Signing On

If you want to change your password using your existing password, or if your password has been reset to your default password, please follow the instructions below. You will be able to access your account after the password has been changed.

1. On the BC OnLine home page, click the link **Need to change your password?**

2. Enter your User ID information on the **right hand side**.
Changing Your Password

3. 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).

4. In the Password: field, type your current BC OnLine password OR, if you are a new user or had your password reset, type your default BC OnLine password (if unknown, a Prime user will find this on the 'Authorization letter’ or send a request by email to bcolaccounts@gov.bc.ca).

5. In the New Password: field, type a new password using from 6 to 8 letters and numbers. See Rules for Creating Passwords.

6. In the Confirm Password: field, type the same new password again to verify your typing.

7. Check the I agree box for agreement to the Terms and Conditions.

8. Click the Sign On button. A confirmation screen will appear. If an error message appears, please follow directions in the message.

9. 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.

- Passwords must be made up of a combination of standard alphanumeric characters (A-Z, a-z, 0-9). The system treats uppercase letters (A-Z) and their lowercase equivalents (a-z) as identical.

- Optional accepted special characters are: @, #, $

- Passwords must not contain spaces or international characters such as â, è, or å.

- New passwords must differ from any previous by at least one character – alpha or numeric.

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