For BC OnLine Users: Names Request Online Decommissioning on August 31st, 2021

As a follow up from our previous communications regarding the modernization and replacement of the Names Request Online (NRO) application, available on the BC Online System, **NRO will be decommissioned on August 31st, 2021** and be replaced with the new Name Request application.

Thank you to those that have already set up their new PREMIUM account and added users in the new application.

IF YOU ARE NOT SETUP, PLEASE TAKE ACTION NOW.

You must create a new **Premium** account, setup your payment method and add team members in the new Business Registry before August 31st. **You will not be able to use NRO in BC OnLine after August 31st.** If you have a BASIC account, ADMINS can deactivate this account by logging in, click "Account Info" and then click "Deactivate Account". See screenshot below. Once the BASIC account is deactivated, you will need to complete account set up again, using a PREMIUM account.

NEW FEATURES NOW AVAILABLE IN THE NAME REQUEST APPLICATION

✓ **Do you search for Name Requests?**

If you use NRO to search and view the status of name requests, you must be logged in with a PREMIUM account to use this feature in the new application. Please review this guide for information.

✓ **Helping you get your name approved**

Additional checks have been added to help you review the requested names:
- The "Name Structure Check" helps you build a name according to the naming rules.
- The "Similar Name Check" helps you see existing entities that may be using a similar name, which may help with getting your name approved.
- There is a chatbot available to assist you further.

✓ **Renewals**

You can renew a name request for another 56 days before it expires. By doing this, the NR does not need to go back to Registries for examination as it does today.

Please see other resources available to you below.

As always, BC Registries is here to assist, so please reach out to us at BCREG.Engagement@gov.bc.ca if you have any questions or require additional support.

RESOURCES & INFO SESSIONS

Info Sessions

- If you were not able to attend an Info Session that was hosted in June and you require support, **please RSVP now** to attend the info session on: July 20th, 2:00-3:00 PM. Email: BCREG.Engagement@gov.bc.ca

- Watch a previously recorded info session covering topics such as: logging in with BCeID and 2-factor authentication (2FA), authentication options for teams, how to setup an account, how to setup your team and an overview of how to get started and setup.

Guides

- How to transition from BC OnLine to the Business Registry.

- Quick Guides and Information Sessions video recordings on how to verify your identity, create your account and manage your account.

- How to use and set up the New Business Registry.

FAQS

- **What information is shared when I log in with the Mobile Card?** Only your Primary Documented Given Names and Surname from your BC Services Card is shared when you login to the new Business Registry application, meaning your first name, middle name (if you have indicated one) and your last name. Access to information on your Mobile Card is tightly restricted to only provide the information required to verify your identity.

- **I am using BCeID and 2-Factor Authentication to login; can I use my desktop to authenticate?** Yes, a desktop plug-in can be used, such as Authy or GAuth (Firefox)(Chrome). This guide will walk you through the steps of setting up a desktop authenticator. You can also use your mobile phone to authenticate.

- **I am using my BC Services Card; what devices can I use the Card's mobile app on?** BC Services Card is available for iPad, iPhone or Android devices. More information on the devices supported and to help troubleshoot setting up your Mobile Card can be found here. Once your Mobile Card has been set up, you can pair additional devices, such as a desktop or laptop, to use your Mobile Card.

- **Can I migrate users from BC OnLine to the new application?** No, we are not able to migrate users as the login credentials in BC OnLine are different than what is used in the new modernized application. Each team member must be invited to the team by the Account Administrator (or Coordinator), and each individual will need to verify their identity using the Mobile Card or BCeID/Two-factor Authentication.

CONTACT US FOR SUPPORT

If additional support is needed to help your organization transition to the new application, including one-on-one sessions, please contact us at: BCREG.Engagement@gov.bc.ca.

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DEACTIVATE BASIC ACCOUNTS AND SETUP A PREMIUM

- As noted above, a PREMIUM account is required, and ADMINS can deactivate the BASIC account. See screenshot below.