Community Safety and Crime Prevention Branch
New IT system – the COAST System
Troubleshooting Questions and Answers for Service Providers

January 26th, 2021

Q. How do I log in to the COAST service provider portal?

The COAST service provider portal is accessed by using a **Business BCeID** that service providers already use to provide statistics to the branch. Service providers are advised to use either Google Chrome or Microsoft Edge as their browser platform when accessing the COAST service provider portal. Internet Explorer is not compatible with the COAST service provider portal and will be discontinued later in the year by Microsoft. To log into the portal please bookmark this page for future reference.
https://justice.gov.bc.ca/coastcontracts/

Q. I am trying to log into the COAST service provider portal; however, I can't see anything as the page appears to be loading. What do I do?

In order to access the COAST service provider portal, please use Google Chrome or Microsoft Edge as your web browser platform since COAST is not compatible with Internet Explorer. Internet Explorer is a web-based platform that will be discontinued later in the year by Microsoft.

PLEASE NOTE: POLICE BASED SERVICE PROGRAMS: In order to download Google Chrome or Microsoft Edge please contact your IM & T department.

If you are using Google Chrome or Microsoft Edge as your web browser and are still having difficulty loading the COAST service provider portal, try clearing the browser history or cache as this may assist in resolving the problem.

Service providers may wish to contact their branch program managers to verify whether the user is registered in the COAST system.

Please join the virtual help session (virtual "office hours") on Thursdays between 10-11:30 am PST via Skype or conference call (see link on last page) if issues continue to remain unresolved.

Q. I registered through the COAST service provider portal but when I try to log in, it logs me out. What do I do?

Please contact the contract administration team at VSPContracts@gov.bc.ca to verify if the COAST registration has been processed.   Please join the virtual help session (virtual "office hours") on Thursdays between 10-11:30 am PST (see link on last page) if issues continue to remain unresolved after confirming that the COAST registration has been processed.

Q. I tried logging into the COAST service provider portal with my BCeID, but it wouldn't accept my username and password. What do I do?

To access the COAST service provider portal, service providers require a **Business BCeID**, not a personal BCeID. Many service providers have been trying to access COAST without the correct Business BCeID.

Please check with your BCeID account manager to ensure that the username and password are correct/verified.

Q. I tried logging into the COAST service provider portal, and it says I do not have the proper permissions. What do I do?

Service providers must log into their primary Business BCeID account at www.bceid.ca and check that the BCeID roles are assigned for each staff member as set out below.

> **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 the 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.

Q. I have logged into the COAST service provider portal, but I can't see the application. What do I do?

At this time only the contractor contact (signing authority) will be able to see the program applications unless they have provided access to additional staff to complete financial and/or contracting functions (e.g. program application, contract and budget). Please provide the branch with the completed Schedule A (see below) with staff members **NAME, TITLE, EMAIL and confirmation that they are approved to access the portal. Please email the completed chart to** VSPContracts@gov.bc.ca

Attachment A -
Authorization Access .

If the staff member, who does not require access to financials/contacts, is attempting to access the portal is registered as a BCeID user they will only be allowed to access the service provider portal to submit forms and reports (see above). A staff member with this limited access to the portal will only see their name on the dashboard. There should be no other activities for them to complete at this time.

Q. I log into the COAST service provider portal, and on the dashboard, I see my Executive Director's name or another staff member and not mine. How do I get this fixed?

Please contact the branch contract administration team at VSPContracts@gov.bc.ca who will work with you to correct this issue.

Q. I am having trouble saving the information in my application on the COAST service provider portal. When I click "save" an error message on the portal says, "form invalid". What do I do?

Please make sure all the required fields have been completed. The portal will "time out" after 20 minutes of inactivity. It is important to save your information as you are entering it. If the portal has "timed out" please log back into the portal and start re-entering the application information from the beginning. Any information inputted and saved in the portal prior to "timing out" should still be available and visible in the program application.

Please use the "Save and Continue" button to save the information submitted for each page as you navigate through the application.

Completed and saved sections of the program application will be highlighted with a green check mark along the left side panel of the application as you complete each section (see picture below). A red "x' indicates that you must return to the beginning of the application and hit "save and continue" until you see the green check marks.

Right

Wrong

If you continue to have problems, please join the virtual help session (virtual "office hours") on Thursdays between 10-11:30 am PST (see link on last page).

Q. I have completed my program application, but it has now disappeared from my dashboard under tasks completed on the COAST service provider portal. What do I do?

When completing your program application, please ensure that the program application is for fiscal year 2021-2022 as some programs have completed the incorrect year. The branch is unable to accept a program application for any other previous fiscal year. If you don't see your program application, please contact your program manager for further instruction or join us on Thursdays for our virtual help sessions (virtual "office hours") between 10-11:30 am PST (see link on last page).

Q. I can not add, delete or save staff in the COAST service provider portal. What do I do?

At this time only contractor contacts (signing authorities) and staff who have received higher permissions are able to add or delete staff by navigating to the appropriate dashboard and clicking on the "update agency staff" tab. Please see Tip Sheet for further details.

How to Update
Agency Staff - FINAL.p

The portal may "time out" after 20 minutes of inactivity. If this occurs, please log back into the portal and start again. Previous information that was entered and saved prior to the portal timing out should still be visible.

Q. Where can I find more resources and information on the COAST service provider portal?

https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/service-providers/training/coast-training

Q. Will the program application be used to generate a new contract for next fiscal year 2021-2022? What is the next step in the process?

Once the fiscal year 2021-2022 program application has been completed and submitted through the COAST service provider portal, it will be reviewed by the branch contract administration team as well as your program manager. Contracts will be generated over the next several weeks using the information submitted by service providers and verified by the branch through the COAST service provider portal.

Further instructions will be provided, and a specific training session will be held for contracted service providers on how to sign contracts in the COAST service provider portal in February. The branch will send a separate communication to all service providers once the contract is available for signing in the portal.

REMINDER: VIRTUAL HELP SESSIONS EVERY WEEK!

Virtual Help Sessions ("Office Hours") Information: Every Thursday from 10:00 am to 11:30 am please join branch staff for help with any COAST service provider portal issues.

Join Skype Meeting

Trouble Joining? Try Skype Web App

Join by phone

Conference ID: 5746917

Local - Victoria: +1 (250) 952-9304,,5746917# (BC, Canada)	English (United States)
Local - Vancouver: +1 (604) 398-9304,,5746917# (BC, Canada)	English (United States)
Toll-Free: +1 (888) 952-9304,,5746917# (BC, Canada)	English (United States)

Local - Kamloops: +1 (250) 554-7244,,5746917# (BC, Canada)   English (United States)

Local - Prince George: +1 (250) 645-9304,,5746917# (BC, Canada)   English (United States)

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