User Setup Process

Getting Started:

To use the *TFRS* online service you will need a Business BCeID user account. Your organization will need to register with BCeID and have a Business BCeID account set up for a representative of your company who will be responsible for user management.

The BCeID account manager for your organization can create additional Business BCeID users.

1. If your organization has already registered with BCeID then you can skip this step.

    -   If your organization needs to register with BCeID read the "**Register for a Business BCeID account**" section on page 2.

2. Go to the BCeID directory (https://www.bceid.ca/directories/whitepages/) and use the search tool to find your organization. Choose one of the BCeID business managers shown for your business and request they create a Business BCeID user account for you.
    After your business manager has created your BCeID user account, confirm you can use your account by logging in to https://www.bceid.ca/.

3. Now that you have your Business BCeID user account:

    -   Your next step is to request access for your BCeID user account to **https://lowcarbonfuels.gov.bc.ca**. To do this you need to email lcfs@gov.bc.ca and specify the following information:

        o   Your first and last name
        o   Your organization's name
        o   The User ID for your Business BCeID user account
        o   The email address associated with your Business BCeID user account

Help:

You can call one of two different helpdesks depending on what you need:

-   The BCeID Help Desk is used for questions involving your BCeID account.
    https://www.bceid.ca/aboutbceid/contact_us.aspx
-   For all other questions, including *TFRS* related questions**,** please email lcfs@gov.bc.ca.

Register for a Business BCeID account:

1. **First check if your business is already registered**

   - Go to www.bceid.ca/ and click "Register for a Business BCeID" which will guide you through the process.
   - Alternatively, you can click here to go straight to the directory: https://www.bceid.ca/directories/whitepages/ and use the search tool to find your business.

2. **If you find your business is registered with BCeID**

   - Choose one of the BCeID business managers shown for your business, and request they create a Business BCeID user account for you.
   - After your business manager has created your BCeID user account, confirm you can use your account by logging in to https://www.bceid.ca/.
   - Return to "Getting Started, step 2" and follow the instructions.

3. **If you don't find your business is registered with BCeID:**

   - Your business needs to be registered with BCeID. It is a one-time event.
   - You can register your business if you are authorized to act for your business for such agreements.
   - If you are not authorized to act for your business, you must find somebody who is, and request that they register your business with BCeID.
   - Ask the authorized representative of your company to do the following:
     - Read and follow the registration instructions in "4. Register your business with Business BCeID**" on page 3.
     - Confirm the administration account they created during registration by logging in to www.bceid.ca.
     - Create an account for you in the business with their new account so you can use TFRS.
   - Once you have your Business BCeID user account:
     - Confirm you can use your account by logging in to https://www.bceid.ca/.
     - Return to "Getting Started, step 3" and follow the instructions.

4. Register your business with Business BCeID

The Instructions below are for the person registering your business with Business BCeID.

NOTE: Every account in your business belongs to, and is only used by, a specific person; there is no generic account for the business.

i. The person who completes the registration process, also creates the first account in the business. It will have administrative powers to create and manage other accounts. This administrator has the ability to reset all the passwords for the accounts within that business.

ii. Go to the BCeID main page at https://www.bceid.ca/ and click "Register" (top right of the page). Remember this site because it's where you manage your BCeID account in the future.

iii. Click "Register for a Business BCeID >".

iv. Click "Start Registration" to begin completing steps 1 through 5.

v. Answer the questions on the screens as you proceed through registration. Your path through the registration screens differs depending on how you answer the questions.

vi. Once you register your business with BCeID and complete any identity proofing step, you will also have your administrative Business BCeID account. We suggest you create another administration account for an appropriate backup person(s) to provide coverage when you are not available. Accounts in your business with administration powers will create, and manage all future accounts in your business.

vii. If you have trouble registering, you can select the contact us link on the main page https://www.bceid.ca/, and contact the BCeID helpdesk for assistance.

5. Change Business Account Manager or Recover Business Profile Manager Account

i. If there is at least one Business Account Manager or Business Profile Manager, that user can create or change passwords for other Business Account Managers or Business Profile Managers.
   - Instructions for this are contained here: https://www.bceid.ca/files/public/AccountProfileManagementGuide.pdf

ii. If the only BCeID Manager role has left your organization, or forgot their password, then you will need to do the following:
   - Call 1 888 356-2741 (Canada and USA toll free) or 604 660-2355 (within lower mainland or outside Canada and USA)
   - Provide verification information to confirm identity
   - BCeID will submit a service ticket to change the account for you
   - Within 72 business hours, you will be contacted by BCeID with instructions for logging in.

Business BCeID user account management:

1. Managing employee Business BCeID accounts

The Business Account Manager(s) and/or Business Profile Manager(s) are responsible for managing the Business BCeID user accounts associated with their organization.

If, for example, an employee leaves the organization, it is the organization's responsibility (e.g., the Business Account Manager) to disable or delete the former employee's Business BCeID user account.

Business BCeID user accounts can be disabled/enabled or deleted by the Business Account Manager from the Profile Management section of the BCeID website: https://www.bceid.ca/profile_management/.

2. Resetting your password

I. Do not call the BCeID Help Desk.
II. Contact your BCeID account administrator to request a password reset. The account administrator is the person who first registered your business with BCeID.
III. The account administrator can login, reset your password and provide you with a new, temporary password.
IV. Take your temporary password and login to https://www.bceid.ca/ where you will be prompted to change your temporary password set by the administrator to a password of your choosing.
V. Change your password.
VI. Proceed to the Transportation Fuels Reporting System (TFRS) to login: http://lowcarbonfuels.gov.bc.ca.