



## **eServices fact sheet**

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

#### **Questions answered in this fact sheet**

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#### **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.

#### **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
6. Select your organization by selecting "Find Name"
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



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6. **Personal Information**
  - a. First Name
  - b. Last Name
  - c. Phone
  - d. Phone Extension (optional)
  - e. Fax (optional)
7. Associated Organization
8. “Captcha” code

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

You can only register on eServices once.

#### **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 or exempt sales filings:  
Staff in Registration & Compliance by email at [informationreports@bcsc.bc.ca](mailto:informationreports@bcsc.bc.ca)

#### **What if my organization 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)

Upon request, the profile for your organization will be created or updated within 24 hours. No confirmation will be sent out. You need to Sign Up for eServices again in order to obtain your password.



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#### **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?**

You cannot add or change your organization.

#### **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?**

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.



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#### **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.