

## Frequently Asked Questions: BCeID

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### 1. What is a BCeID?

A BCeID is an account that provides secure electronic access to online government services. For the purpose of conducting Mineral Titles business, an individual or corporation must have a Business BCeID and a free miner certificate client number.

### 2. How do I get a BCeID?

The Mineral Titles Online application requires a business BCeID account. You can apply for a business BCeID account online at [www.bceid.ca](http://www.bceid.ca). There are no fees for a BCeID account.

For individuals, you still need a business BCeID account. As you go through the enrolment process you will be asked for the type of business you are enrolling, select 'proprietorship' and respond 'no' to the question, Do you have a business number? The last step of the process will require you to visit a point of service location for identity verification. Bring your completed FMC application and required identity verification documents with you. Your FMC can be issued during the same office visit for your identity verification.

For companies, in order to complete the business BCeID enrolment online you will need three (3) pieces of information: the business incorporation number, your password used for BC Registry Services, and your most recent D.A.C. (Data Access Code – found on your most recent reminder notice for filing the company's annual report). If you do not have the necessary information, the BCeID service will mail out information to complete the company verification portion of the enrolment. Upon your business BCeID enrolment being fully completed, you can submit your completed FMC application.

### **3. How can I get a BCeID for Mineral Titles Online if I do not live in BC?**

If you are interested in getting an individual FMC then you must visit a government office for identity-proofing. Next time you are in British Columbia bring the [necessary documents](#) to a Mineral Titles, a Service BC, or a Front Counter BC office for identity-proofing.

Another option is to register as a proprietorship through the BC Business Registry to get a Business Number. You can then use this Business Number when filing out your Business BCeID. For more information on Business Registration please review the [OneStop website](#).

You can still apply online for a [Business BCeID](#) if you live outside of British Columbia. Any foreign entity conducting business in BC must register as an extra-provincial company with the BC Corporate Registry, including federal and foreign corporations. If you register as a company, you do not need your identity to be verified.

### **4. How do I get identity proofed?**

You can get your identity verified at any [point of service location](#). This includes Mineral Titles Branch offices, Service BC offices and FrontCounter BC offices. To be identity proofed, you must have the two pieces of I.D. that you entered online. One must be a photo document (i.e. driver's license) and the secondary document must include a matching name and signature (i.e. bank or credit card).

[Mineral Titles Branches](#) are located in Victoria and Vancouver.

Locate the nearest [Service BC](#) office or call the Service BC Contact Centre at 1-800-663-7867 and ask to be transferred, free of charge, to a Service BC Centre. To contact a Service BC office from Greater Victoria, call 250-387-6121 and from Metro Vancouver, call 604-660-2421.

Locate the nearest [FrontCounter BC](#) office or call the FrontCounter BC Contact Centre 1-877-855-3222 and ask to be transferred, free of charge, to a FrontCounter BC office.

### **5. I forgot my BCeID password; can you tell me what it is?**

No, the Mineral Titles Branch office does not have access to your password. Please view the [Frequently Asked Questions](#) on the BCeID website. Passwords can be reset but they cannot be recovered. If you cannot remember your password, review and follow the instructions from BCeID.

### **6. I have a BCeID, why can't I log on to MTO?**

There could be a number of solutions:

1. Ensure you have a business BCeID account. MTO will not accept a personal BCeID account.

2. If you just enrolled for your BCeID account, you may have not accepted the Business Terms of Use Agreement for using your BCeID account.
  - Go to [www.bceid.ca](http://www.bceid.ca) and log onto your account. If you have not accepted the agreement yet, the business BCeID Terms of Use agreement will be displayed for you to read and accept.
3. Your BCeID password may have expired.
  - Go to [www.bceid.ca](http://www.bceid.ca) and try logging into your account. If your password has expired, the BCeID website will recognize your previous password and force you to change it.
4. You do not have a Free Miner Certificate (FMC) or have not been authorized by the Mineral Titles Branch for access to MTO.
  - If you have a FMC, contact the Mineral Titles Online Help Desk at [Mineral.Titles@gov.bc.ca](mailto:Mineral.Titles@gov.bc.ca) or call **1-866-616-4999** and request access to MTO.
  - If you do not have a FMC, you must apply for a FMC. You can apply at any Service BC, FrontCounter BC, or our Victoria and Vancouver Mineral Titles Branch offices.

**7. Can I use the same BCeID account with my Individual Free Miner Certificate and my Company Free Miner Certificate?**

No, you must have a separate BCeID for your Individual Free Miner Certificate and for your Company Free Miner Certificate. Each BCeID account needs to match the individual or business entity that it represents.

**8. What do I do if my Business Profile Manager/Business Account Manager has left the company and there is no one else in the company with access?**

In the case of companies or partnerships, if the Business Profile Manager (BPM)/Business Account Manager (BAM) has left the company and there is no alternate BPM or BAM, you will need to contact the BCeID Help Desk for help and advice.

Note: The BCeID Program recommends your company have more than one individual who can manage the company BCeID account.