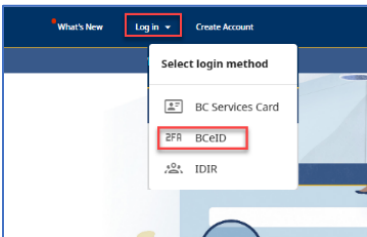


Retirement of Authy Desktop authenticator on March 19, 2024

Changing your Authenticator to access BC Registries account using a BCeID.

1. Contact an Account Administrator associated with your BC Registries account to 'Reset your authenticator.' If you are the Administrator, you can reset your own authenticator and will need to log out to follow the steps below.
 - An Account Administrator set up the account and sent you the initial invite by email to join the BC Registries account. (They can view instructions on how to reset an authenticator on page 5 of our [Add and manage team members](#) guide.)
 - If Administrators experience issues with resetting their authenticator, they can contact the BC OnLine Help Desk at 1-800-663-6102 or bcolhelp@gov.bc.ca.
2. Once the Authenticator is reset by the Administrator:
3. Download a new authenticator. Click on the + symbol to add a new account, sometimes called a token. Leave the Authenticator open while you complete the following steps.
 - Choose what works for you. We do not recommend a specific authenticator.
 - An example of a desktop authenticator can be found in the [2FA User Guide \(gov.bc.ca\)](#).
4. In a **new tab** on your browser go to [BC Registries and Online Services \(gov.bc.ca\)](#)
5. Click on **Log in** (top right-hand side) and choose **BCeID** from the drop down.



6. Enter your **existing** BCeID user ID and password

A screenshot of the 'Log in with BCeID' form. The form has a title bar 'Log in with BCeID'. Below the title bar, there are two input fields: 'User ID' with the subtext 'Use a Business or Basic BCeID' and 'Password'. At the bottom of the form is a blue 'Continue' button.

7. Click on the **Unable to Scan** button (see next page for image).
8. Copy and paste the 32-character key into your authenticator to create an account/token.
 - You may need to name the authenticator account/token; any name works.
 - Once the authenticator account/token has been created it will renew a 6-digit code every 30 seconds.
9. Enter the 6- digit code you see in your authenticator into the **One-time code** field before it renews

(within the 30 seconds).

- This will pair your authenticator account/token to your BC Registries account.

10. Click the Submit button.



Your new authenticator has now been paired to your existing BCeID and BC Registries account and you should be taken straight into your account.

Troubleshooting

The QR Code key will expire after a short period of time. If you have not paired the authenticator account/token to the BC Registries account within this time you will need to create a new pairing.

Error messages:

“Your login attempt timed out. Login will start from the beginning”

- Your QR Code has expired before pairing it to the BC Registries Account
- The authenticator account/ token you set up should be deleted (as it has not been paired to the BC Registries account)
- Enter your BCeID user id and password and repeat steps 7 – 10 again.

“Invalid Authenticator code”

- The QR code used to create the authenticator/ token has expired before pairing it to the BC Registries account
- The authenticator account/ token you set up should be deleted (as it has not been paired to the BC Registries account)
- Click the **Refresh button** (or press **Ctrl + R**) on your browser to generate a new QR code key
- Repeat steps 7 – 10 again.