



Natural Resource Online Services Account Settings

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1. Introduction

The following guide will provide an overview of the Account Settings in the Natural Resource Online Services Portal. ***Please note: The 'Manage Your Agent Access' is a separate guide and can be found under the Tools and Resources section of your Dashboard.***

1.1. Account Settings Overview

There are five areas in the Account Settings section. Click one of the links below to go directly to that section in the guide.

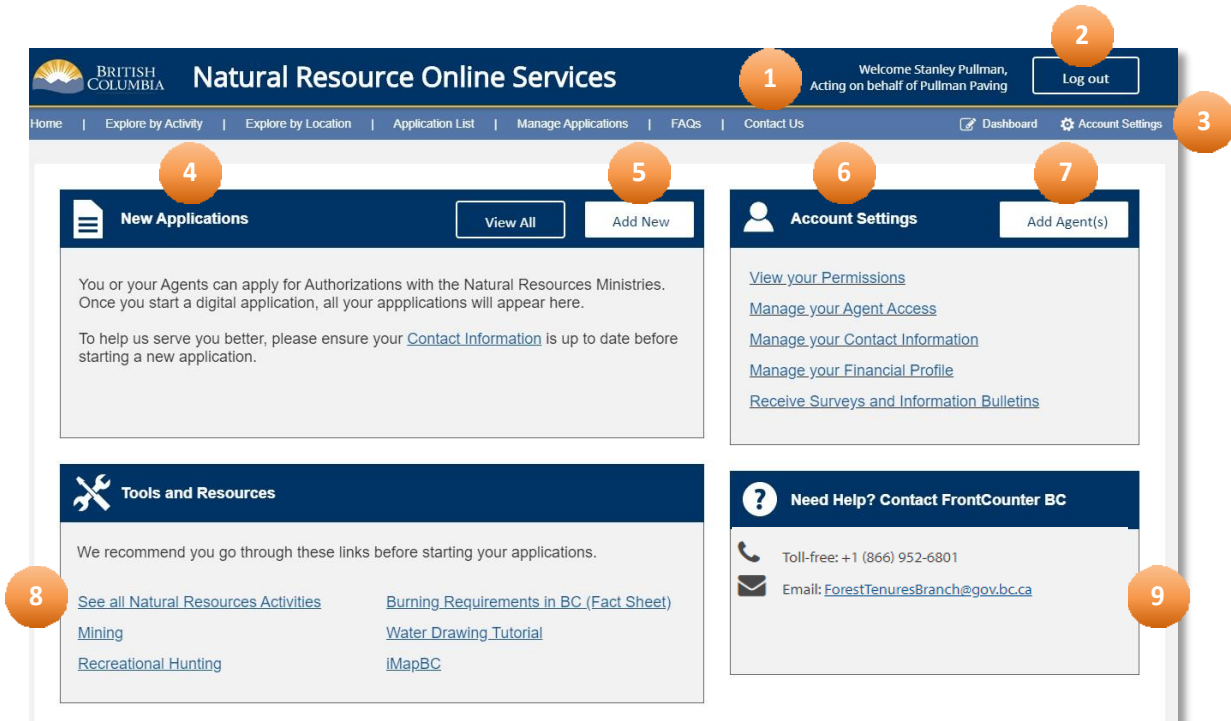
1. [View your Permissions](#)
 - There is where you can view what permission status you have been granted. The two permission statuses are:
 - **Client Manager:**
 - has the same access as the owner of the account and can add and change access to any users under the account
 - can access all applications that are supplied for the client
 - **Client Representative:**
 - has no ability to invite others
 - can only access applications that they created
2. Manage Your Agent Access (separate guide)
3. [Manage Your Contact Information](#)
 - This is where you can add additional contact information for the account. (Must have Client Manager status)
4. [Manage Your Financial Profiles](#)
 - This is where you can add finance and billing information to the account. There must be at least one billing account added to NR Online Services in order to pay for applications online. (Must have Client Manager status)
5. [Receive Surveys and Information Bulletins](#)
 - This is where you can opt in and out of receiving surveys and information bulletins from the Natural Resource Ministries.

2. NR Online Services Dashboard Overview

Log onto **NR Online Services** with a **BCeID**.



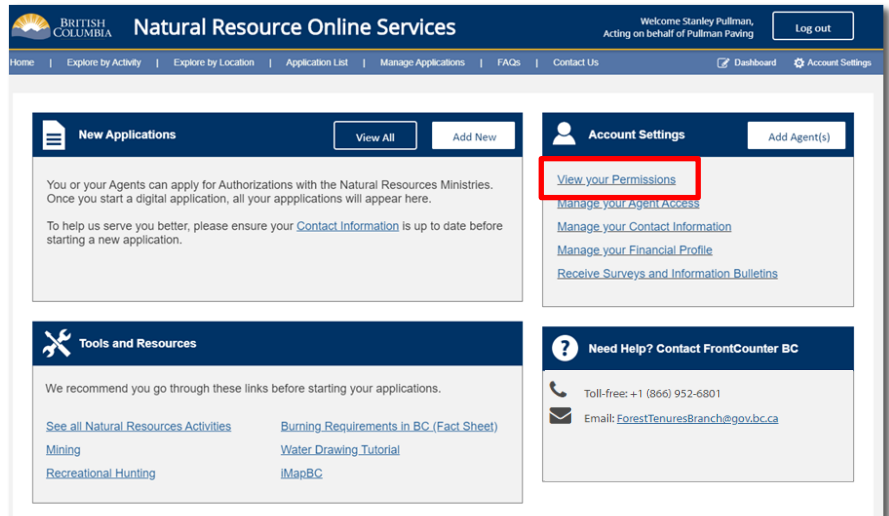
You will be taken to the **NR Online Services Dashboard**.



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

3. View Your Permissions

On the Dashboard, click the **View your Permissions** link in the **Account Settings** panel.



On the **What can I do on behalf of the client?** page it will show what permissions you have been granted.

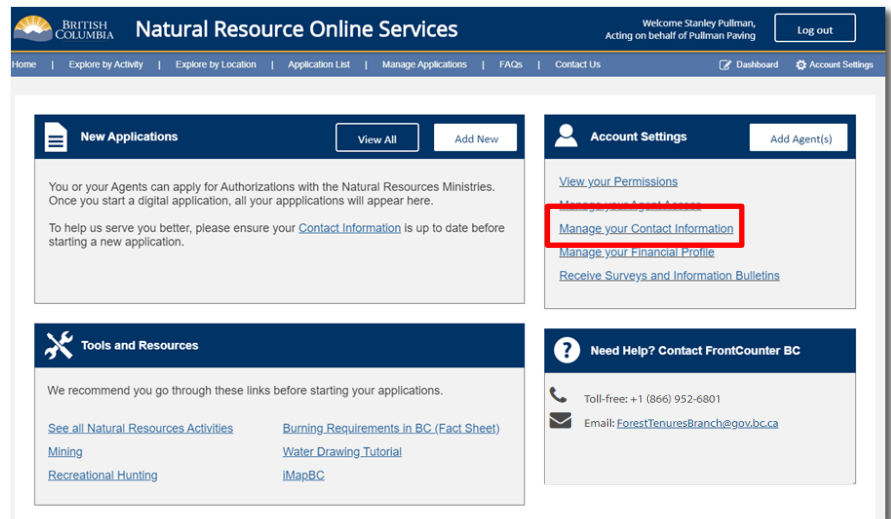
What can I do on behalf of the client?

The table below describes your current permissions.

Permission	Description
Client Manager	With this permission a user can manage all aspects of their profile. A Client Manager can invite new client representatives, manage permissions for client representatives and delegate the Client Manager role to other representatives. A Client Manager also has all the same permissions as the Client Representative role.
	OR
Client Representative	A Client Representative is invited by the Client Manager to act on behalf of a business owner. By default they can perform all the activities related to submitting and managing applications.

4. Manage Your Contact Information

On the dashboard, click the **Manage your Contact Information** link in the **Account Settings** panel.



The **Manage Contact Information** page is split into two sections.

The top section is information that is pulled from BCIID. This information cannot be modified on NR Online Services. If information needs to be updated, it must be done on the BCIID account, which will then reflect in NR Online Services.

The bottom section is where additional contact information can be entered and managed. Only information which is added in NR Online Services can be edited here.

Manage Contact Information

Client Name: PATAGONIA GOLD MINING
 Client Types: BCREGORG
 Legal Name: BRETT JOHNSON
 Assumed Entity Name: PATAGONIA GOLD MINING
 Operating Name: PATAGONIA GOLD MINING
 Status: Active
 Status Date: December 18, 2015
 Status Reason:
 CRA Business Type: Partnership (Other)

Business Registration #: 999222299
 BC Program Account Reference #: 0001
 BC Registry Certification #:
 Incorporation Date:
 In Liquidation: No
 In Receivership: No
 Pending Dissolution: No

Account Settings / Manage Contact Information /

Contact Information

Description	Details	Type	Purpose
Delivery Address	55 NANAIMO RIVER RD NW UNIT NANAIMO BC V9X1S5	Address	
Mailing Address	GENERAL DELIVERY COURTENAY, BC V9N5N3 Canada	Address	
Storage	Box-235 Argyle St S Renfrew, ON K7V 1T6 Canada	Address	

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Adding Contact Information

Click the **Add Contact Information** button.

Choose the **Contact Information Type** from the drop down.

The following example will show how to add an address to NR Online Services. All contact information will be added and edited in the same manner.

Add Contact Information

Client Name:	PATAGONIA GOLD MINING	Business Registration #:	999222299
Client Type:	BCREGORG	BC Program Account Reference #:	0001
Legal Name:	BRETT JOHNSON	BC Registry Certification #:	
Assumed Entity Name:		Incorporation Date:	
Operating Name:	PATAGONIA GOLD MINING	In Liquidation:	No
Status:	Active	In Receivership:	No
Status Date:	December 18, 2015	Pending Dissolution:	No
Status Reason:			
CRA Business Type:	Partnership (Other)		

Contact Information Type: *

Select One...

Select One...

Email

Phone

Fax

Website URL

Address

Enter a description into the **Description** field.

Enter the **Purpose Tags**, or words that will help filter information.

Using the calendar icon, enter the **Effective Date**.

Select the **Type of Address**.

Begin typing the address in the **Address Lookup** field. Canada post will automatically bring up addresses that match what is entered.

Click **Save**.

Purpose Tags: x

If you're managing many accounts, purpose tags help sort and filter information relevant for you

Descriptions: *

Storage Locker

Purpose Tags:

SFTEST x

Effective Date: *

October 31, 2019

Type of Address: *

Delivery Address

Mailing Address

Address Lookup: *

1456 2nd

1456 2nd Ave W, Prince Rupert, BC, V8J 1J6

Country: *

Canada

Save Cancel

Editing Contact Information

Click the **Manage** link under the Description in the first column.

In the pop up that appears, choose **Edit Contact Info**.

To delete the contact information entirely, select **Remove**.

Contact Information

Add Contact Information

Description	Details	Type	Purpose
Delivery Address	55 NANAIMO RIVER RD NW UNIT NANAIMO BC V9X1S5	Address	
Mailing Address	GENERAL DELIVERY COURTENAY, BC V9N5N3 Canada	Address	
	Box 235 Argyle St S Renfrew, ON K7V 1T6 Canada	Address	
	1456 2nd Ave W Prince Rupert, BC V8J 1J6 Canada	Address	SFTEST

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On the **Modify Contact Information** page, the **Contact Information Type** and the **Type of Address** cannot be modified. To modify these, the address would have to be removed and then added back in with the corrections.

The **Description**, **Purpose Tags** and the **Effective Date** can be modified.

Use the **Address Lookup** to enter the new address.

Enter a reason for the update.

Click **Save**.

The screenshot shows the 'Modify Contact Information' form with several red annotations. A dashed red box encloses the 'Contact Information Type' dropdown (set to 'Address') and the 'Type of Address' radio buttons (set to 'Delivery Address'). A solid red box highlights the 'Description' field (containing 'Storage Locker'), the 'Purpose Tags' field (containing 'SFTEST'), and the 'Effective Date' field (set to 'October 31, 2019'). Another solid red box highlights the 'Address Lookup' field (containing '1465-4540 No. 3 Rd, Richmond, BC, V6X 4E4') and the 'Country' dropdown (set to 'Canada'). Below this, the 'Address' field displays the full address: '1465-4540 No. 3 Rd, RICHMOND BC V6X 4E4, CANADA'. A solid red box highlights the 'Reason for Update' field (containing 'Moved storage locker'). At the bottom, the 'Save' button is highlighted with a solid red box, while the 'Cancel' button is not.

Contact Information Type: *

Address

Description: *

Storage Locker

Purpose Tags:

SFTEST x

Effective Date: *

October 31, 2019

Type of Address: *

Delivery Address

Mailing Address

Address Lookup:

1465-4540 No. 3 Rd, Richmond, BC, V6X 4E4

Country: *

Canada

Address:

1465-4540 No. 3 Rd
RICHMOND BC V6X 4E4
CANADA

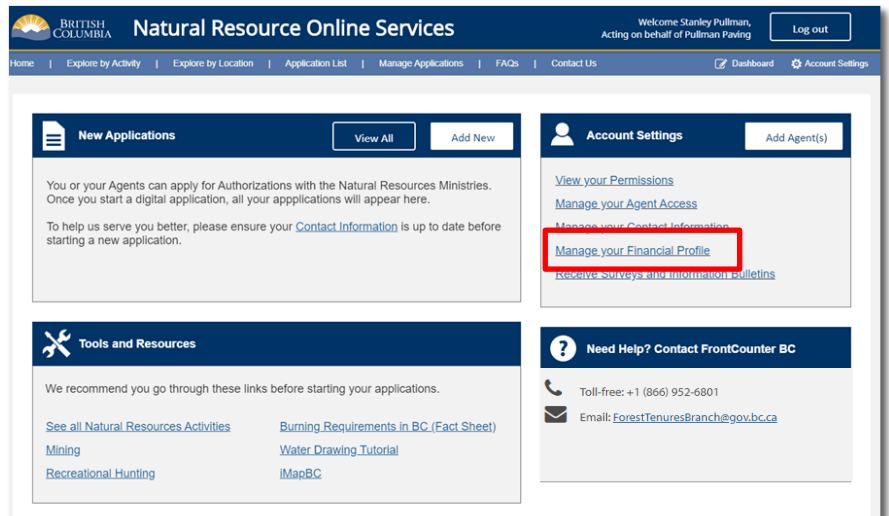
Reason for Update: *

Moved storage locker

Save Cancel

5. Manage Your Financial Profiles

On the dashboard, click the **Manage your Financial Profile** link in the **Account Settings** panel.



Adding a Billing Account

On the **Manage Finance Profile and Billing Accounts** page, click the **Add Billing Account** button.



On the **Add Billing Account** page, enter the **Billing Account Name** and **Attention** to.

Select an **Address** from the drop-down list.

Select the account as **Active**.

Click **Save**.

Add Billing Account

Billing Account Name: *

Attention: *

Address: *

GENERAL DELIVERY
COURTENAY, BC V9N5N3
Canada

Status: *

☒ Active
 ☐ Inactive

Modifying or Inactivate a Billing Account

On the Manage Finance Profile and Billing Accounts page, click the **Manage** link under the account to be modified.

Manage Finance Profile and Billing Accounts (PATAGONIA GOLD MINING)		
Billing Accounts		Add Billing Account
Name	Account	Status
Manage	Attention: test GENERAL DELIVERY COURTENAY, BC V9N5N3 Canada	Active
JR Accounting Manage	Attention: John GENERAL DELIVERY COURTENAY, BC V9N5N3 Canada	Active
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On the **Edit Billing Account**, make the changes as required.

To inactivate the account, select the **Inactive** button.

Click **Save**.

Edit Billing Account

Current Address:
GENERAL DELIVERY
COURTENAY, BC V9N5N3
Canada

Billing Account Name: *

Attention: *

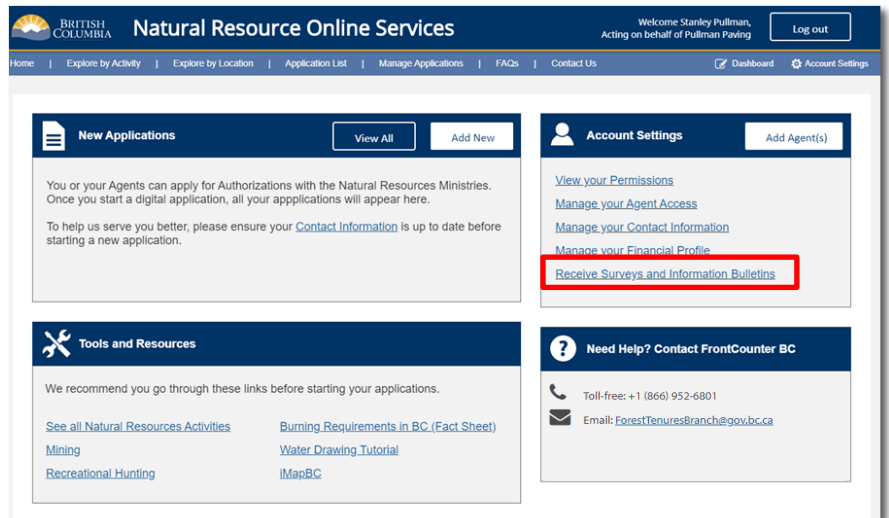
Address: *

GENERAL DELIVERY
COURTENAY, BC V9N5N3
Canada

Status: *
☒ Active
☐ Inactive

6. Receive Surveys and Information Bulletins

On the dashboard, click the **Receive Surveys and Information Bulletins** link in the **Account Settings** panel.



To receive Survey's and Information Bulletins from the Natural Resource Ministries, check the **Opt-in** boxes.

Manage Communication Preferences

Preference	Opt-in
Survey	<input checked="" type="checkbox"/>
Information Bulletin	<input checked="" type="checkbox"/>

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