



# **E-Referral System – Client Portal**

Systems Manual

April 2024

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## Version

Version Number	Date	Who	Comment
0.1	April 2024	Milanka Abeysooriya	First version

## Definitions

### *Referral:*

The distribution of application package information to internal government agencies, public or other stakeholders with the intent of obtaining important information, perspectives and recommendations on the application.

### *Referral Agency Types:*

- Internal Agency – Agency internal to the Government (i.e., Ministry, Agency)
- External Agency - Agency that resides external to the Government. This can include any individual, corporation or society that is external to government (i.e., BC Hydro, Bob Smith)
- Referral Center

### *User Groups of the E-Referral System:*

- Referral Coordinator/Email coordinator - Person who initiates a referral by creating and sending it.
- Recipient/Respondent - Person who receives a referral and responds to it.

- Response Coordinator - Person who collects all the responses and creates a summary report.

*Recipient/Representative Type:*

- Primary – A representative that will automatically receive email notifications for all Referral Requests and who is responsible for maintaining a Referral Agency’s profile.
- Alternate – A representative that will receive email notifications for Referral Requests, only if configured to do so.

*Referral Level:*

- Mandatory – A response to a Referral Request is required.
- Optional - A response to a Referral Request is optional.
- Notification – The Referral Request is only a notification that does not require a response.
- Summary Only – The Summary Report sent after a referral is closed.

## Introduction and Purpose

This manual is intended to give you a step-by-step overview of the online, web-based automated E-Referral system. It provides all the information needed to respond to a referral request, manage referral agencies, search referral requests and relevant additional information that is useful to perform these tasks effectively.

## Logging into the E-Referral System

You can access the E-Referral system by clicking on the following URL link:

<https://j200.gov.bc.ca/ext/ereferral/Default.aspx?PosseMenuName=ERMain>

You will see the screen below as your landing screen. From here, you can log in to the E-Referral system using your IDIR credentials or a BCeID.

BRITISH COLUMBIA | Log in to j200.gov.bc.ca

Log in with BCeID

User ID  
Use a Business, Personal or Basic BCeID

Password

Continue

[Forgot your user ID or password?](#)

No account?  
[Register for a BCeID](#)

Or log in with:  
Log in with IDIR

Need help?  
[Contact the BCeID Help Desk](#)

Access to or unauthorized use of data on this computer system by any person other than the authorized employee(s) or owner(s) of an account is strictly prohibited and may result in legal action against such person.

[Disclaimer](#) | [Privacy](#) | [Accessibility](#) | [Copyright](#)

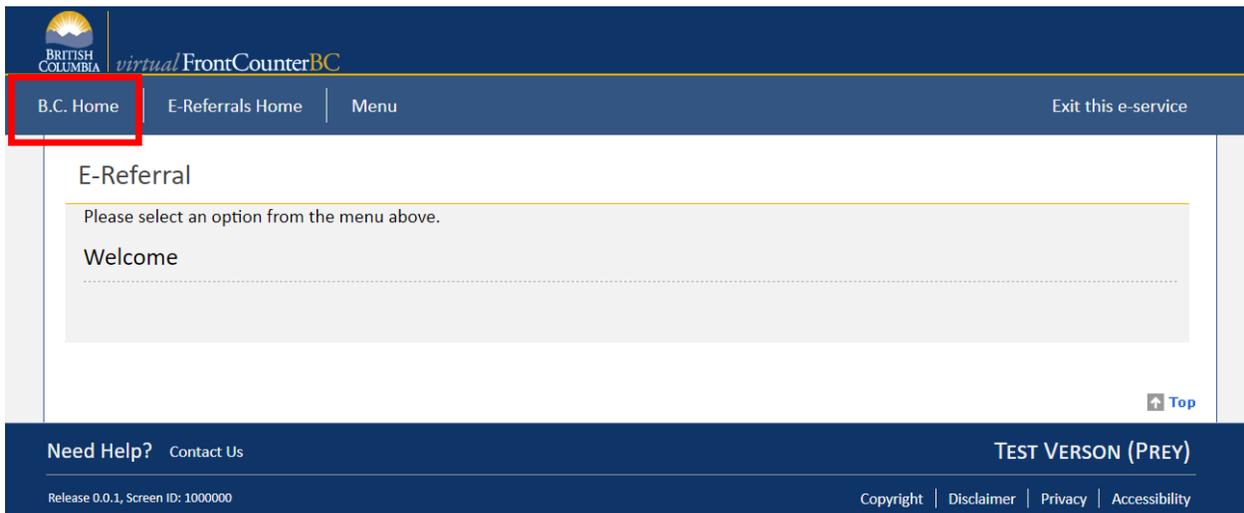
Once you have successfully logged in to the system, the following E-Referrals homepage will be visible.



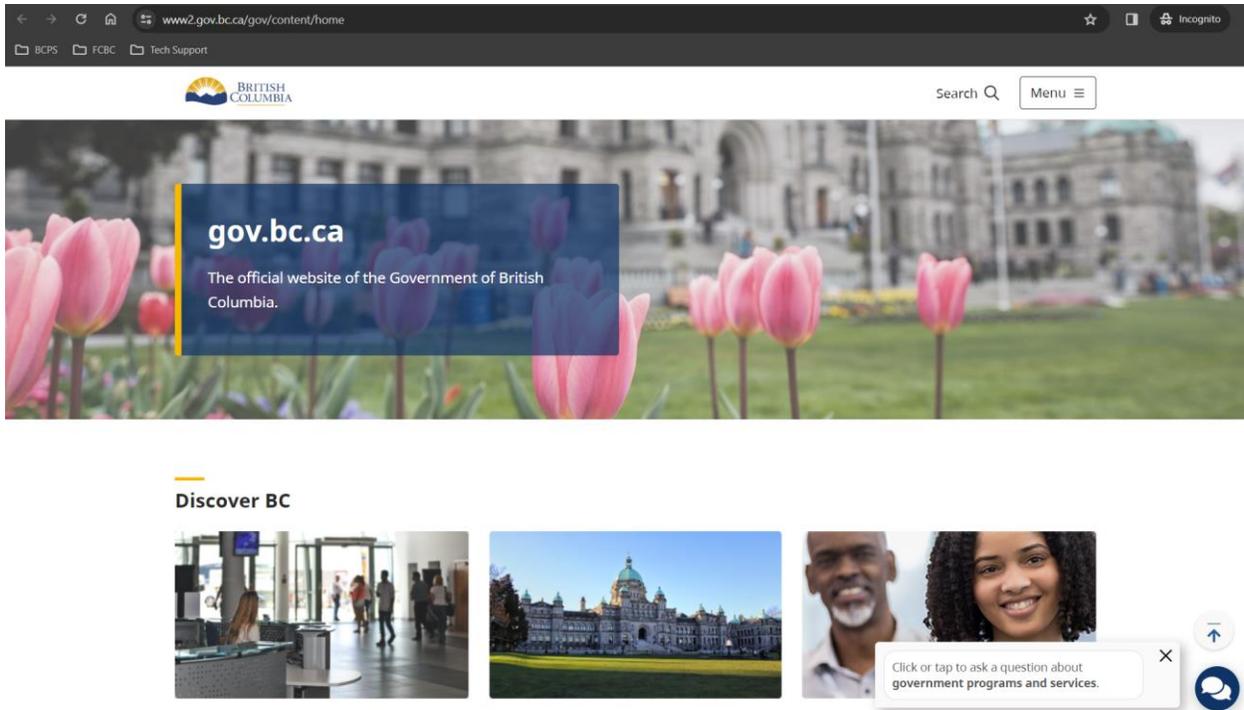
## Navigating the E-Referral System

The E-Referrals homepage consists of several menus that will help you to navigate through the system.

### 'B.C. Home'



Clicking on this menu will take you to the official website of the Government of British Columbia, which will open in a separate tab.

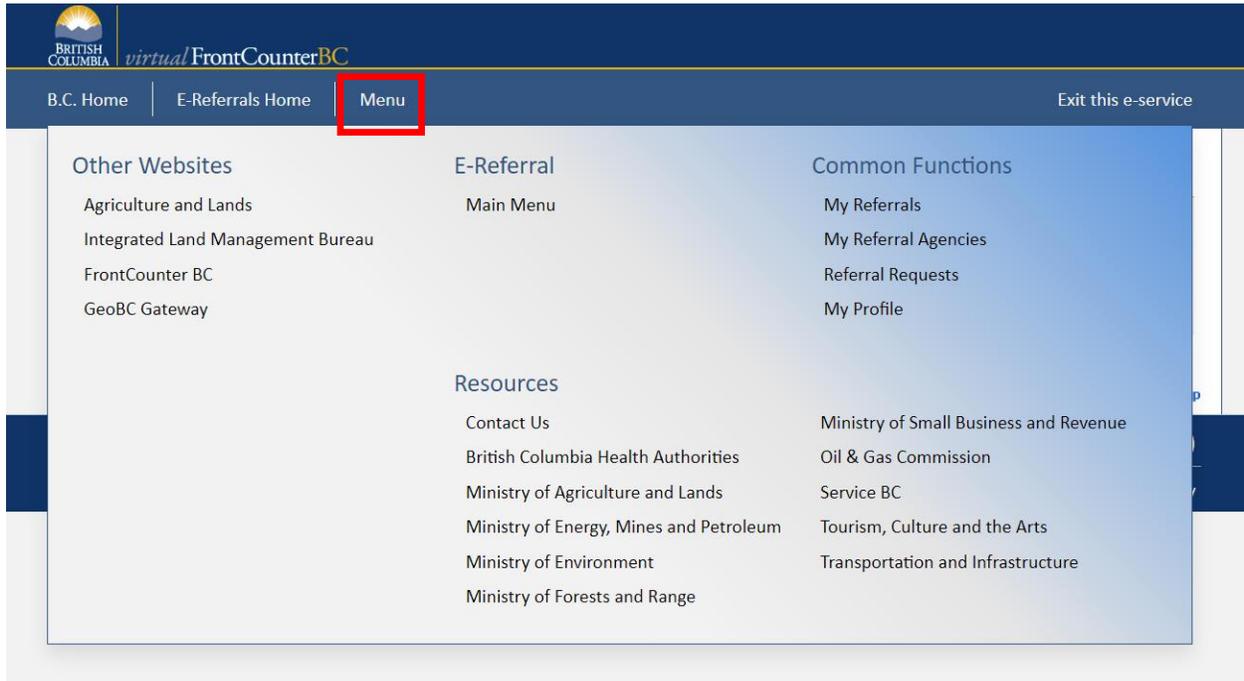


## 'E-Referrals Home'



Clicking on this menu, you can navigate back to the home page of the E-Referral system from any part of the system you are in.

## 'Menu'



This menu consists of most of the features and functionalities provided by the system. From here, you can access resources (Contact Us, Ministry websites, etc.), other websites (FrontCounter BC, GeoBC Gateway, etc.), E-Referrals home page and most importantly, the 'Common Functions'.

## Common Functions



The 'Common Functions' menu item provides links to the following functionalities:

*My Referrals* – Navigate to the Referral Requests assigned to you that you need to respond to.

*My Referral Agencies* – Navigate to Referral Agencies you are a part of.

*Referral Requests* – Search for Referral Requests created in your Referral Center.

*My Profile* – Navigate to your profile.

## 'Exit this e-service'

BRITISH COLUMBIA *virtual* FrontCounterBC

B.C. Home | E-Referrals Home | Menu | **Exit this e-service**

### E-Referral

Please select an option from the menu above.

Welcome

[↑ Top](#)

Need Help? [Contact Us](#) TEST VERSION (PREY)

Release 0.0.1, Screen ID: 1000000 [Copyright](#) | [Disclaimer](#) | [Privacy](#) | [Accessibility](#)

Clicking on this link will log you out of the E-Referral system and a log out confirmation will be displayed as follows.

### Logged out

You've been logged out.

### Need help?

- If you're using a BCeID, contact the [BCeID Help Desk](#)
- If you're using a BC Services Card, contact the [BC Services Card Help Desk](#)
- If you're using an IDIR, contact your IDIR security administrator or the Shared Services BC Service Desk at:  
Phone: 250 387-7000  
Email: [77000@gov.bc.ca](mailto:77000@gov.bc.ca)

## Confirming User Profile Information

When you log in to the E-Referral system, it is important to ensure that your user profile information is up to date.

1. Click on the 'My Profile' menu item under the 'Common Functions' section of the 'Menu' menu.



2. Next, you will see a screen with your User Profile Information. Fill in any missing information. In particular, please be sure to fill in your first name, last name, and email address.

BRITISH COLUMBIA virtual FrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Profile

Last Name:	<input type="text" value="Abeysooriya"/>
First Name:	<input type="text" value="Milanka"/>
Middle Initial:	<input type="text"/>
Email:	<input type="text" value="Milanka.Abeysooriya@gov.bc.ca"/>

[↑ Top](#)

Need Help? [Contact Us](#) TEST VERSION (PREY)

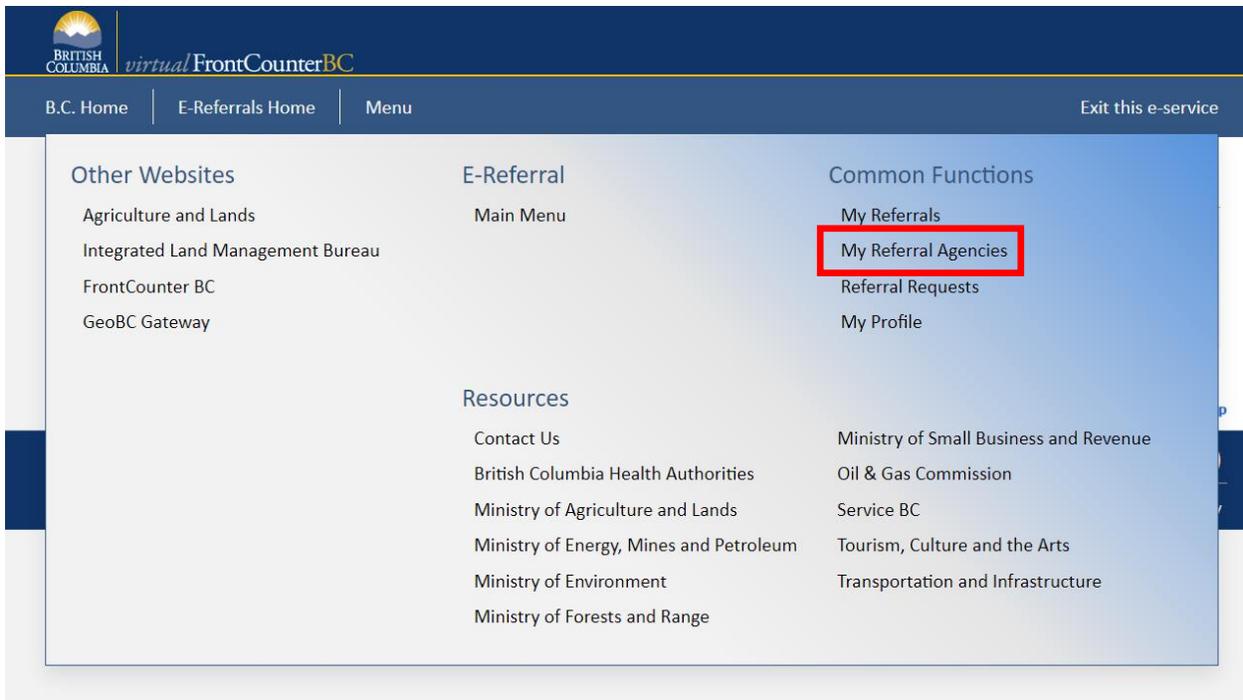
Release 0.0.1, Screen ID: 100261412 [Copyright](#) | [Disclaimer](#) | [Privacy](#) | [Accessibility](#)

3. When you have finished reviewing the information on this page and making any modifications, be sure to click the 'SAVE' button to save your changes.

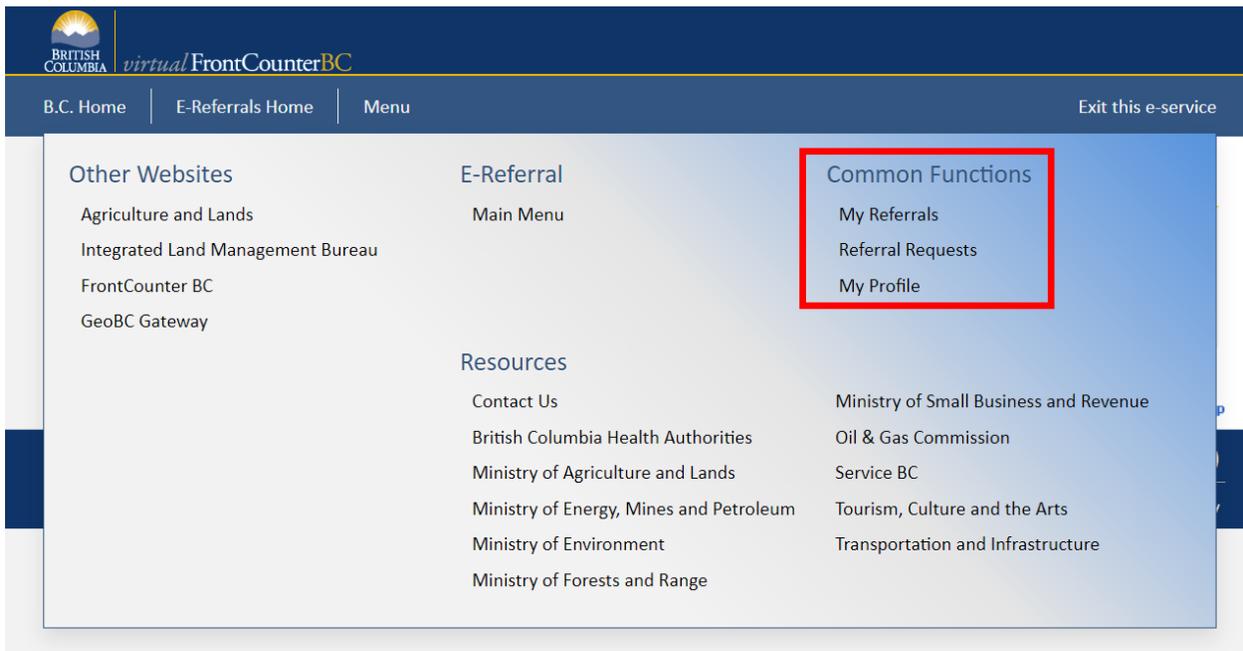
## Managing Referral Agencies

### Accessing the 'My Referral Agencies' Menu Item

To manage the Referral Agencies that you are a representative of, you need to click on the 'My Referral Agencies' menu item under the 'Common Functions' section of the 'Menu' menu.



However, there could be instances where the 'My Referral Agencies' menu item does not appear under the 'Common Functions' section of the 'Menu' menu as follows.



This means that you are not properly registered with the E-Referral system due to either of the following reasons.

- The registration email was not sent to you.
- You did not complete the registration process as outlined in the registration email.

If you did not receive the registration email, you need to contact the [FrontCounter BC office nearest you](#) and make a request for the registration email to be sent to you. If you have received the registration email, you need to click on the 'Click Here' link of the email to register your BCeID or IDIR with the E-Referral system.

You are requested to [Click Here](#) to register your BCeID account with the E-Referral System. Once authenticated, your BCeID will be registered with Ext Ref Agency and you will be able to manage and update your agency information and receive and respond to referrals on their behalf.

Note that it can take an extended period of time to connect from the BCeID login to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For "how-to" instructions for responding to this request, visit <https://portal.nrs.gov.bc.ca/web/client/-/e-referrals> and click on the "e-Referrals for First Time Users Using a BCeID" instructional video. To obtain a BCeID, visit <https://www.bceid.ca/>

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

Milanka Abeysooriya  
FrontCounter BC

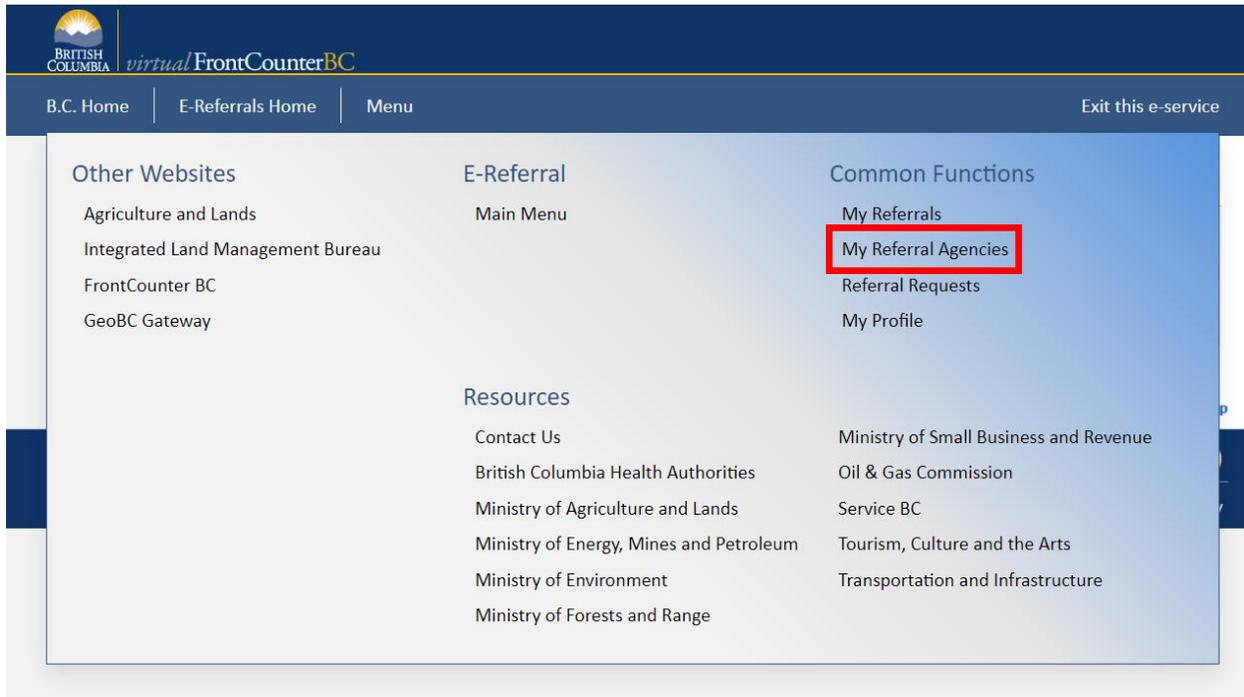
Email: [Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

Once this step has been completed, you will be successfully registered with the E-Referral system and the 'My Referral Agencies' menu item will be visible under the 'Common Functions' section of the 'Menu' menu.

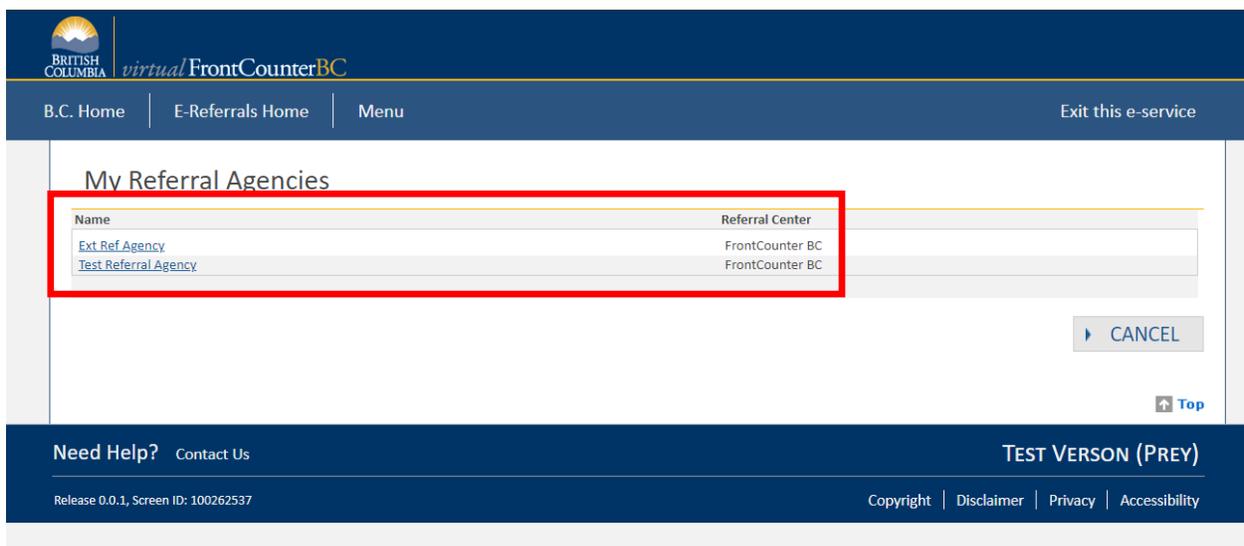
## Updating Referral Agency Information

Using the E-Referral system, you will be able to update Referral Agency information of the Referral Agencies that you are either a Primary or Alternate representative of.

1. To access the Referral Agencies you are representative of, click on the 'My Referral Agencies' menu item under the 'Common Functions' section of the 'Menu' menu.



You will land on the below screen, which will display all the Referral Agencies you are a representative of.



2. Click on the hyperlinked name of the Referral Agency that you want to update information of.

BRITISH COLUMBIA virtual FrontCounter BC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referral Agencies

Name	Referral Center
<a href="#">Ext Ref Agency</a>	FrontCounter BC
<a href="#">Team Referral Agency</a>	FrontCounter BC

[CANCEL](#)

[Top](#)

Need Help? [Contact Us](#) | TEST VERSION (PREY)

Release 0.0.1, Screen ID: 100262537 | Copyright | Disclaimer | Privacy | Accessibility

Next, you will be directed to the following screen which displays information relevant to the Referral Agency as well as their configurable options.

BRITISH COLUMBIA virtual FrontCounter BC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### Referral Agency

Referral Center: FrontCounter BC

Agency Name: Ext Ref Agency

Agency Type: External Agency

Response Method: Authenticated Web

Request Method:  Email  Online  Hard copy

\* Business Name: Ext Ref Agency

Phone (Primary): ( 777 ) 222 - 7777

Phone (Alternate): ( ) -

#### Mailing Address

[ADD ADDRESS](#)

#### \* Representatives

Name	Email	Primary	CC
<a href="#">Mila Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walp</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[ADD REPRESENTATIVE](#)

[CANCEL](#) [SAVE](#)

This screen displays information regarding the Referral Center, Agency Name, and the Agency Type (one of Internal Agency, External Agency or Referral Center).

**Referral Agency**

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency

Response Method: Authenticated Web

Request Method:  Email  Online  Hard copy

\* Business Name: Ext Ref Agency

Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -

**Mailing Address**

ADD ADDRESS

\* **Representatives**

Name	Email	Primary	CC
<a href="#">Mi Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walp</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

**\*\*IMPORTANT\*\*** - For you to be able to manage a Referral Agency in the E-Referral system, it needs to be set up as a 'Self-Managed' Referral Agency. If it is not a 'Self-Managed' Agency, then the above screen will display as follows where none of the information is editable. If you want to have the ability to manage the Referral Agency, please contact the [FrontCounter BC office nearest you](#) and request the Referral Agency to be configured as a 'Self-Managed' Referral Agency.



### Referral Agency

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Authenticated Web  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): (777) 222-7777  
Phone (Alternate): ( ) -

#### Mailing Address

ADD ADDRESS

#### \* Representatives

Name	Email	Primary	CC
Mi Abey	milanka...@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka...@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

▶ CANCEL

3. To configure the Response Method that the Referral Agency uses to respond to E-Referrals, click on the following dropdown.

**Referral Agency**

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -  
**Mailing Address**  
 ADD ADDRESS  
 \* **Representatives**

Name	Email	Primary	CC
Mil Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walji	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/> X

ADD REPRESENTATIVE

CANCEL SAVE

## Managing the Response Method

### Authenticated Web

If you select this option, responding to Referrals sent to you via email or the online system will require authentication.

- External Agency – Authentication via BceID
- Internal Agency – Authentication via IDIR

### Guest Web

Setting the Response Method to 'Guest Web' will allow you to respond to Referrals, online, without requiring any authentication. For example, when you receive a Referral Request to your email, you will be able to click on the 'Click Here' link as

follows and directly connect to the E-Referral system without the need for BCeID or IDIR authentication.

Commercial General  
Referral Number: 160484272 - 004  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: March 16, 2024  
Response Due: April 14, 2024

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

Test Referral

Please [Click Here](#) to respond to this referral. Forwarding or otherwise distributing this email will provide access to the associated information.

Note that it can take an extended period of time to connect to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For "how-to" instructions on how to respond to this request, visit <https://portal.nrs.gov.bc.ca/web/client/-/e-referrals> for instructional videos.

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

() -

[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

**\*\*NOTE\*\*** - Currently, the E-Referral system does not allow you to set the Response Method to 'Guest Web' when the Referral Agency is 'Self-Managed'.

The screenshot shows the 'Referral Agency' form in the virtual FrontCounter BC system. At the top, there is a navigation bar with 'B.C. Home', 'E-Referrals Home', 'Menu', and 'Exit this e-service'. The form title is 'Referral Agency'. A red-bordered error message at the top of the form reads: 'Submit failed. If the Agency is self managed you cannot select Guest Web as a response method.' The form fields are as follows:

- Referral Center: FrontCounter BC
- Agency Name: Ext Ref Agency
- Agency Type: External Agency
- Response Method: Guest Web (dropdown menu)
- Request Method:  Email,  Online,  Hard copy
- \* Business Name: Ext Ref Agency
- Phone (Primary): ( 777 ) 222 - 7777
- Phone (Alternate): ( ) -

Below the form fields is a section for 'Mailing Address' with an 'ADD ADDRESS' button. At the bottom of the form is a 'Representatives' section with a table:

Name	Email	Primary	CC
Milka Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Milka Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

At the bottom of the form, there is an 'ADD REPRESENTATIVE' button and a 'CANCEL' button next to a 'SAVE' button.

If you wish to have the Response Method of your Referral Agency as 'Guest Web', please contact the [FrontCounter BC office nearest you](#) and make a request. However, you will then not be able to maintain the Referral Agency yourself as it will be configured as a 'non-Self-Managed' agency.

**Referral Agency**

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Guest Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): (777) 222-7777  
 Phone (Alternate): ( ) -

**Mailing Address**

[ADD ADDRESS](#)

\* **Representatives**

Name	Email	Primary	CC
Mi Abey	milanka...@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka...@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[CANCEL](#)

## Manual to Coordinator

If you select this option, you agree to respond to Referrals using a non-online method such as fax, email, mail (hardcopy), etc. In this case, the Referral Coordinator will enter the response into the E-Referral system.

4. To configure the Request Method that the Referral Agency wishes to receive Referrals, click on the following checkboxes as required.

**Referral Agency**

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -  
**Mailing Address**  
 ADD ADDRESS  
 \* **Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

## Managing the Request Method

### Email

If you select the 'Email' option, an email notification will be sent to your inbox when a Referral Request has been sent to your Referral Agency. This email will contain a 'Click Here' link that when clicked, will directly allow you to connect to the E-Referral system to record your response.

In this case, you might need to authenticate yourself using a BCeID or IDIR or will be allowed to log in as a 'Guest', based on how the '[Response Method](#)' of the Referral Agency has been configured.

You are requested to [Click Here](#) to register your BCeID account with the E-Referral System. Once authenticated, your BCeID will be registered with Ext Ref Agency and you will be able to manage and update your agency information and receive and respond to referrals on their behalf.

Note that it can take an extended period of time to connect from the BCeID login to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For "how-to" instructions for responding to this request, visit <https://portal.nrs.gov.bc.ca/web/client/-/e-referrals> and click on the "e-Referrals for First Time Users Using a BCeID" instructional video. To obtain a BCeID, visit <https://www.bceid.ca/>

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

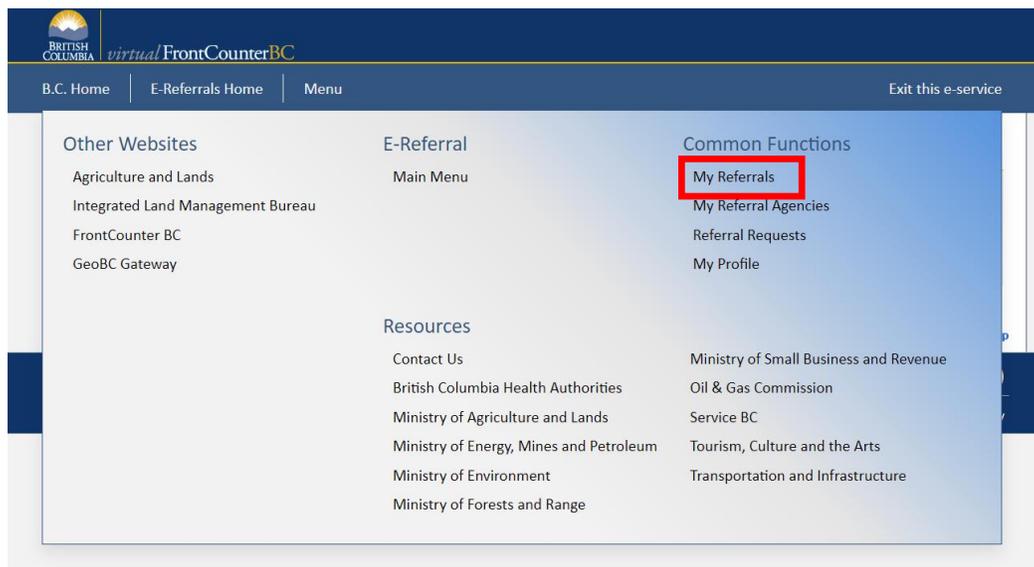
Milanka Abeysooriya  
FrontCounter BC

Email: [Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

**\*\*NOTE\*\*** - You will still be able to access the Referral Request electronically via the online E-Referral system as indicated in the below section. Selecting the 'Email' Request Method would additionally send an email notification to your inbox when a Referral Request has been sent to your Referral Agency.

## Online

Selecting this option will allow you to receive Referral Requests electronically via the online E-Referral system. When you log in to the system using your BCeID or IDIR, you will be able to access the Referral Requests that the Agencies you are a representative of have received. They can be accessed via the 'My Referrals' menu item under the 'Common Functions' section of the 'Menu' menu.



**\*\*IMPORTANT\*\*** - When the checkbox for the 'Online' Request Method is selected, the only allowable option for Response Method is 'Authenticated Web'.

BRITISH COLUMBIA virtual FrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### Referral Agency

**Submit failed. The Request Method cannot be Online for a Manual to Coordinator response method.**

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Manual to Coordinator  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -  
Mailing Address: 29478 598 Avenue, Kamloops BC V1S 1V8

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walje	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

BRITISH COLUMBIA virtual FrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### Referral Agency

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Authenticated Web  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -  
Mailing Address: ADD ADDRESS

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walje	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

**\*\*NOTE\*\*** - It is recommended that you also select the 'Email' Request Method when selecting the 'Online' Request Method so that you will be notified via email when a Referral Request is sent to an Agency you are a representative of. You will receive this notification **only** if the 'Email' checkbox has been checked.

## Hard Copy

If you want to receive Referral Requests in a non-electronic method (e.g., email, fax, mail) or wish to receive a hard copy letter in addition to receiving the Referral in an electronic format, you can select the 'Hard copy' checkbox. However, when this checkbox is checked, it is mandatory that you enter a mailing address.

**Referral Agency**

Submit failed. Before you go on, you must enter an Address.

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Authenticated Web  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -

**Mailing Address**

ADD ADDRESS

\* **Representatives**

Name	Email	Primary	CC
Mi Abey	milanka...@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka...@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

To add a mailing address, click on the 'ADD ADDRESS' button as shown below.

BRITISH COLUMBIA virtual FrontCounter BC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### Referral Agency

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Authenticated Web  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -

**Mailing Address**

**ADD ADDRESS**

\* **Representatives**

Name	Email	Primary	CC
<a href="#">Ml Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walp</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**ADD REPRESENTATIVE**

**CANCEL** **SAVE**

Fill out the mandatory fields in the following screen that pops up and click the SAVE button.

## Address

\* Address Type: Civic

Suite Number:

\* Street Number: 29478 Suffix:

\* Street: 59B

Street Type: Avenue Dir: (None)

Line 2:

\* Municipality: Kamloops

\* Province / State: British Columbia

\* Country: Canada

\* Postal / Zip Code: V1S 1Y8

Display Address:

\* An asterisk indicates a required field.

CANCEL

SAVE

The entered address will now be displayed as follows.

**Referral Agency**

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Authenticated Web  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

ADD ADDRESS

**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

You can then click on the SAVE button to complete the configuration of your Referral Agency to receive Hard Copy Referral Requests.



[B.C. Home](#) | [E-Referrals Home](#) | [Menu](#) [Exit this e-service](#)

### Referral Agency

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

**ADD ADDRESS**

---

**\* Representatives**

Name	Email	Primary	CC
<a href="#">Mi Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walq</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**ADD REPRESENTATIVE**

▶ CANCEL **SAVE**

**\*\*IMPORTANT\*\*** - If **only** the 'Hard copy' checkbox is checked, you will not be allowed to select 'Authenticated Web' as the Response Method. The permitted Response Method in this case would be 'Manual to Coordinator'.



### Referral Agency

**✘** Submit failed. If Response Method of Authenticated Web is selected, Email or Online must be selected.

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -

#### Mailing Address

29478 598 Avenue, Kamloops BC V1S 1Y8

#### \* Representatives

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walje	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE



### Referral Agency

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Manual to Coordinator  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -

#### Mailing Address

29478 598 Avenue, Kamloops BC V1S 1Y8

#### \* Representatives

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walje	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

5. To manage the representatives of your Referral Agency, use the highlighted section of the below screen.

The screenshot shows the 'Referral Agency' management page in the virtualFrontCounterBC system. The page includes a header with the British Columbia logo and navigation links for 'B.C. Home', 'E-Referrals Home', and 'Menu'. The main content area is titled 'Referral Agency' and contains several form fields for agency details, including 'Referral Center', 'Agency Name', 'Agency Type', 'Response Method', 'Request Method', 'Business Name', and phone numbers. A 'Mailing Address' field is also present. The 'Representatives' section, which is highlighted with a red box, contains a table with columns for 'Name', 'Email', 'Primary', and 'CC'. One representative is listed: 'Mi Abey' with email 'milanka...@gmail.com', marked as 'Primary' (checked) and 'CC' (unchecked). Below the table is an 'ADD REPRESENTATIVE' button. At the bottom right of the form are 'CANCEL' and 'SAVE' buttons.

Name	Email	Primary	CC
Mi Abey	milanka...@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>

In this section, you will be able to see your Name, Email address and Representative Type (either Primary or Alternate) as you are already registered with the E-Referral system (via BCeID or IDIR) as a representative of the Referral Agency you want to manage.

## Referral Agency

Referral Center:	FrontCounter BC
Agency Name:	Ext Ref Agency
Agency Type:	External Agency
Response Method:	Authenticated Web
Request Method:	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Online <input type="checkbox"/> Hard copy
* Business Name:	Ext Ref Agency
Phone (Primary):	( 777 ) 222 - 7777
Phone (Alternate):	( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

---

\* **Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**ADD REPRESENTATIVE**

CANCEL SAVE

**\*\*IMPORTANT\*\*** - The first representative to be added to a Referral Agency should be added by the system administrator and a registration email will be sent to the representative to complete the registration. Once completed, the first representative can log in to the E-Referral system and add more representatives to the Referral Agency.

## Managing Representatives

### Adding a Representative

To add a representative to your Referral Agency, click on the 'ADD REPRESENTATIVE' button.

### Referral Agency

Referral Center:	FrontCounter BC		
Agency Name:	Ext Ref Agency		
Agency Type:	External Agency		
Response Method:	Authenticated Web		
Request Method:	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Online <input type="checkbox"/> Hard copy		
* Business Name:	Ext Ref Agency		
Phone (Primary):	( 777 ) 222 - 7777		
Phone (Alternate):	( ) -		
<b>Mailing Address</b>			
29478 59B Avenue, Kamloops BC V1S 1Y8			
<b>* Representatives</b>			
Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>ADD REPRESENTATIVE</b>			

In the following screen that pops up, enter the relevant information, specifically the mandatory information (Name and Recipient Type). Here, the name can be a generic name and the email can be a generic email address.

## Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  Primary  Alternate

---

**User Registration**

[SEND USER REGISTRATION EMAIL](#)

---

[CANCEL](#) [SAVE](#)

### Selecting the Recipient (Representative) Type

#### **Primary Representative**

If you wish to set up the representative as a 'Primary' representative, select the 'Primary' radio button.

It is recommended that a Referral Agency should have at least one Primary Representative who will hold the responsibility of maintaining the Referral Agency's profile in the E-Referral system.

Primary recipients automatically receive email notifications for all Referral Requests sent to the Referral Agency and are responsible for responding to them.

## Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  **Primary**  Alternate

---

**User Registration**

---

### ***Alternate Representative***

If you wish to set up the representative as an 'Alternate' representative, select the 'Alternate' radio button. When you click on this radio button, an additional 'Receive Email cc' checkbox will appear on the screen.

EReferral - Referral Agency Representative - Google Chrome  
test.j200.gov.bc.ca/ext/ereferral/editrelatedobject.aspx?PosseFromObjectId=160482246&PosseEndF

## Referral Agency Representative

\* Name:   
Email:   
Phone (Primary): (  )  -   
Phone (Alternate): (  )  -   
\* Recipient Type:  Primary  Alternate  
Receive Email cc:

---

### User Registration

---

**\*\*IMPORTANT\*\*** - If you want to copy all email communications (including Referral Requests) sent to Primary Representatives via the E-Referral system to the Alternate Representative as well, you need to check the 'Receive Email cc' checkbox. If this checkbox is not checked, the Alternate Representative will not receive the automatic email notifications but will still be able to search, access and respond to Referral Requests using the E-Referral system.

EReferral - Referral Agency Representative - Google Chrome

test.j200.gov.bc.ca/ext/ereferral/editrelatedobject.aspx?PosseFromObjectId=160482246&PosseEndF

## Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  Primary  Alternate

Receive Email cc:

---

### User Registration

---

Next, click on the 'SEND USER REGISTRATION EMAIL' button to send a registration email to the new representative. The representative needs to complete the registration to be able to log in and respond to Referrals using the E-Referral system.

EReferral - Referral Agency Representative - Google Chrome  
test.j200.gov.bc.ca/ext/ereferral/editrelatedobject.aspx?PosseFromObjectId=160482246&PosseEndP

## Referral Agency Representative

\* Name:   
Email:   
Phone (Primary): (  )  -   
Phone (Alternate): (  )  -   
\* Recipient Type:  Primary  Alternate  
Receive Email cc:

---

### User Registration

---

Once the registration email has been sent, the screen will be updated as follows to indicate the date and time the last registration email was sent.

## Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  Primary  Alternate

Receive Email cc:

### User Registration

Last Email Registration sent on MAR 20, 2024 11:53 AM

[SEND USER REGISTRATION EMAIL](#)

[CANCEL](#)

[SAVE](#)

Next click on the SAVE button of this screen.

## Referral Agency Representative

\* Name:   
Email:   
Phone (Primary): (  )  -   
Phone (Alternate): (  )  -   
\* Recipient Type:  Primary  Alternate  
Receive Email cc:

---

**User Registration**  
Last Email Registration sent on MAR 20, 2024 11:53 AM

[SEND USER REGISTRATION EMAIL](#)

[CANCEL](#) [SAVE](#)

You will then return to the main Referral Agency configuration screen as follows. Here, you will be able to see that the representative you sent the registration email to before has been added to the list of representatives.

### Referral Agency

Referral Center:	FrontCounter BC
Agency Name:	Ext Ref Agency
Agency Type:	External Agency
Response Method:	Authenticated Web
Request Method:	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Online <input type="checkbox"/> Hard copy
* Business Name:	Ext Ref Agency
Phone (Primary):	( 777 ) 222 - 7777
Phone (Alternate):	( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

---

**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

From this screen, you can continue to add more representatives to your Referral Agency by following the above process. When complete, click on the SAVE button as follows.

### Referral Agency

Referral Center: FrontCounter BC

Agency Name: Ext Ref Agency

Agency Type: External Agency

Response Method: Authenticated Web

Request Method:  Email  Online  Hard copy

\* Business Name: Ext Ref Agency

Phone (Primary): ( 777 ) 222 - 7777

Phone (Alternate): ( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

**\* Representatives**

Name	Email	Primary	CC
<a href="#">Mi Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walp</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

### Viewing the Registration Status of a Representative

To view the registration status of a representative, you need to click on the 'Name' hyperlink of the representative as follows.

**Referral Agency**

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Mila Walp</b>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

If the 'User Registration' section of the following screen still displays the date and time the last registration email was sent along with the 'SEND USER REGISTRATION EMAIL' button, it means that the representative has not completed the registration process.

In this case, you can decide to send another registration email to the representative by clicking the 'SEND USER REGISTRATION EMAIL' button and the new date and time the registration email was sent will be updated on the screen.

EReferral - Referral Agency Representative - Google Chrome

test.j200.gov.bc.ca/ext/ereferral/editrelatedobject.aspx?PossePresentation=ERExternal&PosseObject

## Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  Primary  Alternate

Receive Email cc:

---

### User Registration

Last Email Registration sent on MAR 20, 2024 11:53 AM

---

However, if the 'User Registration' section of the above screen is replaced with a 'Linked User Record' section that displays only the name of the representative that the registration email was sent to, it means that the representative has successfully completed the registration with the E-Referral system.

EReferral - Referral Agency Representative - Google Chrome  
test.j200.gov.bc.ca/ext/ereferral/editrelatedobject.aspx?PossePresentation=ERExternal&PosseObject

## Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  Primary  Alternate

Receive Email cc:

---

**Linked User Record**

Name

### Updating Representative Information

To update a representative's information, click on the 'Name' hyperlink of the representative as follows.

### Referral Agency

Referral Center:	FrontCounter BC
Agency Name:	Ext Ref Agency
Agency Type:	External Agency
Response Method:	Authenticated Web
Request Method:	<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Online <input type="checkbox"/> Hard copy
* Business Name:	Ext Ref Agency
Phone (Primary):	( 777 ) 222 - 7777
Phone (Alternate):	( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

---

**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

This will open the representative's record in the following screen. Here you can update the representative's information including the Recipient/Representative Type. Once complete, click on the SAVE button.

EReferral - Referral Agency Representative - Google Chrome  
test.j200.gov.bc.ca/ext/ereferral/editrelatedobject.aspx?PossePresentation=ERExternal&PosseObject=...

## Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  Primary  Alternate

Receive Email cc:

---

### Linked User Record

Name

## Deleting a Representative

To delete a representative from your Referral Agency, click on the 'X' sign of the specific representative's record in the representative list.

### Referral Agency

Referral Center: FrontCounter BC

Agency Name: Ext Ref Agency

Agency Type: External Agency

Response Method: Authenticated Web

Request Method:  Email  Online  Hard copy

\* Business Name: Ext Ref Agency

Phone (Primary): ( 777 ) 222 - 7777

Phone (Alternate): ( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

**\* Representatives**

Name	Email	Primary	CC
<a href="#">Mi Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walp</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

A pop-up message as follows will appear asking to confirm the deletion of the representative record.

The screenshot shows the 'Referral Agency' form in the FrontCounter BC system. A confirmation dialog box is overlaid on top of the form, asking 'test.j200.gov.bc.ca says Are you sure you want to delete this?'. The dialog has 'OK' and 'Cancel' buttons. The form below contains the following information:

**Referral Agency**

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -  
**Mailing Address**  
 29478 59B Avenue, Kamloops BC V1S 1Y8  
**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Buttons: ADD REPRESENTATIVE, CANCEL, SAVE

If you click the 'OK' button of this pop-up message, the representative will be deleted from the Referral Agency and the above screen will be updated accordingly. The deleted representative will no longer be able to connect with the E-Referral system to respond to Referrals on behalf of **your** Agency.

**Referral Agency**

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -  
**Mailing Address**  
 29478 59B Avenue, Kamloops BC V1S 1Y8  
**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

**\*\*NOTE\*\*** - You will not be able to delete yourself from the list of representatives of your Referral Agency and an 'X' sign will not appear at the end of your record in the representative list. If you wish to remove yourself from this list, follow either of the following steps,

- Ask another representative that is managing the Referral Agency in the E-Referral system to delete you from the representative list.
  - Contact the [FrontCounter BC office nearest you](#) and make a request.
6. You have now completed configuring/updating your Referral Agency. Please be sure to click on the SAVE button before you exit the screen.

**Referral Agency**

Referral Center: FrontCounter BC

Agency Name: Ext Ref Agency

Agency Type: External Agency

Response Method: Authenticated Web

Request Method:  Email  Online  Hard copy

\* Business Name: Ext Ref Agency

Phone (Primary): ( 777 ) 222 - 7777

Phone (Alternate): ( ) -

**Mailing Address**

29478 59B Avenue, Kamloops BC V1S 1Y8

**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE

CANCEL SAVE

## Responding to Referral Requests

How you respond to a Referral Request will mainly depend on the Request Method and Response Method that has been configured for the Referral Agency you are a representative of.

If you are an individual internal or external referee responding to a referral sent via email, the Request Method and Response Method would have already been configured by the Referral Coordinator.

**\*\*IMPORTANT\*\*** - Every Referral Request you receive will have an associated [Referral Level](#) that will determine the significance of the Referral Response.

## Responding to a Mandatory or Optional Referral Request

1. The first step is to access the Referral Request that you have received via Email, Online or as a Hardcopy.

### Referral Request Sent via Email

For a Referral Request sent via Email, the Response Method could be either 'Authenticated Web' or 'Guest Web'.

Click on the 'Click Here' link as follows to open the Referral. You may be asked to authenticate yourself using IDIR credentials or a BCeID or may be allowed to log in to the E-Referral system as a Guest.

Commercial General  
Referral Number: 160569561 - 001  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 3, 2024  
Response Due: May 3, 2024

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

Please [Click Here](#) to respond to this referral. [You must be logged in using your Government IDIR account to view associated information.](#) Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For technical assistance with E-Referrals, contact [fbctechsupport@gov.bc.ca](mailto:fbctechsupport@gov.bc.ca)

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

() -  
[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

### Referral Request Sent Online

For a Referral Request sent online via the E-Referral system, the Response Method would be 'Authenticated Web', where you will have to authenticate yourself using IDIR credentials or a BCeID. To access this Referral Request, you need to be

successfully registered as a representative of the Referral Agency the request was sent to.

To search for a Referral Request that you need to respond to in the E-Referral system, please refer to the [‘Searching for Referral Requests’](#) section of this manual.

In the search results, click on the ‘Referral Request /Summary No.’ hyperlink of the Referral Request you need to access.

Referral Request	Description	Reference No.	Request Sent	Response Due	Status	Agency - Assigned To
<a href="#">160569561-002</a>	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 3, 2024	May 3, 2024	Open	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160517555-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Mar 26, 2024	mmm dd, yyyy	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160517555-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Mar 26, 2024	mmm dd, yyyy	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160516792-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Mar 26, 2024	mmm dd, yyyy	New	Ext Ref Agency - Mi Abey, Mila Walp

## Referral Request Sent as a Hardcopy

If a Referral Request is only received as a Hardcopy, the Response Method would be ‘Manual to Coordinator’, where you will have to respond to the referral using a non-electronic method. However, you can make the choice of receiving a Hardcopy referral in addition to receiving the referral via Email or Online.

The Hardcopy Referral Package that you receive will include the Hardcopy Referral Request Letter in addition to other relevant referral documents.

Hardcopy Referral Packages are sent on the same date the electronic referrals are sent.

2. Once you have opened the Referral Request, you will need to review the Referral Details.

- Referral Type – The category of the referral.
- Reference Number – Either an ‘Agency Name/Agency File Number’ the referral was sent from, a Project Number or a Business Line File Number.
- Referral Number - A number that will uniquely identify a referral.
- Recipient Number – A number assigned to each of the Referral Requests sent within one referral (indicating the different recipients).
- Request Sent Date – Date the referral was received.
- Response Due Date – The last date to respond to the referral.
- Status – The current state of the referral.
- Referral Coordinator – The initiator of the referral.
- Contact – Link to email the Referral Coordinator.
- Name – Name of the recipient of the referral (e.g., Referral Agency name, Internal staff name, etc.)
- Recipient List – The list of individual names the referral has been sent to.
- Completion Date – The date the referral pertaining to the referral request closed.

## Referral Details - Referral Received by a Referral Agency



B.C. Home | E-Referrals Home | Menu Exit this e-service

### Referral Response

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	002
Request Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

#### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf

## Referral Details - Referral Received by Internal Staff

TEST VERSION (PREY)

### Referral Response

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	001
Request Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	N/A	Contact Info:	<a href="#">Email Coordinator</a>
		Name:	
		Recipient List:	Abeysooriya, Milanka

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

### REFERRAL DOCUMENTS

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

## Referral Details - Referral Received via Hardcopy



### Referral Request

FrontCounter BC

<b>Referral Type:</b>	Commercial General	<b>Referral Number:</b>	160569561
<b>Reference Number:</b>	Ministry of Water, Land and Resource Stewardship / 12345	<b>Request Sent Date:</b>	Apr 9, 2024
<b>Organization Name:</b>	Mila Walp	<b>Response Due Date:</b>	May 3, 2024
<b>Attention:</b>			
<b>Request sent by:</b>	Hardcopy		
<b>Email set to:</b>	n/a		
<b>AOI Map Link:</b>			

#### Referral

You are invited to comment on the following Crown land application. A response is optional. If no response is received by the deadline, the application and adjudication process will move forward.

This is a Test Referral for the New Lands Project.

#### Response

Please fill in the following information and send it to the contact listed at the bottom of the form.

Please respond to all of the following questions:

Yes	No	N/A	Question
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address those impacts in the response that you submit at the bottom of the page.

- Next, you need to enter your name as follows to record the name of the person responding to the referral.

Online:

**Referral Response**

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	002
Request Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

Referral Documents	
Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf

**\*\*NOTE\*\*** - If you are an external recipient responding to a referral as a 'Guest', you are required to provide your name and a security code in the following section of the Referral Response screen.

Response Text:

[+]  
[-]

---

**My Response Documents**

Description	File Name	Delete Me
<a href="#">UPLOAD</a>		

---

\* Please provide your name:

\* Enter the code you see below:



---

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

[SAVE](#)

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

[SUBMIT RESPONSE](#)

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

[NO RESPONSE](#)

[SPELL CHECK](#)

Please enter the security code as exactly displayed in the image. You can click on the microphone icon next to the image if you wish to listen to the audio of the image.

Response Text:

[+]  
[-]

---

**My Response Documents**

Description	File Name	Delete Me
<a href="#">UPLOAD</a>		

---

\* Please provide your name:

\* Enter the code you see below:



---

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

[SAVE](#)

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

[SUBMIT RESPONSE](#)

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

[NO RESPONSE](#)

[SPELL CHECK](#)

Hardcopy:



Please check one recommendation:

- Interests unaffected
- No objection to approval of project.
- No objection to approval of project subject to the conditions outlined below. (please explain below)
- Recommend refusal of project due to reasons outlined below. (please explain below)
- N/A

**Explanation of Response**

**Respondent Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Contact**

FrontCounter BC

**Contact:** Milanka Abeysooriya

**E-mail:** Milanka.Abeysooriya@gov.bc.ca

4. You will now need to review the Referral Information pertaining to the referral that has been sent to you.

This section will also indicate if the response to the referral is Mandatory or Optional.

## Referral Response

Referral Type:	Commercial General	Referral Number:	160585216
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	001
Request Sent Date:	Apr 9, 2024	Response Due Date:	May 9, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Respondent Name:

You are invited to comment on the following Crown land application. **A response is required in order for the application and adjudication process to move ahead.**

This is a Crown land application for Commercial General- Miscellaneous Use  
File Number: 12345

Proponent: Dave Mills

Tenure Type: Seasonal

Intended Land Use/background context:

BCGS Mapsheet:

Legal Description:

Size (Area) ha (approx): 5

Schedule/Term Of Proposal: 2 yrs

Additional notes: (XX)

## Referral Response

Referral Type:	Commercial General	Referral Number:	160585216
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	002
Request Sent Date:	Apr 9, 2024	Response Due Date:	May 9, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact Info:	<a href="#">Email Coordinator</a>
		Name:	Mi Ab
		Recipient List:	

You are invited to comment on the following Crown land application. **A response is optional. If no response is received by the deadline, the application and adjudication process will move forward.**

This is a Crown land application for Commercial General- Miscellaneous Use  
File Number: 12345

Proponent: Dave Mills

Tenure Type: Seasonal

Intended Land Use/background context:

BCGS Mapsheet:

Legal Description:

Size (Area) ha (approx): 5

Schedule/Term Of Proposal: 2 yrs

Additional notes: (XX)

5. You may also decide to specifically assign the referral request to a member of your Agency.

**\*\*NOTE\*\*** - The option to assign/re-assign a referral request is **only** available to referrals sent to a Referral Agency that has more than one representative.

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

**Referral Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

Initially, when the referral request is not assigned to a specific representative, the dropdown list to choose the agency member will read as 'None'.

To choose a representative to assign/re-assign the referral request, click on the dropdown list as below.

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

Ab, Mi  
Milanka Walpola

Then choose a name from the dropdown list and click the 'REASSIGN TO OTHER AGENCY STAFF' button.

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

6. Next, you will need to review the Referral Documents included in the referral.

*Online:*

If you wish to review the Referral Documents using the Online E-Referral system, you can access them in the following section of the referral request.

## Referral Response

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	002
Request Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

[REASSIGN TO OTHER AGENCY STAFF](#)

### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

To access a specific Referral Document, click on the 'View' hyperlink of the document you wish to open. This will open the document in a new tab.

## Referral Response

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	002
Request Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

**REASSIGN TO OTHER AGENCY STAFF**

### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

### *Email:*

Sometimes, it will be possible to access Referral Documents sent as attachments in the referral request email. The decision to include Referral Documents in the email and what documents to include is made by the Referral Coordinator. The Referral Documents attached to the email may not include all Referral Documents pertaining to a referral.

Province of BC Referral Request on a Commercial General Use Application

FrontCounterBC@gov.bc.ca  
To: Abeysooriya, Milanka WIRSENY

Reply Reply All Forward  
Wed 2024-04-03 3:40 PM



\*\* THIS EMAIL IS GENERATED FROM A TEST SYSTEM (ewttest2) AND CAN BE IGNORED \*\*  
Abeysooriya, Milanka

Commercial General  
Referral Number: 160569561 - 001  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 3, 2024  
Response Due: May 3, 2024

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

Please [Click Here](#) to respond to this referral. You must be logged in using your Government IDIR account to view associated information. Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For technical assistance with E-Referrals, contact [fcbtechsupport@gov.bc.ca](mailto:fcbtechsupport@gov.bc.ca)

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

() -  
[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

### *Hardcopy:*

For referral requests sent as Hardcopies, the Referral Documents will be included in the Hardcopy Referral Package.

**\*\*NOTE\*\*** - If any of the Referral Documents you require to respond to a referral request are not included in the Referral Documents section of the Online referral or a Hardcopy Referral Package, please [contact the Referral Coordinator](#) and inform of the missing documents.

7. Now you need to answer the questions that have been sent with the referral request.

These questions relate to the 'Referral Type' of the referral and a single answer needs to be provided for each question.

Online:

If you are accessing the referral request Online, the questions will be available in the following section.

**Referral Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

---

**Questions**

Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

---

**Recommendations**

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[+]  
[-]

To record your answer to a question, please click on the radio button of your choice for the question.

### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

### Questions

Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

### Recommendations

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[\[+\]](#)  
[\[-\]](#)

Some of the questions may request or require you to provide additional explanations based on your choice of answer to the question. These explanations can be provided in the 'Response Text' textbox below.

### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

### Questions

Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

### Recommendations

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[+]  
[-]

You could also [upload any relevant documents](#) that may help explain your answers better. These documents can be uploaded via the following section. Once uploaded, please indicate as 'Document Attached' in the above 'Response Text' textbox.

**Questions**

Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

**Recommendations**

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[+]  
[-]

**Documents**

Description

File Name

UPLOAD

*Hardcopy:*

For referral requests sent in as a Hardcopy, you need to record the answers to the questions in the following section of the Hardcopy Referral Request Letter.

---

## Referral

You are invited to comment on the following Crown land application. A response is optional. If no response is received by the deadline, the application and adjudication process will move forward.

This is a Test Referral for the New Lands Project.

---

## Response

Please fill in the following information and send it to the contact listed at the bottom of the form.

Please respond to all of the following questions:

Yes	No	N/A	Question
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.

---

Ministry of Water, Land and  
Resource Stewardship

Surrey

Mailing Address:

Phone: (604) 586-4400

Reference Number:

200-10428 153rd Street  
Surrey, BC V3R 1E1

Fax: (604) 586-4434

Ministry of Water, Land and  
Resource Stewardship /  
12345

Toll Free: (877) 855-3222

Website: [FrontCounterBC@gov.bc.ca](mailto:FrontCounterBC@gov.bc.ca)

Please ensure that you have answered all questions and only a single answer is provided for each question. To provide additional explanations to the answers when requested or required, you can use the following 'Explanation of Response' textbox of the Hardcopy Referral Request Letter.



Please check one recommendation:

- Interests unaffected
- No objection to approval of project.
- No objection to approval of project subject to the conditions outlined below. (please explain below)
- Recommend refusal of project due to reasons outlined below. (please explain below)
- N/A

**Explanation of Response**

Respondent Name: \_\_\_\_\_ Date: \_\_\_\_\_

If you intend to include any relevant documents that may help explain your answers better, you will need to print them and include them in the Hardcopy Referral Response Package.

8. The next step is to record your 'Recommendation' for the referral request.

Please ensure that **only one** 'Recommendation' from the list of recommendations is selected.

**Online:**

If you are accessing the referral request Online, the list of recommendations will be available in the following section.

**Questions**  
Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.  
If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

---

**Recommendations**  
Please check one. Where indicated or required, please explain your answer in the box provided.  
If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/> Interests unaffected	
<input type="checkbox"/> No objection to approval of project.	
<input type="checkbox"/> No objection to approval of project subject to the conditions outlined below.	
<input type="checkbox"/> Recommend refusal of project due to reasons outlined below.	
<input type="checkbox"/> N/A	

Response Text:

[+]  
[-]

---

**Documents**

Description	File Name
<a href="#">UPLOAD</a>	

Please click on one of these check boxes to record your recommendation.

If you are requested or required to provide a detailed explanation for the recommendation you select, use the 'Response Text' textbox below.

**Questions**

Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

**Recommendations**

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[+]  
[-]

**Documents**

Description	File Name
<input type="button" value="UPLOAD"/>	

If you need to [upload any relevant documents](#) to support your recommendation, they can be uploaded via the following section. Once uploaded, please indicate as 'Document Attached' in the above 'Response Text' textbox.

**Questions**

Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

**Recommendations**

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[+]  
[-]

**Documents**

Description

File Name

UPLOAD

*Hardcopy:*

For referral requests sent in as a Hardcopy, the recommendation can be provided in the following section of the Hardcopy Referral Request Letter.



Please check one recommendation:

- Interests unaffected
- No objection to approval of project.
- No objection to approval of project subject to the conditions outlined below. (please explain below)
- Recommend refusal of project due to reasons outlined below. (please explain below)
- N/A

**Explanation of Response**

**Respondent Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

To provide additional explanations to the recommendation when requested or required, you can use the following 'Explanation of Response' textbox of the Hardcopy Referral Request Letter.



Please check one recommendation:

- Interests unaffected
- No objection to approval of project.
- No objection to approval of project subject to the conditions outlined below. (please explain below)
- Recommend refusal of project due to reasons outlined below. (please explain below)
- N/A

**Explanation of Response**

**Respondent Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

If you intend to include any relevant documents that may support your recommendation, you will need to print them and include them in the Hardcopy Referral Response Package.

9. You may also need to upload other relevant documents as part of the referral response in addition to the documents uploaded to support the questions and selected recommendation.

To upload documents, click on the 'UPLOAD' button as follows.

**Questions**  
Please answer the following questions. Where indicated or required, please explain your answer in the Response Text box provided.  
If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Does this application impact your agency's legislated responsibilities? If yes, how will the proposal impact your legislated responsibility and please identify the relevant legislation (section) and what mitigative measures will be required to address these impacts in the response text box at the bottom of the page.
<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A	If the proposal proceeds, will the proponent require approval or a permit from your agency? If yes, please explain in response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A	Will on-going compliance monitoring be required by your agency as a result of your legislated responsibilities? If yes, please explain what will be required in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	Will this application affect public use of this area? If yes, please explain in the response text box at the bottom of the page.
<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A	For Municipal/Regional Government Use Only: Is the application area zoned for the proposed purpose? If no, please provide the current zoning. In the event the applicant wishes to apply for re-zoning, please also provide the estimated time required for this decision. Your comments can be entered in the response text box at the bottom of the page.

---

**Recommendations**  
Please check one. Where indicated or required, please explain your answer in the box provided.  
If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

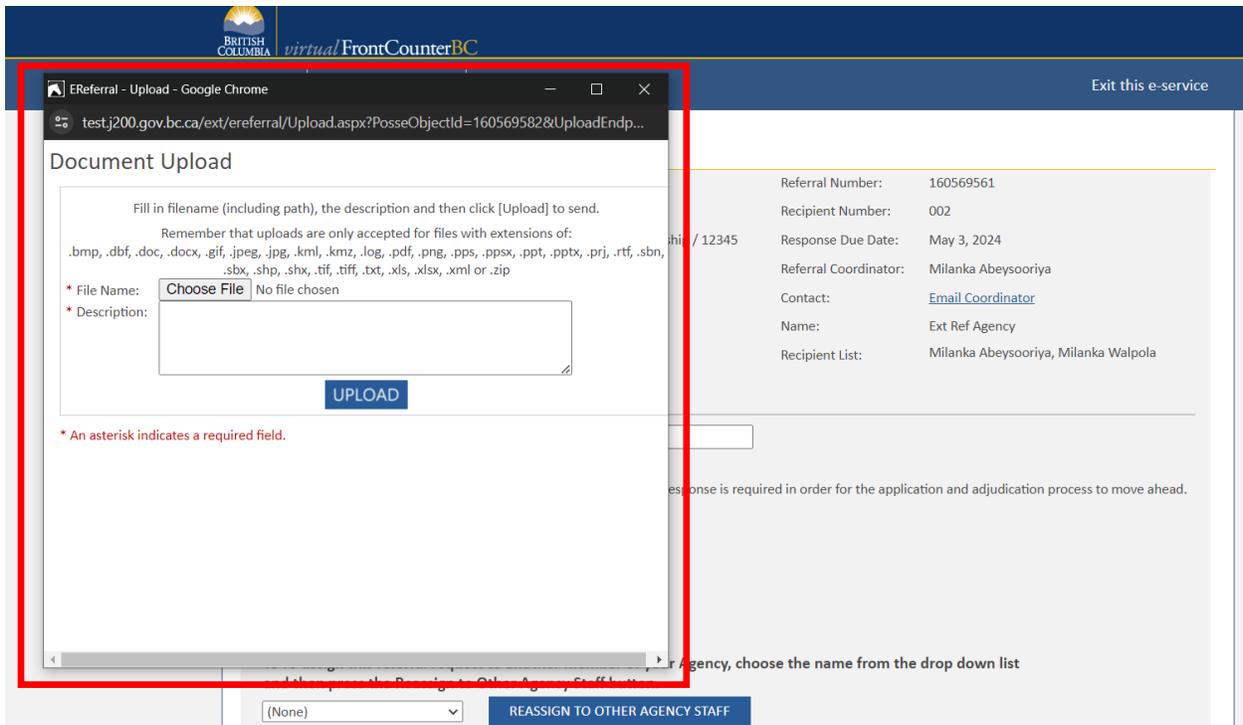
[+]  
[-]

---

**Documents**

Description	File Name
<b>UPLOAD</b>	

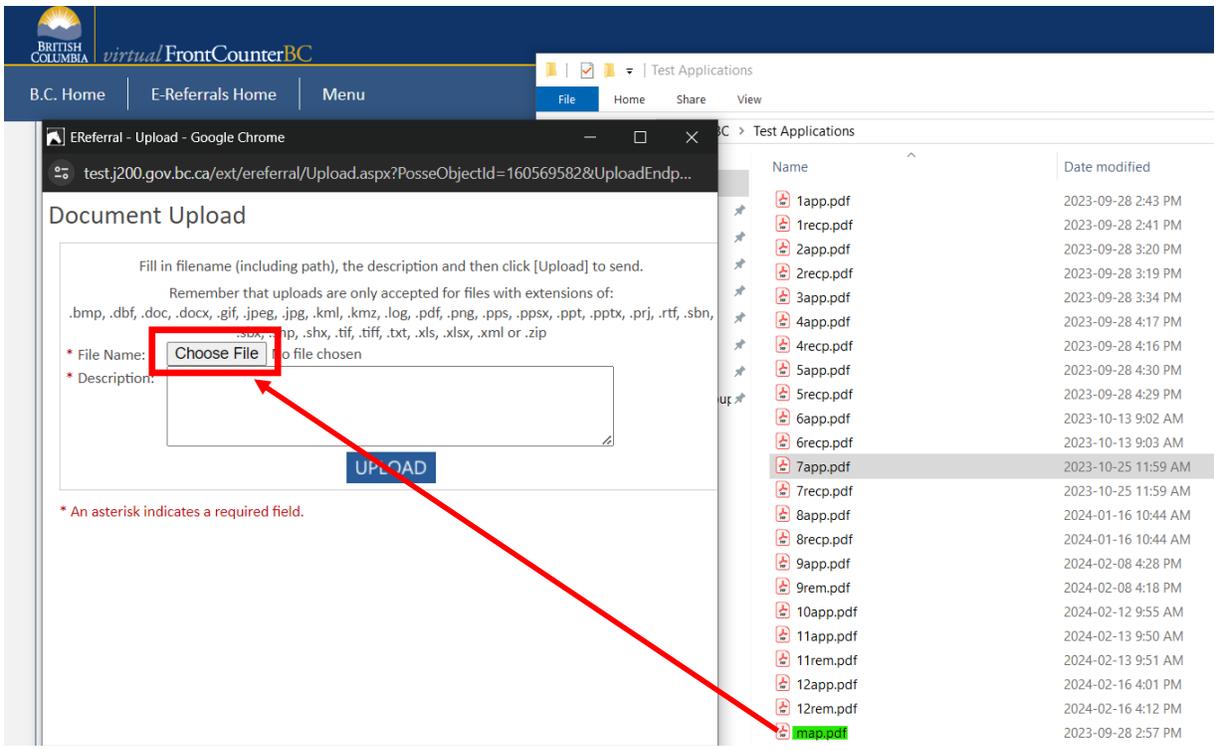
Next, a 'Document Upload' screen would open as follows.



To attach the document, you can follow either of the following two methods.

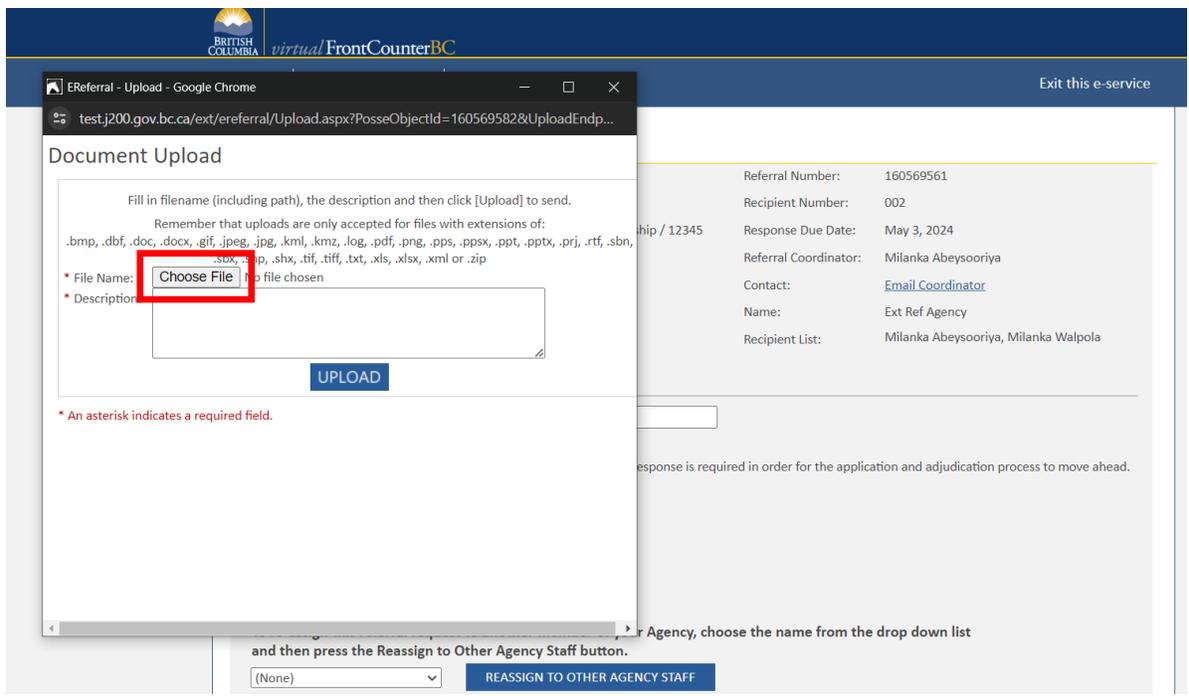
**Method 1:**

Drag the file from your folder and drop it on to the 'Choose File' button as follows.

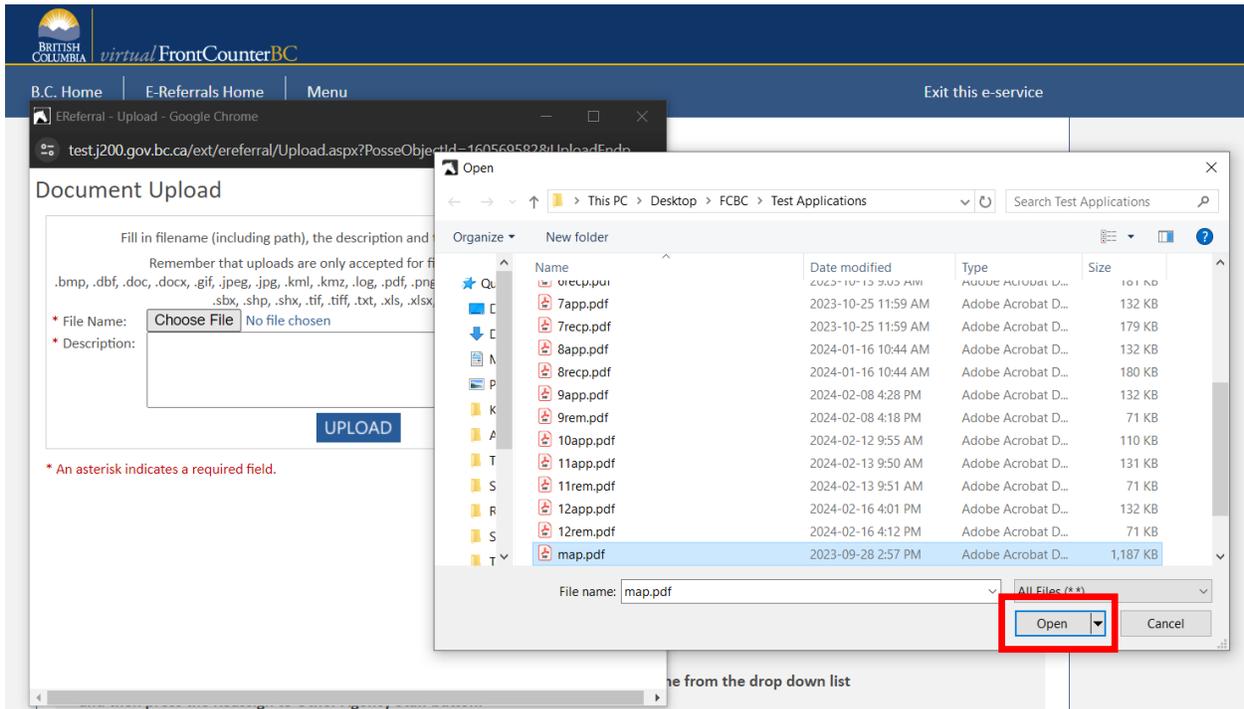


**Method 2:**

Click on the 'Choose File' button as follows.



Then select the file from the File Browser that opens and click the 'Open' button.



If the document was successfully attached, the file name will appear next to the 'Choose File' button as follows.

EReferral - Upload - Google Chrome

test.j200.gov.bc.ca/ext/ereferral/Upload.aspx?PosseObjectId=160569582&UploadEndp...

## Document Upload

Fill in filename (including path), the description and then click [Upload] to send.

Remember that uploads are only accepted for files with extensions of:  
.bmp, .dbf, .doc, .docx, .gif, .jpeg, .jpg, .kml, .kmz, .log, .pdf, .png, .pps, .ppsx, .ppt, .pptx, .prj, .rtf, .sbn, .sbx, .shp, .shx, .tif, .tiff, .txt, .xls, .xlsx, .xml or .zip

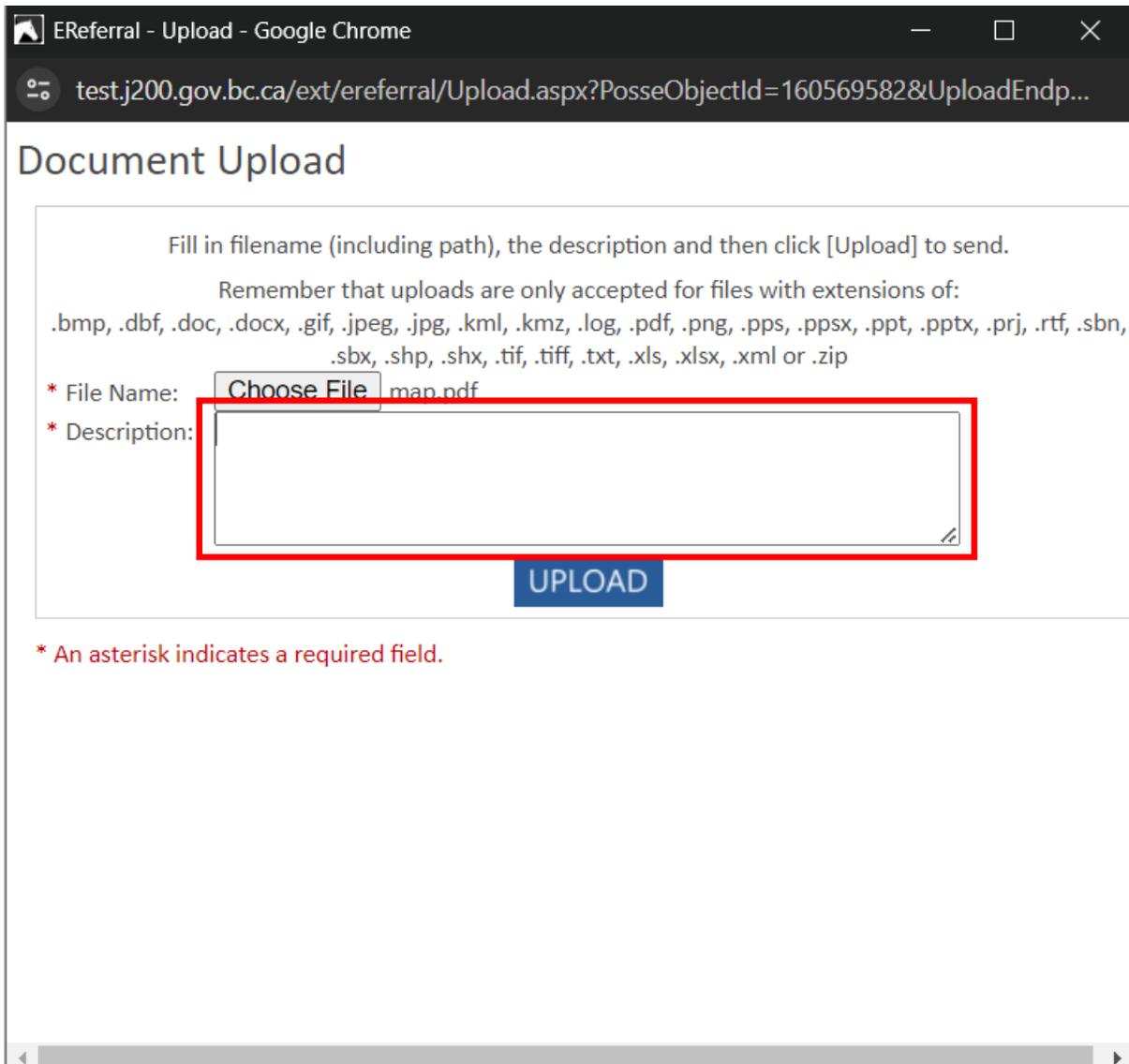
\* File Name: Choose File map.pdf

\* Description:

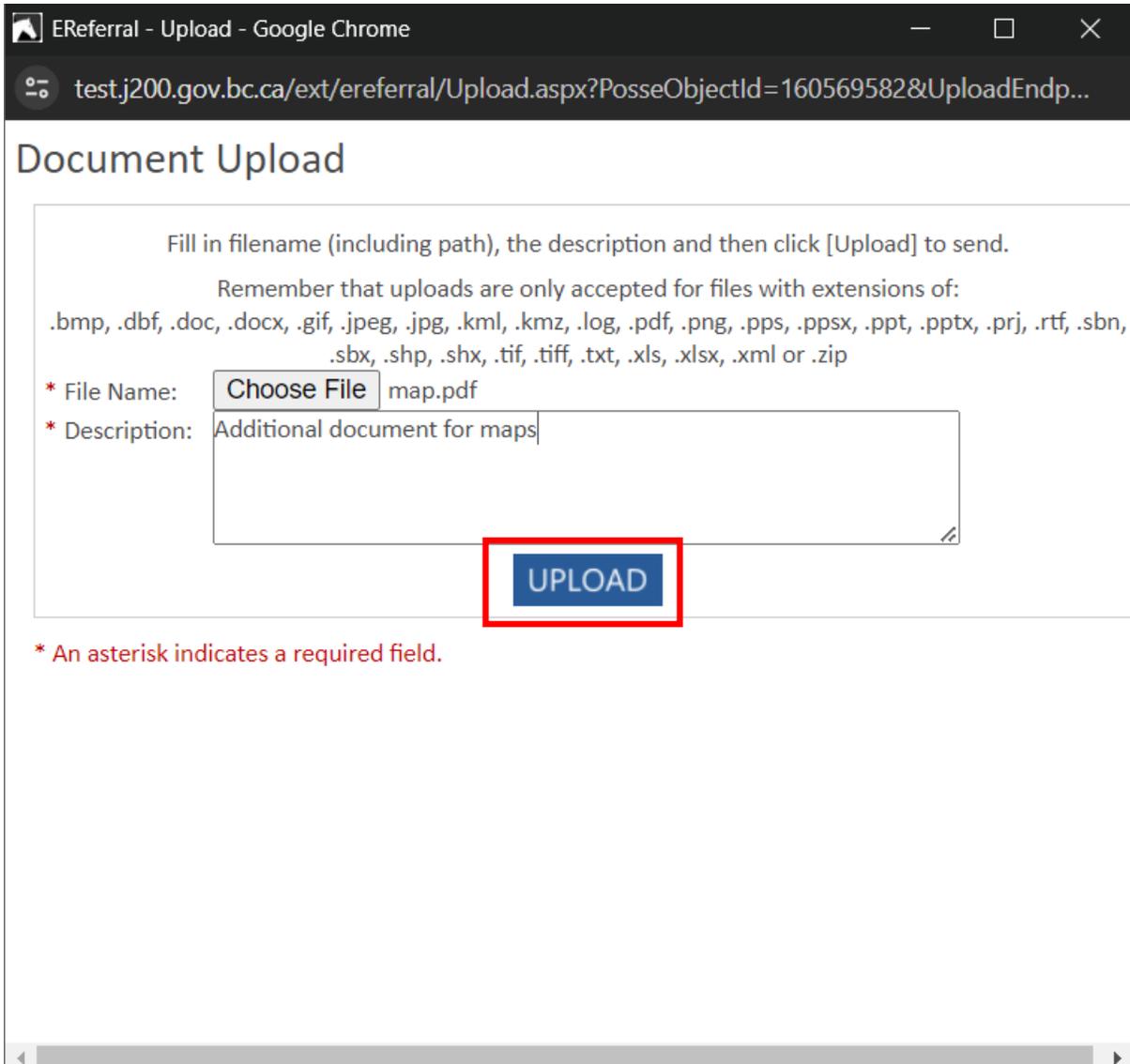
UPLOAD

\* An asterisk indicates a required field.

Now, enter a description for the document in the following section.



Next, click the 'UPLOAD' button to upload the document to the 'Documents' section of the Online referral response.



If the upload was successful, the document will appear as follows in the 'Documents' section of the Online referral response.

### Recommendations

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[+]  
[-]

### Documents

Description	File Name
<a href="#">View</a> Additional document for maps	map.pdf

UPLOAD

If you want to edit the description of the uploaded document, you can do so by using the following textbox.

### Recommendations

Please check one. Where indicated or required, please explain your answer in the box provided.

If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

[+]  
[-]

### Documents

Description	File Name
<a href="#">View</a> Additional document for maps	map.pdf

UPLOAD

If you wish to remove an uploaded document from the referral response, you can do so by clicking the 'X' sign of the relevant document as follows.

The screenshot shows a web form with two main sections: "Recommendations" and "Documents".

**Recommendations**  
Please check one. Where indicated or required, please explain your answer in the box provided.  
If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

There are five radio button options:

- Interests unaffected
- No objection to approval of project.
- No objection to approval of project subject to the conditions outlined below.
- Recommend refusal of project due to reasons outlined below.
- N/A

Below the options is a "Response Text:" label and a large text area with expand/collapse icons (+/-).

**Documents**

Description	File Name
<a href="#">View</a> Additional document for maps	map.pdf

A red box highlights the 'X' icon in the top right corner of the document row, used for removal.

At the bottom of the documents section is an "UPLOAD" button.

**\*\*NOTE\*\*** - If you are responding to a referral in a non-electronic format, you will need to print these documents and include them in the Hardcopy Referral Response Package.

10. Before finalizing your Referral Response, you may want to run a 'Spell Check' to ensure that your response is free of errors.

You are able to run a spell check on the text entered in the 'Response Text' textbox. To run the spell check, click on the 'SPELL CHECK' button as follows.

Please check one. Where indicated or required, please explain your answer in the box provided.  
If it would help to explain your answer, please upload any relevant documents below, and indicate "Document Attached" in the Response Text box.

<input type="checkbox"/>	Interests unaffected
<input checked="" type="checkbox"/>	No objection to approval of project.
<input type="checkbox"/>	No objection to approval of project subject to the conditions outlined below.
<input type="checkbox"/>	Recommend refusal of project due to reasons outlined below.
<input type="checkbox"/>	N/A

Response Text:

Recomendation [+]  
[-]

#### Documents

Description	File Name
<a href="#">View</a> Additional document on maps	map.pdf <span>✕</span>

UPLOAD

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

SAVE

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

SUBMIT RESPONSE

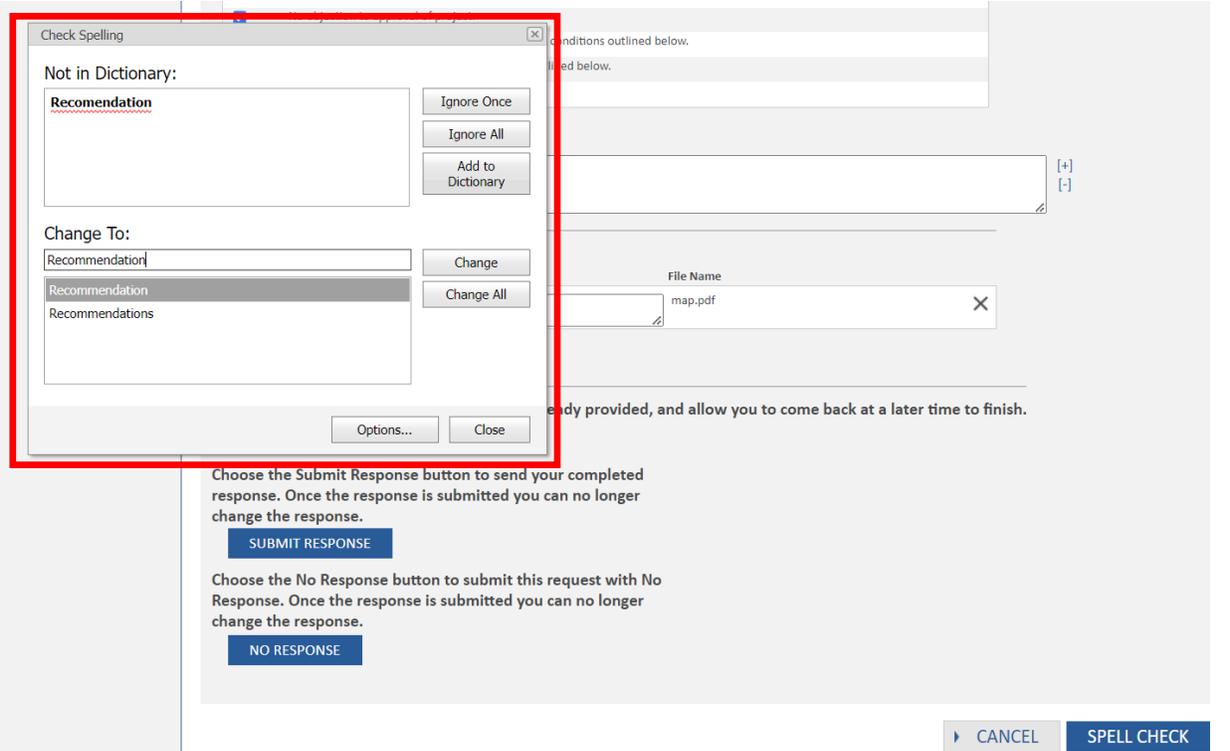
Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

NO RESPONSE

▶ CANCEL

SPELL CHECK

A pop-up window as follows will appear indicating any spelling errors and suggestions for corrections. Here, you have the option to either accept the suggestions or ignore the errors.



11. Now you have arrived at the final step of responding to a referral request, which is recording your final response.

*Online:*

A response is finalized via the following section of the Referral Response screen.

Documents

Description:  File Name:

[View](#)

UPLOAD

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

SAVE

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

SUBMIT RESPONSE

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

NO RESPONSE

CANCEL SPELL CHECK

**\*\*IMPORTANT\*\*** - During this step, it is important that your Referral Agency representatives are aware of who will submit the final response to the referral request (e.g., primary representative, representative assigned to the referral request). If multiple representatives are commenting on a specific referral request, please have them **only** click the 'SAVE' button once they have recorded their comments and ensure that only the representative submitting the final response clicks on the 'SUBMIT RESPONSE' or 'NO RESPONSE' buttons. This will prevent the referral from closing before all required representatives have commented.

You can now choose one of the following three options to record your response,

*Option 1 – 'SAVE'*

If you wish to complete the Referral Response at a different time and want to save the information already provided, you can do so by clicking the 'SAVE' button.

**Documents**

Description	File Name
<a href="#">View</a> Additional document on maps	map.pdf

**UPLOAD**

**Choose the Save button to save information already provided, and allow you to come back at a later time to finish.**

**SAVE**

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

**SUBMIT RESPONSE**

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

**NO RESPONSE**

**CANCEL** **SPELL CHECK**

**\*\*NOTE\*\*** - If you are an external recipient responding to a referral as a 'Guest', you are required to provide your name and a security code in the following section of the Referral Response screen before you click the 'SAVE' button.

Response Text:

**My Response Documents**

Description	File Name	Delete Me
<b>UPLOAD</b>		

**\* Please provide your name:**

**\* Enter the code you see below:**



**Choose the Save button to save information already provided, and allow you to come back at a later time to finish.**

**SAVE**

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

**SUBMIT RESPONSE**

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

**NO RESPONSE**

**SPELL CHECK**

## Option 2 – ‘SUBMIT RESPONSE’

Once you have completed a Referral Response by recording the necessary information, you can submit the response by clicking the ‘SUBMIT RESPONSE’ button.

**\*\*NOTE\*\*** - If you are an external recipient responding to a referral as a ‘Guest’, you are required to provide your name and a security code in the following section of the Referral Response screen before you click the ‘SUBMIT RESPONSE’ button.

Response Text:

[+] [-]

My Response Documents

Description	File Name	Delete Me
-------------	-----------	-----------

UPLOAD

\* Please provide your name:

\* Enter the code you see below:

OMIGT

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

SAVE

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

SUBMIT RESPONSE

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

NO RESPONSE

SPELL CHECK

**\*\*IMPORTANT\*\*** - It is not possible to make any changes to a Referral Response once it has been submitted.

**Documents**

Description	File Name
<a href="#">View</a> Additional document on maps	map.pdf

**UPLOAD**

---

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

**SAVE**

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

**SUBMIT RESPONSE**

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

**NO RESPONSE**

**CANCEL** **SPELL CHECK**

When you submit the Referral Response, you will get a confirmation as follows that indicates that the response was submitted successfully. The status of the Referral Response will also be updated to 'Closed'.



### Referral Response

Referral Type:	Commercial General	Referral Number:	160585216
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	001
Request Sent Date:	Apr 9, 2024	Response Due Date:	May 9, 2024
<b>Status:</b>	<b>Closed</b>	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Respondent Name: Milanka Abeysooriya

**This Response is closed to further input. Thank you for your interest.**

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Crown land application for Commercial General- Miscellaneous Use  
File Number: 12345

Proponent: Dave Mills

Tenure Type: Seasonal

Intended Land Use/background context:

BCGS Mapsheet:

Legal Description:

Size (Area) ha (approx): 5

*Option 3* – You also have the choice of responding to a Referral Request as ‘No Response’ by clicking the ‘NO RESPONSE’ button.

**\*\*IMPORTANT\*\*** - It is not possible to make any changes to a Referral Response once it has been submitted as ‘No Response’.

**Documents**

Description	File Name
<a href="#">View</a> Additional document on maps	map.pdf

**UPLOAD**

---

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

**SAVE**

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

**SUBMIT RESPONSE**

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.

**NO RESPONSE**

**CANCEL** **SPELL CHECK**

To submit a Referral Response as 'No Response', you do **not** need to fill in any information in the Referral Response.

When you submit the Referral Response as 'No Response', you will get a confirmation as follows that indicates that the response was submitted successfully. The status of the Referral Response will also be updated to 'Closed'.



### Referral Response

Referral Type:	Commercial General	Referral Number:	160585216
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	003
Request Sent Date:	Apr 9, 2024	Response Due Date:	May 9, 2024
<b>Status:</b>	<b>Closed</b>	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Test Referral Agency
		Recipient List:	Mi Ab

Respondent Name:

**This Response is closed to further input. Thank you for your interest.**

You are invited to comment on the following Crown land application. A response is optional. If no response is received by the deadline, the application and adjudication process will move forward.

This is a Crown land application for Commercial General- Miscellaneous Use  
File Number: 12345

Proponent: Dave Mills

Tenure Type: Seasonal

Intended Land Use/background context:

BCGS Mapsheet:

Legal Description:

Size (Area) ha (approx): 5

### Hardcopy:

Once you have completed filling out the Hardcopy Referral Request Letter and have prepared the complete Hardcopy Referral Response Package, you can mail/fax/email them to the 'Contact' indicated in the Hardcopy Referral Request Letter.

The 'Contact' and the addresses the package can be sent to can be found in the Hardcopy Referral Request Letter as follows.

Respondent Name: \_\_\_\_\_ Date: \_\_\_\_\_

---

## Contact

FrontCounter BC

**Contact:** Milanka Abeysooriya

**E-mail:** Milanka.Abeysooriya@gov.bc.ca

---

Ministry of Water, Land and Resource Stewardship  
Reference Number:  
Ministry of Water, Land and Resource Stewardship / 12345

Surrey

Mailing Address: 200-10428 153rd Street  
Surrey, BC V3R 1E1

Phone: (604) 586-4400  
Fax: (604) 586-4434  
Toll Free: (877) 855-3222  
Website: FrontCounterBC@gov.bc.ca

## Responding to a Referral Summary

1. The first step is to access the Referral Summary that you have received via Email, Online or as a Hardcopy.

### Referral Summary Sent via Email

To open a Referral Summary sent via Email, click on the 'Click Here' link as follows. You may be asked to authenticate yourself using IDIR credentials or a BCeID or may be allowed to log in to the E-Referral system as a Guest.

Province of BC Summary on a Commercial General Use Application

FrontCounterBC@gov.bc.ca  
To: Abeysooriya, Milanka WLRSEX

Reply Reply All Forward  
Wed 2024-04-17 1

1app.pdf 135 KB  
2app.pdf 142 KB  
3app.pdf 117 KB  
4app.pdf 132 KB

\*\* THIS EMAIL IS GENERATED FROM A TEST SYSTEM (ewtest2) AND CAN BE IGNORED \*\*  
Abeysooriya, Milanka

Commercial General  
Referral Number: 160569561 - 001  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 3, 2024  
Response Due: May 3, 2024

Based on the referral responses, the application process will be moving forward.

Please [Click Here](#) to view the referral summary. **You must be logged in using your Government IDIR account to view associated information.** Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect from the BCeID login to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

() -  
[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

## Referral Summary Sent Online

To access a Referral Summary sent online via the E-Referral system, you will need to log-in to the system by authenticating yourself using IDIR credentials or a BCeID. To access this Referral Summary, you need to be successfully registered as a representative of the Referral Agency the summary was sent to.

To search for a Referral Summary in the E-Referral system, please refer to the [‘Searching for Referral Requests’](#) section of this manual.

In the search results, click on the ‘Referral Request /Summary No.’ hyperlink of the Referral Summary you need to access.

BRITISH COLUMBIA virtual FrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referrals

Referral Request /Summary No.	Description	Reference No.	Request Sent	Response Due	Status	Agency - Assigned To
<a href="#">160595688-002</a>	Referral Request	630565	Apr 10, 2024	May 10, 2024	Open	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160610992-001</a>	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	Open	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160611396-001</a>	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	Apr 17, 2024	Open	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160611390-001</a>	Referral Request	88888	Apr 17, 2024	May 17, 2024	Open	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160669561-002</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 3, 2024	May 3, 2024	New	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160610397-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160610457-002</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Test Referral Agency - Mi Ab
<a href="#">160611140-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160611186-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160611232-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	Apr 17, 2024	New	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160615686-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 17, 2024	May 17, 2024	New	Ext Ref Agency - Mi Abey, Milla Walp
<a href="#">160616481-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 17, 2024	May 17, 2024	New	Ext Ref Agency - Mi Abey, Milla Walp

[Top](#)

Need Help? [Contact Us](#) | TEST VERNON (PREY)

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2. Once you have opened the Referral Summary, you will need to review the Referral Summary Details.

- Referral Type – The category of the referral.
- Reference Number – Either an ‘Agency Name/Agency File Number’ the referral was sent from, a Project Number or a Business Line File Number.
- Referral Number - A number that will uniquely identify a referral.
- Request Number – A number assigned to each of the Referral Requests sent within one referral (indicating the different recipients).
- Sent Date – Date the referral was received.
- Response Due Date – The last date to respond to the referral.
- Completion Date – The date the referral closed, and summaries were sent.
- Referral Coordinator – The initiator of the referral.
- Contact Info – Link to email the Referral Coordinator.

- Organization Name – Name of the recipient of the referral (e.g., Referral Agency name, Guest name, etc.).
- Recipient List – The list of individual names the referral was sent to.

**Referral Summary**

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Request Number:	002
Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Completion Date:	Apr 17, 2024	Referral Coordinator:	Milanka Abeysooriya
		Contact Info:	<a href="#">Email Coordinator</a>
		Organization Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

**Referral Summary**  
Based on the referral responses, the application process will be moving forward.

**Recommendation**

**Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

3. Now you can review the Referral Summary in the following section.



### Referral Summary

Referral Type:	Commercial General	Referral Number:	160623013
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Request Number:	001
Sent Date:	Apr 18, 2024	Response Due Date:	May 18, 2024
Completion Date:	Apr 18, 2024	Referral Coordinator:	Milanka Abeysooriya
		Contact Info:	<a href="#">Email Coordinator</a>
		Organization Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

**Referral Summary**  
Based on the referral responses, the application process will be moving forward.

#### Recommendation

No objection to approval of project.

#### Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

4. Next, you can review the recommendation provided with the Referral Summary.

BRITISH COLUMBIA virtualFrontCounterBC

B.C. Home | E-Referrals Home | Menu Exit this e-service

### Referral Summary

Referral Type:	Commercial General	Referral Number:	160623013
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Request Number:	001
Sent Date:	Apr 18, 2024	Response Due Date:	May 18, 2024
Completion Date:	Apr 18, 2024	Referral Coordinator:	Milanka Abeysooriya
		Contact Info:	<a href="#">Email Coordinator</a>
		Organization Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

---

**Referral Summary**  
Based on the referral responses, the application process will be moving forward.

**Recommendation**

No objection to approval of project.

---

**Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

5. In the next section, you can review the Referral Documents included in the summary.

*Online:*

If you wish to review the Referral Documents using the Online E-Referral system, you can access them in the following section of the referral summary.

## Referral Summary

Referral Type:	Commercial General	Referral Number:	160623013
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Request Number:	001
Sent Date:	Apr 18, 2024	Response Due Date:	May 18, 2024
Completion Date:	Apr 18, 2024	Referral Coordinator:	Milanka Abeysooriya
		Contact Info:	<a href="#">Email Coordinator</a>
		Organization Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

### Referral Summary

Based on the referral responses, the application process will be moving forward.

### Recommendation

No objection to approval of project.

### Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

To access a specific Referral Document, click on the 'View' hyperlink of the document you wish to open. This will open the document in a new tab.

## Referral Summary

Referral Type:	Commercial General	Referral Number:	160623013
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Request Number:	001
Sent Date:	Apr 18, 2024	Response Due Date:	May 18, 2024
Completion Date:	Apr 18, 2024	Referral Coordinator:	Milanka Abeysooriya
		Contact Info:	<a href="#">Email Coordinator</a>
		Organization Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

### Referral Summary

Based on the referral responses, the application process will be moving forward.

### Recommendation

No objection to approval of project.

### Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None) ▼

REASSIGN TO OTHER AGENCY STAFF

CLOSE

### Email:

Sometimes, it will be possible to access Referral Documents sent as attachments in the referral summary email.

Province of BC Summary on a Commercial General Use Application

FrontCounterBC@gov.bc.ca

Reply Reply All Forward  
Wed 2024-04-17



**\*\* THIS EMAIL IS GENERATED FROM A TEST SYSTEM (ewtest2) AND CAN BE IGNORED \*\***  
Abeysooriya, Milanka

Commercial General  
Referral Number: 160569561 - 001  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 3, 2024  
Response Due: May 3, 2024

Based on the referral responses, the application process will be moving forward.

Please [Click Here](#) to view the referral summary. You must be logged in using your Government IDIR account to view associated information. Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect from the BCeID login to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

() - [Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

6. You may also decide to specifically assign the referral summary to a member of your Agency.

### Referral Summary

Referral Type:	Commercial General	Referral Number:	160623013
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Request Number:	001
Sent Date:	Apr 18, 2024	Response Due Date:	May 18, 2024
Completion Date:	Apr 18, 2024	Referral Coordinator:	Milanka Abeysooriya
		Contact Info:	<a href="#">Email Coordinator</a>
		Organization Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

#### Referral Summary

Based on the referral responses, the application process will be moving forward.

#### Recommendation

No objection to approval of project.

#### Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

Initially, when the referral summary is not assigned to a specific representative, the dropdown list to choose the agency member will read as 'None'.

To choose a representative to assign/re-assign the referral summary, click on the dropdown list as follows.

**Referral Summary**  
Based on the referral responses, the application process will be moving forward.

**Recommendation**

---

**Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

---

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None) ▼  
Ab, Mi  
Milanka Walpola

**REASSIGN TO OTHER AGENCY STAFF**

**CLOSE**

**CANCEL**

Then choose a name from the dropdown list and click the 'REASSIGN TO OTHER AGENCY STAFF' button.

**Referral Summary**  
Based on the referral responses, the application process will be moving forward.

**Recommendation**

---

**Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

---

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

Milanka Walpola ▼

**REASSIGN TO OTHER AGENCY STAFF**

**CLOSE**

**CANCEL**

7. Once you have completed the review process, the final step is to 'Close' the referral summary.

To close a referral summary, click the 'CLOSE' button as follows.

**Referral Summary**  
Based on the referral responses, the application process will be moving forward.

**Recommendation**

---

**Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

---

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

Milanka Walpola

**\*\*NOTE\*\*** - Once a referral summary has been closed, it will be marked as 'Read' in the system and it will not be possible to assign/re-assign the referral summary to another member of the Agency.

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### My Referrals

Referral Request /Summary No.	Description	Reference No.	Request Sent	Response Due	Status	Agency - Assigned To
160569561-002	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 3, 2024	May 3, 2024	Closed	Ext Ref Agency - MI Abey, Mila Walp
160569561-002	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 3, 2024	May 3, 2024	Read	Ext Ref Agency - MI Abey, Mila Walp

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## Referral Summary

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Request Number:	002
Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Completion Date:	Apr 17, 2024	Referral Coordinator:	Milanka Abeysooriya
		Contact Info:	<a href="#">Email Coordinator</a>
		Organization Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

### Referral Summary

Based on the referral responses, the application process will be moving forward.

### Recommendation

### Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf
<a href="#">View</a> Plan	4app.pdf

▶ CANCEL

## Responding to a Referral Notification

1. The first step is to access the Referral Notification that you have received via Email, Online or as a Hardcopy.

### Referral Notification Sent via Email

To open a Referral Notification sent via Email, click on the 'Click Here' link as follows. You may be asked to authenticate yourself using IDIR credentials or a BCeID or may be allowed to log in to the E-Referral system as a Guest.

Province of BC Notification on a Commercial General Use Application

FB FrontCounterBC@gov.bc.ca  
To: Abeysooriya, Milanka WLRSEX

Reply Reply All Forward  
Tue 2024-04

3app.pdf 117 KB  
1app.pdf 135 KB  
2app.pdf 142 KB

**\*\* THIS EMAIL IS GENERATED FROM A TEST SYSTEM (ewtest2) AND CAN BE IGNORED \*\***  
Abeysooriya, Milanka

Commercial General  
Referral Number: 160639211 - 002  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 23, 2024

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

Please [Click Here](#) to view the referral details. **You must be logged in using your Government IDIR account to view associated information.** Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect from the BCeID login to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For "how-to" instructions on how to respond to this request, visit [http://gww.nro.gov.bc.ca/business\\_areas/fcbc/training/](http://gww.nro.gov.bc.ca/business_areas/fcbc/training/)

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

0 -  
[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

## Referral Notification Sent Online

To access a Referral Notification sent online via the E-Referral system, you will need to log-in to the system by authenticating yourself using IDIR credentials or a BCeID. To access this Referral Notification, you need to be successfully registered as a representative of the Referral Agency the notification was sent to.

To search for a Referral Notification in the E-Referral system, please refer to the [‘Searching for Referral Requests’](#) section of this manual.

In the search results, click on the ‘Referral Request /Summary No.’ hyperlink of the Referral Notification you need to access.

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### My Referrals

Referral Request /Summary No.	Description	Reference No.	Request Sent	Response Due	Status	Agency - Assigned To
<a href="#">160610992-001</a>	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	Open	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160611306-001</a>	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	Apr 17, 2024	Open	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160639211-001</a>	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 23, 2024	mmm dd, yyyy	Open	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160639211-002</a>	Referral Request	Ministry of Water, Land and Resource Stewardship / 12345	Apr 23, 2024	May 23, 2024	Open	Test Referral Agency - Mi Ab
<a href="#">160610457-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160610457-002</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Test Referral Agency - Mi Ab
<a href="#">160611140-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160611186-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	May 16, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160611232-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 16, 2024	Apr 17, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160613190-001</a>	Summary Notification	88888	Apr 17, 2024	May 17, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160615686-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 17, 2024	May 17, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160616481-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 17, 2024	May 17, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160621838-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 18, 2024	May 18, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160622948-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 18, 2024	May 18, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160623013-001</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 18, 2024	May 18, 2024	New	Ext Ref Agency - Mi Abey, Mila Walp
<a href="#">160634183-002</a>	Summary Notification	Ministry of Water, Land and Resource Stewardship / 12345	Apr 22, 2024	mmm dd, yyyy	New	Ext Ref Agency - Mi Abey, Mila Walp

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## Referral Notification Sent as a Hardcopy

The Hardcopy Referral Package that you receive will include the Hardcopy Referral Request Letter (notification) in addition to other relevant referral documents.

Hardcopy Referral Packages are sent on the same date the electronic referrals are sent.

2. Once you have opened the Referral Notification, you will need to review the Referral Notification Details.

- Referral Type – The category of the referral.
- Reference Number – Either an ‘Agency Name/Agency File Number’ the referral was sent from, a Project Number or a Business Line File Number.
- Referral Number - A number that will uniquely identify a referral.

- Recipient Number – A number assigned to each of the Referral Requests sent within one referral (indicating the different recipients).
- Request Sent Date – Date the referral was received.
- Response Due Date – This will appear as ‘mmm dd, yyyy’ as a response is not required for a notification.
- Completion Date – The date the referral closed.
- Referral Coordinator – The initiator of the referral.
- Contact – Link to email the Referral Coordinator.
- Status – The current state of the referral.
- Name – Name of the recipient of the referral (e.g., Referral Agency name, Guest name, etc.).
- Recipient List – The list of individual names the referral was sent to.

**Referral Response**

Referral Type:	Commercial General	Referral Number:	160639211
		Recipient Number:	001
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Response Due Date:	mmm dd, yyyy
Request Sent Date:	Apr 23, 2024	Referral Coordinator:	Milanka Abeysooriya
Status:	Open	Contact:	<a href="#">Email Coordinator</a>
Completion Date:	mmm dd, yyyy	Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

3. You will now need to review the Referral Information pertaining to the referral notification that has been sent to you.

This section will also indicate that the referral is a notification, and a response is not required.

**Referral Response**

Referral Type:	Commercial General	Referral Number:	160639211
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	001
Request Sent Date:	Apr 23, 2024	Response Due Date:	mmm dd, yyyy
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None)

4. You may also decide to specifically assign the referral notification to a member of your Agency.

**\*\*NOTE\*\*** - The option to assign/re-assign a referral notification is **only** available to referrals sent to a Referral Agency that has more than one representative.

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None) ▼

REASSIGN TO OTHER AGENCY STAFF

#### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

CLOSE NOTIFICATION

Initially, when the referral notification is not assigned to a specific representative, the dropdown list to choose the agency member will read as 'None'.

To choose a representative to assign/re-assign the referral notification, click on the dropdown list as below.

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

(None) ▼

REASSIGN TO OTHER AGENCY STAFF

Ab, Mi  
Milanka Walpola

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

CLOSE NOTIFICATION

▶ CANCEL

SPELL CHECK

Then choose a name from the dropdown list and click the 'REASSIGN TO OTHER AGENCY STAFF' button.

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

Milanka Walpola

**Referral Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

5. Next, you will need to review the Referral Documents included in the referral.

*Online:*

If you wish to review the Referral Documents using the Online E-Referral system, you can access them in the following section of the referral notification.

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

Milanka Walpola

REASSIGN TO OTHER AGENCY STAFF

#### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

CLOSE NOTIFICATION

CANCEL

SPELL CHECK

To access a specific Referral Document, click on the 'View' hyperlink of the document you wish to open. This will open the document in a new tab.

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

Milanka Walpola

REASSIGN TO OTHER AGENCY STAFF

#### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

CLOSE NOTIFICATION

CANCEL

SPELL CHECK

*Email:*

Sometimes, it will be possible to access Referral Documents sent as attachments in the referral notification email. The decision to include Referral Documents in the email and what documents to include is made by the Referral Coordinator. The Referral Documents attached to the email may not include all Referral Documents pertaining to a referral.

Province of BC Notification on a Commercial General Use Application

FrontCounterBC@gov.bc.ca

117 KB 135 KB 142 KB

3app.pdf 1app.pdf 2app.pdf

117 KB 135 KB 142 KB

FB

Reply Reply All Forward

Tue 2024-04

Abeysooriya, Milanka

Commercial General  
Referral Number: 160639211 - 002  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 23, 2024

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

Please [Click Here](#) to view the referral details. **You must be logged in using your Government IDIR account to view associated information.** Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect from the BCeID login to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For "how-to" instructions on how to respond to this request, visit [http://gww.nro.gov.bc.ca/business\\_areas/fcbc/training/](http://gww.nro.gov.bc.ca/business_areas/fcbc/training/)

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya  
FrontCounter BC  
()-  
[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

*Hardcopy:*

For referral notifications sent as Hardcopies, the Referral Documents will be included in the Hardcopy Referral Package.

6. Once you have completed the review process, the final step is to 'Close' the referral notification.

**\*\*NOTE\*\*** - Even though a response is not required for a Referral Notification, it is recommended to 'Close' off the notification to mark it as 'Closed' in the E-Referral system.

### Notification Received by a Referral Agency/Internal Staff

To close a referral notification, click on the 'CLOSE NOTIFICATION' button as follows.

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.

Milanka Walpola

**Referral Documents**

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

**\*\*NOTE\*\*** - Once a referral notification has been closed, its status will be updated to 'Closed' and it will not be possible to assign/re-assign the notification to another member of the Agency.

## Referral Response

Referral Type:	Commercial General	Referral Number:	160639211
		Recipient Number:	001
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Response Due Date:	mmm dd, yyyy
Request Sent Date:	Apr 23, 2024	Referral Coordinator:	Milanka Abeysooriya
Status:	Closed	Contact:	<a href="#">Email Coordinator</a>
Completion Date:	mmm dd, yyyy	Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

▶ CANCEL

## Notification Received by a Guest Recipient

If you are a 'Guest' recipient of a Referral Notification received via Email, the notification will appear with status 'Closed' by default, and a button to close the notification will not be available.



### Referral Response

Referral Type:	Commercial General	Referral Number:	160639211
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	003
Request Sent Date:	Apr 23, 2024	Referral Coordinator:	Milanka Abeysooriya
Status:	Closed	Contact Info:	<a href="#">Email Coordinator</a>
Completion Date:	mmm dd, yyyy	Name:	Mi Ab
		Recipient List:	

Please find attached a Notification on the following Commercial General Use Crown land application. No response is required by you.

This is a Test referral for the new lands project.

#### Referral Documents

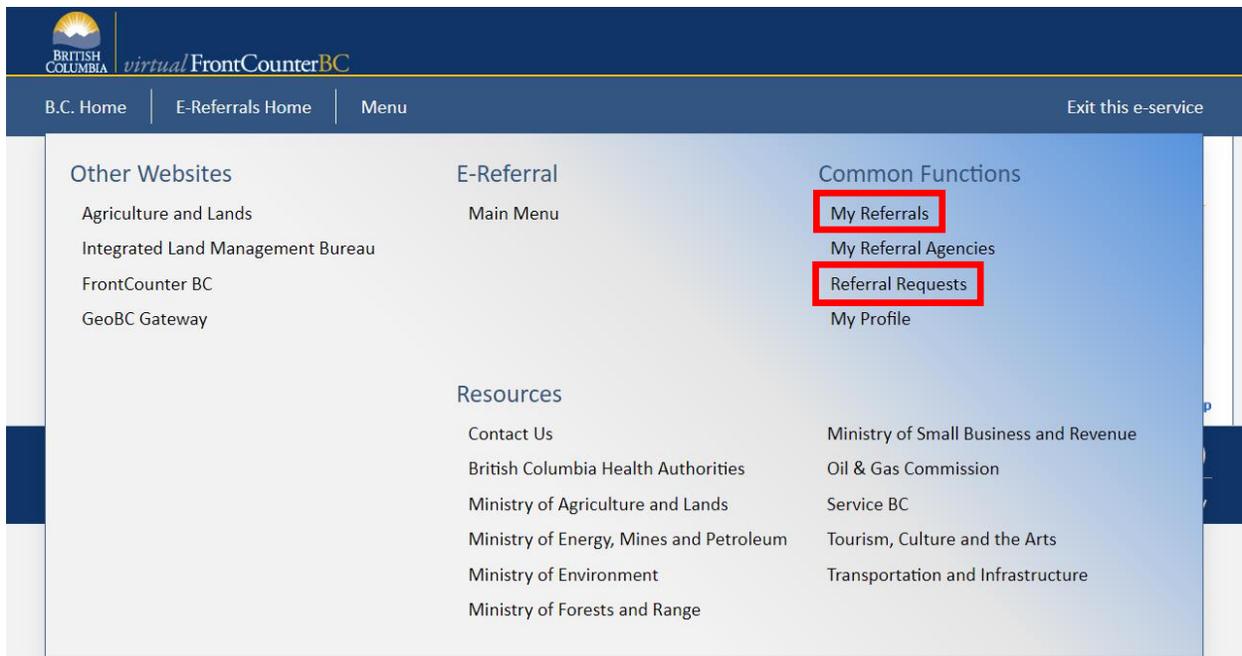
Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf
<a href="#">View</a> Map 3	3app.pdf

## Searching for Referral Requests

You can search for referral requests sent via the E-Referral system using the search functionalities provided in the 'Common Functions' section of the 'Menu' menu. These functionalities include:

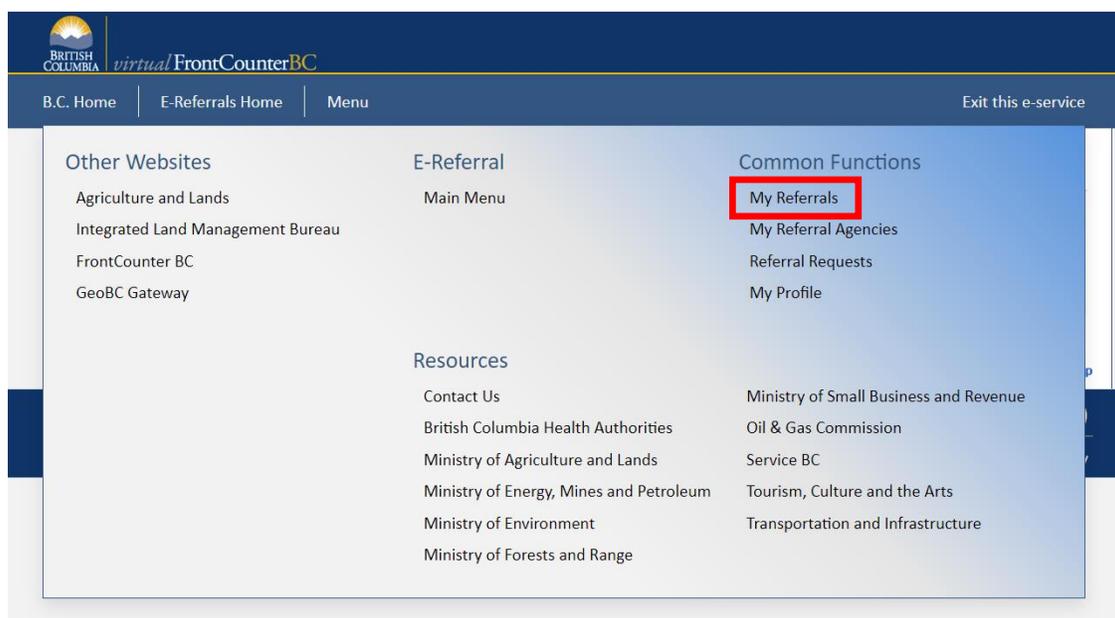
*My Referrals* – Navigate to the Referral Requests assigned to you that you need to respond to.

*Referral Requests* – Search for Referral Requests created in your Referral Center.



## Searching for Referral Requests Assigned to You

1. To search for referral requests that are specifically assigned to you or to a referral agency that you are a representative of, click on the 'My Referrals' menu item of the 'Common Functions' section of the 'Menu' menu.



2. You will then land on the following search page.

The screenshot shows the 'My Referrals' search interface. At the top, there is a navigation bar with 'B.C. Home', 'E-Referrals Home', and 'Menu' on the left, and 'Exit this e-service' on the right. The main content area is titled 'My Referrals' and contains a search form with the following fields and options:

- Referral Number: [Text input]
- Request Number: [Text input]
- Reference Number: [Text input]
- Request Sent Date: [Date input (format: mmm dd, yyyy)] with a calendar icon
- To: [Date input (format: mmm dd, yyyy)] with a calendar icon
- Response Due Date: [Date input (format: mmm dd, yyyy)] with a calendar icon
- To: [Date input (format: mmm dd, yyyy)] with a calendar icon
- Open Requests Only:
- Show Summaries that have not been Read:
- Assigned To:  Me  My Agencies

At the bottom right of the form area, there are three buttons: 'CANCEL', 'SAVE AS EXCEL', and 'SEARCH'. A 'Top' link is also present.

The footer contains 'Need Help? Contact Us' on the left, 'TEST VERSION (PREY)' on the right, and 'Release 0.0.1, Screen ID: 100270848' on the far left. On the far right of the footer, there are links for 'Copyright', 'Disclaimer', 'Privacy', and 'Accessibility'.

The search criteria for this functionality are as follows:

- Referral Number - A number that will uniquely identify a referral.
- Request Number - A number assigned to each of the Referral Requests sent within one referral (indicating the different recipients).
- Reference Number - Either an 'Agency Name/Agency File Number' the referral was sent from, a Project Number or a Business Line File Number.
- Request Sent Date – Select a date range to signify the date the referral was received. You can either type in a date using the 'mmm dd, yyyy' format (e.g., 'Jan 9, 2024') or select a date via the calendar control.

BRITISH COLUMBIA virtual FrontCounter BC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referrals

Referral Number:  Request Number:

Reference Number:

Request Sent Date:  To:

Response Due Date:  To:

Open Requests Only:

Show Summaries that have not been Read:

Assigned To:  Me  My Agencies

[CANCEL](#) [SAVE AS EXCEL](#) [SEARCH](#) [Top](#)

Need Help? [Contact Us](#) TEST VERSION (PREY)

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- Response Due Date - Select a date range to signify the last date to respond to the referral. The process to specify a date is the same as for 'Request Sent Date' above.
- Open Requests Only – If checked, the search will yield referral requests where the status of the referral the request was sent from is 'Open'.
- Show Summaries that have not been Read - If checked, the search will yield referral summaries that have a status of 'New'.
- Assigned To – Select one of the following two options.
  - Me – Search results will be narrowed down to Referral Requests that have been specifically assigned to you or to a referral agency that you are a representative of.

- My Agencies - Search results will be narrowed down to Referral Requests and Referral Summaries that have been received by a referral agency you are a representative of even in the case the Referral Request/Summary is specifically assigned to another representative of the agency.

**\*\*NOTE\*\*** - It is recommended that you provide the search criteria as much as possible to narrow down the search results, in order to help you find the referral request that you are looking for. However, if you have the 'Referral Number' of the referral request, you do not need to fill in other search criteria and the search results will directly take you to the referral you are looking for.

3. Once you have filled in the necessary search criteria, click on the 'SEARCH' or 'SAVE AS EXCEL' buttons as follows.

The screenshot shows the 'My Referrals' search interface. The header includes the British Columbia logo and 'virtual FrontCounterBC'. Navigation links include 'B.C. Home', 'E-Referrals Home', 'Menu', and 'Exit this e-service'. The search criteria section includes:

- Referral Number: [Text Input]
- Reference Number: [Text Input]
- Request Number: [Text Input]
- Request Sent Date: [Date Picker: Mar 1, 2024]
- To: [Date Picker: Apr 26, 2024]
- Response Due Date: [Date Picker: mmm dd, yyyy]
- To: [Date Picker: mmm dd, yyyy]
- Open Requests Only:
- Show Summaries that have not been Read:
- Assigned To:  Me  My Agencies

At the bottom right, there are buttons for 'CANCEL', 'SAVE AS EXCEL', and 'SEARCH'. The 'SAVE AS EXCEL' and 'SEARCH' buttons are highlighted with a red box. A 'Top' link is also visible.

Need Help? [Contact Us](#) TEST VERSION (PREY)

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The search results page displays the results that match the search criteria along with the following descriptors.

- Referral Request/Summary No. – A combination of the Referral Number and Request Number of the referral.
- Description – Description of the search record (i.e., Referral Request, Summary Notification).
- Reference No. - Either an 'Agency Name/Agency File Number' the referral was sent from, a Project Number or a Business Line File Number.
- Request Sent - The date the referral was received.
- Response Due - The last date to respond to the referral.
- Status – The status of a Referral Request (e.g. Open, Closed) or Summary Notification (e.g. New, Read).
- Agency - Assigned To – The agency the referral was sent to and the list of representatives of that agency.

To access a specific Referral Request or Summary Notification, click on the blue hyperlink under the 'Referral Request/Summary No.' column of the search results page.



4. Next, you may decide to click on the 'SAVE AS EXCEL' or 'SEARCH AGAIN' buttons in the search results page.

If you click on the 'SAVE AS EXCEL' button, the search results will be directly imported to an Excel sheet from the search results page that you can save on your Personal Computer for later review.

If you click on the 'SEARCH AGAIN' button, you will be directed to the main search screen to initiate a new search.

## Searching for Referral Requests Created in Your Referral Center

1. To search for referral requests created in the 'Referral Center' that your referral agency belongs to, click on the 'Referral Requests' menu item of the 'Common Functions' section of the 'Menu' menu.



2. You will then land on the following search page.

The screenshot shows the 'My Referrals' search page. At the top, there is a navigation bar with 'B.C. Home', 'E-Referrals Home', and 'Menu' on the left, and 'Exit this e-service' on the right. The main content area is titled 'My Referrals' and contains a search form with the following fields:

- Referral Number:
- Request Number:
- Reference Number:
- Request Sent Date:   To:  
- Organization Name:
- Referral Level:  
- Recipient Name:
- Status:

At the bottom right of the form area, there are three buttons: 'CANCEL', 'SAVE AS EXCEL', and 'SEARCH'. A 'Top' link with an upward arrow icon is located at the bottom right of the page.

The footer contains 'Need Help? Contact Us' on the left, 'TEST VERSION (PREY)' on the right, and 'Release 0.0.1, Screen ID: 100259915' on the far left. On the far right of the footer, there are links for 'Copyright', 'Disclaimer', 'Privacy', and 'Accessibility'.

The search criteria for this functionality are as follows:

- Referral Number - A number that will uniquely identify a referral.
- Request Number - A number assigned to each of the Referral Requests sent within one referral (indicating the different recipients).
- Request Sent Date – Select a date range to signify the date the referral was received. You can either type in a date using the 'mmm dd, yyyy' format (e.g., 'Jan 9, 2024') or select a date via the calendar control.

BRITISH COLUMBIA virtualFrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referrals

Referral Number:  Request Number:

Reference Number:

Request Sent Date:

Organization Name:

Referral Level:

Recipient Name:

Status:

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- Organization Name – Referral Agency Name, Guest recipient name.
- [Referral Level](#) – Referral Level associated with the referral request.
- Recipient Name – Name of the recipient of the referral request.
- Status – Status of the referral the referral request is associated with (i.e., Closed, In Summary, Waiting For Response, Cancelled).

- Once you have filled in the necessary search criteria, click on the 'SEARCH' or 'SAVE AS EXCEL' buttons as follows.

BRITISH COLUMBIA virtualFrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referrals

Referral Number:  Request Number:

Reference Number:

Request Sent Date:  To:

Organization Name:

Referral Level:

Recipient Name:

Status:

[▶ CANCEL](#) [SAVE AS EXCEL](#) [SEARCH](#)

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Need Help? [Contact Us](#) TEST VERNON (PREY)

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If you click on the 'SAVE AS EXCEL' button, the search results will be directly imported to an Excel sheet that you can save on your Personal Computer for later review.

AutoSave Off ReferralRequestSearch.xlsx Search

File Home Insert Page Layout Formulas Data Review View Automate Help Acrobat Table Design

Clipboard Font Alignment Number Styles

OrganizationName

	A	B	C	D	E
1	OrganizationName	RecipientList	RequestSentDate	ResponseDueDate	JobStatus
2		Abeysooriya, Milanka	Mar 6, 2024	Apr 5, 2024	Closed
3	Mi Ab		Mar 6, 2024	Apr 5, 2024	Closed
7	Ext Ref Agency	Mi Abey, Mila Walp	Mar 15, 2024	Apr 14, 2024	Waiting For Response
8	Mi Abb		Mar 16, 2024	Apr 14, 2024	Waiting For Response
9	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 14, 2024	Waiting For Response
10	MA		Mar 16, 2024	Apr 14, 2024	Waiting For Response
11	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	Waiting For Response
12	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	In Summary
13	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	In Summary
14	Test Referral Agency	Mi Walpol	Mar 19, 2024	Apr 18, 2024	In Summary
15		Abeysooriya, Milanka	Mar 19, 2024	Apr 18, 2024	In Summary
16		Abeysooriya, Milanka	Mar 20, 2024	Apr 19, 2024	Waiting For Response
24	Ext Ref Agency	MMM, AAA	Mar 23, 2024	Apr 22, 2024	In Summary
25		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
26	MA		Mar 23, 2024	Apr 22, 2024	In Summary
27		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
28		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
29		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
31	MA		Mar 23, 2024	Apr 22, 2024	In Summary
37		Abeysooriya, Milanka	Mar 23, 2024	Mar 24, 2024	In Summary
45		Abeysooriya, Milanka	Mar 23, 2024	Mar 24, 2024	In Summary
47		Abeysooriya, Milanka	Mar 23, 2024	Mar 25, 2024	In Summary
49		Abeysooriya, Milanka	Mar 23, 2024	Mar 25, 2024	Waiting For Response
52		Abeysooriya, Milanka	Mar 24, 2024		In Summary
54		Abeysooriya, Milanka	Mar 24, 2024	Apr 23, 2024	Cancelled
58	Mo Aa		Mar 24, 2024	Apr 23, 2024	In Summary
60	MW		Mar 24, 2024	Apr 23, 2024	Closed
62		Abeysooriya, Milanka	Mar 24, 2024		Closed
65	Ext Ref Agency	Mi Ab, Milanka Walpola	Mar 24, 2024	Apr 23, 2024	In Summary
67		Abeysooriya, Milanka	Mar 25, 2024	Mar 26, 2024	Waiting For Response

If you click on the 'SEARCH' button, you will be directed to a search results page as follows.



### My Referrals

Referral Request No.	Organization Name	Recipient List	Request Sent	Response Due	Status
<a href="#">160430648-001</a>		Abeysooriya, Milanka	Mar 6, 2024	Apr 5, 2024	Closed
<a href="#">160430648-002</a>	Mi Ab		Mar 6, 2024	Apr 5, 2024	Closed
<a href="#">160482185-001</a>	Test Referral Agency	Milanka Abeysooriya [DO NOT USE]	Mar 14, 2024	Apr 13, 2024	In Summary
<a href="#">160483856-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 15, 2024	Apr 14, 2024	In Summary
<a href="#">160483911-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 15, 2024	Apr 14, 2024	In Summary
<a href="#">160484272-001</a>	Ext Ref Agency	Mi Abey, Mila Walp	Mar 15, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484272-002</a>	Mi Abb		Mar 16, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484272-003</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484272-004</a>	MA		Mar 16, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484967-001</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	Waiting For Response
<a href="#">160485015-001</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	In Summary
<a href="#">160485070-001</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	In Summary
<a href="#">160496566-001</a>	Test Referral Agency	Mi Walpol	Mar 19, 2024	Apr 18, 2024	In Summary
<a href="#">160496625-001</a>		Abeysooriya, Milanka	Mar 19, 2024	Apr 18, 2024	In Summary
<a href="#">160497845-001</a>		Abeysooriya, Milanka	Mar 20, 2024	Apr 19, 2024	Waiting For Response
<a href="#">160500662-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 20, 2024	Apr 19, 2024	Waiting For Response
<a href="#">160504504-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	Waiting For Response
<a href="#">160504560-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	In Summary
<a href="#">160505078-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	In Summary
<a href="#">160505126-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	In Summary
<a href="#">160505194-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	Waiting For Response
<a href="#">160505474-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	Closed
<a href="#">160509230-001</a>	Ext Ref Agency	MMM, AAA	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509230-002</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509230-003</a>	MA		Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509325-001</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509369-001</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509413-001</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary

The search results page displays the results that match the search criteria along with the following descriptors.

- Referral Request No. – A combination of the Referral Number and Request Number of the referral.
- Organization Name - Referral Agency Name, Guest recipient name.
- Recipient List – List of representatives of the referral agency, Internal staff name.
- Request Sent - The date the referral was received.
- Response Due - The last date to respond to the referral.
- Status – Status of the referral the referral request is associated with (i.e., Closed, In Summary, Waiting For Response, Cancelled).

To access a specific Referral Request or Summary Notification, click on the blue hyperlink under the 'Referral Request No.' column of the search results page.

Referral Request No.	Organization Name	Recipient List	Request Sent	Response Due	Status
<a href="#">160430648-001</a>		Abeysooriya, Milanka	Mar 6, 2024	Apr 5, 2024	Closed
<a href="#">160430648-002</a>	MI Ab		Mar 6, 2024	Apr 5, 2024	Closed
<a href="#">160482185-001</a>	Test Referral Agency	Milanka Abeysooriya [DO NOT USE]	Mar 14, 2024	Apr 13, 2024	In Summary
<a href="#">160483856-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 15, 2024	Apr 14, 2024	In Summary
<a href="#">160483911-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 15, 2024	Apr 14, 2024	In Summary
<a href="#">160484272-001</a>	Ext Ref Agency	Mi Abey, Mila Walp	Mar 15, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484272-002</a>	Mi Abb		Mar 16, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484272-003</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484272-004</a>	MA		Mar 16, 2024	Apr 14, 2024	Waiting For Response
<a href="#">160484967-001</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	Waiting For Response
<a href="#">160485015-001</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	In Summary
<a href="#">160485070-001</a>	Test Referral Agency	Mi Abe	Mar 16, 2024	Apr 15, 2024	In Summary
<a href="#">160496566-001</a>	Test Referral Agency	Mi Walpol	Mar 19, 2024	Apr 18, 2024	In Summary
<a href="#">160496625-001</a>		Abeysooriya, Milanka	Mar 19, 2024	Apr 18, 2024	In Summary
<a href="#">160497845-001</a>		Abeysooriya, Milanka	Mar 20, 2024	Apr 19, 2024	Waiting For Response
<a href="#">160500662-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 20, 2024	Apr 19, 2024	Waiting For Response
<a href="#">160504504-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	Waiting For Response
<a href="#">160504560-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	In Summary
<a href="#">160505078-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	In Summary
<a href="#">160505126-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	In Summary
<a href="#">160505194-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	Waiting For Response
<a href="#">160505474-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE]	Mar 21, 2024	Apr 20, 2024	Closed
<a href="#">160509230-001</a>	Ext Ref Agency	MMM, AAA	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509230-002</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509230-003</a>	MA		Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509325-001</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509369-001</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary
<a href="#">160509413-001</a>		Abeysooriya, Milanka	Mar 23, 2024	Apr 22, 2024	In Summary

**\*\*IMPORTANT\*\*** - You will only be able to access Referral Requests or Summary Notifications sent to a referral agency that you are a representative of. Accessing any other result will give you an error message as follows.

Referral Request No.	Organization Name	Recipient List	Request Sent	Response Due	Status
<div style="border: 1px solid red; padding: 10px; background-color: #ffe6e6; margin: 10px auto; width: fit-content;">  Exception: AUTH: Wrong User         </div>					

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Also, if you wish to sort the search results, you can do so by clicking on a specific descriptor of the search result table as follows. The search results will then be sorted/grouped according to the descriptor you clicked on.

The screenshot shows the 'My Referrals' section of the virtual FrontCounterBC website. The table below lists various referral requests with their details.

Referral Request No.	Organization Name	Recipient List	Request Sent	Response Due	Status
<a href="#">160569561-001</a>		Abeysooriya, Milanka	Apr 3, 2024	May 3, 2024	Closed
<a href="#">160595688-001</a>		Abeysooriya, Milanka	Apr 10, 2024	May 10, 2024	Closed
<a href="#">160613365-001</a>		Abeysooriya, Milanka	Apr 17, 2024	May 17, 2024	Closed
<a href="#">160634183-001</a>		Abeysooriya, Milanka	Apr 22, 2024	May 22, 2024	Closed
<a href="#">160641405-002</a>		Abeysooriya, Milanka	Apr 24, 2024	May 24, 2024	Closed
<a href="#">160645506-001</a>		Abeysooriya, Milanka	Apr 26, 2024	May 26, 2024	Closed
<a href="#">160569561-002</a>	Ext Ref Agency	Milanka Abeysooriya, Milanka Walpola	Apr 3, 2024	May 3, 2024	Closed
<a href="#">160595688-002</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 10, 2024	May 10, 2024	Closed
<a href="#">160610457-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 16, 2024	May 16, 2024	Closed
<a href="#">160611140-001</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 16, 2024	May 16, 2024	Closed
<a href="#">160611186-001</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 16, 2024	May 16, 2024	Closed
<a href="#">160611232-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 16, 2024	Apr 17, 2024	Closed
<a href="#">160611454-001</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 16, 2024	May 16, 2024	Closed
<a href="#">160613190-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 17, 2024	May 17, 2024	Closed
<a href="#">160615686-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 17, 2024	May 17, 2024	Closed
<a href="#">160616481-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 17, 2024	May 17, 2024	Closed
<a href="#">160621838-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 18, 2024	May 18, 2024	Closed
<a href="#">160622260-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 18, 2024	May 18, 2024	Closed
<a href="#">160622948-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 18, 2024	May 18, 2024	Closed
<a href="#">160623013-001</a>	Ext Ref Agency	Milanka Abeysooriya, Milanka Walpola	Apr 18, 2024	May 18, 2024	Closed
<a href="#">160634183-002</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 22, 2024	mmm dd, yyyy	Closed
<a href="#">160641405-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 24, 2024	May 24, 2024	Closed
<a href="#">160645506-002</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 26, 2024	May 26, 2024	Closed
<a href="#">160641405-003</a>	Mi Ab		Apr 24, 2024	May 24, 2024	Closed
<a href="#">160569561-003</a>	Mi Abe		Apr 3, 2024	May 3, 2024	Closed
<a href="#">160610457-002</a>	Test Referral Agency	Mi Ab	Apr 16, 2024	May 16, 2024	Closed
<a href="#">160606519-001</a>		Abeysooriya, Milanka	Apr 15, 2024	May 15, 2024	In Summary
<a href="#">160639124-002</a>		Abeysooriya, Milanka	Apr 23, 2024	mmm dd, yyyy	In Summary
<a href="#">160641499-002</a>		Abeysooriya, Milanka	Apr 24, 2024	May 24, 2024	In Summary
<a href="#">160610992-001</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 16, 2024	May 16, 2024	In Summary
<a href="#">160622312-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 18, 2024	May 18, 2024	In Summary
<a href="#">160623080-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 18, 2024	May 18, 2024	In Summary
<a href="#">160639124-001</a>	Ext Ref Agency	Milanka Abeysooriya [DO NOT USE], Milanka Walpola	Apr 23, 2024	mmm dd, yyyy	In Summary
<a href="#">160641499-001</a>	Ext Ref Agency	Mi Abey, Mila Walp	Apr 24, 2024	May 24, 2024	In Summary
<a href="#">160606033-001</a>	Mi A		Apr 15, 2024	May 15, 2024	In Summary
<a href="#">160613021-001</a>	Mi Ab		Apr 17, 2024	May 17, 2024	In Summary

4. Next, you may decide to click on the 'SAVE AS EXCEL' or 'SEARCH AGAIN' buttons in the search results page.

If you click on the 'SAVE AS EXCEL' button, the search results will be directly imported to an Excel sheet from the search results page that you can save on your Personal Computer for later review.

If you click on the 'SEARCH AGAIN' button, you will be directed to the main search screen again to initiate a new search.

## Additional Information

### Contacting the Referral Coordinator

For referral requests sent online via the E-Referral system, click on the 'Email Coordinator' link as follows to directly email the Referral Coordinator.

The screenshot shows the 'virtual FrontCounterBC' interface. The header includes the British Columbia logo and navigation links for 'B.C. Home', 'E-Referrals Home', and 'Menu'. The main content area is titled 'Referral Response' and displays the following information:

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	002
Request Sent Date:	Apr 3, 2024	Response Due Date:	May 3, 2024
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Below the table, there is a 'Respondent Name' input field. A message states: 'You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead. This is a Test Referral for the New Lands Project.'

Instructions for re-assignment: 'To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.'

A dropdown menu currently shows '(None)'. A blue button labeled 'REASSIGN TO OTHER AGENCY STAFF' is visible.

The 'Referral Documents' section contains a table with the following data:

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf

For referral requests received via email, click on the email link as follows to directly email the Referral Coordinator.

REMINDER - Province of BC Referral Request on a Commercial General Use Application

FrontCounterBC@gov.bc.ca  
To: Abeysooriya, Milanka WLRSEX

Reply Reply All Forward  
Wed 2024-0

3app.pdf 117 KB  
1app.pdf 135 KB  
2app.pdf 142 KB

\*\* THIS EMAIL IS GENERATED FROM A TEST SYSTEM (ewtest2) AND CAN BE IGNORED \*\*  
Abeysooriya, Milanka

Commercial General  
Referral Number: 160640115 - 002  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 23, 2024  
Response Due: April 25, 2024

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a test referral for the new lands project.

Please [Click Here](#) to respond to this referral. You must be logged in using your Government IDIR account to view associated information. Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For technical assistance with E-Referrals, contact [fbctechsupport@gov.bc.ca](mailto:fbctechsupport@gov.bc.ca)

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

For hardcopy referral requests, the contact information of the Referral Coordinator can be found in the Hardcopy Referral Request Letter as follows.

Respondent Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Contact

FrontCounter BC

Contact: Milanka Abeysooriya  
E-mail: Milanka.Abeysooriya@gov.bc.ca

Ministry of Water, Land and Resource Stewardship  
Reference Number:  
Ministry of Water, Land and Resource Stewardship / 12345

Surrey

Mailing Address: 200-10428 153rd Street  
Surrey, BC V3R 1E1  
Phone: (604) 586-4400  
Fax: (604) 586-4434  
Toll Free: (877) 855-3222  
Website: FrontCounterBC@gov.bc.ca

## Response Days

All referral requests have a defined time frame for completion. If you do not respond within the defined time frame, the review of the application may proceed.

Responses received after that time frame may still be considered if no decision has yet been made by the Authorizing Agency.

The last date to respond to a referral request is indicated by the Response Due Date in the referral request.



B.C. Home | E-Referrals Home | Menu Exit this e-service

### Referral Response

Referral Type:	Commercial General	Referral Number:	160569561
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Recipient Number:	002
Request Sent Date:	Apr 3, 2024	<b>Response Due Date:</b>	<b>May 3, 2024</b>
Status:	Open	Referral Coordinator:	Milanka Abeysooriya
Completion Date:	mmm dd, yyyy	Contact:	<a href="#">Email Coordinator</a>
		Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya, Milanka Walpola

Respondent Name:

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a Test Referral for the New Lands Project.

**To re-assign this referral request to another member of your Agency, choose the name from the drop down list and then press the Reassign to Other Agency Staff button.**

(None)

#### Referral Documents

Description	File Name
<a href="#">View</a> Map 1	1app.pdf
<a href="#">View</a> Map 2	2app.pdf

## Response Days for Mandatory Referral Requests

If you have received a referral request via email, a reminder email will be sent to you on a date that has been configured by the Referral Coordinator, indicating that a response for a mandatory referral request is due. This reminder email is a duplicate of the referral request email that was initially sent to you.

REMINDER - Province of BC Referral Request on a Commercial General Use Application



FrontCounterBC@gov.bc.ca  
To: Abeysooriya, Milanka WLRSEX



**\*\* THIS EMAIL IS GENERATED FROM A TEST SYSTEM (ewttest2) AND CAN BE IGNORED \*\***  
Abeysooriya, Milanka

Commercial General  
Referral Number: 160640115 - 002  
Reference Number: Ministry of Water, Land and Resource Stewardship / 12345  
Request Sent: April 23, 2024  
Response Due: April 25, 2024

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a test referral for the new lands project.

Please [Click Here](#) to respond to this referral. You must be logged in using your Government IDIR account to view associated information. Forwarding or otherwise distributing this email will provide access to the associated information only if the receiver has a corresponding account.

Note that it can take an extended period of time to connect to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For technical assistance with E-Referrals, contact [fcctechsupport@gov.bc.ca](mailto:fcctechsupport@gov.bc.ca)

For more information regarding this referral, use the email link at the bottom of this message or use the "Email Coordinator" link located within the referral to contact the Referral Coordinator.

Milanka Abeysooriya

FrontCounter BC

() -  
[Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

If you are unable to respond to a referral request by the Response Due Date, you can request an extension by [contacting the Referral Coordinator](#).

## Response Days for Optional Referral Requests

For optional referral requests, extensions to the Response Due Date are not provided.

## Expired Registration

If a representative of your referral agency has not registered with the E-Referral system in a timely manner when a registration email was sent to them, the registration may expire. The registration period usually expires 2 weeks after the registration email was sent.

In this case, it may be necessary to send a new registration email to the representative to complete the registration. You can [send a new registration email](#) via the E-Referral system or by contacting the [FrontCounter BC office nearest you](#) and making a request.

## Cancellation of a Referral

The Referral Coordinator has the ability to cancel a referral at any stage of the referral process. However, you will still be able to access the referral request via the Online E-Referral system or through a referral request email that was sent to you.

Once you access the referral request, you will be able to see a message indicating that the referral has been cancelled and the State of the referral will be updated to 'Closed'.

## Referral Response

Referral Type:	Commercial General	Referral Number:	160640115
		Recipient Number:	001
Reference Number:	Ministry of Water, Land and Resource Stewardship / 12345	Response Due Date:	Apr 25, 2024
Request Sent Date:	Apr 23, 2024	Referral Coordinator:	Milanka Abeysooriya
Status:	Closed	Contact:	<a href="#">Email Coordinator</a>
Completion Date:	mmm dd, yyyy	Name:	Ext Ref Agency
		Recipient List:	Milanka Abeysooriya [DO NOT USE], Milanka Walpola

Respondent Name:

This referral has been cancelled, and requires no further action on your part. Thank you for your interest.

You are invited to comment on the following Crown land application. A response is required in order for the application and adjudication process to move ahead.

This is a test referral for the new lands project.

[▶ CANCEL](#)

If you have any questions regarding a cancelled referral, please [contact the Referral Coordinator](#) that sent you the referral request.

## Contact Us

For any **questions** regarding **managing your referral agencies** or the **E-Referral registration process**, please contact the [FrontCounter BC office nearest you](#).

For **technical problems** regarding E-Referrals, please contact [FrontCounter BC](#).

For any **questions** regarding the **referral request** (e.g., project, referral documents, etc.), please [contact the Referral Coordinator](#) listed in the referral request.