

CSCP – Community Programs Unit (CPU)
Business BCeID Accounts for Service Providers
Training Document

Business BCeID Information and Registration

With the launch of our new case management system, Client Operational Access System (COAST), service providers will be required to use a Business BCeID to login into the online Service Provider portal. Through this portal, providers will now be able to submit program applications, manage their contacts, submit reports, statistics and view and update their organization information.

BCeID allows authenticated access to on-line provincial government sites and services. Using the Business BCeID, service providers will be granted access to the new portal. The Business BCeID enables a designated representative of an organization (primary user/business account manager) to administer sign-in IDs and passwords for other members within the organization (secondary users).

BCeID Roles

Business Profile Manager (BPM) – the person who registers for their society automatically becomes the BPM. The BPM can update agency contact information, create and delete users, change passwords, and assign Business Account Manger role to another user.

Business Accounts Manager (BAM) – has the same privileges as a Business Profile Manager (BPM) except they can not update agency contact information.

BCeID user – can access the Service Provider Portal to submit forms and reports.

Branch Account Administrator – gives access and permissions to the BPM to the CPU Service Provider portal. To assign or change BAM please contact the CPU branch administrator.

Already have a Business BCeID?

If you already have a Business BCeID, you are not required to apply for a new one. You may use the Business BCeID you are currently using in in OPRA or STVDES to log into the new Service Provider portal. If you currently only have a personal BCeID you will now require a Business BCeID to access the portal.

To check if your business is already registered:

- Go to www.bceid.ca/ and click on “Register for a Business BCeID.”

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- On the “Register for a Business BCeID,” page, click on Step 1 “business directory” link.
- Enter your organization in the “search field.”

If you do not find your organization, then create a new BCeID profile.

If you find your business is already registered with BCeID and cannot login then contact the Business Profile Manager for your organization to request a new BCeID user login account.

Confirm you can use your account by logging in to <https://www.bceid.ca/>

How to Get a Business BCeID for your Society?

Click on the link below and follow the steps to register your business with BCeID:

https://www.bceid.ca/register/business/getting_started/getting_started.aspx

*Remember this site, because it’s where you will manage your BCeID account in the future.

The link will direct you to the “Register for a Business BCeID” webpage and an overview of the five-step process will be displayed. At the bottom of the page click on the “start registration” button to begin the registration process.

Note: this registration process should only be done once per Society, usually by the Executive Director or their delegate. The online registration process will consist of the following five steps:

Step 1: Getting Started

This step includes a few registrations set up questions. You'll need to:

- **Confirm you're not already registered.** A business or organization may only register once. Check if your business or organization is registered in the [business directory](#). If it's registered, contact them.
- **Confirm you're authorized to register the business or organization.** The person who registers the business must accept the [Business Registration Agreement](#). Only a principal or a person authorized by a principal can accept the terms of this agreement.
- **Select your business type.** How you prove the identity of your business or organization is based on the business type. Depending on the [business type](#), you may be asked to provide additional information, such as if you have a OneStop account.

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- Indicate if you're converting a Basic BCeID to a Business BCeID.

Step 2: Your Business Contact Information

- Tell us who you are and provide your contact information.

Step 3: BCeID Account Details

- Choose your user ID and password.

Step 4: Business Details

- It depends on what type of business you're registering how you'll complete this step.

Step 5: Accept Terms

- Accept the [Terms of Use](#) and [Business Registration Agreement](#).

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

If you have trouble registering, you can select the contact us link on the main page <https://www.bceid.ca> and contact the BCeID helpdesk for assistance or call the Help Desk at 1-888-356-2741.

Create and Managing Business BCeID User Accounts

Note: Only the Business Profile (BPM) or the Business Accounts Manager (BAM) can do this.

- Go to: www.bceid.ca
- Click on login at the top right of the page & log on
- Enter BCeID User ID and Password, click 'continue'
- Click on 'Manage Accounts' on the bottom right

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- Click on 'Manage my Business Accounts'
- Follow the corresponding steps to manage your accounts

Access to CPU Service Provider Portal

Once your account has been activated please follow these steps to gain access to the Service Provider Portal.

First time login using Business BCeID

1. Go to the COAST Service Provider Portal Login Page (to be provided later)
2. Enter your BCeID Username / Password
3. Click Continue
4. On the Self-Registration page please fill in the following fields:
 - First Name / Last Name
 - Email Address
 - Phone Number
 - Organization
 - Title
5. Click Register
6. CPU Account Administrator will process and add your username into COAST within 5 – 7 business day and then you can log into the CPU Portal.

Contact Information

BCeID Helpdesk

Tel: 1-888-356-2741 (open M-F, 7am to 7pm)

Email: bceid@gov.bc.ca

Help with BCeID website issues

Reset passwords using security questions and answers

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COAST System Administrator

Tel: 778-572-3603

Email: VSPContracts@gov.bc.ca

Assistance with the BCeID website

Assistance with the COAST Portal