

BC OnLine

**Configuring Your Web Browser
for BC OnLine**

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If you have any questions, please contact:

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E161, 4000 Seymour Place

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Typographic Conventions

Typographic conventions are used with the following meanings:

Screen names and field names are capitalized. For example:

In the Transaction screen, move to the Search field.

Buttons and other “clickable” items appear in bold. For example:

Click **Submit**.

Required input (that you enter exactly as shown) appears in Courier font. For example:

Type: BC OnLine

Variable input (that you provide) appears in italic Courier font. For example:

Type your *Password*

System messages (and other screen output) appear in bold Courier font. For example:

PASSWORD CHANGE COMPLETED

Tips, Notes, Important Notes, Cautions, and Warnings appear as shown below:

Tip

A way to make your work easier.

Note

Further information about the current subject.

Important

An emphatic note about the current subject.

Caution

An important point that could prevent an inconvenience.

Warning

An important point that could prevent a financial loss, or loss of data.

Introduction

This document will help you configure your web browser to work optimally with BC OnLine. This document also provides an overview of web features, including: HTML, JavaScript, cookies, and security settings. It also explains how printing works in the BC OnLine service, and suggests solutions to common printing problems.

BC OnLine uses the web to allow its customers convenient access to information that is stored in government databases. Connection speed to the Internet is an important factor in the overall web experience. Connection speed depends on several factors that are outside BC OnLine's control, including the customer's equipment and the connection capabilities of the customer's Internet Service Provider (ISP).

HTML

Hypertext Markup Language (HTML) is the language used to build web pages. A web server (such as BC OnLine's web server) is a computer connected to the Internet that sends out HTML when requested to do so. A web browser (such as Microsoft Internet Explorer) reads the HTML and displays text and graphics.

JavaScript is Required, Java is not Required

JavaScript (sometimes called Active Scripting) is an extension of HTML that allows for better interaction between web pages and users. Because BC OnLine uses JavaScript, your browser must have JavaScript (or Active Scripting) enabled.

Java is not required to use BC OnLine.

Security

BC OnLine provides access to information that is otherwise public (that is, information that can be obtained anonymously across the counter at government offices). The information itself does not require any security precautions.

BC OnLine uses the "Secure Socket Layer" (SSL) to encrypt all messages traveling between our server and your browser. This is enabled by a digital encryption certificate. The digital encryption certificate prevents any other server from impersonating the BC OnLine server. BC OnLine's security features prevent others from eavesdropping on an authorized customer's web session.

Cookies

Cookies are small files that are exchanged between a web browser and a web server.

BC OnLine uses cookies purely for identifying individual users. A cookie that is sent to your web browser from BC OnLine consists only of your user ID and a randomly generated number called a "session key." This allows BC OnLine to identify you as an authorized user and grant access to information. BC OnLine's cookies do not collect information about you or what files you have on your hard drive.

If you would like more information about cookies, you can look at the Cookie Central Web site at <http://www.cookiecentral.com/>.

Configuring Your Web Browser

This user's guide explains how to configure Microsoft's Internet Explorer (IE) web browser for use with BC OnLine. Note that there are two chapters for IE11: one for Windows 7, and one for Windows 10.

Note

Microsoft discontinued support for IE8 in January 2015.

Microsoft discontinued support for IE9 and IE10 in January 2016.

As of January 2016, Microsoft supports IE11 only.

BC OnLine will continue to support IE9, IE10, and IE11 until further notice. We do not support IE8 or earlier versions. We recommend that you obtain a supported browser here: <https://www.microsoft.com/en-ca/download/internet-explorer.aspx>

Internet Explorer 9.x (Windows 7)

Adding BC OnLine to Your Favourites List

For quick access, you can add BC OnLine's web address to your browser's Favourites list. To do so, connect to BC OnLine at www.bconline.gov.bc.ca. In the **Favourites** menu at the top of the screen, select **Add to Favourites** and click **Add**.

Setting BC OnLine as Your Home Page

If you use your browser only to access BC OnLine or if you want BC OnLine to come up every time you start your web browser, you can make BC OnLine your home page. In the **Tools** menu, select **Internet Options**. Under the General tab, type www.bconline.gov.bc.ca in the Address field and click **Apply**.

Enabling Cookies

BC OnLine uses "cookies" to identify you as an authorized customer and grant you access to information. To use BC OnLine, you must enable your web browser's "cookie" option. Click the **Tools** menu and select **Internet Options**. On the **Privacy** tab, under **Cookies**, select **Advanced**. Tick the box next to "Override automatic cookie handling". You may also need to set your browser to Accept First-party and Third-party Cookies.

Enabling JavaScript (also called Active Scripting)

Various BC OnLine applications require JavaScript (also called Active Scripting) to be enabled in your browser (Java is not required). By default, your browser probably already has Active Scripting enabled.

To check your settings, click the **Tools** menu and select **Internet Options**. Under the **Security** tab, click **Internet**, then **Custom Level**. Scroll down to the **Scripting** heading. Under Active scripting, click **Enable** and then click **OK**.

Font Sizes

To set your browser's font size, click the **View** menu and select **Text Size**. Experiment with the font settings to find which one works best for you.

Security Options

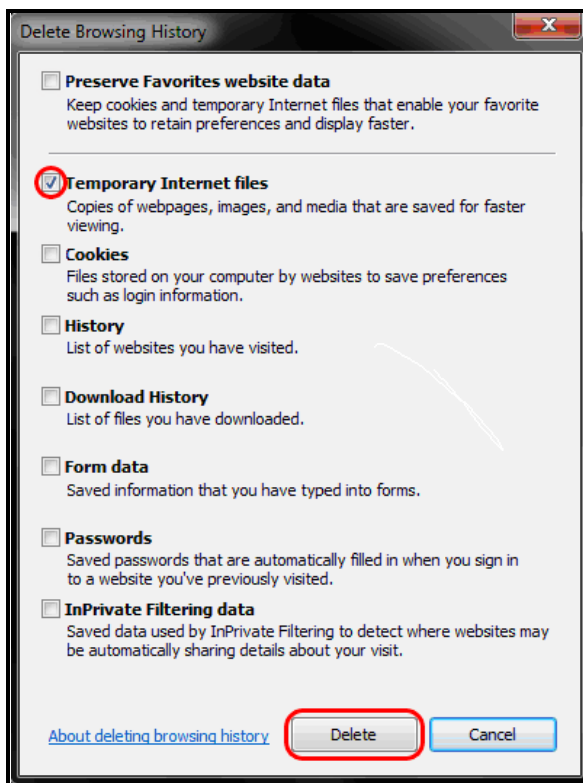
When you visit a secure web site for the first time, Internet Explorer 9.x prompts the user to save the user ID and password to a password file. We recommend that you **not** do this.

To disable this feature, click the **Tools** menu and select **Internet Options**. Under the **Content** tab, in the Auto Complete section, click **Settings**. Make sure that the **User Names and Passwords on Forms** option is not selected. Click **OK**.

Clearing the Cache

The first time you visit a web page, your browser downloads the page's information and graphics and saves them to a "cache" folder on your hard drive. On subsequent visits to the same page, your browser gets the information and graphics from the cache rather than downloading them again. While this feature speeds up your web browser, too many cached graphics can slow performance and cause errors. To prevent this, it is important to clear your browser's cache periodically.

To do this, click the **Tools** menu and select **Internet Options**. Under the **General** tab, look for the **Browsing History** heading. Click **Delete** then select **Temporary Internet files**, deselect the other options, then click **Delete** to confirm. Alternatively, you can select **Safety** from the toolbar, then **Delete Browsing History**.



Tip

While using BC OnLine, if you suspect that your browser is loading a cached page, press **Ctrl-R** or **F5** to force the browser to refresh the page with the current version.

Internet Explorer 10.x (Windows 7)

Adding BC OnLine to Your Favourites List

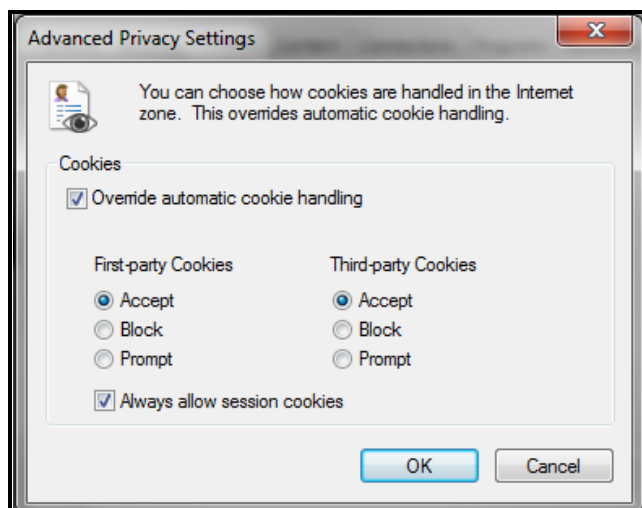
For quick access, you can add BC OnLine's web address to your browser's Favourites list. To do so, connect to BC OnLine at www.bconline.gov.bc.ca. In the **Favourites** menu at the top of the screen, select **Add to Favourites** and click **Add**.

Setting BC OnLine as Your Home Page

If you use your browser only to access BC OnLine or if you want BC OnLine to come up every time you start your web browser, you can make BC OnLine your default home page. In the **Tools** menu, select **Internet Options**. Under the General tab, type www.bconline.gov.bc.ca in the Address field and click **Apply**.

Enabling Cookies

BC OnLine uses "cookies" to identify you as an authorized customer and grant you access to information. To use BC OnLine, you must enable your web browser's "cookie" option. On the **Tools** menu, select **Internet Options**. On the **Privacy** tab, under **Cookies**, select **Advanced**. Tick the box next to "Override automatic cookie handling". You may also need to set your browser to Accept First-party and Third-party Cookies.



Enabling JavaScript (also called Active Scripting)

Various BC OnLine applications require JavaScript (also called Active Scripting) to be enabled in your browser (Java is not required). By default, your browser probably already has Active Scripting enabled.

To check your settings, click the **Tools** menu and select **Internet Options**. Under the **Security** tab, click **Internet** and then **Custom Level**. Scroll down to the **Scripting** heading. Under Active scripting, click **Enable**, then click **OK**.

Font Sizes

To set your browser's font size, click the **View** menu and select **Text Size**. Experiment with the font settings to find which one works best for you.

Security Options

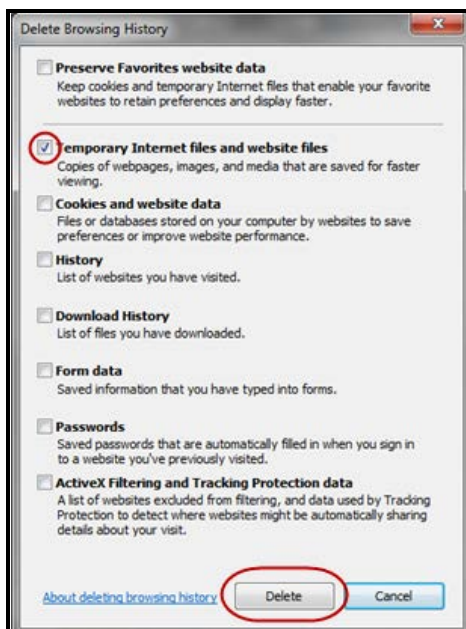
When you visit a secure web site for the first time, Internet Explorer 10.x may prompt you to save the user ID and password to a password file. We recommend that you **not** do this.

To disable this feature, click the **Tools** menu and select **Internet Options**. Under the **Content** tab, in the Auto Complete section, click **Settings**. Make sure that the **User Names and Passwords on Forms** option is not selected. Click **OK**.

Clearing the Cache

The first time you visit a web page, your browser downloads the page's information and graphics and saves them to a "cache" folder on your hard drive. On subsequent visits to the same page, your browser gets the information and graphics from the cache rather than downloading them again. While this feature speeds up your web browser, too many cached graphics can slow performance and cause errors. To prevent this, it is important to clear your browser's cache periodically.

To do this, click the **Tools** menu and select **Internet Options**. Under the **General** tab, look for the **Browsing History** heading. Click **Delete** then select **Temporary Internet files**, deselect the other options, then click **Delete** to confirm. Alternatively, you can select **Safety** from the toolbar, then click **Delete Browsing History**.



Tip

While using BC OnLine, if you suspect that your browser is loading a cached page, press **Ctrl-R** or **F5** to force the browser to refresh the page with the current version.

Internet Explorer 11.x (Windows 7)

Adding BC OnLine to Your Favourites List

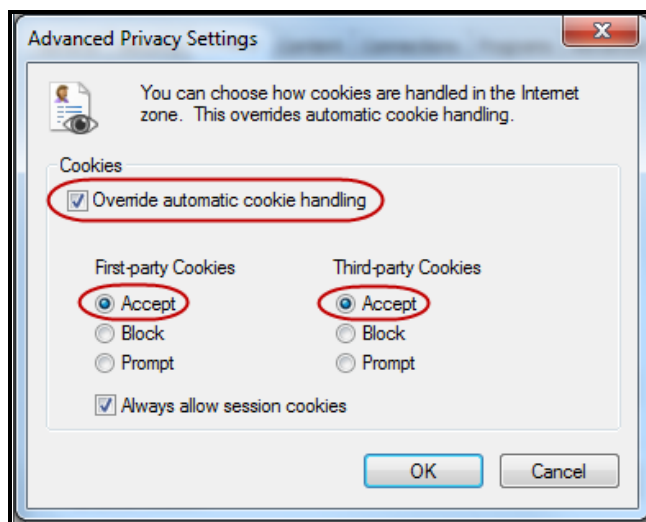
For quick access, you can add BC OnLine's web address to your browser's Favourites list. To do so, connect to BC OnLine at www.bconline.gov.bc.ca. In the **Favourites** menu at the top of the screen, select **Add to Favourites** and click **Add**.

Setting BC OnLine as Your Home Page

If you use your browser only to access BC OnLine or if you want BC OnLine to come up every time you start your web browser, you can make BC OnLine your default home page. In the **Tools** menu, select **Internet Options**. Under the General tab, type www.bconline.gov.bc.ca in the Address field and click **Apply**.

Enabling Cookies

BC OnLine uses "cookies" to identify you as an authorized customer and grant you access to information. To use BC OnLine, you must enable your web browser's "cookie" option. On the **Tools** menu, select **Internet Options**. Under the **Privacy** tab, select **Advanced**. Under **Cookies**, tick "Override automatic cookie handling". You may need to set your browser to **Accept** both First-party and Third-party Cookies.



Enabling JavaScript (also called Active Scripting)

Various BC OnLine applications require JavaScript (also called Active Scripting) to be enabled in your browser (Java is not required). By default, your browser probably already has Active Scripting enabled.

To check your settings, click the **Tools** menu and select **Internet Options**. Under the **Security** tab, click **Internet**, then **Custom Level**. Scroll down to the **Scripting** heading. Under Active scripting, click **Enable**, then click **OK**.

Font Sizes

To set your browser's font size, click the **View** menu and select **Text Size**. Experiment with the font settings to find which one works best for you.

Security Options

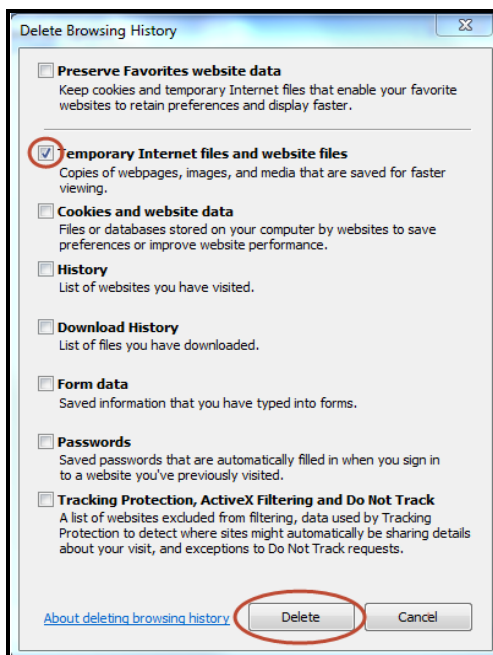
When you visit a secure web site for the first time, Internet Explorer 11.x may prompt you to save the user ID and password to a password file. We recommend that you **not** do this.

To disable this feature, click the **Tools** menu and select **Internet Options**. Under the **Content** tab, in the **Auto Complete** section, click **Settings**. Make sure that the **User Names and Passwords on Forms** option is not selected. Click **OK**.

Clearing the Cache

The first time you visit a web page, your browser downloads the page's information and graphics and saves them to a "cache" folder on your hard drive. On subsequent visits to the same page, your browser gets the information and graphics from the cache rather than downloading them again. While this feature speeds up your web browser, too many cached graphics can slow performance and cause errors. To prevent this, it is important to clear your browser's cache periodically.

To do this, click the **Tools** menu and select **Internet Options**. Under the **General** tab, look for the **Browsing History** heading. Click **Delete** then select **Temporary Internet files**, deselect the other options, then click **Delete** to confirm. Alternatively, you can select **Safety** from the toolbar, then click **Delete Browsing History**.



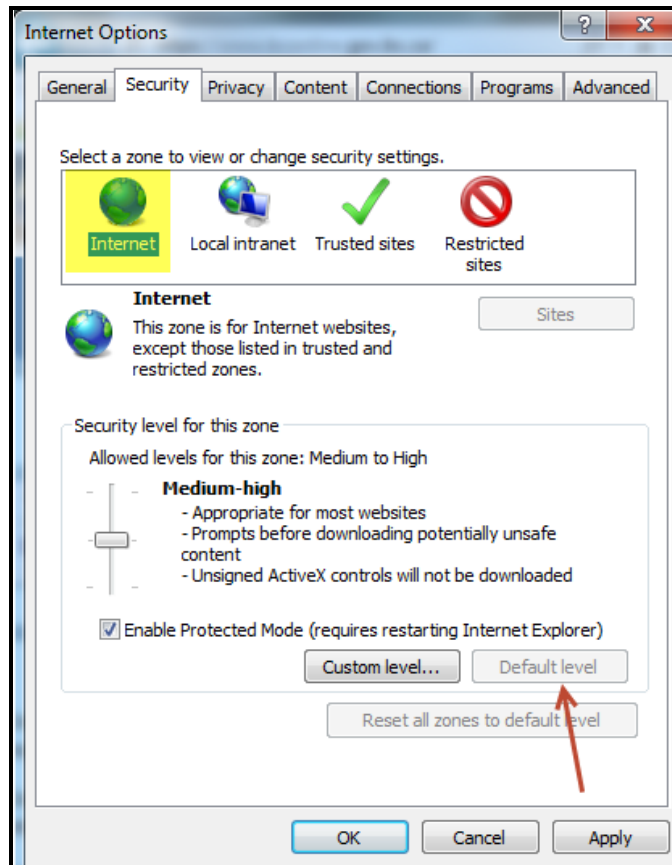
Tip

While using BC OnLine, if you suspect that your browser is loading a cached page, press **Ctrl-R** or **F5** to force the browser to refresh the page with the current version.

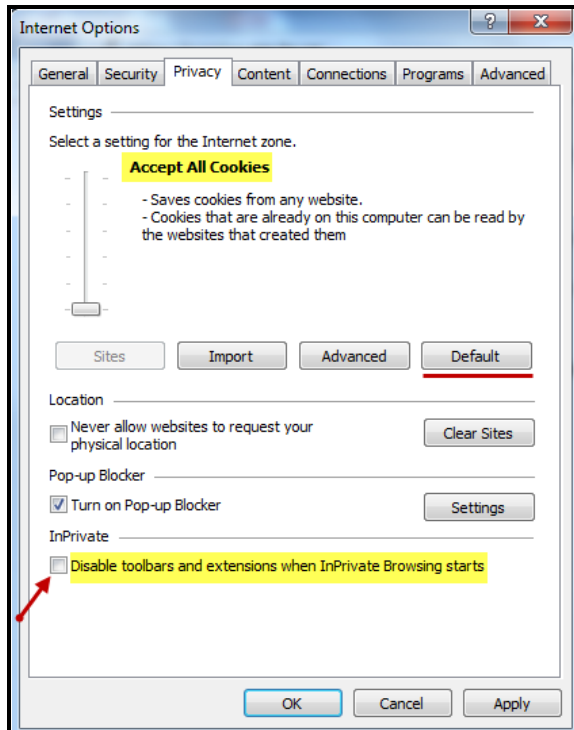
Other IE11 / Windows 7 Browser Tips

For best performance with IE11 and Windows 7, set the following configurations:

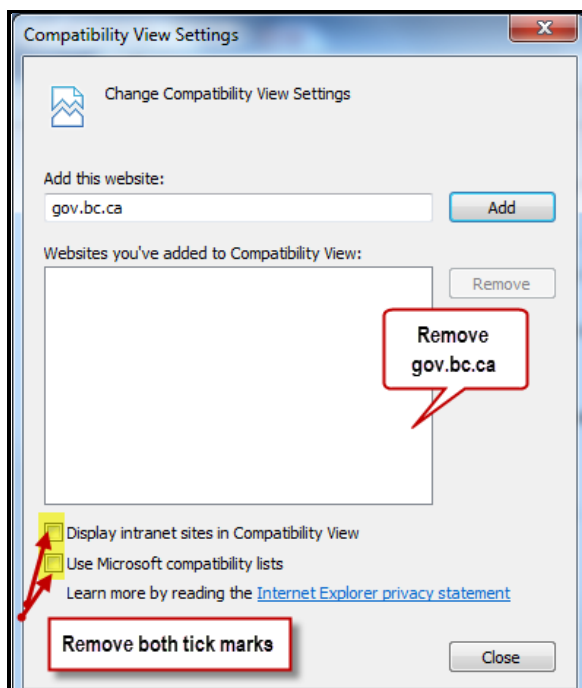
1. On the **Tools** menu select **Internet Options**. Under the **Security** tab, click **Internet**. Click **Default level** (IE11 will select **Enable Protected Mode**). In some rare instances where your browser bumps you back to a login screen, you may have to de-select this.



2. On the **Tools** menu select **Internet Options**. Under the **Privacy** tab, move the slider down to **Accept All Cookies**. Click **Default**, then move the slider down to **Accept All Cookies** again. De-select **Disable toolbars and extensions when InPrivate Browsing starts**. Click **OK**. Close and re-start IE11.



3. On the **Tools** menu select **Compatibility View settings**. If the web address **gov.bc.ca** appears under **Websites you've added to Compatibility View**, select the web address and click **Remove**. De-select both boxes below, then click **Close**.



Internet Explorer 11.x (Windows 10)

Adding the Toolbar – “Menu Bar” to Your Browser

Connect to BC OnLine at www.bconline.gov.bc.ca.

Locate the small square tab (when highlighted it shows New Tab (Ctrl+T)). Depending on how IE11 is set up, the small square tab can appear in one of two places:

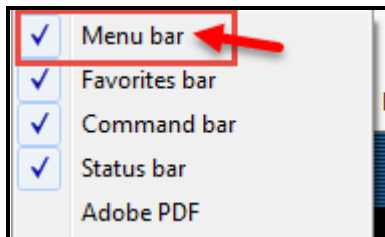
1. To the right of the web site address (as shown below).



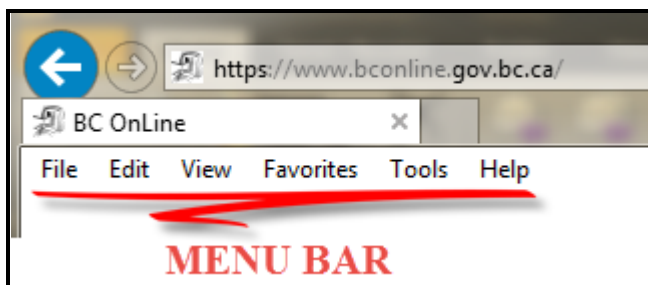
2. Beneath the web site address (as shown below).



Point your mouse just *to the right* of the small square tab, then **right-click** the mouse and select **Menu Bar**.



The menu bar will now appear at the top of the screen.



Adding BC OnLine to Your Favourites List

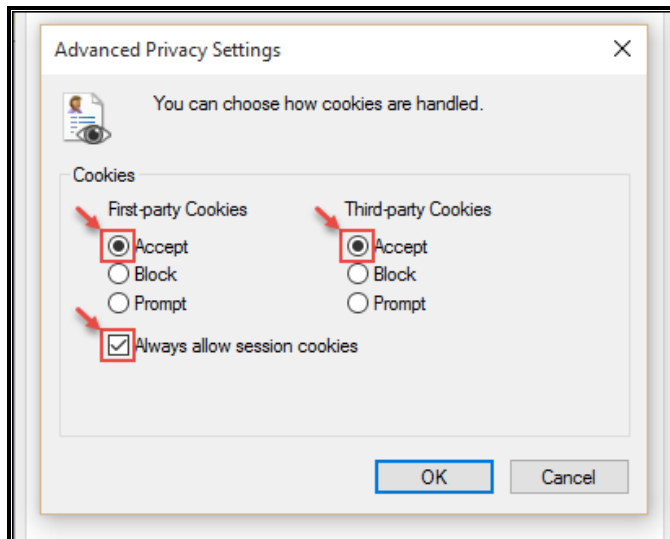
For quick access, you can add BC OnLine’s web address to your browser’s Favourites list. To do so, connect to BC OnLine at www.bconline.gov.bc.ca. In the **Favourites** menu at the top of the screen, select **Add to Favourites** and click **Add**.

Setting BC OnLine as Your Home Page

If you use your browser only to access BC OnLine or if you want BC OnLine to come up every time you start your web browser, you can make BC OnLine your default home page. In the **Tools** menu, select **Internet Options**. Under the **General** tab, type www.bconline.gov.bc.ca in the Address field and click **Apply**.

Enabling Cookies

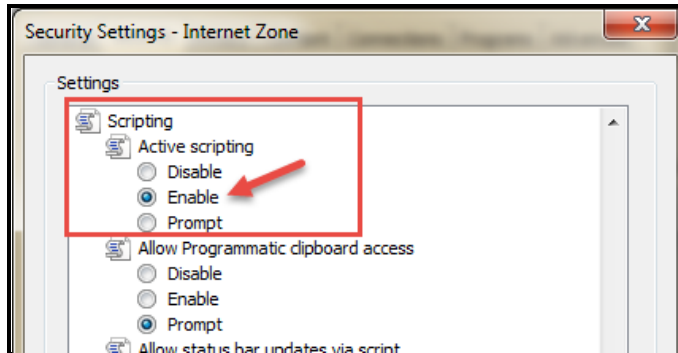
BC OnLine uses “cookies” to identify you as an authorized customer and grant you access to information. To use BC OnLine, you must enable your web browser’s “cookie” option. On the **Tools** menu, select **Internet Options**. Under the **Privacy** tab, select **Advanced**. Under **Advanced Privacy Settings**, tick the box next to “Always allow session cookies”. You may need to set your browser to Accept both First-party and Third-party Cookies.



Enabling JavaScript (also called Active Scripting)

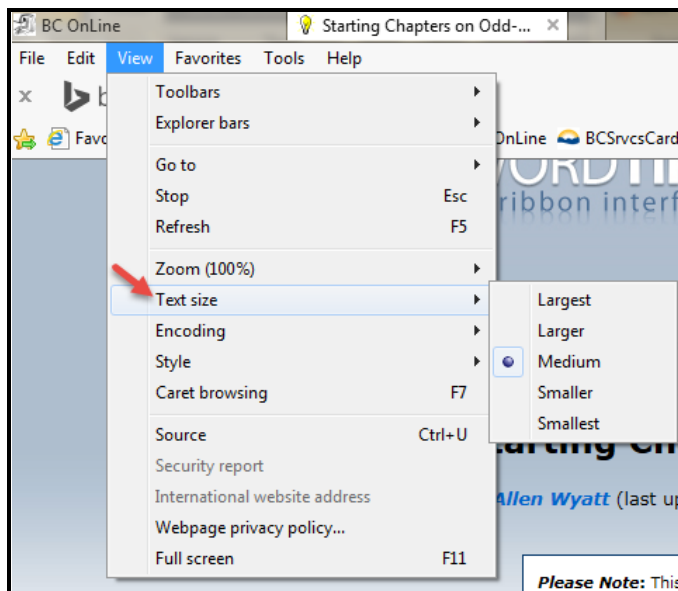
Various BC OnLine applications require JavaScript (also called Active Scripting) to be enabled in your browser (Java is not required). By default, your browser probably already has Active Scripting enabled.

To check your settings, click the **Tools** menu and select **Internet Options**. Under the **Security** tab, click **Internet**, then **Custom Level**. Scroll down to the Scripting heading. Under Active scripting, select **Enable**, then click **OK**.



Font Sizes

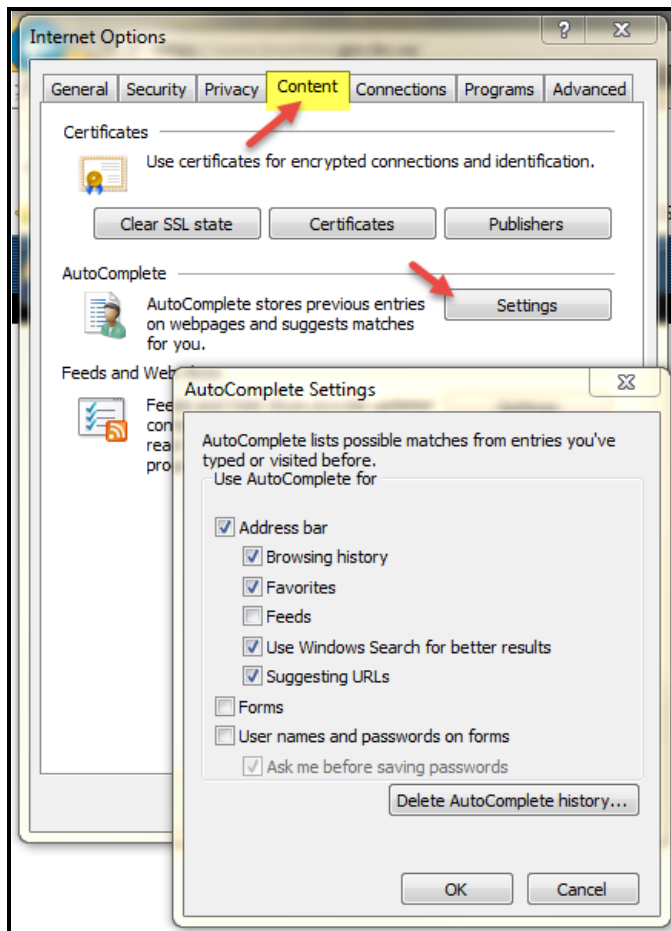
To set your browser's font size, click the **View** menu and select **Text Size**. Experiment with the font settings to find which one works best for you.



Security Options

When you visit a secure web site for the first time, Internet Explorer 11.x may prompt you to save the user ID and password to a password file. We recommend that you **not** do this.

To disable this feature, click the **Tools** menu and select **Internet Options**. Under the **Content** tab, in the Auto Complete section, click **Settings**. Make sure that the User Names and Passwords on Forms option is not selected. Click **OK**.

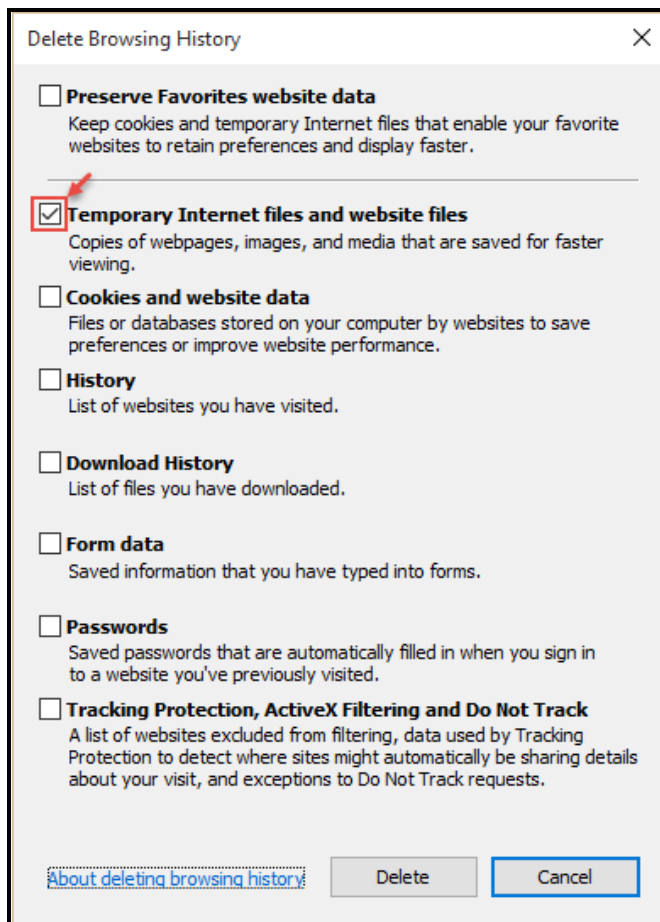


Clearing the Cache

The first time you visit a Web page, your browser downloads the page's information and graphics and saves them to a "cache" folder on your hard drive. On subsequent visits to the same page, your browser gets the information and graphics from the cache rather than downloading them again. While this feature speeds up your web browser, too many

Cached graphics can slow performance and cause errors. To prevent this, it is important to clear your browser's cache periodically.

To do this, click the **Tools** menu and select **Internet Options**. Under the **General** tab, look for the Browsing History heading. Click **Delete** then select **Temporary Internet files**, deselect the other options, then click **Delete** to confirm. Alternatively, you can select **Safety** from the toolbar, then click **Delete Browsing History**.



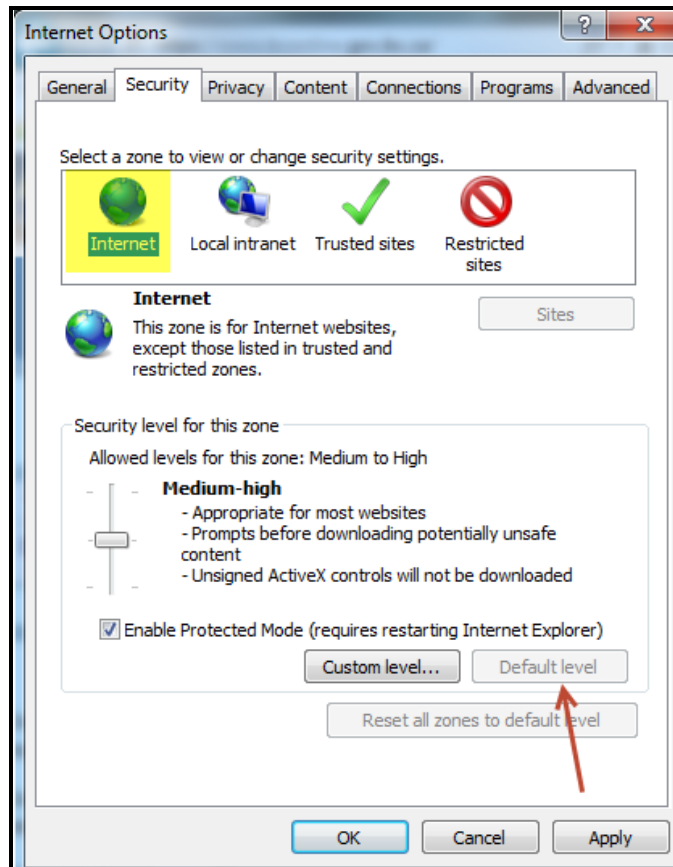
Tip

While using BC OnLine, if you suspect that your browser is loading a cached page, press **Ctrl-R** or **F5** to force the browser to refresh the page with the current version.

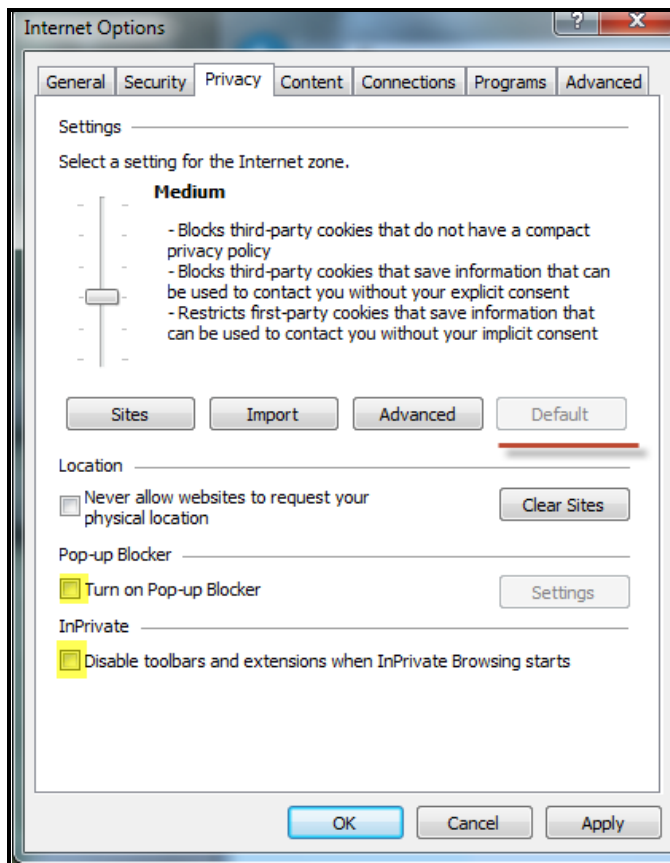
Other IE11 / Windows 10 Browser Tips

For best performance with IE11 and Windows 10, set the following configurations:

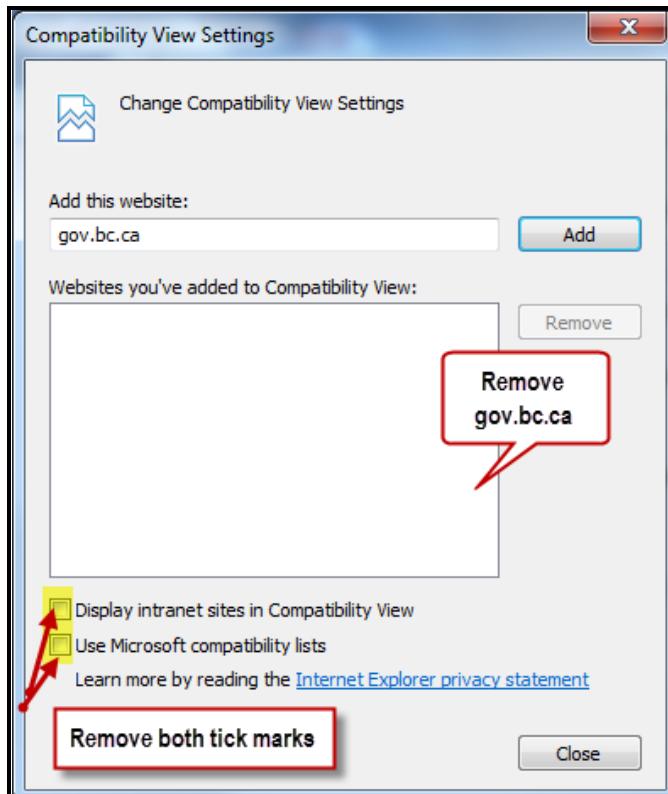
1. On the **Tools** menu select **Internet Options**. Under the **Security** tab, click **Internet**. Click **Default level** (IE11 will select Enable Protected Mode). In some rare instances where your browser bumps you back to a login screen, you may have to de-select this.



2. On the **Tools** menu select **Internet Options, Privacy**. Click **Default**, then de-select **Pop-up Blocker** and **Disable toolbars and extensions when InPrivate Browsing starts**. Click **OK** or **Apply**. Close and re-start IE11.



3. On the **Tools** menu select **Compatibility View** settings. If the web address **gov.bc.ca** appears under **Websites you've added to Compatibility View**, select the web address and click **Remove**. De-select both boxes below, then click **Close**.



Printing

Information products and their attachments are delivered in a variety of formats such as Text or PDF. Depending on your product delivery settings, items are sent to your user's BC OnLine Mailbox, to your account's BC OnLine Mailbox, or to an e-mail address that you specify. The BC OnLine Mailbox User's Guide and the Account Management User's Guide explain how to set up your product delivery options.

Tip

For print file retention information, please see the link in the BC OnLine Mailbox.

Changing Margins

To optimize the use of paper and avoid “run-ons” that can occur when pages print incorrectly, try changing the default margin settings in your Web browser.

Click the **File** menu and select **Page Setup**. In the Page Setup window, you will see the current settings for page margins. Change these by clicking in the appropriate box and entering the desired number (see page 21). When you are finished, click **OK**.

Changing Unprintable Area

For printers that have these options, open the **File** menu and select **Print**. In the Print window, click **Properties**. In the properties window, click **Unprintable Area**. Select the appropriate settings (see page 21) and click **OK**.

Deleting Headers and Footers

Some BC OnLine customers report printing an extra page in addition to the search result. This problem is most common with Internet Explorer users. BC OnLine does not have a standard solution for this problem. All BC OnLine search results are formatted as 66 lines per page, but your printer settings may differ from the 66 line standard. A suggested fix for this problem is to delete the headers and footers that automatically print on the page.

To delete page headers or footers click the File menu and select Page Setup. In the Page setup window, look for settings that control the page Header and Footer. To delete page headers and footers completely, leave all the boxes unchecked. To remove *some* of the Header and Footer information, change the settings to match your requirements. When finished, click OK.

Printer Settings

Given the large variety of printers that BC OnLine customers use, it is difficult to recommend a single solution that would suit everyone. BC OnLine recognizes that this may cause printing inconsistencies.

Through testing, we have developed some recommended printer settings that may correct some common printing problems. The following settings are suggestions only and may not work with your particular printer. Instructions on how to change these settings vary according to the web browser you use and its version.

There are two kinds of printers: those that provide an Unprintable Area option and those that do not. For printers with this option, try the following printer settings:

Unprintable Area (in inches)	Margins (in inches)
Left 0.22	Left 0.75
Right 0.21	Right 0.25
Top 0.11	Top 0.75
Bottom 0.13	Bottom 0.75

Or an acceptable alternative:

Unprintable Area (in inches)	Margins (in inches)
Left 0.26	Left 0.50
Right 0.21	Right 0.50
Top 0.12	Top 0.75
Bottom 0.25	Bottom 0.75

For all other printers (e.g., Lexmark, Hewlett Packard, or Macintosh), the following suggested settings should be acceptable:

Margins (in inches)
Left 0.75
Right 0.75
Top 0.75
Bottom 1.2

Since correct printer settings are different for every user, we suggest that you experiment to find settings that work with your printer.

BC OnLine Help Desk Contact Information

If you run into trouble with the BC OnLine system, you can contact the BC OnLine Help Desk at these numbers:

- Toll-free: 1-800-663-6102
- Fax: 250-952-6115

The Help Desk is open from 8:00 a.m. to 5:00 p.m., Monday to Friday (except statutory holidays).

While the BC OnLine Help Desk can assist you with virtually any question related to the BC OnLine system, your hardware is your responsibility. Help Desk personnel will assist with diagnosis of problems with your computer. When a hardware problem is evident, no “problem alert” will be initiated. It is your responsibility to contact the appropriate hardware vendor for support.

When you call the BC OnLine Help Desk, it is important that you have the following information ready, so staff can resolve the problem as quickly as possible:

- Your six-digit BC OnLine account number.
- Your personal userid.
- The name and version of the browser software you are using (for example, Internet Explorer 11.x).
- The name and version of the operating system you are using (for example, Windows 7, or Windows 10).
- The application you are having trouble with.
- Any error messages showing on your screen.