



# **Business BCeID Account and Profile Management Guide**

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# 1 Introduction

## 1.1 Purpose

This document explains how to use the BCeID account management tools available to you now that you have registered your business with the BCeID Program. Once you understand how to access and use these tools you can effectively manage your BCeID Business accounts and your Business BCeID Profile.

*Examples of account management activities:*

- Create new accounts for your employees
- Assign roles to accounts
- Activate subscriptions to Online Services
- Update business information
- Set preferences for sharing contact information with other businesses in the BCeID Online Business Directory

## 1.2 Overview

When your business is successfully registered with BCeID, a Business BCeID account is created and contact information about your business (that you choose to share with other businesses) appears in the BCeID Online Business Directory.



The individual who initially registers online for a Business BCeID is automatically assigned the **Business Profile Manager (BPM)** role.

The BPM manages the business's profile information and can create additional BCeID accounts for the business's employees or its delegates (e.g., a lawyer acting on behalf of the company).

**Important!** BCeID user IDs and passwords must not be shared. See [Create New Business BCeID Accounts](#) for instructions on how to create additional BCeID accounts.

## 1.3 Log in

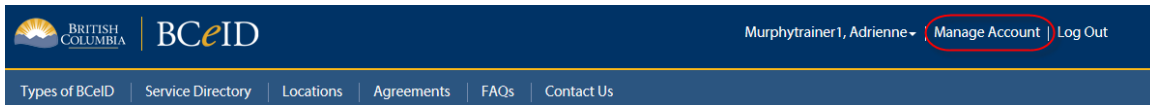
To access the account management menus you must log in to the BCeID website with your Business BCeID user ID and password.

- To log in, go to **www.bceid.ca**
- Click the **Log in** button at the top right corner of the screen (shown below)
- Follow the prompts to log in with your Business BCeID user ID and password



## 1.4 Using BCeID Menus

Menus displayed when you are logged in to the BCeID website are designed to help you access the account management tools and are tailored to match the privileges associated with your account. To begin using your BCeID account management tools, click the **Manage Account** link in the upper right hand corner of the BCeID screen (shown below).



Our website has a new look. [Learn more](#)

A BCeID account provides secure access to online government services.

**It's Convenient**  
Many government services are available online. You can use your BCeID account to log in to [participating services](#).

**It's Secure**  
BCeID uses secure technology and policies to enable authorized access to information.

**It Respects Your Privacy**  
Learn more about the [B.C. government's privacy policies](#) and the [BCeID privacy policy](#).

**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](#)

**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.

**Already Have a BCeID?**

Manage your BCeID account, such as:

- Update your contact information, user ID, password, login preferences
- Update your businesses preferences and manage business BCeID accounts
- Use the activation code you received in the mail to complete your Business BCeID registration process
- Continue an existing 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](#)

## 2 Business BCeID Roles

The BCeID Program allows businesses to have more than one Business BCeID account, each with a set of defined privileges, known as a role. Each role represents an increasing level of responsibility or authority.

These roles allow you to effectively manage your business's BCeID Profile and all of the Business BCeID accounts held by your business. The roles are:

- [Business User](#) - has basic privileges such as accessing Online Services
- [Business Accounts Manager](#) - has additional privileges to manage accounts on behalf of the business
- [Business Profile Manager](#) - has yet more privileges, with the authority to update business profile information and re-structure the business



Each Online Service is responsible for granting your business access to the Online Service.

- Once the Online Service has granted access, a Business user may access the services online on behalf of your business.

### 2.1 Business User

As a **Business User** you have basic privileges such as accessing Online Services and you can perform the following tasks for your account when you are logged in to [www.bceid.ca](http://www.bceid.ca):

- Change your contact information
- Change your user ID
- Change your password
- Change your password hints
- Activate a subscription code issued to you by an Online Service
- View subscription codes you have activated

To access **the Business User Account Management** menus:

- Log in to [www.bceid.ca](http://www.bceid.ca)
- Click the **Log in** button at the top right corner of the screen
- Follow the prompts to log in with your Business BCeID user ID and password
- Click Manage Account

[Manage Account](#)

- Click on a link under the **Manage Account** or **Subscription Code Management** menus to perform Business User tasks

**Manage Account**

[Contact Information](#)  
Allows you to change your email address, phone number or name.

[User ID](#)  
Allows you to change your user ID. You are advised to check with any online services you currently use before changing your user ID.

[Password](#)  
Allows you to change your password. We recommend you change your password on a regular basis.

[Password Reset Questions](#)  
Allows you to change your password reset questions. You must correctly answer all three hints to reset your forgotten password.

[Login Security Settings](#)  
Allows you to change your login security settings to show or hide account activity when you log in.

**Subscription Code Management**

[Activate a Subscription Code](#)

[View Active Subscriptions](#)

## 2.2 Business Accounts Manager (BAM)

As a **Business Accounts Manager (BAM)** you have additional privileges to manage accounts on behalf of the business.

You can perform the tasks of a Business User **plus** the following tasks when you are logged in to [www.bceid.ca](http://www.bceid.ca):

- Create new BCeID accounts and assign roles of Business User or Business Accounts Manager
- View and update account details, including role, for the business's existing accounts
- Disable or enable an account (e.g., at the start or end of an employee's leave of absence)
- Delete an existing account when it is no longer required
  - (e.g., if individual is no longer an employee; employee no longer needs access to online service)
- Provide a user ID to an employee or individual who has forgotten their user ID
- Generate a temporary password for a user who has forgotten their password

To access **the Business Accounts Manager** Account Management menus:

- Log in to [www.bceid.ca](http://www.bceid.ca)
- Click the **Log in** button at the top right corner of the screen
- Follow the prompts to log in with your Business BCeID user ID and password
- Click Manage Account

[Manage Account](#)

- Click **Manage Business BCeID Accounts** under the **Manage Business** menu to perform *Business Accounts Manager* tasks

**Manage Business**

[Business Identification](#)  
Allows you to manage your business's identification information.

**Note:** A Business Accounts Manager will also have access to the **Manage Account** and **Subscription Code Management** menus.

### Manage Account

#### [Contact Information](#)

Allows you to change your email address, phone number or name.

#### [User ID](#)

Allows you to change your user ID. You are advised to check with any online services you currently use before changing your user ID.

#### [Password](#)

Allows you to change your password. We recommend you change your password on a regular basis.

#### [Password Reset Questions](#)

Allows you to change your password reset questions. You must correctly answer all three hints to reset your forgotten password.

#### [Login Security Settings](#)

Allows you to change your login security settings to show or hide account activity when you log in.

### Subscription Code Management

#### [Activate a Subscription Code](#)

#### [View Active Subscriptions](#)

## 2.3 Business Profile Manager (BPM)

As a **Business Profile Manager (BPM)** you have yet more privileges, with the authority to update business profile information and re-structure the business.

You can perform the tasks of a *Business Accounts Manager* **plus** the following tasks when you are logged in to [www.bceid.ca](http://www.bceid.ca):

- Manage your business's or organization's identification information registered with BCeID
- Manage how the business prefers to share information with other businesses and Online Services
- Assign the role of Business Profile Manager to other accounts within the business
- Transfer some or all of your accounts to another business registered with BCeID
- Accept the transfer of accounts from another business registered with BCeID
- Terminate your business registration with BCeID

To access the **Business Profile Manager** Account Management menus:

- Log in to [www.bceid.ca](http://www.bceid.ca)
- Click the **Log in** button at the top right corner of the screen
- Follow the prompts to log in with your Business BCeID user ID and password
- Click Manage Account

[Manage Account](#)

- Click a link under **Manage Business** to perform *Business Profile Manager* tasks

**Manage Business**

[Business Identification](#)  
Allows you to manage your business's identification information.

[Business Preferences](#)  
Allows you to manage your preferences for sharing your business's contact information with government and other businesses.

[Business BCeID Accounts](#)  
Allows you to view, create, change, disable/enable and delete accounts within your business.

[Restructure Business](#)  
Allows you to transfer some or all of your business's accounts to or from another business that is registered with BCeID.

[Terminate Business](#)  
Allows you to terminate your Business BCeID and all of the accounts associated with the business.

**Note:** A *Business Profile Manager* will also have access to the **Manage Account** and **Subscription Code Management** menus.



### Manage Account

#### [Contact Information](#)

Allows you to change your email address, phone number or name.

#### [User ID](#)

Allows you to change your user ID. You are advised to check with any online services you currently use before changing your user ID.

#### [Password](#)

Allows you to change your password. We recommend you change your password on a regular basis.

#### [Password Reset Questions](#)

Allows you to change your password reset questions. You must correctly answer all three hints to reset your forgotten password.

#### [Login Security Settings](#)

Allows you to change your login security settings to show or hide account activity when you log in.

### Subscription Code Management

#### [Activate a Subscription Code](#)

#### [View Active Subscriptions](#)

## 3 Managing Your Own BCeID Account

An individual with a Business BCeID account, regardless of role, can update the contact information and the details of their own BCeID account by performing the following tasks:

- [Change My Contact Information](#)
- [Change My User ID](#)
- [Change My Password](#)
- [Change My Password Hints](#)

### 3.1 Change My Contact Information

**Role you need to do this:** Business User | Business Accounts Manager | Business Profile Manager

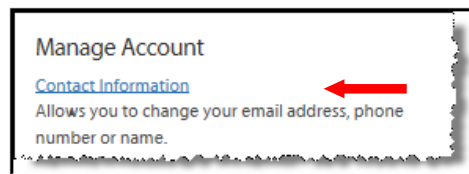
#### Change My Contact Information

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account



[Manage Account](#)

- Select Contact Information under Manage Account



## 2. BCeID Account Management – Change My Contact Information

Use this screen to change your:

- Surname, Given (first) Name
- Department / Location
- Contact Email
- Contact Phone

**Note:** *If you have Business Profile Manager or Business Accounts Manager privileges, you can choose whether to display your contact information in the BCeID Online Business Directory.*

### Change My Contact Information

**Account Details**

User ID: Roler2000

This tool allows you to view and change your contact information.

There may be occasions when the BCeID Program needs to contact you for account administration purposes, such as:

- If we notice unusual activity on your account; or
- If you forget your password, we will send you a confirmation code to reset your password.

Your contact information will not be used for marketing or solicitation.

**Surname**

Display in Business Directory

**Given/First Name**

Department (optional)

Contact Email (optional)

Display in Business Directory

**Contact Phone Number**

Display in Business Directory

- Click **Save** to save your changes and return to the account management screen
  - Click **Back** to return to the account management screen without making any changes

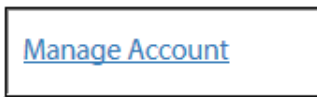
## 3.2 Change My User ID

**Role you need to do this:** Business User | Business Accounts Manager | Business Profile Manager

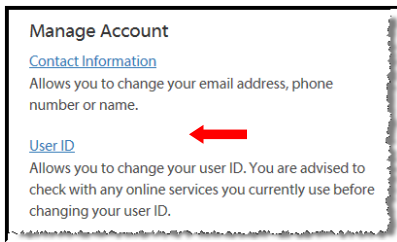
### Change My User ID

- Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password

- Click Manage Account



- Select User ID under Manage Account



## 2. BCeID Manage Account – User ID

- Enter your new user ID or choose a user ID from the list presented on the screen

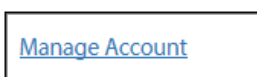
- Click **Save** to save your changes and return to the account management screen
- Click **Back** to return to the account management screen without making any changes

## 3.3 Change My Password

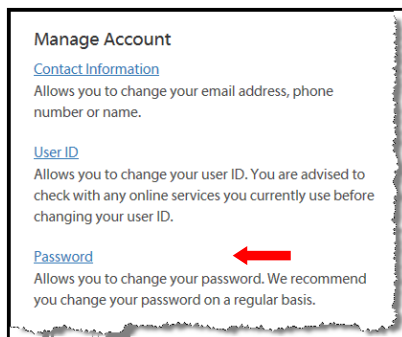
**Role you need to do this:** Business User | Business Accounts Manager | Business Profile Manager

### Change My Password

- Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account



- Select **Password** under **Manage Account**



## 2. BCeID Account Management – Password

- Enter your old password and your new password

*Note: Your new password must be at least eight characters long and cannot be one that has been previously used*

- Confirm your password by re-entering it in the **Confirm Password** field

3.
  - Click **Save** to save your changes and return to the account management screen
  - Click **Back** to return to the account management screen without making any changes



Keeping your password secure is important to protect your information and prevent unauthorized access to your Business BCeID account(s).

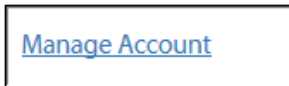
## 3.4 Change My Password Hints

**Role you need to do this:** Business User | Business Accounts Manager | Business Profile Manager

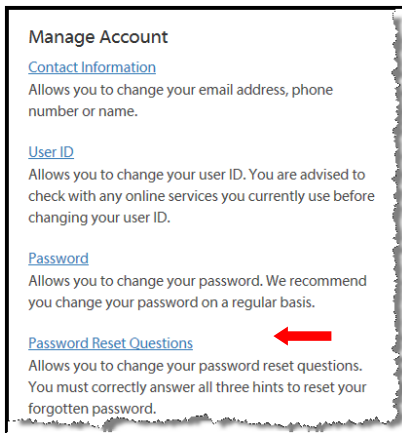
### Change My Password Hints

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password

- Click Manage Account



- Select **Password Reset Questions** under **Manage Account**



## 2. BCeID Account Management – Password Reset Questions

Select a question, from the drop down menu for each category, and enter an answer:

- Question
- Memorable person
- Important date
- As an added security control, you are required to enter your password to save your new questions

**Change My Password Hints**

This information is required in order for us to help you if you forget your password. If you cannot remember your password, you will be asked the three questions you choose below.

**Password Reset Questions**  
These questions will be used if you forget your password. You'll only be able to reset your password if you can answer these questions correctly.

**Question #1**  
Select Question

**Answer**

**Question #2**  
Select Memorable Person

**Answer**

**Question #3**  
Select Important Date

**Answer**

**Security Control**  
To save your new questions, you must enter your password.

**Password**

3.
  - Click **Save** to save your changes and return to the account management screen
  - Click **Back** to return to the account management screen without making any changes



### **Important!** Use spacing and punctuation with care.

- When you answer your questions in the future, the system will match your answers character for character (e.g., if you enter a space between letters or words the system will recognize the space as part of your answer.)

**Note:** Your answers are *not* case sensitive

## 4 Managing Subscription Codes

### 4.1 Activate a Subscription Code

A subscription code is an invitation from an Online Service to use a BCeID account to securely access a specific government service online.

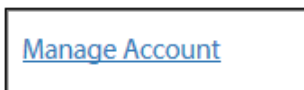
If you receive an invitation from an Online Service to subscribe to one of its services and you already have a Business BCeID account, use the **Subscription Code Management** menu to activate the subscription code in the invitation.

- If you do not have a Business BCeID, register your business at **www.bceid.ca** first.

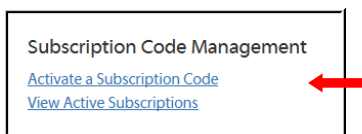
**Role you need to do this:** Business User | Business Accounts Manager | Business Profile Manager

#### Activate a Subscription Code

- Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account



- Select **Activate a Subscription Code** under **Subscription Code Management**



- #### BCeID Subscription Code Management – Activate a Subscription Code

Enter the subscription code found in your invitation.

- Enter four characters per field
- Letters may be entered in upper or lowercase
- Click **Next**

 A screenshot of a web page with a dark blue header. The header contains the British Columbia logo and "BCeID". Below the header is a navigation bar with links: "Types of BCeID", "Service Directory", "Locations", "Agreements", "FAQs", and "Contact Us". The main content area has the title "Activate a Subscription Code" and the instruction "Enter your subscription code below and click 'Next' to continue." Below this is a form labeled "Subscription Code" with four input fields separated by hyphens. At the bottom of the form are two buttons: "Back" and "Next".

3.
    - Enter the answer to your shared secret question
    - A shared secret question and answer was sent to you separately by the Online Service
- Note:** *the screen shot below is a sample only – your secret question will be different*
- Click **Next**

## Secret Question and Answer

**Question**

What is the capital of British Columbia?

**Answer**

← Back
Next →

When the correct answer is entered, a confirmation screen displays the following:

- Subscription code
- **Scope** (whether access is restricted to your individual account or is open for all accounts in your business)
- **Client** (Online Service provider name)
- **Online Service** (name of the particular service to which you just subscribed)
- Click **Proceed to Online Service Subscription** to be directed to the Online Service website

## Subscription Code Activated

**Subscription Details**

Subscription Code:	9DEE-56C4-77D9-5BD2
Scope:	Business
Client:	Ministry of Economic Development
Online Service:	2010 CC Basic Registration

← Return to BCeID Home Page
Proceed to Online Service →



## 4.2 View My Active Subscriptions



Use this menu if you have already activated one or more invitations to subscribe to Online Services.

**Role you need to do this:** Business User | Business Accounts Manager | Business Profile Manager

### View My Active Subscriptions

- Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select View My Active Subscriptions under Subscription Code Management

Subscription Code Management  
[Activate a Subscription Code](#)  
[View Active Subscriptions](#)

### 2. BCeID Subscription Code Management – View My Active Subscriptions

A list of activated subscriptions is displayed.

- Click **Back** to return to the **Account Management** screen

**Note:** *the screen shot below is a sample only – your list of active subscriptions will be different.*

Online Service	Account Type	Scope	Expiry Date
<a href="#">2010 CC Basic Registration</a>	Business BCeID Account	Business	03/01/2017

[← Back](#)

## 5 Managing Your Business Accounts

Accounts which have the **Business Profile Manager** (BPM) or the **Business Accounts Manager** (BAM) role can be used to manage the BCeID accounts associated with the business.

- There must always be at least one Business Profile Manager for a business that uses a Business BCeID account to access online services.



**The individual who registers online for a Business BCeID is automatically assigned the Business Profile Manager role when the Business BCeID account is approved.**

- The BCeID Program recommends your business or organization have more than one individual who can manage accounts.

The Business Profile Manager and Business Accounts Manager roles allow you to:

- [Create New Business BCeID Accounts.](#)
- [Update the Role for a BCeID Account.](#)
- [Update the Account Details for a BCeID Account.](#)
- [Provide an Account Holder with a Forgotten User ID.](#)
- [Reset a Password.](#)
- [Disable or Enable an Account.](#)
- [Delete an Account.](#)

### 5.1 Create New Business BCeID Accounts

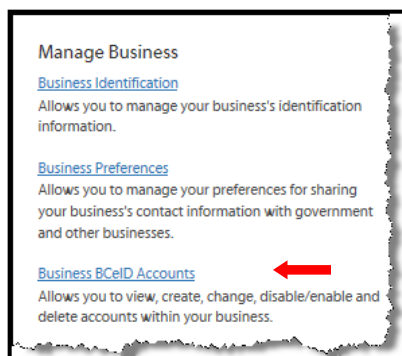
**Role you need to do this:** Business Profile Manager | Business Accounts Manager

#### Create New Business BCeID Accounts

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select Business BCeID Accounts under Manage Business



## 2. BCeID Manage Business – Business BCeID Accounts

- Click **Add New Account** to continue

## 3. BCeID Manage Business – Create a New Business BCeID Account

Complete the fields in each section. Mandatory fields are **bolded**

- Account Details
- Account Role
- Account Control

4.
  - Click **Next** to continue
  - Click **Back** to discard the changes and return to the Manage Business BCeID Accounts screen

## 5. BCeID Manage Business – Account User ID and Password

- The name of the new user is displayed
- Enter a user ID or choose a user ID from the list
- Enter a temporary password
- Confirm the password by entering it again

Manage Accounts

Account User ID and Password

BCeID Account

Name: Murphytrainer, Mark

Choose a User ID

A user ID is the unique name you use to identify your BCeID account. It must be between three and twenty characters long and may only contain letters, numbers, periods, dashes and underscores. You may choose your own user ID or use one from the list below.

MMurphytrainer  
 MMurphytrainer1  
 MMurphytrainer2  
 MMurphytrainer3

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](#)

Weak Medium Strong

Confirm Password

- 6.
- Click **Next** to continue
  - Click **Back** to discard the changes and return to Create a New Business BCeID Account screen



**The password entered on this screen is temporary.** The first time the user logs in with their BCeID user ID and password, they must:

- Accept the Terms of Use
- Choose and answer three password reset hints
- Enter a new password of their choice

## 7. BCeID Manage Business – Business BCeID Account Confirmation

This screen displays a summary of the account you just created and instructions for the account holder.

- Using the browser print function, print a copy of the account confirmation
- Click **Send Email** to email a copy to the user

### Manage Accounts

#### Business BCeID Account Confirmation

A Business BCeID account has been created within your business.

The account must be activated by the account holder before it can be used to access registered government online services.

**To activate the account, the account holder must:**

1. logon to [https://www.test.boleid.ca/profile\\_management/](https://www.test.boleid.ca/profile_management/) with the user ID shown below and the temporary password;
2. accept the Business BCeID Terms of Use Agreement; and
3. select three password reset hints and enter a new password.

**Account Details**

Registration Date:	November 1, 2016
User ID:	MMurphytrainer
Name:	Murphytrainer, Mark
Department/Location:	
Email:	adrienne.roler@gov.bc.ca
Phone:	

Email this page to:

- 8.
- Click **Create Another User** to create another user ID
  - Click **Exit** to return to the Manage Business BCeID Accounts screen

## 5.2 Update the Role for a BCeID Account

You may want to change the role of an existing BCeID account to:

- Assign the role of Business Profile Manager or Business Accounts Manager
- Assign the role of **Business User** to allow individuals to access Online Services on behalf of your organization



The BCeID Program recommends that your business or organization has more than one individual who can manage accounts.

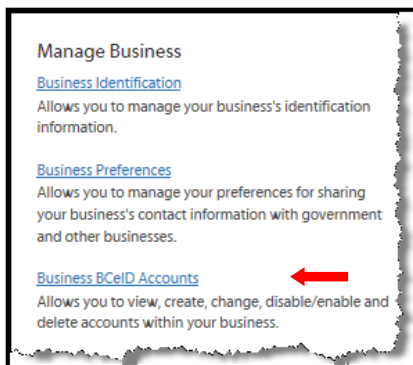
**Role you need to do this:** Business Profile Manager | Business Accounts Manager

### Update the Role for an Existing Business BCeID account

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select BCeID Accounts under Manage Business



## 2. BCeID Manage Business – Manage Business BCeID Accounts

The screen displays a list of your business's user IDs *except the one you are currently logged on with*.

The **Results / List of Accounts** section displays each user's current account role.

- Click on a **user ID** name to modify corresponding account details and/or account role

### Manage Business BCeID Accounts

This tool allows you to view and manage Business BCeID Accounts within your business and set the account role given to each account. Account roles are: Business Profile Manager, Business Accounts Manager, and BCeID User. We recommend that your business has more than one Business Accounts Manager.

Given/First Name:

Surname:

User ID:

Department/Location:

Account Roles:

**Match Search Criteria Using:**

Starts with

Contains

**Results / List of Accounts**

<u>User ID</u>	<u>Full Name</u>	<u>Department/Location</u>	<u>Account Role</u>
<a href="#">MMurphytrainer</a>	Murphytrainer, Mark		Business Accounts Manager



If your organization has many BCeID accounts, use the search tool to find the account you want to view or change.

Given/First Name:

Surname:

User ID:

Department/Location:

Account Roles:

**Match Search Criteria Using:**

Starts with

Contains

### 3. BCeID Manage Business – Business Account Details

- To assign a BCeID User, Business Accounts Manager, or Business Profile Manager role:
- Click the corresponding radio button in the **Account Role** section

**Business Account Details**

This tool allows you to view, change or delete existing Business BCeID Accounts within your Business. You can also temporarily disable an account and re-enable at a later date (for example during an employee leave of absence).

**Account Details**

**User ID (read-only)**  
MMurphytrainer

**Surname**

**Display in Business Directory**

**Given/First Name**

**Department/Location (optional)**

**Contact Email**

**Display in Business Directory**

**Contact Phone Number (optional)**

**Display in Business Directory**

**Account Role**

BCeID User

**Business Accounts Manager**

Business Profile Manager

**Account Control**

**Enable Account**

Disable Account

**Account Status**

BCeID Account Suspended: **No**

Account Locked: **No**

Password Change Required: **Yes** ⚠

Password Hints Required: **Yes** ⚠

4.
  - Click **Save** to keep the changes
  - Click **Back** to discard the changes and return to the Manage Business BCeID Accounts screen



You must be logged in, with an account which has a **Business Profile Manager** role, to assign a Business Profile Manager role to another account.

**Note:** If you have a **Business Accounts Manager** role, the option to assign the role of Business Profile Manager is **not** available.

## 5.3 Update the Account Details for a BCeID Account

**Role you need to do this:** Business Profile Manager | Business Accounts Manager

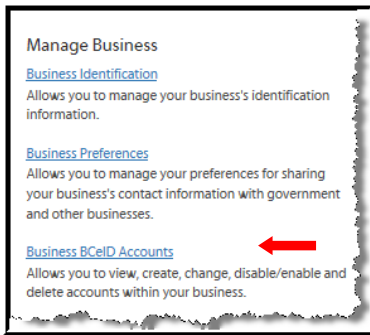
### Update the Account Details for a Business BCeID Account

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)



- Select Business BCeID Accounts under Manage Business



## 2. BCeID Manage Business – Manage Business BCeID Accounts

The screen displays a list of your business's user IDs *except the one you are currently logged on with*.

Under the **Results / List of Accounts** section:

- Click on a **user ID** name to modify corresponding account details

**Manage Business BCeID Accounts**

This tool allows you to view and manage Business BCeID Accounts within your business and set the account role given to each account. Account roles are: Business Profile Manager, Business Accounts Manager, and BCeID User. We recommend that your business has more than one Business Accounts Manager.

Given/First Name:

Surname:

User ID:

Department/Location:

Account Roles:

Match Search Criteria Using:

Starts with

Contains

Results / List of Accounts

User ID	Full Name	Department/ Location	Account Role
<a href="#">MMurphytrainer</a>	Murphytrainer, Mark		Business Accounts Manager

### 3. BCeID Manage Business – Business Account Details

In the **Account Details** section, you may change the surname, given (first) name, department/location, contact email, or contact phone for the account you selected.

**Note:** *If the account has a Business Profile Manager or Business Accounts Manager role, you have the option to display the location and phone number in the BCeID Online Business Directory.*

**Business Account Details**

This tool allows you to view, change or delete existing Business BCeID Accounts within your Business. You can also temporarily disable an account and re-enable at a later date (for example during an employee leave of absence).

**Account Details**

**User ID (read-only)**  
MMurphytrainor

**Surname**

**Display in Business Directory**

**Given/First Name**

**Department/Location (optional)**

**Contact Email**

**Display in Business Directory**

**Contact Phone Number (optional)**

**Display in Business Directory**

**Account Role**  
 BCeID User  
 Business Accounts Manager  
 Business Profile Manager

**Account Control**  
 Enable Account  
 Disable Account

**Account Status**

BCeID Account Suspended: **No**

Account Locked: **No**

Password Change Required: **Yes** ⚠

Password Hints Required: **Yes** ⚠

- 4.
- Click **Save** to keep the changes
  - Click **Back** to discard the changes and return to the Manage Business BCeID Accounts screen

## 5.4 Provide an Account Holder with a Forgotten User ID \*



You must obtain enough information from the account holder to find the account, such as:

- Given (first) Name; Surname; Department/Location (if available); Role

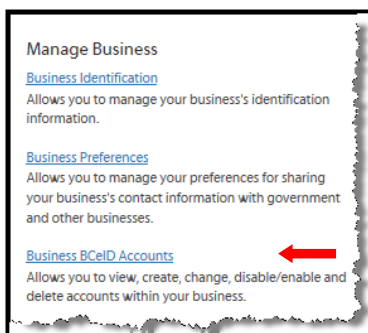
**Role you need to do this:** Business Profile Manager | Business Accounts Manager

### Provide an Account Holder with a Forgotten User ID

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select BCeID Accounts under Manage Business



\* The following instructions and screenshots apply to account holders with an active account.

- If the account holder has not yet activated their BCeID user account please follow [Reset a Password](#).

## 2. BCeID Manage Business – Manage Business BCeID Accounts

The screen displays a list of your business's user IDs *except the one you are currently logged on with*.

Under the **Results / List of Accounts** section:

- Click on a user ID name to view the account details

### Manage Business BCeID Accounts

This tool allows you to view and manage Business BCeID Accounts within your business and set the account role given to each account. Account roles are: Business Profile Manager, Business Accounts Manager, and BCeID User. We recommend that your business has more than one Business Accounts Manager.

Given/First Name:

Surname:

User ID:

Department/Location:

Account Roles:  All

**Match Search Criteria Using:**

Starts with

Contains

**Results / List of Accounts**

<u>User ID</u>	<u>Full Name</u>	<u>Department/ Location</u>	<u>Account Role</u>
<a href="#">MMurphytrainor</a>	Murphytrainor, Mark		Business Accounts Manager

### 3. BCeID Manage Business – Business Account Details

- Review the **Account Details** section to verify the account holder information is correct
- Review the **Account Role** section to verify the correct role is assigned to the account holder
- Click Reset Password

**Note:** *The account holder's User ID is displayed under the Account Details section.*

#### Business Account Details

This tool allows you to view, change or delete existing Business BCeID Accounts within your Business. You can also temporarily disable an account and re-enable at a later date (for example during an employee leave of absence).

**Account Details**

**User ID (read-only)**  
MMurphytrainer

**Surname**

**Display in Business Directory**

**Given/First Name**

Department/Location (optional)

**Contact Email**

**Display in Business Directory**

Contact Phone Number (optional)

**Display in Business Directory**

**Account Role**

BCeID User  
 Business Accounts Manager  
 Business Profile Manager

**Account Control**

Enable Account  
 Disable Account

**Account Status**

BCeID Account Suspended:	<b>No</b>
Account Locked:	<b>No</b>
Password Change Required:	<b>No</b>
Password Hints Required:	<b>No</b>

#### 4. BCeID Manage Business – Reset Password

This screen displays the account holder's password question and answer.

**Note:** *If you do not see this screen, the account holder has not yet activated their account.*

**Reset Password**

This tool allows you to reset the password for the selected Business BCeID account. If you can confirm the identity of the account holder, you may provide a new password. The question and answer below can be used to assist you in verifying the individual whose password you are resetting.

**Password Reset Hint**

Question:

Answer:

**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](#)

Weak Medium Strong

Confirm Password

[← Back](#) [Save](#)

5.
  - Click **Back** to return to the Manage Business BCeID Accounts screen



**If the account holder knows their password answer, provide the user ID to the account holder.**

- To display the account holder's user ID click the **Back** button to return to the **Business Account Details** screen

**Important!** If the user does **not** know their password answer, follow the [Reset a Password](#) procedure below.

## 5.5 Reset a Password



You must obtain enough information from the account holder to find the account, such as:

- First Name; Last Name; Department/Location (if available); Role

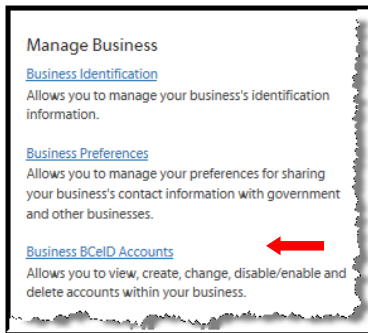
**Role you need to do this:** Business Profile Manager | Business Accounts Manager

### Reset a Password for an existing Business BCeID account

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select Business BCeID Accounts under Manage Business



2. **BCeID Manage Business – Manage Business BCeID Accounts**

The screen displays a list of your business's user IDs *except the one you are currently logged on with*.

Under the **Results / List of Accounts** section:

- Click on a **user ID** name to view the account details

**Manage Business BCeID Accounts**

This tool allows you to view and manage Business BCeID Accounts within your business and set the account role given to each account. Account roles are: Business Profile Manager, Business Accounts Manager, and BCeID User. We recommend that your business has more than one Business Accounts Manager.

Given/First Name:

Surname:

User ID:

Department/Location:

Account Roles:

**Match Search Criteria Using:**

Starts with

Contains

**Results / List of Accounts**

<a href="#">User ID</a>	<a href="#">Full Name</a>	<a href="#">Department/Location</a>	<a href="#">Account Role</a>
<a href="#">MMurphytrainer</a>	Murphytrainer, Mark		Business Accounts Manager

### 3. BCeID Manage Business – Business Account Details

- Review the **Account Details** section to verify the account holder information is correct
- Review the **Account Role** section to verify the correct role is assigned to the account holder
- Click **Reset Password** to go to the Reset Password screen

#### Business Account Details

This tool allows you to view, change or delete existing Business BCeID Accounts within your Business. You can also temporarily disable an account and re-enable at a later date (for example during an employee leave of absence).

**Account Details**

**User ID (read-only)**  
MMurphytrainer

**Surname**

**Display in Business Directory**

**Given/First Name**

**Department/Location (optional)**

**Contact Email**

**Display in Business Directory**

**Contact Phone Number (optional)**

**Display in Business Directory**

**Account Role**

BCeID User

Business Accounts Manager

Business Profile Manager

**Account Control**

Enable Account

Disable Account

**Account Status**

BCeID Account Suspended: **No**

Account Locked: **No**

Password Change Required: **No**

Password Hints Required: **No**

### 4. BCeID Manage Business – Reset Password

This screen displays the account holder's password question and answer.

**Note:** *If you do not see this screen, the account holder has not yet activated their account.*

#### Reset Password

This tool allows you to reset the password for the selected Business BCeID account. If you can confirm the identity of the account holder, you may provide a new password. The question and answer below can be used to assist you in verifying the individual whose password you are resetting.

**Password Reset Hint**

Question:

Answer:

**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](#)

**Confirm Password**





If the account holder knows their password answer:

- Enter a temporary password and re-enter the temporary password to confirm it
- Click **Save** to save the temporary password

**Important!** If the user does **not** know their password answer, you must take other prudent measures to confirm the identity of the requesting person before proceeding.

5.
  - Provide the password to the individual who has forgotten it.
    - **Note:** The password you entered is temporary
6.
  - Click Back to return to the **Manage Business BCeID Accounts** screen



### Instructions for Business BCeID account holder with temporary password

The individual must log in with their user ID and the temporary password assigned to them.

**Note:** Their temporary password must be entered in the **Old Password** field.

- They must enter a new password
- They must re-enter their new password to confirm it
- They must click **Next** and continue to follow the screen instructions

To complete login with your BCeID, change your password.  
Your password expired, you must change it before you continue.

**User ID**  
abrowntrainer12

**Password**

**New 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.

Weak Medium Strong

**Confirm Password**

**Continue**

## 5.6 Disable or Enable an Account



Examples of when the **Disable** or **Enable** function should be used, include, but are not limited to, account holders that are going on, or returning from:

- long term sick leave
- maternity leave
- a temporary assignment in another department
- etc.

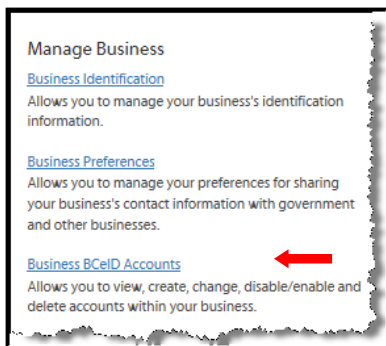
**Role you need to do this:** Business Profile Manager | Business Accounts Manager

### Disable or Enable an existing Business BCeID account

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select Business BCeID Accounts under Manage Business



## 2. BCeID Manage Business – Manage Business BCeID Accounts

The screen displays a list of your business's user IDs *except the one you are currently logged on with*.

Under the **Results / List of Accounts** section:

- Click on a **user ID** name to view the account details

**Manage Business BCeID Accounts**

This tool allows you to view and manage Business BCeID Accounts within your business and set the account role given to each account. Account roles are: Business Profile Manager, Business Accounts Manager, and BCeID User. We recommend that your business has more than one Business Accounts Manager.

Given/First Name:

Surname:

User ID:

Department/Location:

Account Roles:

**Match Search Criteria Using:**

Starts with

Contains

**Results / List of Accounts**

User ID	Full Name	Department/Location	Account Role
MMurphytrainer	Murphytrainer, Mark		Business Accounts Manager

## 3. BCeID Manage Business –Business Account Details

- Under the **Account Control** section, select the appropriate radio button to enable or disable the account.

**Account Control**

Enable Account

Disable Account

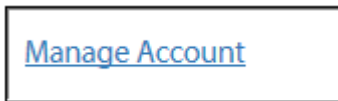
4.
  - Click **Save** to keep the changes
  - Click **Back** to discard the changes and return to the Manage Business BCeID Accounts screen

## 5.7 Delete an Account

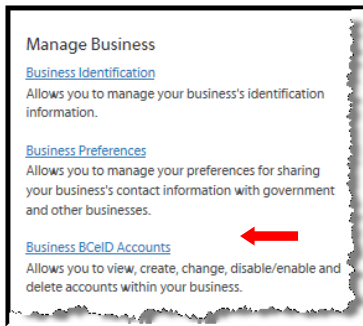
**Role you need to do this:** Business Profile Manager | Business Accounts Manager

### Delete an existing Business BCeID account

- Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account



- Select Business BCeID Accounts under Manage Business



### 2. BCeID Manage Business – Manage Business BCeID Accounts

The screen displays a list of your business's user IDs *except the one you are currently logged on with*.

Under the **Results / List of Accounts** section:

- Click on a **user ID** name to view the account details

 A screenshot of the "Manage Business BCeID Accounts" page. It features a search form with fields for "Given/First Name", "Surname", "User ID", and "Department/Location", and a dropdown for "Account Roles". Below the search form are "Search" and "Clear Search" buttons. The "Match Search Criteria Using:" section has radio buttons for "Starts with" (selected) and "Contains". Below this is a table titled "Results / List of Accounts" with columns for "User ID", "Full Name", "Department/Location", and "Account Role". One row is visible with "MMurphytrainer" as the User ID, "Murphytrainer, Mark" as the Full Name, and "Business Accounts Manager" as the Account Role. At the bottom are "Back" and "Add New Account" buttons.

### 3. BCeID Manage Business – Business Account Details

- Click **Delete** to remove the account you selected

#### Business Account Details

This tool allows you to view, change or delete existing Business BCeID Accounts within your Business. You can also temporarily disable an account and re-enable at a later date (for example during an employee leave of absence).

**Account Details**

**User ID (read-only)**  
MMurphytrainer

**Surname**

**Display in Business Directory**

**Given/First Name**

Department/Location (optional)

**Contact Email**

**Display in Business Directory**

Contact Phone Number (optional)

**Display in Business Directory**

**Account Role**

BCeID User  
 Business Accounts Manager  
 Business Profile Manager

**Account Control**

Enable Account  
 Disable Account

**Account Status**

BCeID Account Suspended: **No**

Account Locked: **No**

Password Change Required: **No**

Password Hints Required: **No**

### 4. BCeID Manage Business – Confirm Account Details

- Click **Yes** to confirm you want to delete the account
- Click **No** to keep the account

**Note:** In either case, you will be returned to the **Manage Business BCeID Accounts** screen.



For security purposes, BCeID accounts that are no longer required should be deleted.

- Reasons a BCeID account may no longer be required, include, but are not limited to:
  - retirement
  - termination
  - transfer
  - etc.



#### Deletion of a Business's BCeID Accounts

**Important!** If a business's BCeID accounts are not used within a 27 month period then all of the business's BCeID accounts will be deleted by the BCeID Program.

○

## 6 Managing Your Business Profile

As a Business Profile Manager, you can perform the account management tasks of a Business Account Manager and you can also:

- [Update Business Identification](#) – maintain your business identification information.
- [Manage Business Preferences](#) – manage preferences for sharing your business’s contact information.
- [Manage Business BCeID Accounts](#) – designate an alternate Business Profile Manager
- [Restructure My Business:](#)
  - [Transfer BCeID Accounts](#) to another registered business.
  - [Accept BCeID Accounts](#) from another registered business.
- [Terminate My Business](#) – terminate your business’s registration with the BCeID Program.

### 6.1 Update Business Identification

**Business Identification** information includes your

- business type
- legal name
- “doing business as” name
- mailing address



As a **Business Profile Manager**, you can view your business identification information anytime by clicking on **Update Business Identification**.

**Note:** To update the information on file with the BCeID Program, you will follow one of two methods. (See step 2 below).

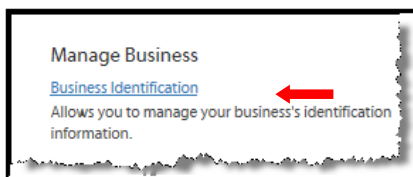
**Role you need to do this:** Business Profile Manager

#### View your Business’s Identification Information

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select Business Identification under Manage Business



## Update your Business's Identification Information

### 2. BCeID Manage Business Account – Update Business Identification

This screen displays your business or organization's identification information in a read only format.



**Note:** Depending on how you registered your business with the BCeID Program, you may, or may not, be able to update this information on your own.

3. If the **Retrieve My Current Information** button is displayed on this screen, you can update the information on file with the BCeID Program by clicking the button.

- 4.
- Click **Save** to keep the changes
  - Click **Back** to discard the changes and return to the **Manage Account** screen



If the button is **not** displayed on this screen, you must contact the **BCeID Help Desk** to have your business identification information updated.

**BCeID Help Desk**

Canada and USA

**Phone** | Toll Free: 1-888-356-2741

Within Lower Mainland or Outside Canada and USA: 604-660-2355

**Email** | [BCeID@gov.bc.ca](mailto:BCeID@gov.bc.ca)

**Hours** | Monday to Friday excluding statutory holidays

8:30AM to 5:00PM Pacific Time | 9:30AM to 6:00PM Mountain Time

5. **Important!** If you have not already done so, you should contact the agency listed on this screen to update your information.

Once you have received confirmation that your information is updated in the agency's registry, use this method to update it with the BCeID Program.

## 6.2 Manage Business Preferences



Use this menu to share, or stop sharing, your business contact information with government Online Services or other businesses.

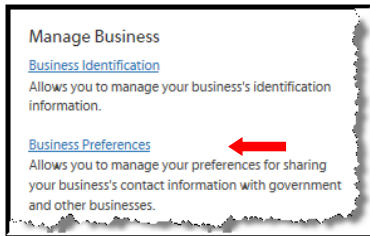
**Role you need to do this:** Business Profile Manager

### Change your Information Sharing Preferences

- Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select Business Preferences under Manage Business



### 2. BCeID Manage Business – Business Preferences

- Select your information sharing options by checking or un-checking each box

### Manage Business Preferences

This tool allows you to control information sharing with government and other businesses.

Information Sharing Options

I consent to BCeID sharing my business contact information with Online Services registered with BCeID.

I consent to BCeID sharing my business contact information with other BCeID account holders.  
*This is required to allow me to act on behalf of other BCeID account holders.*

- Click **Save** to keep the changes
  - Click **Back** to discard the changes and return to the **Manage Account** screen



## 6.3 Manage Business BCeID Accounts: Designate an Alternate Business Profile Manager



The BCeID Program recommends that your business or organization has more than one individual who can manage accounts.

**Role you need to do this:** Business Profile Manager

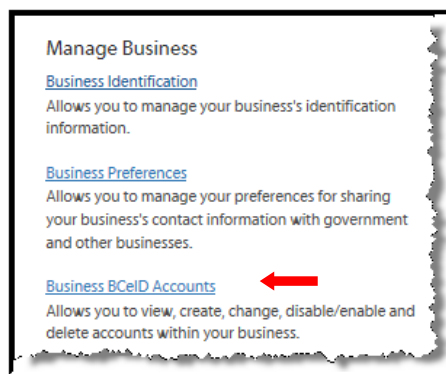
### To assign the Business Profile Manager role to a Business BCeID Account

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account



[Manage Account](#)

- Select Business BCeID Accounts under Manage Business



## 2. BCeID Manage Business – Manage Business BCeID Accounts

The screen displays a list of your business's user IDs *except the one you are currently logged on with*.

Under the **Results / List of Accounts** section:

- Click on a user ID name to view the account details

### Manage Business BCeID Accounts

This tool allows you to view and manage Business BCeID Accounts within your business and set the account role given to each account. Account roles are: Business Profile Manager, Business Accounts Manager, and BCeID User. We recommend that your business has more than one Business Accounts Manager.

Given/First Name:

Surname:

User ID:

Department/Location:

Account Roles:

Match Search Criteria Using:

Starts with

Contains

Results / List of Accounts

User ID	Full Name	Department/ Location	Account Role
<a href="#">MMurphytrainer</a>	Murphytrainer, Mark		Business Accounts Manager

## 3. BCeID Manage Business – Business Account Details

To assign the **Business Profile Manager** role to a Business BCeID account:

- Click on the corresponding radio button to select the role of Business Profile Manager

### Account Role

BCeID User

Business Accounts Manager

Business Profile Manager

4.
  - Click **Save** to keep the changes
  - Click **Back** to discard the changes and return to the Manage Business Profile screen



You must be logged on with an account which has a **Business Profile Manager** role to assign a Business Profile Manager role to another account.

**Note:** If you have a **Business Accounts Manager** role, the option to assign the role of Business Profile Manager is **not** available.

## 6.4 Restructure My Business: Transfer BCeID Accounts



**Use the Restructure My Business menu to transfer some or all of your Business BCeID accounts to another business.**

**Note:** You would do this if your organization is involved in a merger, acquisition, or dissolution and you want to move some or all of your Business BCeID accounts to the new business or organization.

**Important!** Only a **Business Profile Manager** can initiate a Business BCeID account transfer to another business.

- Only a Business Profile Manager at the new business can accept the transfer.

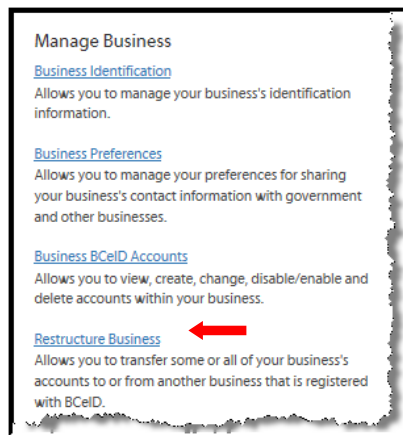
**Role you need to do this:** Business Profile Manager

### Transfer Business BCeID Accounts to Another Business

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

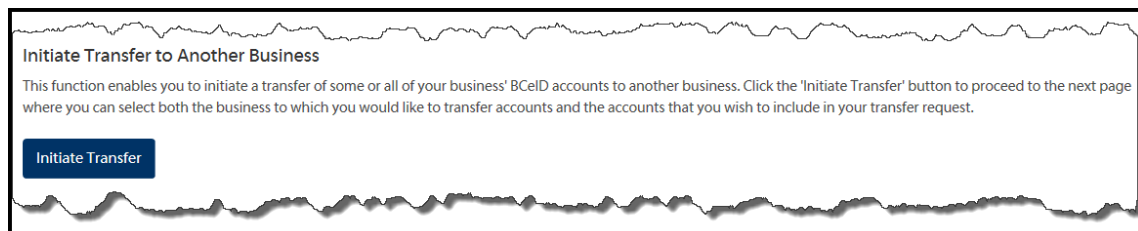
- Select Restructure Business under Manage Business



### 2. BCeID Manage Business – Restructure Business

**To initiate a transfer** of some or all of your existing Business BCeID accounts to another business registered with BCeID:

- Click Initiate Transfer



### 3. BCeID Manage Business – Initiate Transfer

- Enter the user ID of a **Business Profile Manager (BPM)** associated with the business to which you would like to transfer BCeID accounts
- Click **Find**



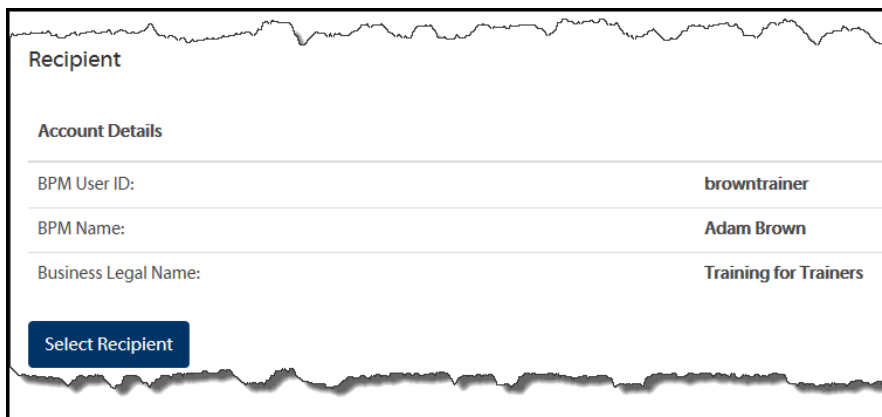
**Initiate Transfer to Another Business**

This function enables you to initiate a transfer of some or all of your business' BCeID accounts to another business. Click the 'Initiate Transfer' button to proceed to the next page where you can select both the business to which you would like to transfer accounts and the accounts that you wish to include in your transfer request.

[Initiate Transfer](#)

### 4. Select the recipient business

- Click **Select Recipient**



**Recipient**

**Account Details**

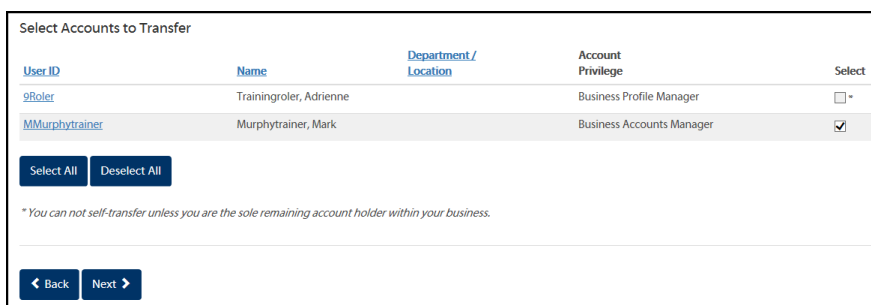
BPM User ID:	<b>browntrainer</b>
BPM Name:	<b>Adam Brown</b>
Business Legal Name:	<b>Training for Trainers</b>

[Select Recipient](#)

### 5. Choose the BCeID accounts you wish to include in your transfer request.

**Note:** you may **Deselect All** accounts, **Select All** accounts or **Select** individual accounts

- Click **Next**



**Select Accounts to Transfer**

User ID	Name	Department / Location	Account Privilege	Select
9Roler	Trainingroler, Adrienne		Business Profile Manager	<input type="checkbox"/>
MMurphytrainer	Murphytrainer, Mark		Business Accounts Manager	<input checked="" type="checkbox"/>

[Select All](#) [Deselect All](#)

\* You can not self-transfer unless you are the sole remaining account holder within your business.

[← Back](#) [Next →](#)



Repeat this process to transfer your own account. You cannot self-transfer unless you are the sole remaining account holder within your business.

## 6. BCeID Manage Business – Confirm Account Transfer

Review the details of your BCeID account transfer.

- Click **Transfer** to initiate the transfer  
OR
- Click **Back** to discard the changes and return to the previous screen



The receiving **Business Profile Manager** must now accept the accounts to complete this transaction. See [Restructure My Business: Accept BCeID Accounts](#).

## 6.5 Restructure My Business: Accept BCeID Accounts

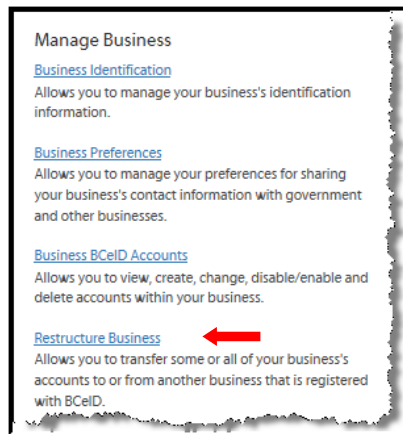
**Role you need to do this:** Business Profile Manager

### Accept Business BCeID Accounts from Another Business

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account

[Manage Account](#)

- Select Restructure Business under Manage Business



## 2. BCeID Manage Business – Accept / Reject Transfer

- Select an account transfer request by clicking on the corresponding radio button
- Click the Accept / Reject Transfer button

Accept Transfer from Another Business

This function enables you to accept or reject the transfer of BCeID accounts to your business. The table below lists outstanding account transfer requests. Please select an account transfer request and click the 'Accept / Reject Transfer' button to proceed to the next page where you can accept or reject the selected transfer.

From (Business Legal Name)	BPM User ID	Number of Accounts	Select
Trainingroler, Adrienne	9Roler	1	<input type="radio"/>

[Accept / Reject Transfer](#)

## 3. BCeID Manage Business – Accept / Reject Account Transfers

- Click the corresponding radio button for each user ID to **Accept or Reject** the account transfer
- Click Transfer

Initiating Business

Account Details

Business Legal Name: Trainingroler, Adrienne

User ID: 9Roler

Name: Adrienne Trainingroler

[Accept All](#) [Reject All](#)

User ID	Name	Reject	Accept
MMurphytrainer	Murphytrainer, Mark	<input type="radio"/>	<input checked="" type="radio"/>

[Back](#) [Transfer](#)

## 4. BCeID Manage Business – Confirm Account Transfer

Review the details of your BCeID account transfer.

- Click **Transfer** to accept/reject the transfer
- Click **Back** to discard the changes and return to the previous screen

## 6.6 Terminate My Business



Use the **Terminate My Business** menu if you want to stop using your Business BCeID accounts to access Online Services and remove your business contact information from the BCeID Online Business Directory.

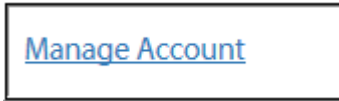
This task will terminate all Business BCeID accounts for your business and will suspend all further BCeID transactions between your business and the Government of B.C.

**Note:** Links used to access any Online Service(s) will no longer be functional.

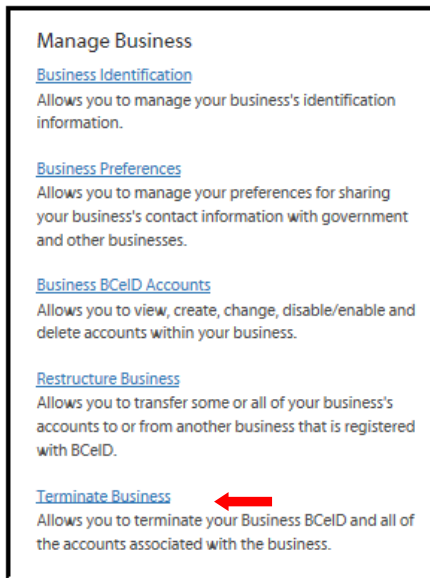
**Role you need to do this:** Business Profile Manager

### Terminate your Business

1.
  - Log in to [www.bceid.ca](http://www.bceid.ca)
  - Click the **Log in** button at the top right corner of the screen
  - Follow the prompts to log in with your Business BCeID user ID and password
  - Click Manage Account



- Select Terminate Business under Manage Business



## 2. BCeID Manage Business – Terminate My Business

Review the information about terminating your Business BCeID accounts.

- Click **Next** continue
  - Click **Back** to discard the changes and return to the Manage Business Profile screen
3. Read each statement and click the checkboxes beside each one to explicitly confirm your understanding of what will happen after you terminate your Business BCeID registration.
    - Click **Confirm** to terminate your Business BCeID account
    - Click **Back** to return to the Terminate My Business screen