

## THIRD-PARTY DATABASE ACCESS

### Setting up and Cancelling Access and Password Resets

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Third-party checks are completed by EAWs or IOs as part of the intake process and when reviewing eligibility, such as when a spouse is added to a family unit, a re-application is completed, an allegation related to current eligibility has been received, or a compliance review is conducted. This guide provides information regarding setting up access for the user and cancelling access when the user is no longer authorized to perform third-party checks, for example when moved to a new position.

### How to Set Up Access

#### EQUIFAX ACCESS

- Your supervisor contacts Equifax to authorize your access (*Supervisors: See QRG – Equifax Access Instructions for Supervisors*).
- Once authorized, you will receive an email with a password and sign-on instructions.
- Follow the instructions to set up your access (certificate).
- You are required to import your certificate to your new computer if you are working from a different location.

#### Insurance Corporation of BC (ICBC) ACCESS

- Your supervisor emails MSD Support to approve your access.
- Once approved, you will receive an email from MSD support providing your UserID. Your password will follow in a separate email.
- Your access will expire if not used for 90 days. Once expired, your supervisor must contact MSD Support to re-request access and explain why you did not use ICBC for 90 days but require access now.

#### BC ONLINE ACCESS

- Your supervisor emails MSD Support to approve your access.
- BC Online uses the same UserID and password as your MIS access.

#### STUDENT Financial Aid (SFA) ACCESS

- SFA access is available to PLMS staff, and is requested by the supervisor.
- Once your access is approved, SFA will call you with your password and sign-on information.

#### WEB AOB Link (EI) ACCESS

- Approval from the supervisor and regional WebAOBLink coordinator is required.
- Once approved, go to the WebAOBLink folder on the L drive and find the instructions on how to set up access in the Standard Operating Procedures guide.

## How to Cancel Access

**EQUIFAX CANCELLATION**

Your supervisor cancels your access on the Equifax system.

**ICBC CANCELLATION**

ICBC will automatically cancel if not used in over 90 days. If cancellation is required prior to 90 days, contact MSD Support.

**BC ONLINE CANCELLATION**

Contact MSD Support to change or cancel access.

**SFA CANCELLATION**

Cancellation of SFA access is completed by your supervisor.

**WEB AOB (EI) Link CANCELLATION**

Notify your regional WebAOBlink coordinator, who will pass your request on to the provincial WebAOBlink coordinator.

## Password Resets

**EQUIFAX PASSWORD RESET**

Your supervisor resets your password on the Equifax System

**ICBC PASSWORD RESET**

For password resets, contact MSD Support.

**BC ONLINE PASSWORD RESET**

For password resets, contact MSD Support.

**STUDENT LOAN PASSWORD RESET**

For password resets, contact MSD Support. They will pass your request on to Client Support.

**WEB AOB (EI) Link PASSWORD RESET**

For password resets, Contact MSD Support. They will pass your request on to Service Canada.

**OLR → Verification and Eligibility → Verification → Procedures:**

**Staff:** [https://www.hsd.gov.bc.ca/intranet/meia/online\\_resource/verification\\_and\\_eligibility/verification/current/procedures.html](https://www.hsd.gov.bc.ca/intranet/meia/online_resource/verification_and_eligibility/verification/current/procedures.html)

**Public:** [http://www.gov.bc.ca/meia/online\\_resource/verification\\_and\\_eligibility/verification/procedures.html](http://www.gov.bc.ca/meia/online_resource/verification_and_eligibility/verification/procedures.html)

**OLR → Verification and Eligibility → Compliance Review → Procedures:**

**Staff:** [https://www.hsd.gov.bc.ca/intranet/meia/online\\_resource/verification\\_and\\_eligibility/compliance/current/procedures.html](https://www.hsd.gov.bc.ca/intranet/meia/online_resource/verification_and_eligibility/compliance/current/procedures.html)

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