

Signing On

If your password has been set or reset to the default password for your account, please follow the instructions below. You will be able to access your account after the password has been changed.

1. In the BC OnLine home page www.bconline@gov.bc.ca, under Registered Customers, click on the link **Need to change your password?**

Welcome to the BC OnLine WWW PROD Server.	
Sign On	Change Password
<p>Customers who just want to sign on need only complete this section and click Sign On.</p> <p>Enter your Userid and Default Password in right hand side of screen</p> <p>Password: <input type="text"/></p> <p><input type="checkbox"/> I agree</p> <p><input type="button" value="Sign On"/> <input type="button" value="Clear Fields"/></p>	<p>Customers who want to sign on and change their password need to complete this section and click Sign On. You will want to change your password if:</p> <ul style="list-style-type: none"> • you are a first-time user with a default password • you have had your password reset to the default • you just want a new password <p>Userid: <input type="text"/></p> <p>Password: <input type="text"/></p> <p>New Password: <input type="text"/></p> <p>Confirm Password: <input type="text"/></p> <p><input type="checkbox"/> I agree</p> <p><input type="button" value="Sign On"/> <input type="button" value="Clear Fields"/></p> <p>For new password rules, please click here.</p>
<p>By clicking "I agree", I confirm that I have read and understood, and that I agree to be unconditionally bound by, the BC OnLine Terms and Conditions of Agreement.</p> <p>It is your responsibility to take the necessary precautions to ensure that your ID and password are kept secret. You should make sure that no one is physically watching as passwords are entered. It is important to remember to exit the browser when leaving the computer. If the PC is left unattended with the browser running and a valid ID and password cached, anyone can gain access to your account.</p>	

2. In the **Change Password** part of the screen, click the **Userid:** field and **type** your seven-character *BC OnLine userid*. (please do not cut and paste)
3. In the **Password:** field, **type** your *default BC OnLine password* (the default password is provided in your response from BC OnLine and is also specified in the 'Account and Userid Authorization' letter you initially received from BC OnLine).
4. In the **New Password:** field, **type** a *new password* using from 6 to 8 letters and numbers. See Rules for Creating Passwords.
5. In the **Confirm Password:** field, **type** the same *new password* again to verify your typing.

6. Click the **I agree** button for your agreement to the Terms and Conditions
7. Click the **Sign On** button. A confirmation screen will appear. If an error message appears, please follow directions in the message.
8. Click **Submit** to continue to the Main Menu.

Rules for Creating Passwords

Passwords must:

- Contain a minimum of six characters and a maximum of eight characters. For your protection, we recommend eight character passwords. The longer your password is, the more secure it is.
- Be made up of only the standard alphanumeric characters (A-Z, a-z, 0-9) and the three special characters @, #, and \$. The system treats uppercase letters (A-Z) and their lowercase equivalents (a-z) as identical.

Passwords must not:

- Contain spaces or international characters such as â, è, or å.
- Be used more than once. Every time you change a password, it must be original.

If you have any questions, contact us at 1-800-663-6102, option 2