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).
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]

- 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]

- 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:*

- 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
- 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

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

![Business Identification]

- 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:

- 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
- 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

- 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
2. Click the Log in button at the top right corner of the screen
3. Follow the prompts to log in with your Business BCeID user ID and password
4. Click Manage Account
5. 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](image)

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

### 3.2 Change My User ID

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

**Change My User ID**

1. 
   - Log in to 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 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

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

3.3 Change My Password

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

Change My Password

1. • Log in to 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
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
   • 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
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

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

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**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**

1. Log in to 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 Activate a Subscription Code under Subscription Code Management

2. **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
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](image)

   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](image)
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

1. Log in to 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

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.
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
- 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

   ![BCeID Manage Business – Business BCeID Accounts](image1)

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

   ![BCeID Manage Business – Create a New Business BCeID Account](image2)

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 Image]

6. **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

![Account Confirmation Screen]

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
   - 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](image)

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

![Search Tool](image)
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

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
   - 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

![Image of Business BCeID Accounts screen]

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

![Image of Manage Business BCeID Accounts screen]
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.

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
   - 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
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](image_url)
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 Screen]

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

   ![Important Note]

   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
   - 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

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
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](image)

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](image)
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
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
2. Click the Log in button at the top right corner of the screen
3. Follow the prompts to log in with your Business BCeID user ID and password
4. 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

   ![Manage Business BCeID Accounts](image)

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](image)

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

1.  
   - Log in to 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
3. **BCeID Manage Business – Business Account Details**
   - Click **Delete** to remove the account you selected

   ![Business Account Details](image)

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
2. Click the Log in button at the top right corner of the screen
3. Follow the prompts to log in with your Business BCeID user ID and password
4. 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
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

1.  
   - Log in to 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

2. BCeID Manage Business – Business Preferences
   - Select your information sharing options by checking or un-checking each box

3.  
   - 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
   - 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

2. Click **Manage Account**

3. 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](image)

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](image)

4. • Click **Save** to keep the changes

- Click **Back** to discard the changes and return to the Manage Business Profile screen

![Light Bulb](image)

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
   - 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](image)

   - 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

   ![Initiate Transfer to Another Business](image)
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](image)

- 

4. **Select the recipient business**
   - Click **Select Recipient**

![Recipient](image)

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](image)

- 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](#).

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### 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
   
   - 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](image)

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**

![Account Details](image)

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
   - 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 Terminate Business under Manage Business

   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.

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