

BC OnLine Account Management Process Enhancements

We are pleased to announce enhancements to the BC OnLine Account Management process.

CHANGES THAT YOU CAN DO YOURSELF

As a Prime or Contact user, you can now:

- Change your account address and phone number
- Change your Account Coordinator information
- Update user names and addresses
- Set userids to spare

You will still be able to:

- Grant and revoke userids
- Reset passwords to the default

These self-serve screens are easily accessed through the Account Management Main Menu.

CHANGES THAT REQUIRE ASSISTANCE FROM BC ONLINE

Some account changes still require the assistance of the BC OnLine Administration staff.

The new and improved Online Change Form is now pre-populated with account and userid information. You no longer need to sign and send the Online Change Form. It is now submitted electronically. You will receive a copy by email.

You will use the Online Change Form (OCF) to:

- Change your account name
- Add new userids
- Manage your payment options
- Update Prime user information
- Add new products

There are multiple ways to access the new Online Change Form:

- By clicking the blue Change Account button 
- By selecting Change Existing Account on the Account/Userid Menu

****Please note that only Prime Contacts can request changes to Payment Options. It is the responsibility of the Prime Contact to ensure they are authorized to request changes to financial information.**

For more information, please contact BC OnLine at 1-800-663-6102.