BC OnLine

BC OnLine Mailbox
User's Guide

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If you have any questions, please contact:

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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.

BC OnLine Mailbox

In the BC OnLine Mailbox, you can view, print, save, and email messages. A message can contain a "Product" in the form of a text file or a PDF file (e.g., a product may be the result of a search you requested from a BC OnLine service).

Important

Check your BC OnLine mailbox regularly to make sure you receive critically important messages. The mailbox icon BC OnLine Mailbox changes color to indicate that you have new messages.

BC OnLine services identify messages using *product codes*. For example:

BC Assessment:

- **BCASSESS** (BCA search results).

Landcor Property Valuator:

- **LANDCOR** (Property Valuator search results)

User Mailbox and Account Mailbox

Each user in your BC OnLine account has their own "User Mailbox" which only they can view. Your BC OnLine account has a central "Account Mailbox" which anyone in your organization can view.

You can set up Product Delivery Options (see page 10) for each BC OnLine service (e.g., *Personal Property Registry* or *BC Assessment*). This lets you determine whether messages go to your User Mailbox, to your Account Mailbox, or to an external email address that you specify.

Note

Product Delivery Options are mutually exclusive. Your User Mailbox will *not* contain messages sent to your Account Mailbox (or to other User Mailboxes). Your organization's Account Mailbox will *not* contain messages sent to individual User Mailboxes.

To get to the BC OnLine Mailbox, click the **BC OnLine Mailbox** button [BC OnLine Mailbox] which will appear either in the BC OnLine button bar, or in the menu bar at the left of some application screens.

In the top left of the mailbox screen, two pairs of buttons let you switch between your User Mailbox or your Account Mailbox, and between New Messages and All Messages. By default, these buttons are set to "User Mailbox" and "New Messages."
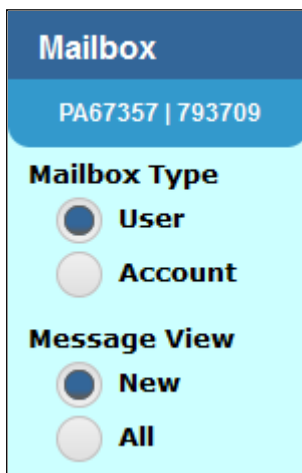
New Messages and All Messages

The New Messages view shows new messages and "same-day viewed" messages. A same-day viewed message is one that has been waiting in your mailbox for some time, which you opened today.
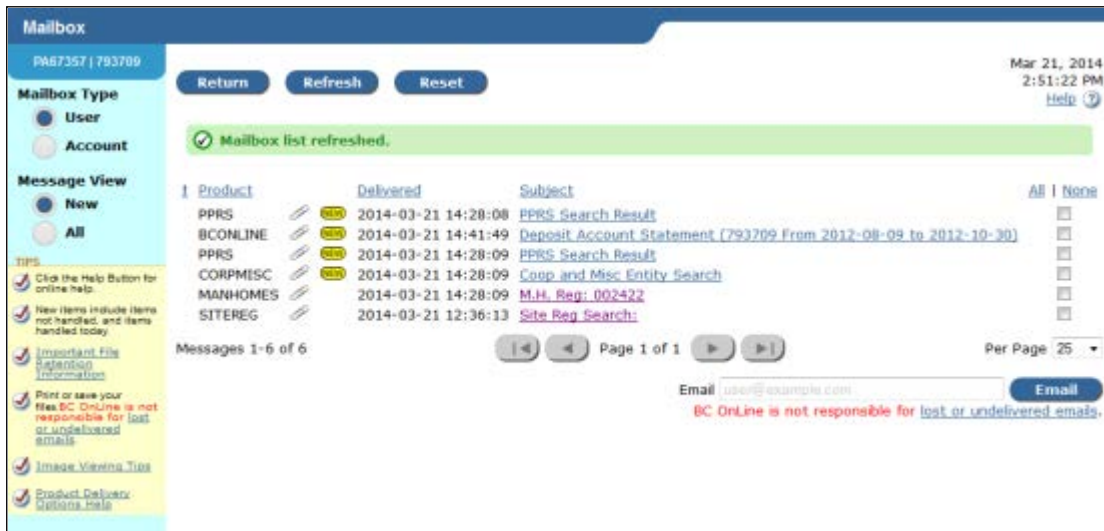

The All Messages view shows new messages, same-day viewed messages, and messages that you have handled, but are still retained by the system. Different messages are retained for different lengths of time. Click **Important File Retention Information** in the navigation sidebar for details.
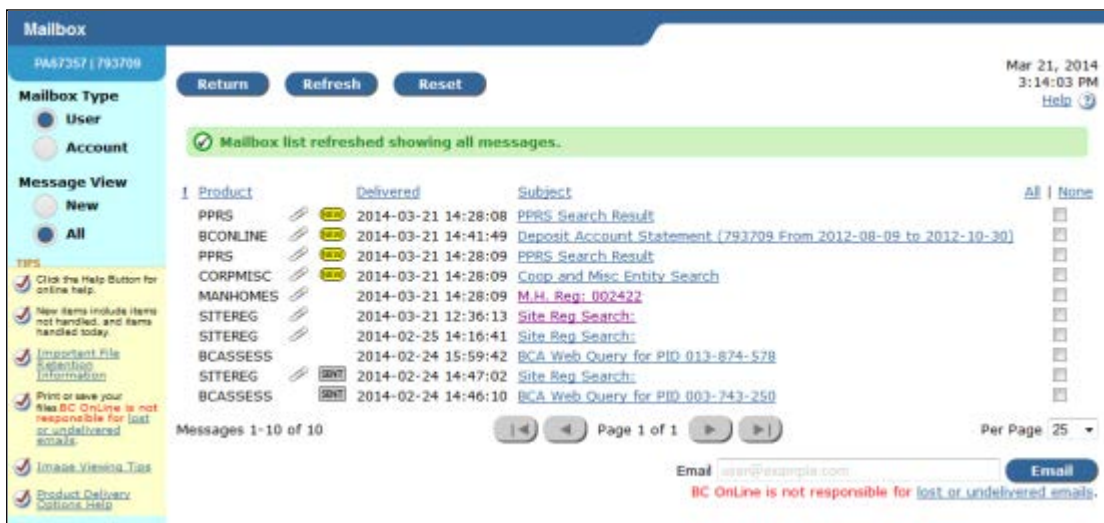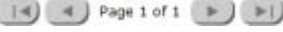
Each row shows a priority status (red exclamation mark,) a product code, the date and time of delivery, and a brief description under the Subject heading. To view, print, or save a product, click one of the links under the Subject heading (see View, Print, and Save Products on page 7).

Certain messages may appear with a red exclamation mark. By default, these *priority products* appear at the top of the screen, followed by non-priority products. You can sort

the message list by clicking any of the four column headings (!, Subject, Delivered, or Subject).

The paper-clip icon ✎ appears beside any message that includes an attachment. The ⟨NEW⟩ icon appears beside any message you have not yet "handled" by viewing, printing, saving, or emailing it. After you handle a message, the system removes the icon. The ⟨SENT⟩ icon appears beside any message that you have emailed.

If there are more messages than will fit on a single page, you can use the four arrow buttons ⟨◄⟩ ⟨◄⟩ Page 1 of 1 ⟨►⟩ ⟨►⟩ to go to the first, previous, next, or last page. You can also select a number from the Per Page field to control how many messages appear on a page.

Click **Refresh** to refresh the screen rather than wait for regular email updates. Some images and documents take a while to be processed, so if you are in a hurry, you can use this button to check for their arrival.

Click **Reset** to erase any text in the Email address box and de-select any checked boxes.

Click **Return** to return to the previous screen.

Sending Messages by Email

You can send messages from the BC OnLine Mailbox to any email address (yours or someone else's). Check the selection boxes to the right of the messages that you want to send. Click **All** if you want to select *all* of the messages, or click **None** if you want to de-select all of the messages.

In the Email field, type the `email address` you want to send the messages to.

Important

Because email features can vary from one system to another, we recommend that you test email delivery before you rely on it for sending critical information. BC OnLine is not responsible for lost or undelivered emails.
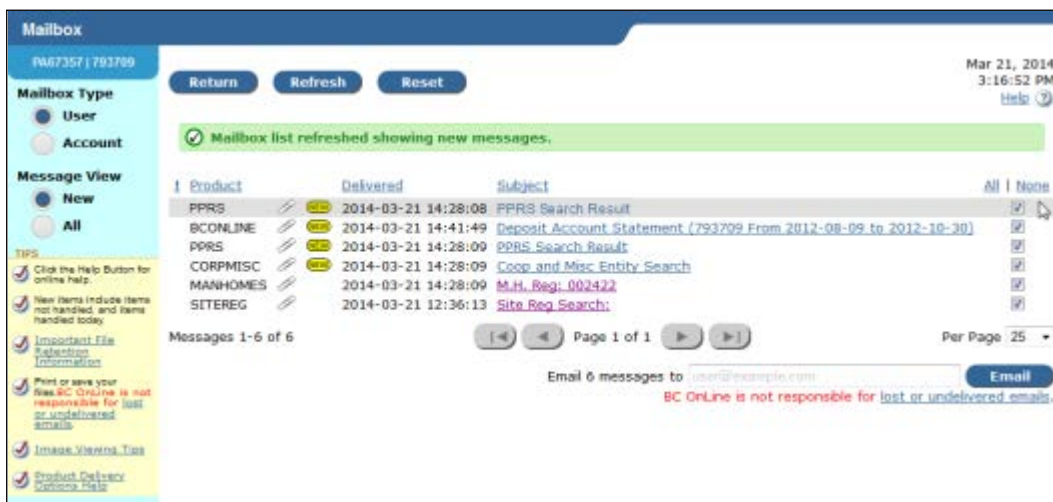
When you click **Email**, the selected messages will be sent to the address you specified.

The [SENT] icon will appear beside each message that you emailed, and a confirmation message will appear at the top of the screen.

To erase any text in the Email address box and de-select any checked boxes, click the **Reset** button.

View, Print, and Save Products

To view details about a particular message, click its link under the Subject heading.

The system delivers "products" (e.g. search results, reports) as message attachments. A product can be a text file or a PDF file. Text files will display in your browser. PDF files require viewer software such as Adobe Acrobat or Adobe Acrobat Reader. See the following topics for details.

Text Products

The subject, delivery date/time, product code, and priority level are listed, followed by the product attachment. The example below (from the Site Registry) has a search report as a text attachment.
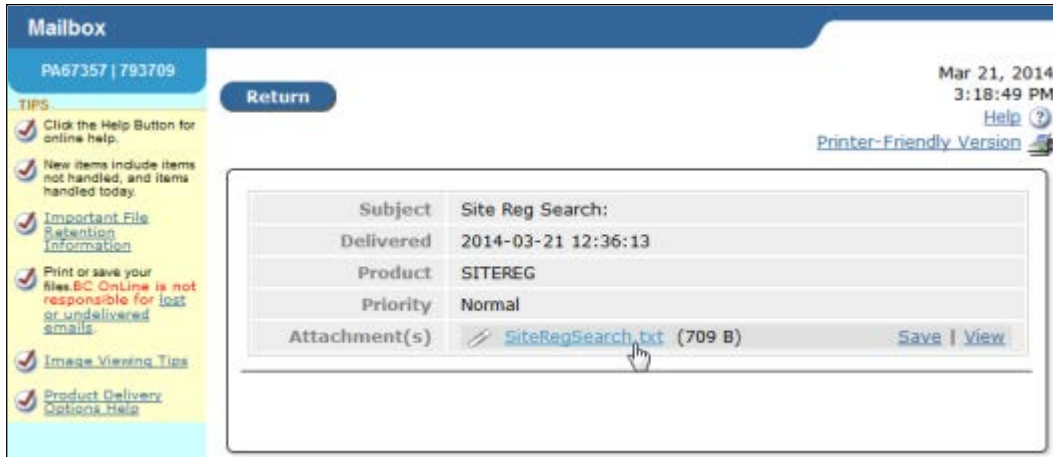
You can:

- Click **Printer-Friendly Version** to format this screen for your local printer.
- Click **Save** to save the text product as a file. You will see a dialog message asking if you want to open or save the file. Choose **Save As...** and specify a location and a name for the file.
- Click the attachment link or **View** to view the product in your browser.

Tip
Make sure that you print or save your files. BC OnLine is not responsible for lost or undelivered emails.

Click **Return** to return to the previous screen.

PDF Products

The subject, delivery date/time, product code, and priority level are listed, followed by the product attachment. The example below (a Landcor report) has a PDF attachment.

Viewing and printing requires a PDF viewer such as Adobe Acrobat or Adobe Acrobat Reader.

You can:

- Click **Printer-Friendly Version** to format this screen for your local printer.
- Click **Save** to save the PDF as a file. You will see a dialog message asking if you want to open or save the file. Choose **Save As...** and specify a location and a name for the file.
- Click the attachment link or **View** to view the product in your PDF software.
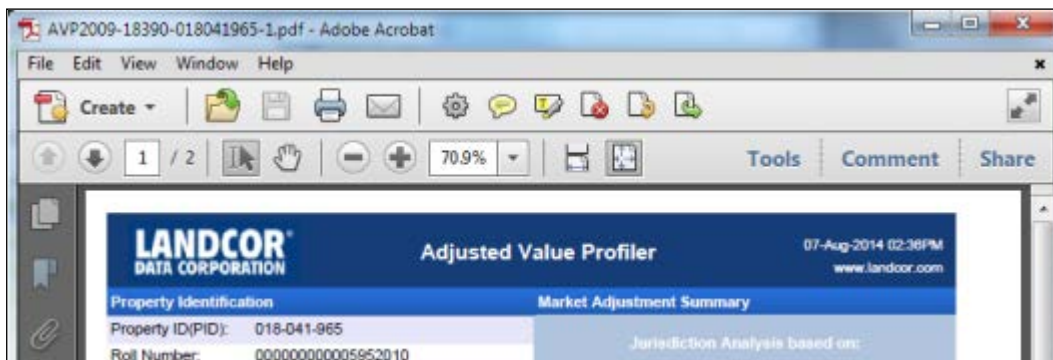
Tip
Make sure that you print or save your files. BC OnLine is not responsible for lost or undelivered emails.

Click **Return** to return to the previous screen.

Product Delivery Options

In the Account Management menu, select Product Delivery Options. The Product Delivery Options screen lists every product that you can order through BC OnLine, and lets you specify where each one should be sent. By default, everything will go to the User Mailbox of the person who placed the order, but you can change any or all of these options so that a product will go to an email address or to your account mailbox.

You can select *one* delivery option for *each* BC OnLine product.

Click **Submit** to update your delivery options.

Products can be delivered to your:

- Firm's Office **Email** Account
  You can set your delivery options so that products go to an office email account.

  > **Warning**
  >
  > If you choose **Email**, the system will send a test message to the email address that you specify. Note that emails can "go missing" due to internet provider problems and other issues beyond BC OnLine's control. Please check that the test email goes to your email account before you rely on this delivery method.

- Firm's BC OnLine **Account Mailbox**
  Your BC OnLine account has a central "Account Mailbox" which anyone in your firm can view. If you set your delivery options so that products go here, anyone in your firm can see them.

- Personal BC OnLine **User Mailbox**
  Each user in your BC OnLine account has a "User Mailbox" which only they can view. This is the default delivery option.

If you choose **User Mailbox** or **Account Mailbox**, the BC OnLine Mailbox button will turn yellow to alert you when new products arrive.

If you choose an office **Email** account, the BC OnLine Mailbox button will *not* change colour. Make sure to check your email inbox frequently for new deliveries.

Whichever option you choose, make sure to **check the mailbox regularly**.

- If you select Email, you *must* go to your email inbox to view products.
- If you select Account Mailbox, you *must* go to your Account Mailbox to view products.
- If you select User Mailbox, you *must* go to your User Mailbox to view products.

BC OnLine procedures for the retention of delivered products vary depending upon which service generated the product. For detailed information, click **Important File Retention Information** in the BC OnLine Mailbox navigation sidebar.