

Subject: BC OnLine Enhanced Password Protection Policy

BC Registries and Online Services is committed to service excellence, continuous improvement, and the security of your account. As part of this commitment, we are adopting new policies related to enhanced password protection.

1. By November 15, 2017, all BC OnLine UserID's will be modified so passwords will automatically expire every 185 days.
2. All users who have not changed their password within the last 6 months will receive communication requiring them to change their password. Rather than wait, we encourage you to change your password now.
3. If you have changed your password within the last 6 months, it will now expire 185 days from the date you last made the change.
4. BC OnLine UserID's that have been inactive for 12 months will automatically be disabled.

To change your password, you can contact your Prime Account Holder for a password change – OR – you can go to www.bconline.gov.bc.ca and click on 'Need to change your password'? (Located under the 'Sign On' button.)

Information and resources about protecting your identity is available at www.gov.bc.ca and searching on "*information security awareness*" or by clicking [here](#). As a reminder you can be proactive in securing your information through the following ways:

- Regularly change your password
- Do not share your password with others
- Do not save your password in your browser's cache
- Ensure your computer's anti-virus software automatically downloads the latest updates
- Lock your computer if you are away from your desk

Need Help?

For assistance with managing your account, please contact our BC OnLine Help Desk:

- Phone: 1-800-663-6102
- Email: bcolaccounts@gov.bc.ca

Thank you for your ongoing support.

Yours truly,

Carol Prest
Executive Director, BC OnLine