BC Registry Application
User Guide

Last updated: March 2024

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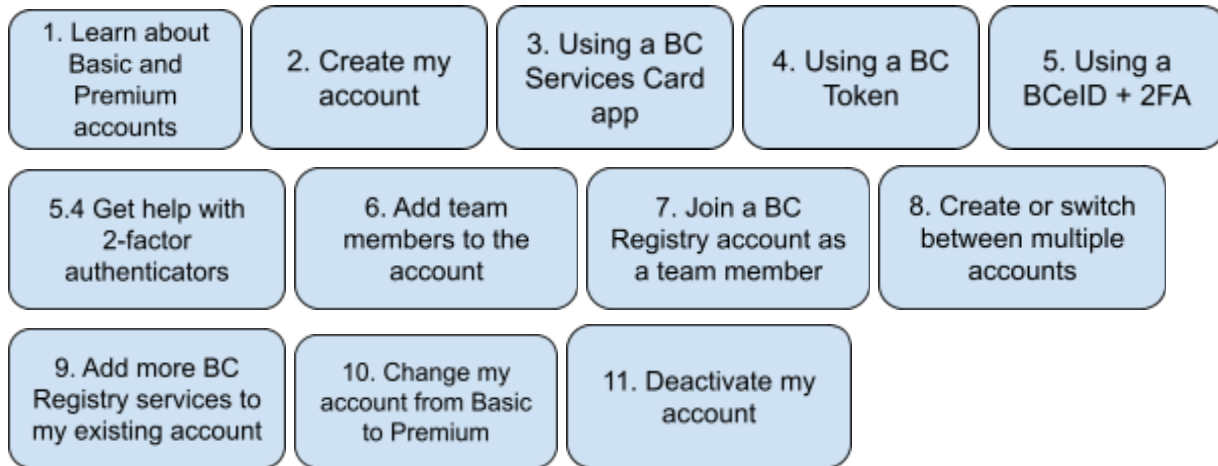# Before you get started

To create and manage your BC Registry account, you will need to verify your identity and login using one of these options.

Log in option	**BC Services Card Account using the BC Services Card app (mobile)**	**BC Services Card Account using a Username, password and BC Token**	**BCeID username and password, 2-Factor Authenticator (2FA) and a notarized identity affidavit**
Available to	● Residents of Canada	● Residents of B.C.	● International users
Why would I choose this?	● The most common way people choose to log in to government services ● A secure and easy way to prove who you are online ● No new password to remember ● You can invite team members to join the account using a BC Services Card account or a BCeID	● A BC Token is assigned to you; each person gets their own and can't be shared with others ● Extra layer of protection to your username and password ● You can invite team members to join the account using a BC Services Card account or a BCeID	● This option is available to out-of-country users or Canadian residents who cannot use a BC Services Card Account or mobile device to login ● All team members you invite to the account will have to join using a BCeID
What will I require?	● A BC Services Card or other government identification issued in Canada ● BC Services Card mobile app (available from the Apple App Store and Google Play Store)	A BC Token is a small device that makes it secure to log in with a username and password ● Visit a Service BC location with a BC Services Card to obtain a BC Token ● Set up a username and password for the token	● BCeID username and password ● 2-Factor Authenticator app (2FA) ● Notarized identity affidavit (your affidavit will be used to verify your identity; only Account Administrators are required to have an affidavit notarized)
BC Registry account set-up time	● Once your BC Services Card app is set up, you can then use it to create a BC Registry account and use it immediately	● Travel and wait time to register and pick up BC Token at a local Service BC office ● Once your BC Token is set up, you can then use it to create a BC Registry account and use it immediately	● You will be instructed to set up a BCeID username and password when you begin creating your BC Registry account ● You will upload your notarized affidavit as one of the later steps ● It takes 3 or more business days for your affidavit to be reviewed once submitted. Once approved, you can use your BC Registry account

What do you want to do?

Click on a bubble below to jump to that section in this user guide:

1. Learn about Basic and Premium accounts	2. Create my account	3. Using a BC Services Card app	4. Using a BC Token	5. Using a BCeID + 2FA
5.4 Get help with 2-factor authenticators	6. Add team members to the account	7. Join a BC Registry account as a team member	8. Create or switch between multiple accounts	
9. Add more BC Registry services to my existing account	10. Change my account from Basic to Premium	11. Deactivate my account		

TIP: Search for keywords in this user guide by pressing **CTRL+F** on your keyboard

1. Account types: difference between Basic and Premium accounts

There is no cost for creating a Basic or Premium account; you are only charged for the transactions that you process within your account (for example, conducting filings or searches).

- If you are an existing BC OnLine client, you must create a Premium account. This gives you access to Premium-only services like the Personal Property Registry or the new Business Search and allows you to complete an unlimited number of transactions.

- If you are a person registering or maintaining your business and only need to complete a few transactions per month for the services available to Basic accounts, you are recommended to create a Basic account.

Account Type	Registry	Payment Options
Basic (5 team members, 10 transactions/month)	• Name Request • Business Registry	• Credit card • Online banking
Premium (unlimited team members & transactions, view financial statements)	• Name Request • Business Registry • Personal Property Registry • Rural Property Tax • Business Search	• Pre-authorized debit • BC OnLine deposit account

2. To create your BC Registries account:

- Open any browser except for Internet Explorer.
- Go to https://www.bcregistry.gov.bc.ca/.
- Click on "Create Account" in the top-right corner of the page.


Choose the way you want to log in to the BC Registry application:
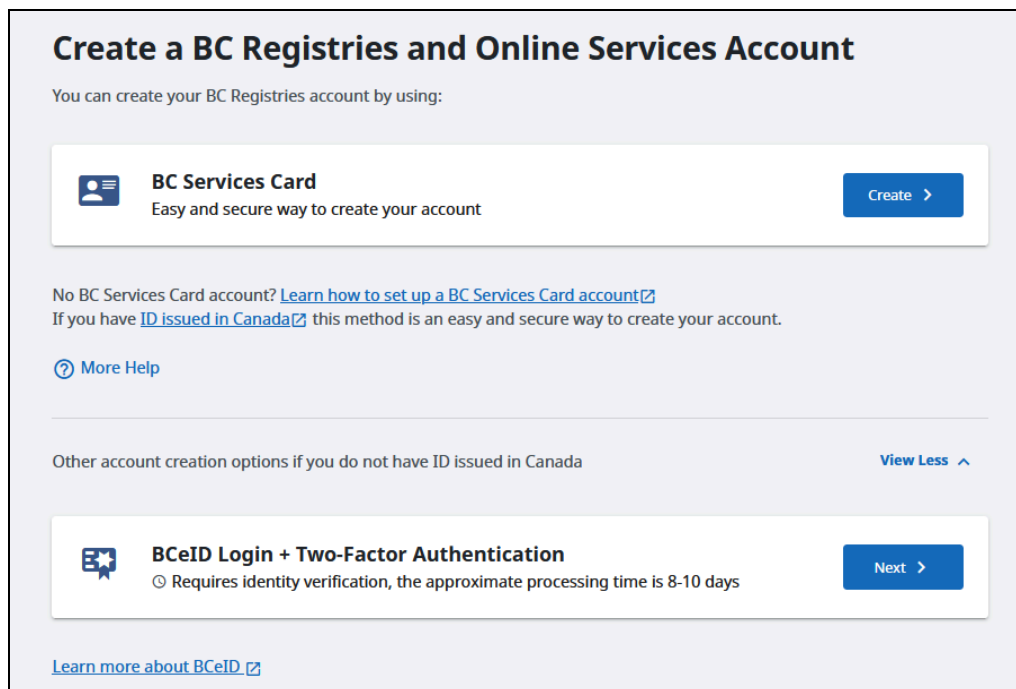
Select from one of the following options:

- **BC Services Card Login** - if you have ID issued in Canada, the BC Services Card app is an easy and secure way to access your BC Registries account.
    - If you have a BC Services Card and don't have a mobile device, you can set up a username and password with a BC Token.
- **BCeID + 2FA Login -** If you do not qualify to use the BC Services Card app or BC Token, you can use a BCeID to log into your BC Registries account. Using a BCeID also requires you to verify your identity with a notarized affidavit, and to log in with 2-factor authentication (2FA).
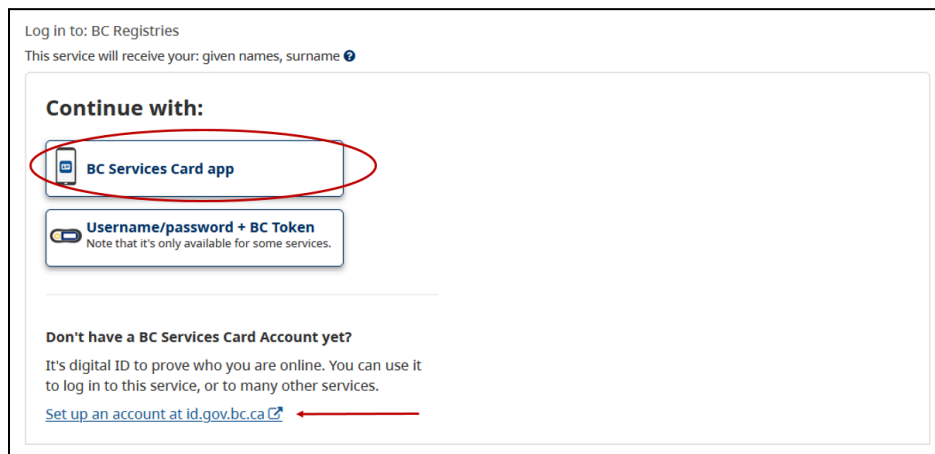
Click on the method you want to use to jump to the relevant instructions in this guide:

| BC Services Card app | BC Token | BCeID, 2FA and affidavit |
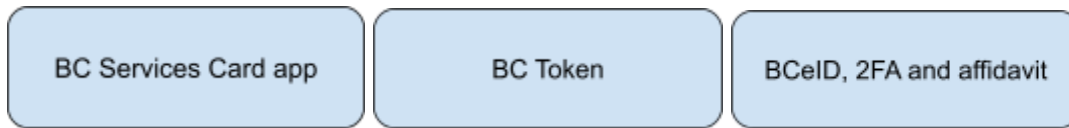
## 3. Using a BC Services Card app to create your account

Step 1: Create your account using BC Services Card app

- If you do not have the BC Services Card app on your mobile device, click on "Set up an account at id.gov.bc.ca". You will see instructions on how to set up the app on your device. Once finished, come back to this screen and click on "BC Services Card app".

- If you already have an activated BC Services Card app on your mobile device, click on "BC Services Card app".

Log in to: BC Registries
This service will receive your: given names, surname ❓

Continue with:

BC Services Card app

Username/password + BC Token
Note that it's only available for some services.

Don't have a BC Services Card Account yet?

It's digital ID to prove who you are online. You can use it to log in to this service, or to many other services.

Set up an account at id.gov.bc.ca ↗

Step 2: Enter the pairing code in the BC Services Card mobile app

- Enter the code you see displayed on your screen into your BC Services Card mobile app (do not enter the pairing code you see in this guide).

- Follow the directions listed in your mobile app. If you need help, more instructions are available on your screen under "Need help?". Scroll down to view those instructions.
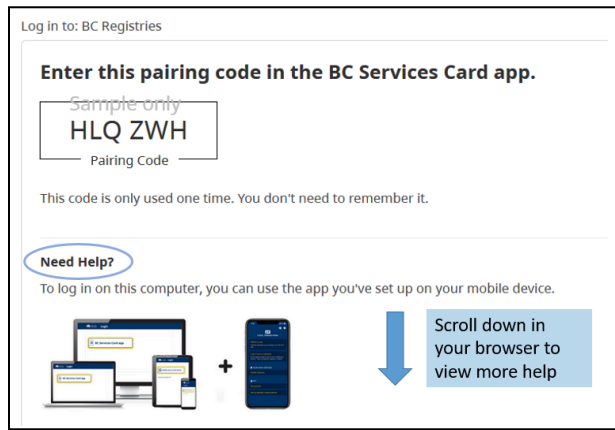
- You can choose to skip pairing a code each time you log into the application once your account is created by selecting "Send notification to my mobile device instead of entering a pairing code". Or, you can select "Pair again next time" to enter a new pairing code the next time you log in.
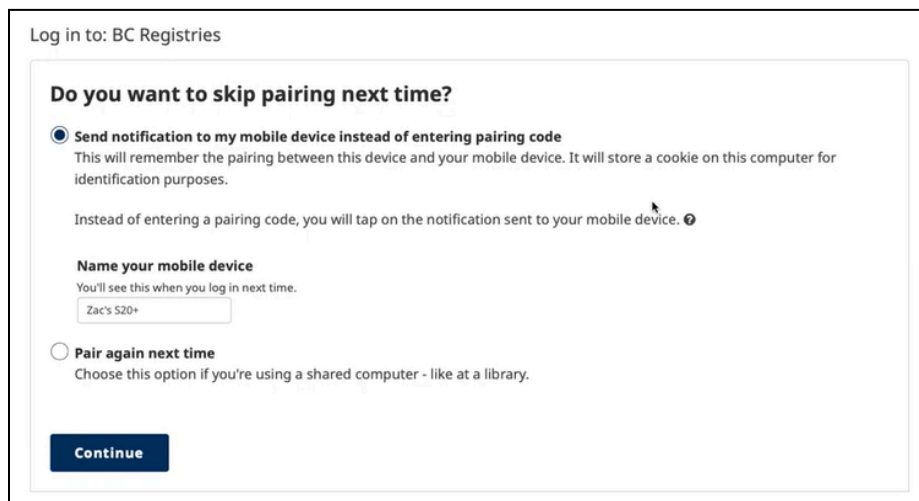

- The next screen confirms that BC Registries only has access to your name.

- Select "Skip this page next time" if you do not want to review your information each time that you log into the application.
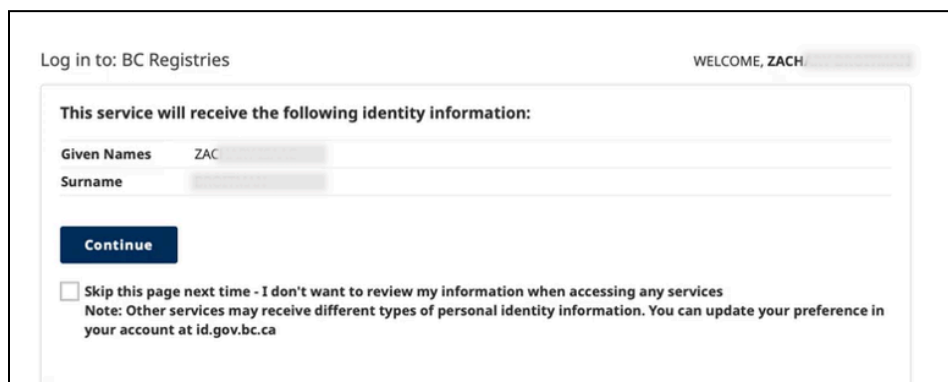
Step 3: Select products and services

Here you will find a list of products and services that are currently available in the new BC Registry application.

- Select the services you would like to add to your account.

- Click "Next".
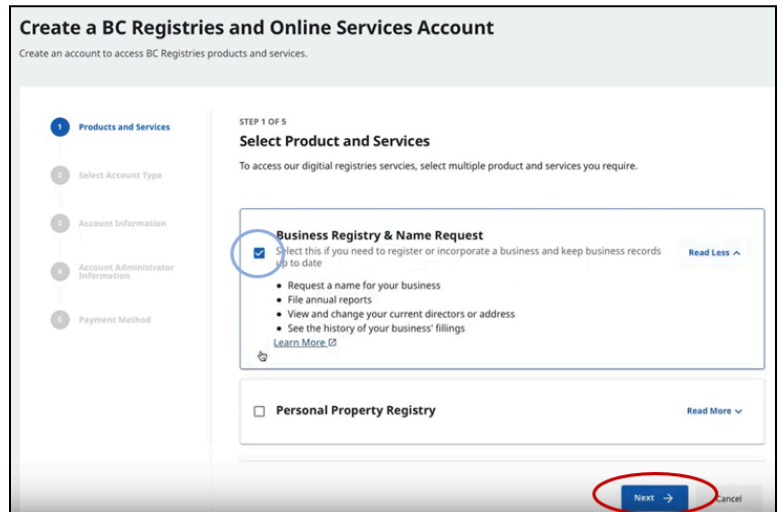
Step 4: Select account type: Basic or Premium

- Choose between a Basic or Premium account. **There is no cost for creating an account.**

  - If you are an existing BC OnLine client, you must create a Premium account
  - If you are starting or updating your business, you can create a Basic account (recommended).

- Click "Next".
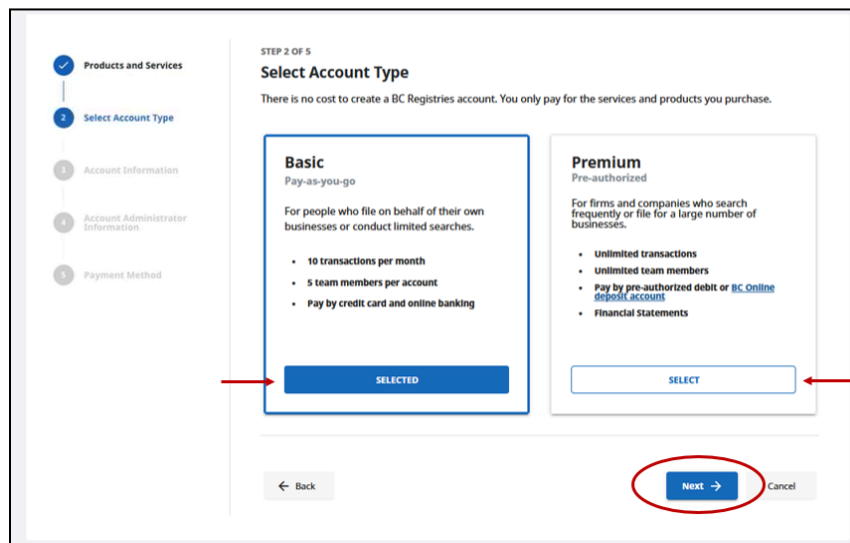
Step 5a: Enter your Account Information

(If you have a BC OnLine account, skip to **Step 5b** below)

If you don't have a BC OnLine account:

- Select "No" to linking this account with a BC OnLine account.
- Select whether you want your BC Registry account in your personal name or business name.
- Fill out your business information and mailing address.
- Click "Next".

Step 5b: Enter your Account Information (for BC OnLine users)

BC OnLine users must select a Premium account, which gives you access to all registry services and provides the option of **linking** your BC OnLine account to your new account. Linking accounts transfers over your business information (e.g. name and address) listed in your BC OnLine account and allows you to use your BC OnLine account to pay for transactions in the new application.

- Enter a valid BC OnLine Prime user ID and password (6 to 8 characters only; if your password is more than 8 characters long, **enter only the first 8 characters**).
- Click "Link Account". Once linked, the account name associated with the BC OnLine account will be used as the account name in the BC Registry.
    - Linking accounts offers billing and consolidated reporting with your BC OnLine account.
- Click "Next".

Step 6: Enter Account Administrator information

- Enter your contact information. Once you create your account, you will be able to add team members to the account.
- Click "Next".

Step 7: Choose payment method

- If you are creating Basic account, you can choose:
  - Credit card
  - Online banking

- If you are creating a Premium account, you can choose:
  - Pre-authorized debit*
  - BC OnLine deposit account (if you linked accounts in Step 5b)

- Complete the instructions that you see on your screen for the method of payment that you choose.
- Click "Create Account".

*Pre-authorized debit: Payment Canada requires a confirmation period of 3 days prior to your first pre-authorized debit deduction and you will receive confirmation of your pre-authorized debit agreement prior to the first deduction. If you linked your BC OnLine account, you will be able to make transactions during this 3-day period, which will be debited from your BC OnLine account until the confirmation period ends. After the confirmation period, transactions will be debited from your bank account.

4. Using a BC Token to create your account

You can log into the new BC Registry application using a username, password, and a code from a small device called a BC Token. This option ensures equal access to people without the need for a mobile device or the BC Services Card app.

The BC Token may work for you if you:

- Don't have a mobile device or cannot always use your mobile device.
- Share a mobile device with someone else who has the BC Services Card app already set up on it.

Step 1: Get your BC Token

- Go to a Service BC location with your BC Services Card to receive your BC Token.

Step 2: Set up your BC Token, username and password

- Set up your BC Services Card Account using your BC Token.
- Enter the one-time code on your BC Token.
- Provide your email address and choose a password to complete setup.

Step 3: Set up your BC Registry account

- Go to https://www.bcregistry.gov.bc.ca.
- Click on Create Account in the top-right corner.
- Choose that you are a resident of B.C. and click 'Next'.
- Select "Email and password + BC Token". When you login with your username and password, you will need to have the BC Token to type in the 6-digit code displayed on it.

Once you have logged into the BC Registry application, follow these steps to complete setting up your account.

5. Using a BCeID, 2-factor authentication app (2FA) and notarized identity affidavit to create your account

Before you start creating your account:

- Download and print a copy of the identity affidavit and have it notarized; see Step 1.
- Download and set up a 2-factor authenticator (2FA), or have one you already use handy. Linking the account to a 2FA is time-sensitive and it needs to be ready to use in Step 4.
- Note: you will create a Basic BCeID (or use an existing BCeID if you already have one) during account creation in Step 3.

Step 1: Download the Identity Affidavit and have it notarized

- View the information on this page.

- Click "Next: Download Affidavit".

- Download the form and visit your local notary public or lawyer to have it notarized. You will need to bring:

  - One piece of government-issued photo identification.
  - Bring a printed copy of the BC Registries and Online Service affidavit template. Print this template and fill out all fields. Failure to do so may result in a rejection of your account request.
  - Payment (most notaries and lawyers charge a fee for this service; fees will vary).

How to verify your identity by a notary

There are three steps to verifying and protecting your identity when creating a BC Registries account.

1. Get an identity affidavit notarized

Visit your local notary or lawyer to have this document notarized. This is to ensure that no one is impersonating you or committing identity theft.

Only account administrators are required to verify their identity with a notary.

2. Create a BCeID

A username and password that provides secure access to online government services in British Columbia.

3. Use a 2-factor mobile or desktop authentication app

Mobile options such as: Google or Microsoft Authenticator
Desktop options such as: Authy or GAuth

← Back   Next: Download Affidavit →

Getting your identity affidavit notarized

Download the identity affidavit template below and visit a Notary Public or laywer to have it notarized.

You will need to bring:

1. One piece of government-issued photo identification
2. Bring a printed copy of the BC Registries and Online Services affidavit template. You must use this template and fill out all fields. Failure to do so may result in a rejection of your account request.
3. Payment (most notaries and laywers charge a fee for this service. Fees will vary.)

Once you have your affidavit notarized, return to this website and continue to the next step. You will upload your affidavit later in the account creation process.

Download Identity Affidavit
PDF (73KB)

← Back   Login using existing BCeID   Register a new BCeID

Step 2: Return to the application when your affidavit is notarized or commissioned and scanned to your computer

- Go to https://www.bcregistry.gov.bc.ca.
- Click on "Create Account".
- Unroll the BCeID Login option by clicking on "View More"
- Click "Next".
- Click "Next: Download Affidavit".

Note: you will be asked to upload your notarized affidavit in a later step.

Step 3: Login using an existing BCeID or register a new BCeID

Option 1 - If you have an existing BCeID, enter your credentials.
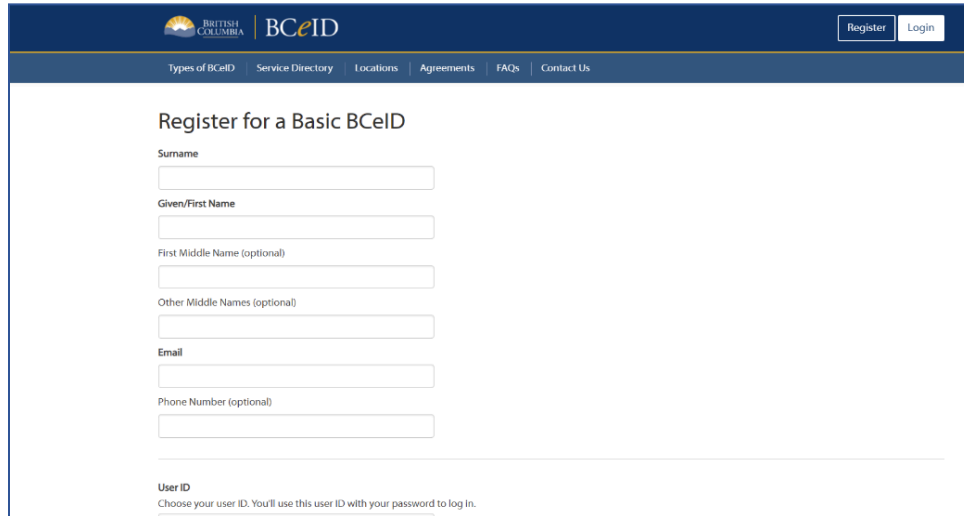
Option 2 - If you need to create a BCeID, you will be directed to fill in a one-page form.

## Step 4: Install or use an existing authenticator app

Once you have logged in with a BCeID username and password, you will link the account to a 2-factor authenticator (2FA) app. If you cannot or do not want to download an authenticator to your mobile device, you can download one onto your computer or add a plug-in extension to your browser.

Help with authenticators: for instructions on popular authenticators for mobile devices or desktops and how to link it with a BC Registry account, view the Authentication Applications user guide. Note: BC Registries does not recommend a specific authenticator; use what works for you.

## Step 5: Select products and services

Here you will find a list of products and services that are available in the new BC Registry application.

● Select the services you would like to add to your account.
● Click "Next"
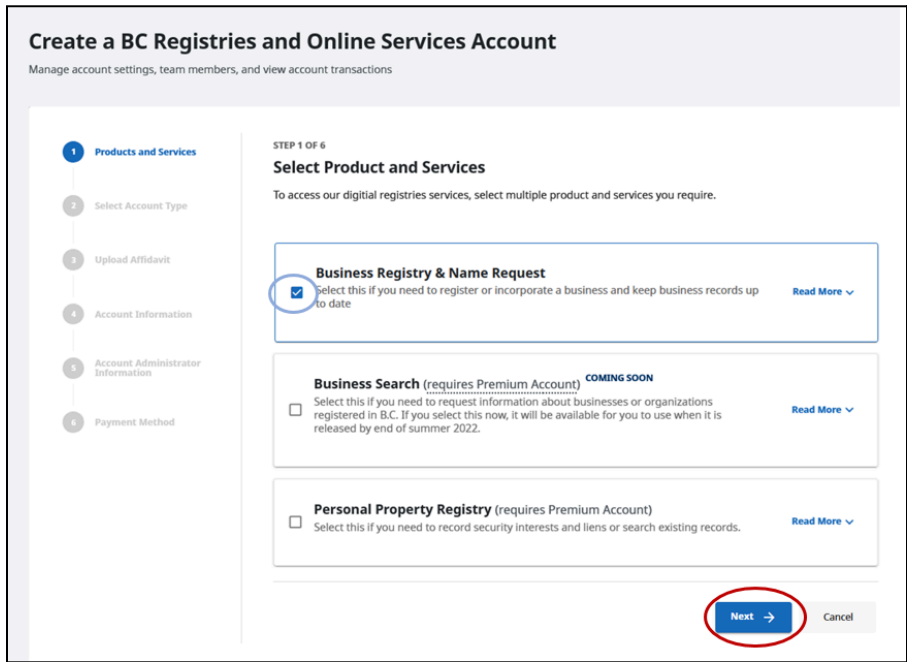
Step 6: Select account type: Basic or Premium

- Choose between a [Basic or Premium account](#). There is no cost for creating an account.

  - If you are an existing BC OnLine client, you must create a Premium account
  - If you are starting or updating your business, you can create a Basic account (recommended).

- Click "Next".
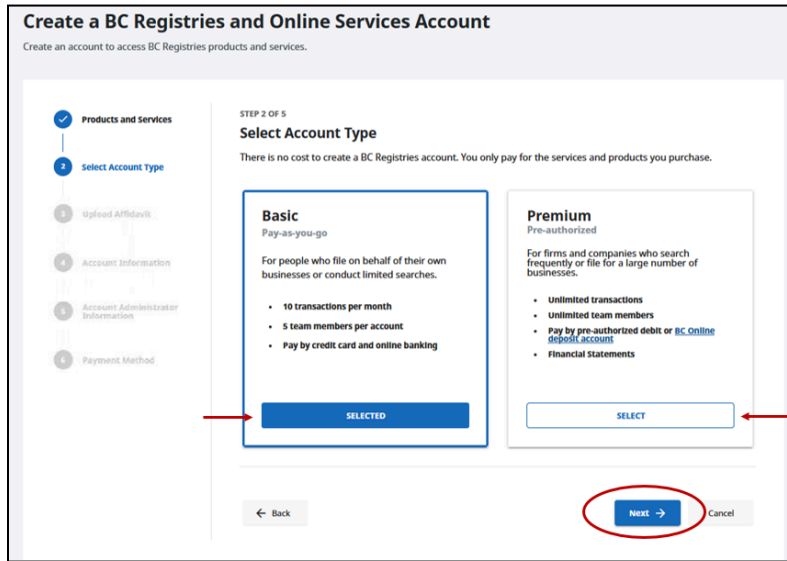
Step 7: Upload Affidavit

Administrators using BCeID and 2FA must upload their affidavit during this step in account creation (BC Service Card Account users do not have to upload an affidavit).

- Upload your affidavit.

- Fill out your notary's information and contact.

- Click "Next".

Step 8a: Enter your Account Information

(If you have a BC OnLine account, see **Step 8b)**

If you don't have a BC OnLine account:

- Select "No" to linking this account with a BC OnLine account.
- Select whether you want your BC Registry account in your personal name or business name.
- FIll out your business information and mailing address.
- Click "Next".

Step 8b: Enter your Account Information (for BC OnLine users)

BC OnLine users must select a Premium account, which gives you access to more registry services and provides the option of **linking** your BC OnLine account to your new account. Linking accounts transfers over your business information (e.g. name and address) listed in your BC OnLine account and allows you to use your BC OnLine account to pay for transitions in the new application.

- Enter a valid BC OnLine Prime user ID and password (6 to 8 characters only; if your password is more than 8 characters long, **enter only the first 8 characters**).

- Click "Link Account". Once linked, the account name associated with the BC OnLine account will be used as the account name in the BC Registry.
  - Linking accounts offers billing and consolidated reporting with your BC OnLine account.
- Click "Next"

Step 9: Enter Account Administrator information

- Enter your contact information. Once you create your account, you will be able to add additional users to the account.
- Click "Next".

Step 10: Choose payment method

- If you are creating Basic account, you can choose:
  - Credit card
  - Online banking
- If you are creating a Premium account, you can choose:
  - Pre-authorized debit*
  - BC OnLine deposit account (if you linked accounts in Step 8b)

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- Complete the instructions that you see on your screen for the method of payment that you choose.
- Click "Create Account".

*Pre-authorized debit: Payment Canada requires a confirmation period of 3 days prior to your first pre-authorized debit deduction and you will receive confirmation of your pre-authorized debit agreement prior to the first deduction. If you linked your BC OnLine account, you will be able to make transactions during this 3-day period, which will be debited from your BC OnLine account until the confirmation period ends. After the confirmation period, transactions will be debited from your bank account.

6. Adding team members to your account

Once your account has been created, you can add team members at any time so that they can access the services that your account is subscribed to.

The way invited team members authenticate and log into the account depends on the method that was chosen to create your account. If your account was created using:

- **BC Services Card app or BC Token**

  - You can change the authentication method for team members to login *before you invite them* using their BC Services Card app/BC Token *or* BCeID and 2-factor authentication on the "Authentication" tab in Account Setting. You can keep switching between the two authentication methods to accommodate how your team members want to log into their account each time *before inviting them to your account.*

- **BCeID, notarized affidavit and 2-factor authentication**

  - You cannot change the authentication method for future team members and they must log in using BCeID and 2-factor authentication. If you invite an Account Administrator, they will also need to upload a notarized identity affidavit.

Team Member Roles

There are three roles that can be assigned to your team members. By default, the person creating the account is the Account Administrator. We recommend that your account has more than one Account Administrator to share responsibility and provide coverage in case of vacations or leaves.

Administrators
- Change payment information
- View/edit financial statements
- Add additional BC Registry services to the account
- Add/remove team members (all roles types)
- Search and complete filings and transactions

Coordinators
- View/edit financial statements
- Add additional BC Registry services to the account
- Add/remove team members (only Coordinators and Users)
- Search and complete filings and transactions

Users
- Search and complete filings and transactions

Who can add team members to the account?

- Account Administrators can add other Administrators, Coordinators and Users.
- Coordinators can add other Coordinators and Users.
- Users cannot add team members.

Considerations

- Any person can leave the account at any time.
- At least one Account Administrator is needed on the account at all times. The system will not let you leave the account if you are the only Account Administrator on the team. You will need to add a new Account Administrator before you leave.
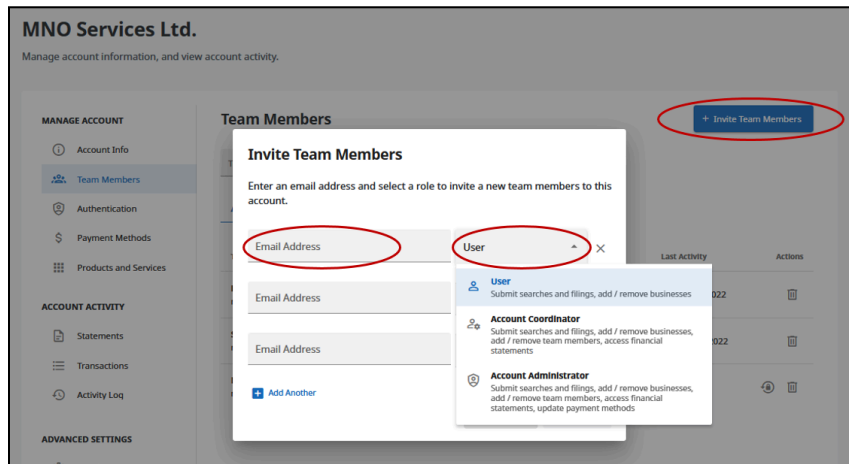
Step 1: Invite team members

Add team members at any time after your account has been set up. Your team members will receive instant email notifications; if they do not receive a notification, ask your invitees to check their spam folder or check that you entered the correct email address when inviting them:

- Click on your name in the top-right corner and click on "Team Members" under Account Settings.
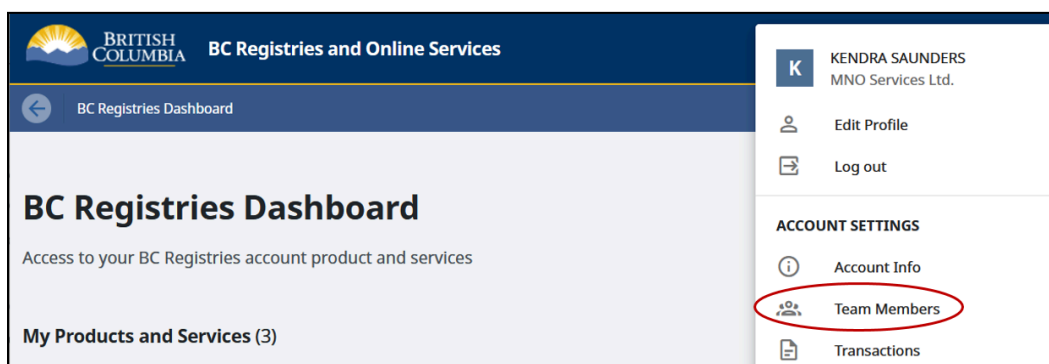
- Click on 'Invite Team Members' in the top-right corner.
- Enter email addresses for the team members you want to invite to the account.
- Assign the role type for each team member.
- Click "Send Invites".

Step 2: Team member accepts invite

The team member will receive an email asking them to join the account. They will click the link in the email and authenticate to complete the process.

Step 3: Approve team members

The Account Administrator or Coordinator will perform a final approval for the team member joining the account:

- Click on the checkmark next to the team member's name in the "Pending Approval" tab.
- Once approved, the team member can login and use the account.
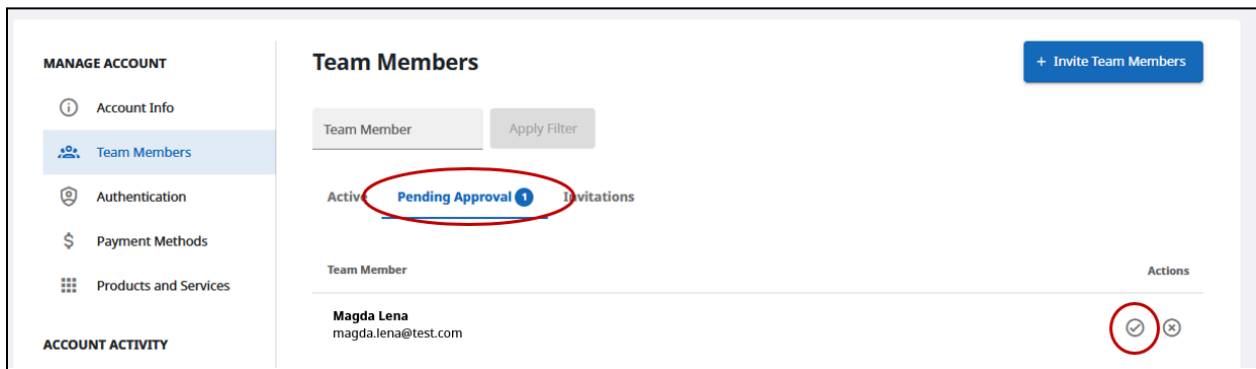
7. Join a BC Registry account as a team member

Once an invitation is sent to a team member, they will receive an email from BC Registries inviting them to join your BC Registry account.

View and share with your team members instructions on how to "Join a BC Registry account as a team member".
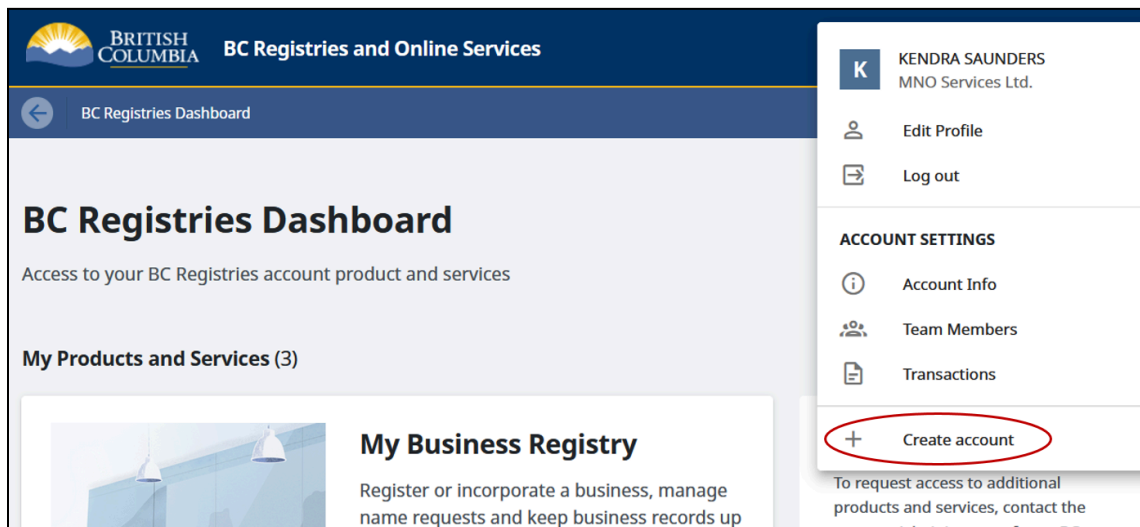
8. Creating multiple accounts

This section only applies to Administrators that need to set up multiple accounts for their organization.

- Users with existing BC OnLine accounts can link additional accounts to their other BC OnLine accounts that have not already been linked; an existing BC OnLine account can only be linked to one BC Registry account.

- If certain users in your organization require to complete occasional transactions by credit card for services available through a Basic account, Administrators can create a separate Basic account for that team. Administrators should label the new account or division by a unique term to distinguish that account from your other accounts.

Step 1: Log into your account and click on Create Account

- The existing Administrator must log into www.bcregistry.gov.bc.ca.
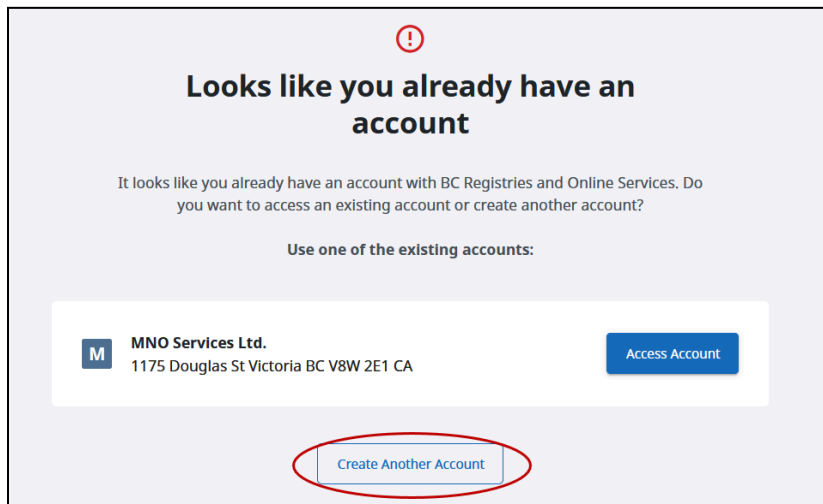- Click on the account name in the top-right corner and select "Create Account".

Step 2: Create another account

The page will display a warning that you already have an account:

- Click on "Create Another Account".

Step 3: Complete the account creation process

- Administrators using a **BC Services Card app** or the **BC Token**: follow the [instructions listed in this guide](#) for setting up an account for BC Services Card app users.

- Administrators using **BCeID and 2FA**: follow the [instructions listed in this guide](#) for setting up an account for BCeID and 2FA users.

You will see a confirmation screen that your additional account has been created successfully and you can now add team members to your new account.
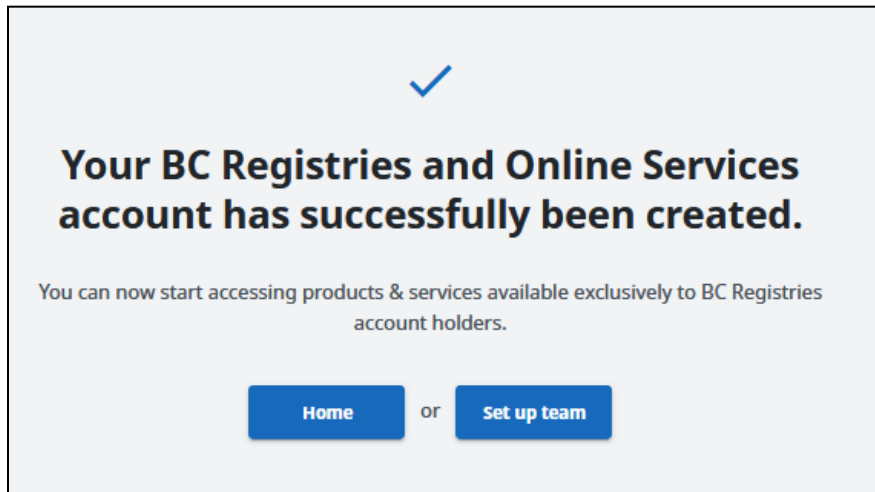
You will now see the additional account you created when you click on the account name in the top-right corner.
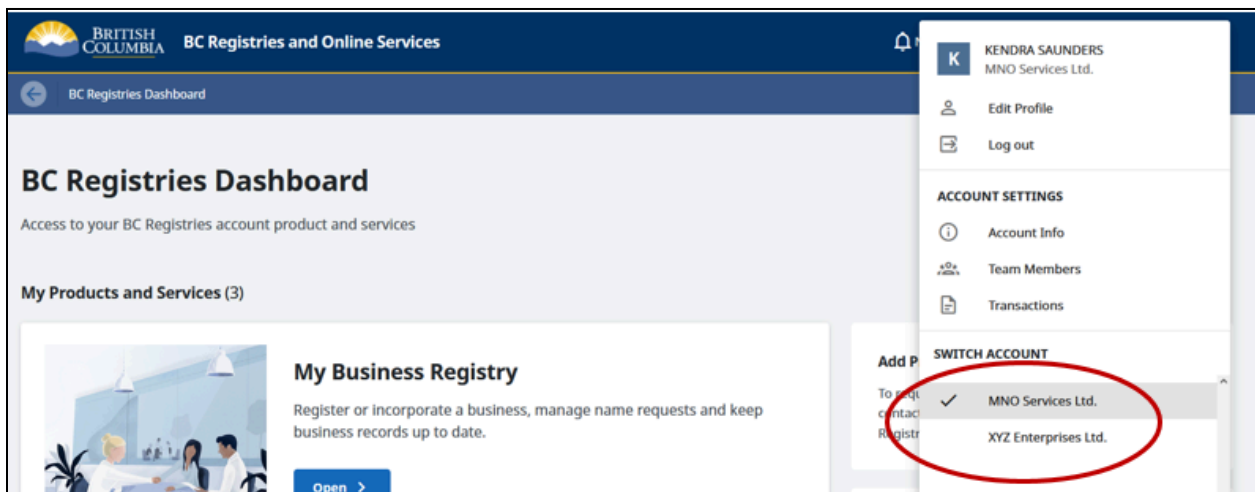
Step 4: Switching between multiple accounts

If you have access to more than one account, make sure that you are on the correct account when adding new team members or making registry transactions.

- Click on the account name in the top-right corner; the account name listed there is the account you are currently in.

- Select the account name from the list to access that account; you will see a checkmark next to the account name that you are currently in (see above screenshot).

9. Adding additional BC Registry products or services to an existing account

Steps on how to add a BC Registries product or service to an existing account in the new BC Registry application, can be found here:

- [Add a BC Registries product or service to an existing account](#) (275 KB PDF)

Note:

- Certain products, like the new Business Search or Personal Property Registry, are only available to Premium accounts.

- Only Account Administrators and Coordinators can add additional products and services to their existing accounts.

10.   Changing from a Basic to a Premium account

As an Account Administrator, if you currently have a Basic account and need a Premium account instead, it is recommended that you *first* create a new Premium account and *then* deactivate your Basic account.

Step 1: Add a new account

- Administrators using a **BC Services Card app**: follow the [instructions listed in this guide](#) for setting up an account for BC Services Card app users. Select a Premium account when prompted in one of the account creation steps.

- Administrators using **BCeID and 2FA**: follow the [instructions listed in this guide](#) for setting up an account for BCeID and 2FA users. Select a Premium account when prompted.

You will see a confirmation screen that your additional account has been created successfully.
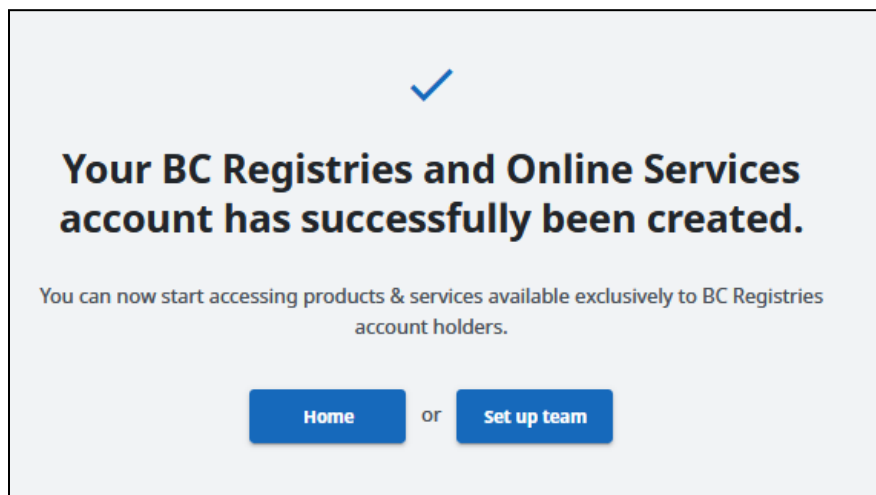
You will now see the additional account you created when you click on the account name in the top-right corner. Click on the account name in that drop-down menu to select the account that you want to deactivate.
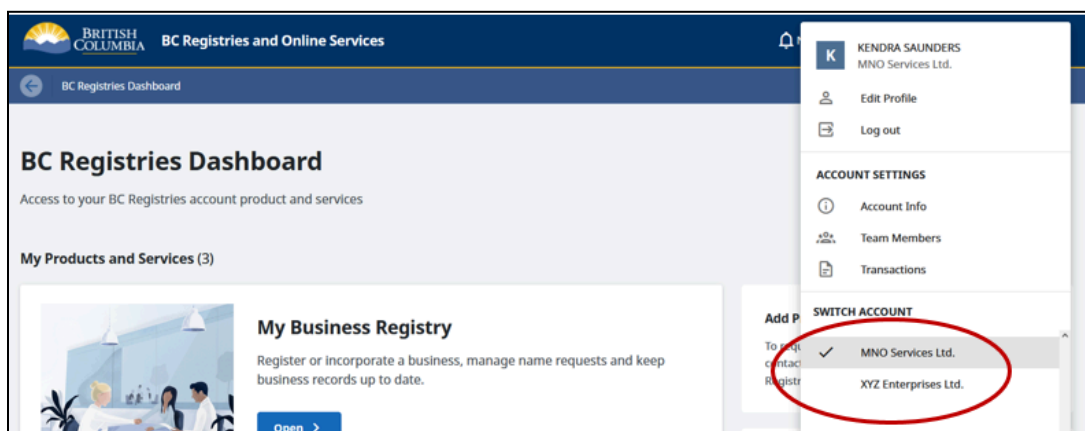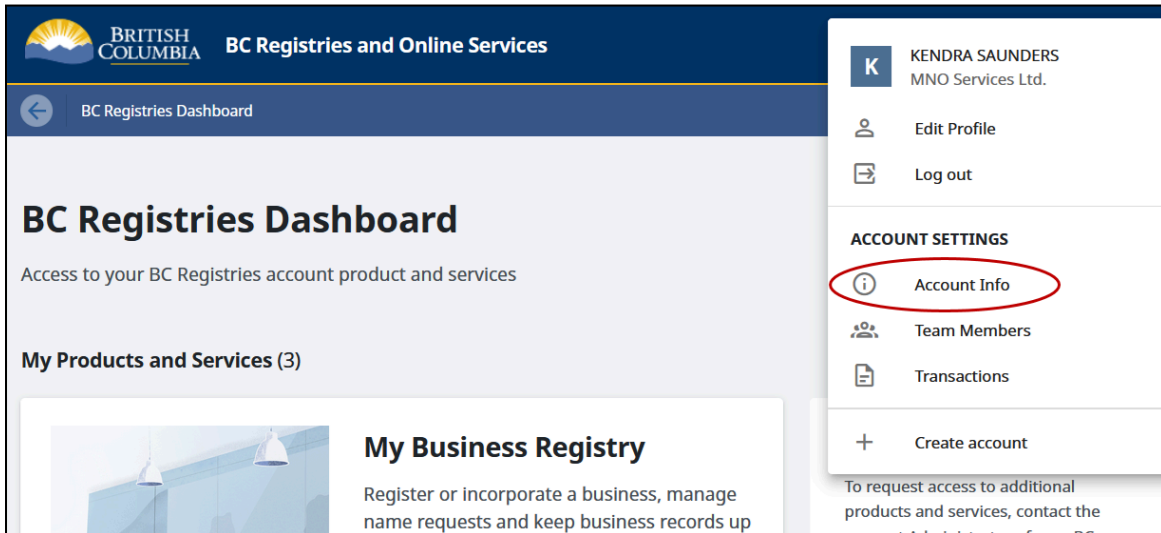

Step 2: Deactivate your Basic account

Follow the next steps below. Once you deactivate your Basic account, you can continue logging in the way you are used to access the new Premium account that you just created. **Note:** you will have to add team members to the new account as they will not transfer over.
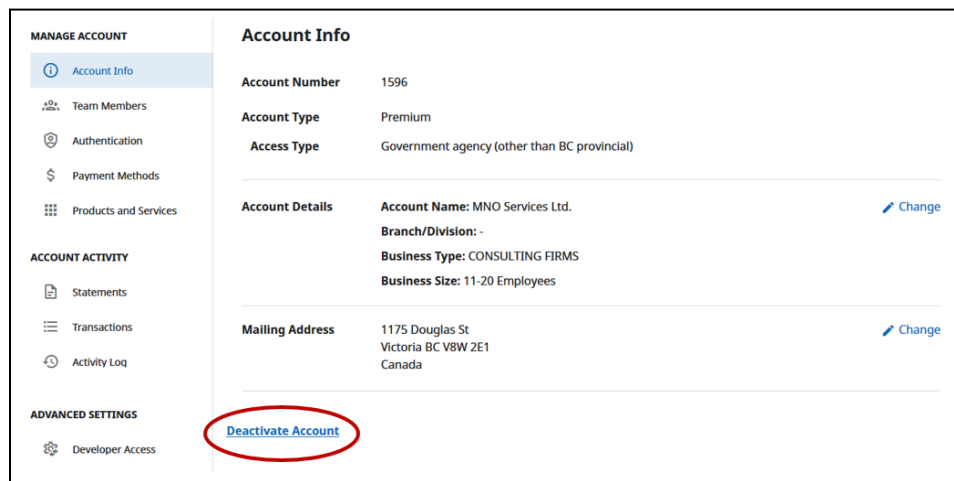
11. Deactivating an account

Step 1: Log into your account and click on Account Info

- The existing Administrator must log into www.bcregistry.gov.bc.ca.

- Click on the account name in the top-right corner and select "Account Info".

Step 2: Deactivate account

- Click on "Deactivate Account" on the bottom of the screen.

Step 3: Confirm account deactivation

- Confirm that you would like to deactivate your account.

- Click "Deactivate".

Note: If you are subscribed to the Business Registry, any businesses that are affiliated in your dashboard will be removed and passcodes for those businesses will be reset; make sure to keep track of your business passcodes before deactivating your account.

Deactivate Account

Please review the information below before deactivating your BC Registries and Online Services account.

When this account is deactivated...

⊘ **All team members will be removed from this account.**
Account Administrators and all other team members will no longer be able to access functionality related to this account.

⊘ **Business that are affiliated with this account will be removed.**
All businesses that have been affiliated with this account will be removed. Passcode used to affiliate with business will reset and you will not be able to reuse the passcode.

Authorize and Deactivate Account

☑ I understand that all team members, businesses and payment methods associated with this account will be permanently removed from this account immediately.

☑ I, KENDRA SAUNDERS, cancel authorization to issue pre-authorized debits against the account number 1596 effective on August 12, 2022. I acknowledge that this cancellation does not terminate any other obligation that this account may have with the Payee.

Deactivate account   Cancel