



## eServices fact sheet

### *Registering for eServices*

#### Questions answered in this fact sheet

##### No table of contents entries found. Do I need to register to use BCSC eServices?

You need to register on eServices only if you need to file on eServices. If you simply want to search for information on our public website, you do not need to be registered. If you file on behalf of several issuers, your firm/company may already have an account.

##### How do I register for BCSC eServices?

The following are the procedures on how to register as an eServices user:

1. Go to our public website at [www.bcsc.bc.ca](http://www.bcsc.bc.ca)
2. Click on eServices tab located next to Home page tab
3. Click on "Sign Me Up For eServices", on top of the page
4. Enter information in the required fields
5. There are optional fields (for example, "Associated Organization").
6. Select your organization by selecting "Find Name". This is an optional field, and cannot be changed at a later date.
7. Enter "Captcha" code
8. Click Sign Up
9. You will receive an email in order to complete your registration
10. Click on the link in the email within 48 hours
11. Confirmation page will appear
12. Filer can now log into eServices

##### What information do I need to provide to register as an eServices user?

You need to provide the following information:

1. Username
2. Email address
3. Confirm Email Address
4. Password
5. Confirm Password
6. **Personal Information**
  - a. First Name
  - b. Last Name
  - c. Phone
  - d. Phone Extension (optional)
  - e. Fax (optional)
7. Associated Organization. **Note:** when registering as an eServices user and setting up an account, this is not a required field. Note that this "organization" is not the name of the organization who is required under securities legislative requirements



## eServices fact sheet

### ***Registering for eServices***

to file (e.g. the issuer or company distributing securities in the exempt market or the issuer seeking exemptive relief). For example, if you work for ABC Filing Services Ltd., “ABC Filing Services Ltd.” would be your associated organization.

8. “Captcha” code

### **Can I register on eServices for more than one company?**

You can only register on eServices once and only one account can be associated with one email address, although you can change your email address (see below “Can I Update My Profile?”). We suggest if your organization files on behalf of many clients/issuers, that you create a company filing account (a generic email address that various staff can access).

When you file under your eServices account, you can file reports or applications on behalf of multiple companies.

### **What if I forgot to activate my account within 48 hours?**

You must complete the registration process on eServices again.

### **What if I do not get an e-mail to activate my account?**

Please check your Junk Mail folder to see if the email is there. If you did not receive an email in any of your folders, please contact:

- For Exemptions & Orders:  
Corporate Finance, Legal Services by email at [CFLegal@bcsc.bc.ca](mailto:CFLegal@bcsc.bc.ca)
- For exempt distribution filings:  
Financial Reporting group by email at [finreport@bcsc.bc.ca](mailto:finreport@bcsc.bc.ca)
- For OTC trading:  
Staff in Registration & Compliance by email at [registration@bcsc.bc.ca](mailto:registration@bcsc.bc.ca)

### **What if the organization that I am filing for (e.g. the issuer, registrant or applicant) is not available or information needs to be updated?**

Please contact:

- For Exemptions & Orders:  
Corporate Finance, Legal Services by email at [CFLegal@bcsc.bc.ca](mailto:CFLegal@bcsc.bc.ca)
- For exempt distribution filings:  
Financial Reporting group by email at [finreport@bcsc.bc.ca](mailto:finreport@bcsc.bc.ca)
- For OTC trading or exempt sales filings:  
Staff in Registration & Compliance by email at [informationreports@bcsc.bc.ca](mailto:informationreports@bcsc.bc.ca)
- For Electronic Funds Transfer (EFT):  
Finance & Administration by email at [Finance\\_Admin@bcsc.bc.ca](mailto:Finance_Admin@bcsc.bc.ca)



## **eServices fact sheet**

### ***Registering for eServices***

Upon request, the profile for the organization (i.e. the company required to file an exempt distribution report or the applicant) will be created or updated. We target a two-business day turnaround, although in times of high volume, it may take us longer (note that at this time, the BCSC does not charge any late fees relating to 45-106F1 filings made on eServices). No confirmation will be sent out. You need to Sign Up for eServices again in order to obtain your password.

Note: if you file on behalf of many companies, leave this field blank or enter in the name of the organization (e.g. law firm or filing agency) you work for.

#### **Can I update my profile?**

You can only change the following information:

- Username
- Email Address
- Password
- Personal Information

#### **Can I update my organization under my profile (the “Associated Organization” field)?**

No, you cannot add or change your organization after registering. Note that the eServices user’s “Associated Organization” is only viewable by the user, and is not required to be filled in during registration.

This means that the filings will be associated with the organization, rather than the individual user. So, for example, if you work at a law firm, and register as a user on eServices, if you are no longer at the law firm, the eServices account will have to be updated for a new username, email address, password and personal information so that your old law firm will still have access to the filings you made while at the law firm. Alternatively, when setting up an account, we suggest you use a generic account that all filing clerks are able to access in case of employee turnover.

#### **What if I forgot my username?**

You need to:

1. Click on the link “Forgot your username?” on the eServices Log In page
2. Enter your email address
3. Enter “Captcha” code
4. You will receive an email to link to the eServices Log In page

#### **What if I forgot my password?**



## **eServices fact sheet**

### ***Registering for eServices***

You need to:

1. Click on the link “Forgot your password?” on the eServices Log In page
2. Enter your email address
3. Enter “Captcha” code
4. You will receive an email to link to the Update your Profile page to reset your password.

### **How do I log into eServices?**

Click on the eServices Log In link either on the bottom of the left navigation pane, or the BCSC eServices home page.

### **Why am I not able to log into eServices with my email address and password?**

If you attempted to log into eServices 7 times or more, your account is not available. Your account will automatically reset after 20 minutes. You will be able to try again.

If you are still not able to log into eServices, you need to try “Forgot your password?”:

1. Click on the link “Forgot your password?” on the eServices Log In page
2. Enter your email address
3. You will receive an email with your new password

If you are still not able to log into eServices, your email account may be inactive.

Please contact Financial Reporting, Corporate Finance group by email at [finreport@bcsc.bc.ca](mailto:finreport@bcsc.bc.ca) and include:

- Your login email address, and
- If you have not used eServices for more than one year.