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## B.C. E-SUBSTANCES REPORTING: ACCESSING THE BCER

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*This section of the User Guide provides retailers with assistance in accessing the BCER, including browser requirements, navigation, converting files to CSVs and signing up for a Basic BCeID.*

T The [E-Substances Regulation](#) introduced requirements for all businesses who currently sell e-substances or intend to sell e-substances in British Columbia. Business owners must submit a Notice of Intent to Sell E-Substances to the Ministry of Health to sell restricted e-substances from each retail location. There are also requirements to provide individual Product and Manufacturing Reports at least 6 weeks before the product can be sold.

The Ministry of Health has launched the [B.C. E-Substances Reporting](#) application (BCER) for vapour product retailers on December 16, 2020. Retailers are now required to use the BCER to fulfill their new reporting obligations under the [E-Substances Regulation](#).

*Retailers were previously required to submit their Notice of Intent by completing an online survey and submitting their Product and Manufacturing Reports via email to [vaping.info@gov.bc.ca](mailto:vaping.info@gov.bc.ca). This process **is no longer accepted** by the Ministry of Health.*

This User Assistance Guide has been developed to provide retailers with assistance and troubleshooting tips when using the BCER. The Ministry has also created a [video to walk retailers through the application](#).

**Note: If you have submitted your required reports and have waited 6 weeks before selling, you DO NOT need approval from the Ministry of Health or health authorities once 6 weeks have passed.**

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## BROWSER REQUIREMENTS

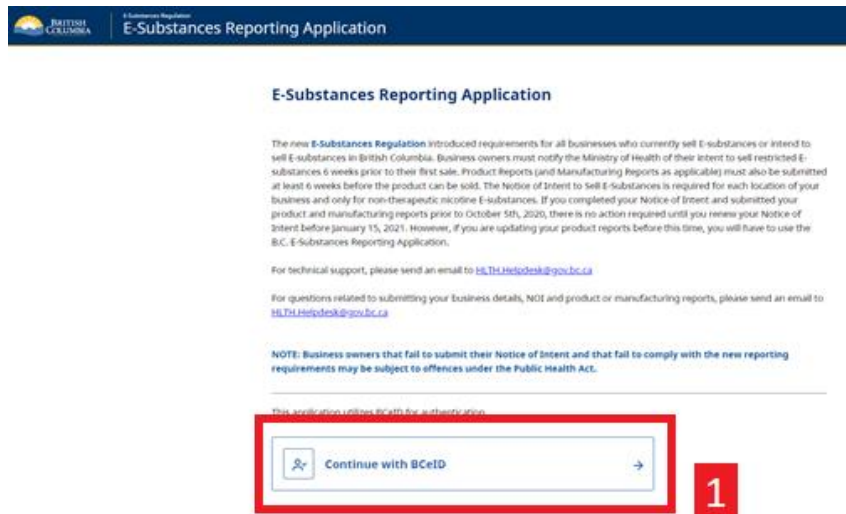
Users must access the database from a desktop computer. **The application is not accessible through a mobile device.** The application supports the latest versions of Firefox, Google Chrome, Safari or Microsoft Edge. **The application is not compatible with Internet Explorer.**

## ACCESSING THE BCER

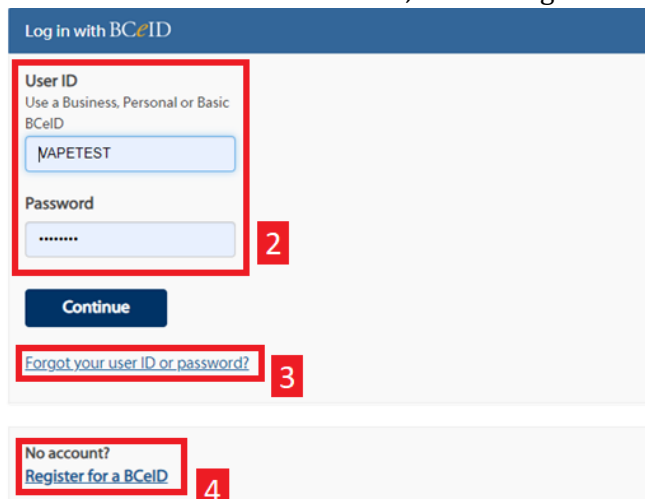
### Welcome Page

When you access the BCER, this is the first page you will see.

1. Select “Continue with BCeID”.



2. You will be forwarded to the BCeID login page to login with an existing Basic BCeID. **Users will use their BCeID USERNAME to login.**
3. If you have forgotten your ID or password, select “Forgot your user ID or password”
4. To create a new Basic BCeID, select “Register for a BCeID”.



## LOGIN AND BASIC BCeID

Users must have a Basic BCeID, **NOT** a Business BCeID. To create a Basic BCeID, access the following webpage: <https://www.bceid.ca/register/> (this can be done through the BCER).

1. Select “REGISTER FOR A BASIC BCEID”.

**Register for a BCeID**

There are three types of BCeID accounts.

Already know what type you want to register for?

Register for a Business BCeID >

Register for a Personal BCeID >

**Register for a Basic BCeID >** **1**

Not sure which one to register for?

The type of BCeID you need depends on the service you want to use. To find out what type you need:

- Find the service in the service directory. Many of the services that use BCeID are listed in the directory.
- If you can't find the service in the directory, check with the service provider and they'll be able to tell you the type you need.

Have a registration in progress?

Log in to your account to:

- Use the activation code you received in the mail to complete your Business BCeID registration
- Continue your Business BCeID registration at the step you left off
- Check the registration status of your Personal or Business BCeID registration

Log in to Manage Account

BCeID Help Desk is open Monday to Friday (except statutory holidays) from 7:30am to 5:00pm Pacific Time / 8:30am to 6:00pm Mountain Time.

1 888 356-2741 (Canada and USA toll free)

604 660-2355 (Within lower mainland or outside Canada and USA)

Contact us using our [online form](#)

2. Users will enter all of the necessary information to complete the BCeID registration. **Note: users should write down or save their username and password so not to forget it.** If you have forgotten your password, please select “Forgot your user ID or password?” in the login screen. **Please do not create a new profile as there is no way to connect it to your existing business profile.**

**Register for a Basic BCeID**

Surname

Given/First Name

First Middle Name (optional)

Other Middle Names (optional)

Email

Phone Number (optional)

User ID

Choose your user ID. You'll use this user ID with your password to login.

Password

Choose a password at least 8 characters long, to a max of 14 characters long. Passwords should have lower & upper case letters, numbers and symbols. [Learn more about passwords](#)

Once Basic BCeID has been created, log back into <https://bcer.hlth.gov.bc.ca> and follow the steps above.

## NAVIGATION

The following section provides information on the navigation through the BCER, including important information about the steps that must be followed as well as key buttons and tips to support data entry.




This is the page you will see when accessing the BCER for the first time.

**Welcome to E-Substances Reporting Application**

As a first-time user of this application, you need to finish the initial setup of your organization. Next time you login, you will not have to complete this step. If you completed your Notice of Intent prior to September 30th, 2020 using the previous process, you should have been sent a code to register your BCeID with the report that you have already submitted. If you have already submitted a product and manufacturing report using the previous process, this will be uploaded to the application. However, when updating your product and manufacturing reports, you are asked to update these through the application.

**Start**

**Sign Out**

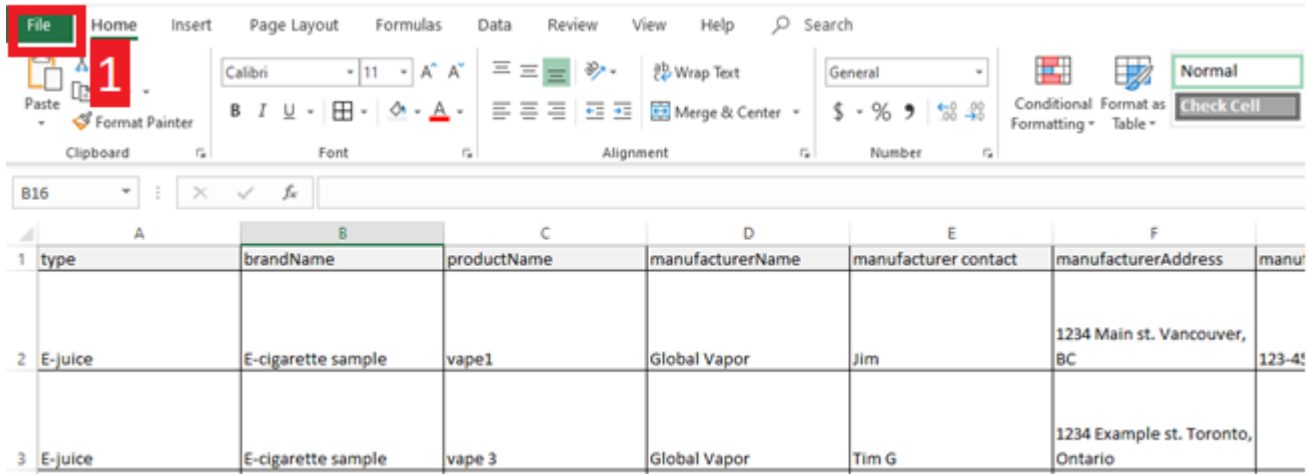
1. Select **“Start”** to proceed.
  - ***If you select any other field, you will receive an error message and will be required to login again.***
2. You can sign out of the BCER at anytime by selecting “Sign Out”.
3. The navigation pane along the left will navigate you through the application and includes the reports that must be submitted.
  - ***Please note that the Sales Reporting feature is currently available, though the first sales reporting period is from October 1, 2020 – September 30, 2021. All sales reports for this period will be due by January 15, 2022.***
  - ***The  indicates that you have not yet completed a required step. Once a step has been completed, the  will be changed to a .***

During each step, you will also have the option to download a CSV of the reports that you have submitted, if needed for your records. This can be done by selecting [Download CSV](#) on each table. **NOTE: This is NOT required to progress through the application and is only included as an optional step for retailers, for convenience.**

## CONVERTING EXCEL FILES TO CSVs

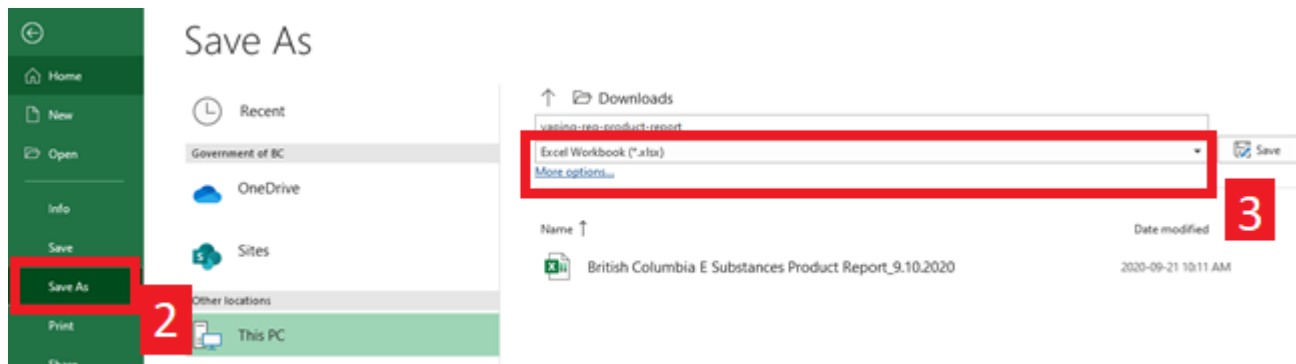
The BCER requires CSV files when uploading information. Only CSVs will be accepted. A CSV file is a plain-text file that supports the transfer of data between applications. Excel files can be converted to CSVs to support data uploads. To convert an Excel file to a CSV file, please use the following steps:

### 1. Open original Excel document and Select “File”:



The screenshot shown above is an example of a file that is not in yet in the required CSV format as there are a number of formatting features (text wrapping, borders, colour) shown that would not be seen in a CSV file.

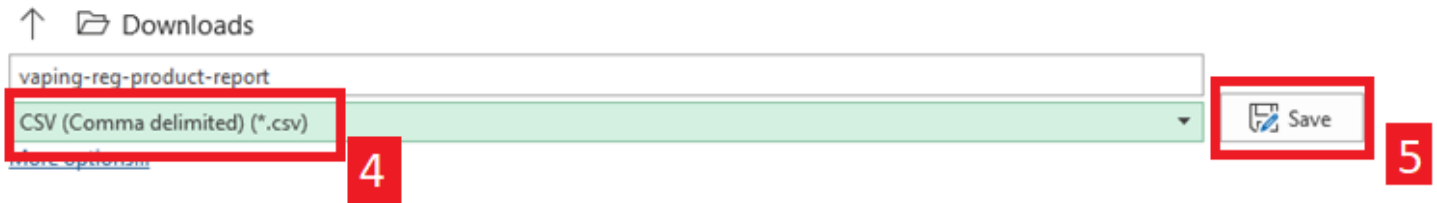
### 2. Select “Save As”.



### 3. Select the dropdown box under the document name.



### 4. Select “CSV (Comma delimited) (\*.csv)” from the dropdown list.



5. Click “Save”.

6. Close and then reopen the file to confirm that it has been saved as a CSV.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	type	brandName	productName	manufacturer	manufacturer	manufacturer	manufacturer	manufacturer	concentration	container	cartridgeC	ingredient	flavour
2	E-juice	E-cigarette	vape1	Global Va	Jim	1234 Main	123-456-7	contact@	50 mg/ml	100 ml	n/a	Propylene	tobacco
3	E-juice	E-cigarette	vape 3	Global Va	Tim G	1234 Exan	1.11E+09	manufact	900 mg/m	1000 ml	n/a	Propylene	mint
4	vape cartr	E-cigarette	vape 4	Global Va	Bob Smith	1234 Tank	1.23E+09	support@	99 mg/ml	n/a	3 mL	Propylene	ice
5	vape cartr	E-cigarette	vape tank	ModWorld	Sam R Ma	1234 5th S	1.11E+09	support@	0 mg/ml	n/a	5 ml	Propylene	apple
6	E-juice	E-cigarette	vape cart	Quick vap	Kathy T	1234 S. No	1.23E+09	support@	20 mg/mL	30 mL	n/a	Propylene	tobacco
7	Disposabl	E-cigarette	use-n-thru	Quick vap	Victoria M	1234 West	1.23E+09	support@	20 mg/mL	n/a	5 mL	Propylene	menthol
8													

*The screenshot above shows an example of a file that no longer contains formatting features as it has been saved as a CSV file and this means that it is now ready to upload to the BCER.*

## SUPPORT

For technical support in submitting your Notice of Intent, product, sales and manufacturing reports, please email [vaping.info@gov.bc.ca](mailto:vaping.info@gov.bc.ca).

Further information on the E-Substances Regulation and information for retailers is available on the B.C. laws website: [https://www.bclaws.gov.bc.ca/civix/document/id/oic/oic\\_cur/0426\\_2020](https://www.bclaws.gov.bc.ca/civix/document/id/oic/oic_cur/0426_2020).