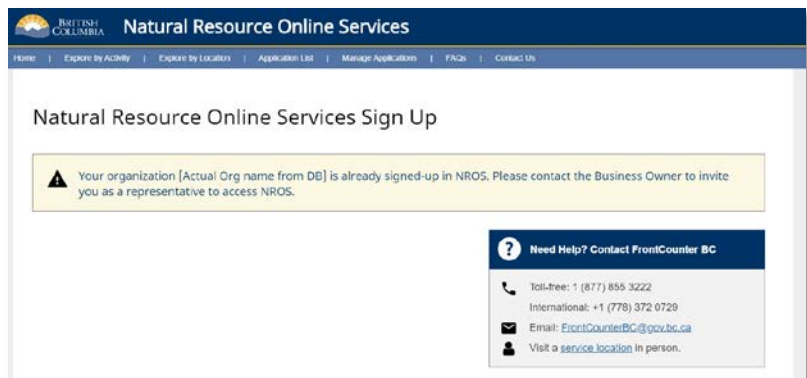


If you have already signed up for NR Online Services and try to sign up again, you will be shown a message that you are already signed up.

Click **OK**, and you will be taken to your dashboard.

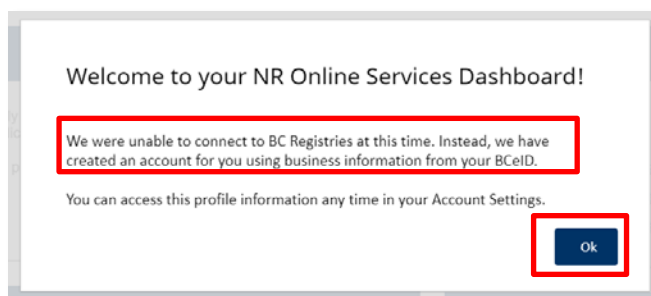


If you are using a BCeID that belongs to an organization that has already signed up for NR Online Services and try to sign up, you will be shown a message that the account is already associated with a signed up organization.



If BC Registries was unavailable during sign up, NR Online Services will use your BCeID information to create your account. The following message will display.

Click **OK** to proceed to your dashboard.



You cannot use a Basic BCeID account to sign into NR Online Services. If you attempt to sign in with a Basic, you will be shown this error message.

Click **Return to Log In** to sign up with a business or personal BCeID.

Natural Resource Online Services Sign Up

⚠ A Basic BCeID is incompatible with NR Online Services.

You tried to log in using a Basic BCeID but unfortunately, NR Online Services does not currently support Basic BCeID.

If you have previously used Basic BCeID to submit applications through Front Counter BC please contact them for assistance.

Otherwise, please return to the Log in page to try a different log-in type.

Need Help? Contact FrontCounter BC

Toll-free: 1 (877) 855 3222
 International: +1 (778) 372 0729
 Email: FrontCounterBC@gov.bc.ca
 Visit a [service location](#) in person.

Return to Log In

6. Glossary

- BCeID
 - An online account that provides secure electronic access to participating online government services. A BCeID consists of creating a username and password and allows you to save your application, reopen it and check the status of your application online.
- Client
 - An individual, business or organization that is doing natural resource business through NR Online Services.
- Registration
 - Refers to a client registering for a BCeID account.
- Natural Resource Online Services (NR Online Services)
 - A portal that allows clients to access natural resource sector data, business forms and applications for multiple business areas.
- Client Representative
 - Individuals given permission to act on behalf of a client in NR Online Services.
- Sign Up
 - Refers to the process a client goes through to sign up with NR Online Services.
- Smartform
 - Online forms a client or their representative must complete to submit an application for a natural resource activity.

7. Appendix I - Quick Links

Details	Links
Natural Resource Online Services (NR Online Services)	https://portal.nrs.gov.bc.ca/web/client/home
BCeID Registration	https://www.bceid.ca/
Business BCeID Account and Profiles Management Guide	https://www.bceid.ca/files/public/AccountProfileManagementGuide.pdf
BCeID Point of Service locations	https://www.bceid.ca/register/POS/default.aspx