

BC OnLine

**Introduction to
BC OnLine**

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This user's guide is for users of the BC OnLine services who have accepted the "[BC OnLine Terms and Conditions of Agreement](#)" only as necessary in connection with such services (the "Purpose").

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If you have any questions, please contact:

BC OnLine Help Desk and Administration:

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Fax: 250-952-6115

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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 provides a general introduction to the BC OnLine service:

- About BC OnLine (see page 3) describes how to set up or change your account, handle items that are delivered to you, and make deposits to your BC OnLine account.
- Getting Started (see page 8) outlines system requirements, signing on and off, and password rules.
- Using BC OnLine (see page 16) introduces the screens and explains how to use BC OnLine's Help facilities.

Caution

Before you use this service, please read and understand BC OnLine's *Terms and Conditions Agreement*.

About BC OnLine

BC OnLine provides access to a variety of provincial government data systems over the Internet. The fee for products is paid for out of a Deposit Account that you maintain with BC OnLine. This account is similar to a bank account. You can top-up the funds in your Deposit Account by using Automatic Electronic Funds Transfer (EFT), Electronic Cheque, and/or PC Banking.

If you are using a credit card to pay for BC OnLine products, then you do not need to set up a Deposit Account. Please note that not all products can accept credit card as a payment method. For a list of products by credit card, select Credit Card Services from the BC OnLine home page.

Subscriber Responsibilities

For your protection and successful use of BC OnLine, the following items should be carefully noted.

As a BC OnLine subscriber, you are responsible for:

- Maintaining sufficient funds in your deposit account.
- Charges, fees and actions performed under your userid(s).
- Printing your BC OnLine Account Statements (see the *Account Management System User's Guide* for details on printing statements).
- Managing your organization's userids (a responsibility of users with Prime Contact or Contact authority).
- Performing your searches and other transactions accurately.
- Knowing your equipment and software and meeting system requirements.
- Adhering to the *Terms and Conditions Agreement*.

Changing Your BC OnLine Account

Some account settings (e.g., change bank information, add a new user, change email address) require the assistance of BC OnLine administration. You can use the Online Change Form to request these changes.

The screenshot shows the 'Account Management Menu' for user [PS91871] [SAMPLES.LAW CORP.] on Mar 28, 2018 at 10:49:53 AM. At the top, there are buttons for 'Main Menu', 'Change Account', and 'Help?'. Below these are 'Submit' and 'Reset' buttons, and a 'BC OnLine Mailbox' button. The main section is titled 'Select an Application:' and contains several radio button options: 'Account/Userid Management', 'Print Account Statement', 'Product Delivery Options', 'Change Existing Account', 'EFT Information', 'EFT Payments', and 'Download CSV File'. The 'Change Existing Account' option is circled in red. At the bottom of the options are 'Submit' and 'Reset' buttons.

In the Account Management menu, select the **Change Existing Account** option or click the **Change Account** button at the top of the screen to start the "Change Form Wizard". The wizard organizes all your changes, then generates a "change form" that is automatically emailed to you.

Note

There are many changes that you can make to your account without the assistance of BC OnLine administration. See the *Account Management User's Guide* for detailed information.

Online Change Form Welcome Screen


The screenshot shows the 'BC OnLine Application Form' welcome screen. At the top right, it displays the date 'Jan 24, 2009' and time '03:54:33 PM'. On the left, there is a 'TIPS' section with two items: 'Tip: Click the Help Button for online assistance.' and 'Administration Centre: (250) 953-8250, 1-800-663-6102'. The main heading is 'Who Are You?'. Below this is a 'Welcome to BC OnLine' section with the text: 'Use the online wizard to fill out and print a change form for your BC OnLine account. Who are you? (Please select one of the following)'. There are two radio button options: 'Commercial or Professional Customer' (selected) and 'BC Provincial Government Ministry/Employee'. The 'Commercial or Professional Customer' option has a list of sub-options: 'Private Individuals, Contractors, or Agents', 'Small Business or Large Corporations', and 'Government (other than BC Provincial)' which includes 'Townships, Cities, Districts, Municipalities, and Federal Government'. At the bottom right, there is a 'Help' button circled in red and labeled 'Help Button', and a 'Proceed' button with a downward arrow.

Tip

You can click the Help? button on any screen for more information.

Handling Delivered Items

Information products that you request will be delivered to the destination specified in your service delivery settings (see the BC OnLine Account Management User's Guide). These items and their attachments are delivered as text or PDF. You will need a PDF viewer such as Adobe Reader (our [Downloads](#) page provides a link to the latest version from Adobe's website). You can "handle" the delivered items by viewing, printing, saving, or emailing them.

The mailbox icon  changes color to indicate you have new items. For detailed information, see the *BC OnLine Mailbox User's Guide*.

Making Deposits to Your Account

Statutory Fees

Statutory fees are set by the Government of British Columbia. Click **Price List** in the top of any BC OnLine screen to view the current fee table.

There are several ways to deposit money to your BC OnLine account.

Deposit Account Balance

Users with **Prime Contact** or **Contact** userid authority may view your account balance (as well as the charges accrued to your account through the day) by selecting the Account Management system from the BC OnLine Main Menu. See the *Account Management System User's Guide* for details on viewing your account balance.

Deposit Accounts

As a condition of use, BC OnLine users must have a deposit account with BC OnLine, and maintain a sufficient balance to pay for search fees and any other charges incurred while using the system. All charges are deducted from your account as you incur them.

Internet communications charges are billed by your Internet Service Provider (e.g., Shaw, Telus, etc.) and will not appear on your BC OnLine statement.

Electronic Funds Transfer (Pre-Authorized Debit)

BC OnLine clients can use several methods to transfer funds from their bank account to their BC OnLine deposit account:

- **Automatic EFT** transfers funds whenever your BC OnLine deposit account drops below a pre-set level.
- **Electronic cheque** lets you write electronic cheques against your bank account to your BC OnLine account as they are needed.
- **Online Banking** lets you easily transfer funds from your bank account to your BC OnLine account. Please note that Online Banking transfers are not instant (they can take up to 48 hours).

The benefits of using these methods include:

- Avoiding interruption of service that would occur if your access were revoked due to lack of funds.
- Maintaining a smaller balance in your BC OnLine deposit account.
- Paying weekly (or even daily) if you wish to keep a close watch on the services you and your authorized users purchase.
- Using BC OnLine's EFT Payments service, which lets Contacts and Prime Contacts monitor deposits to their BC OnLine account and view detailed information about electronic cheques or EFTs.
- Using EFT Information lets Prime Contacts view the current EFT Agreement.

See the *Account Management System User's Guide* for details on EFT methods.

Note

Each new BC OnLine account must be established with a 100 dollar deposit.

Government Journal Vouchers

If you are a British Columbia Government user, you will need to provide BC OnLine with journal voucher information to pay for your use of BC OnLine services.

Getting Started

The following sections explain how to get up and running with BC OnLine.

- System Requirements (see page 9).
- Signing On and Off (see page 10).
- Changing Your Password (see page 14).
- Rules for Creating Passwords (see page 15).

System Requirements

Your computer's hardware and software resources must be sufficient to meet the criteria outlined below.

Browser Requirements

For detailed information see the user's guide to *Configuring your Internet Browser for BC OnLine*.

Browser	Version	Platform
Microsoft Internet Explorer	Current and penultimate versions only – with 128 bit encryption.	Windows PC platform
Other Browsers	Data Partners may have specific system requirements which do not support browsers other than MSIE.	The Macintosh platform is supported on a best effort basis.

A link to download the latest version of Microsoft Internet Explorer is on the [Downloads](#) page.

Note

Popup blocker software installed on your PC can prevent some BC OnLine search results from appearing on your screen. You will have to either disable this blocker or disable it for the BC OnLine site only.

PDF Viewer

Many information products delivered through BC OnLine are PDF (portable document format) files. To view these files, you will need a PDF viewer such as Adobe Reader. Click on our [Downloads](#) page for a link to the latest version from Adobe's website.

Data Partner Disclaimers

Some Data Partner applications may have their own specific system requirements.

Court Services Online

Note

Court Services Online is not compatible with the Macintosh / Safari platform. There are known issues which can prevent successful transaction completion.

Signing On and Off BC OnLine

These instructions explain how to get to the BC OnLine home page, how to sign on, and how to sign off.

- If you are a first-time user who has not yet changed the default password to a password of your own choosing, please read Part 1. Getting to BC OnLine's Home Page the First Time (see page 11) and Part 2: Signing On for First-Time Users (see page 12).
- If you have already changed your default password, you can skip to Part 3: Signing On with an Established Password (see page 13).

To exit from BC OnLine, click the **Sign Off** link in the top of any BC OnLine screen.

Part 1. Getting to BC OnLine's Home Page the First Time

1. Enter BC OnLine's web address in your browser's Location field. BC OnLine's address is: www.bconline.gov.bc.ca
2. You can add the BC OnLine home page to your browser's Favorites (Internet Explorer) menu.
3. If you wish, you can set your browser to automatically go to the BC OnLine home page each time it starts.

Part 2: Signing On for First-Time Users

If you have never used BC OnLine before, you must enter your default password, and then establish a new password of your own choosing.

1. In the BC OnLine home page, click the **Need to Change Your Password?** link.

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>Userid: <input type="text"/></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>	

2. In the Change Password part of the screen, click the Userid field and type your seven-character *BC OnLine userid*.
3. In the Password field, type your *default BC OnLine password* (specified in the Userid Authorization letter you received from BC OnLine).
4. In the New Password field, type a *new password* using from six to eight letters and numbers. See Rules for Creating Passwords on page 15.
5. In the Confirm Password field and type your *new password* again to verify your typing.
6. Click **I Agree** if you agree with the BC OnLine Terms and Conditions of Agreement. You can read the agreement details by clicking the link below.
7. Click the **Sign On** button. A confirmation screen will appear.
8. Click **Submit** to continue to the main menu.

Part 3: Signing On with an Established Password

If you have already changed the default password to one of your own choosing, you can sign on using your established password.

1. In the BC OnLine home page, click the Userid field and type your seven-character *BC OnLine userid*.
 2. In the Password field, type your *BC OnLine password*.
 3. Click the **Sign On** button to go to the main menu.
-

Important

BC OnLine recommends that you do not allow Windows to save passwords for this application.

Changing Your Password

Although BC OnLine passwords expire automatically after six months, you might wish to change your password more frequently to increase your security.

1. In the BC OnLine home page, click the **Need to Change Your Password?** link.

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>Userid: <input type="text"/></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>	

2. In the Change Password screen, click the Userid field and type your seven-character *BC OnLine* *userid*.
3. In the Password field, type your *current BC OnLine password*.
In the New Password field, type a *new password* using from six to eight letters and numbers. See Rules for Creating Passwords on page 15.
4. In the Confirm Password field, type your *new password* again to verify your typing.
5. Click **I Agree** if you agree with the BC OnLine Terms and Conditions of Agreement. You can read the agreement details by clicking the link below.
6. Click the **Sign On** button to go 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—each time you change a password, it must be original.

Revoked, Forgotten, or Expired Passwords

After three consecutive invalid password logon attempts, the system will cause the userid to be revoked (locked up).

Either your company's prime contact or the BC OnLine Help Desk can easily reset a revoked, forgotten, or expired password. The reset password will be in an expired condition, requiring the user to choose a new password before being granted system access.

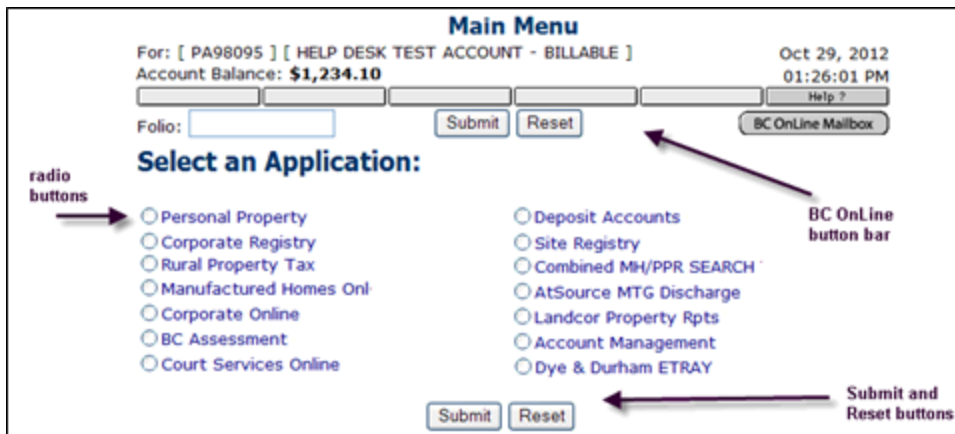
Your password will automatically expire every six months, although you might want to change it more frequently for increased security. User IDs that have not been accessed in 12 months will be disabled.

Using BC OnLine

The following sections introduce the BC OnLine interface.

- Introducing the BC OnLine Screens (see page 17) describes BC OnLine's interface.
- Synchronization and Sequence Errors (see page 18) explains the importance of using BC OnLine's navigation buttons rather than your browser's Back button.
- Getting Help (see page 19) explains how to get general help for BC OnLine, and how to get specific help for a BC OnLine application.

Introducing the BC OnLine Screens



Radio buttons let you select one option from a number of choices. For example, on the BC OnLine main menu, you click a radio button to select one application from all the choices.

Check boxes let you select more than one option at a time. For example, in the Account Management System, you can select one or several statements for printing.

Selection lists let you choose one option from a pop-up menu or a scrolling list. Click the list to display all of the options, then click one of the options to select it.

Click **Submit** to tell the system to process the information you have provided. This button appears in the top and bottom of most BC OnLine screens.

Click **Reset** to clear the information you have provided from all input fields and start again. This button appears in the top and bottom of most BC OnLine screens.

The browser window appears with a **scroll bar** running down the right side. By clicking the scroll arrow keys or the scroll bar, or by dragging the scroll box, you can view the entire document. Some screens contain a large number of input fields (e.g., Corporate Registry Name Requests Online and Personal Property Registry Registration). You might need to use the browser's scroll bar to scroll all of the fields into view.

The **Submit** button lets you view the next screen or submit a request to the host.

Sometimes, there will be more than one screen full of information to review. In this case, buttons called **Page Forward** or **Page Back** will appear in the BC OnLine button bar.

The red **BCOL Help** button at the top of the BC OnLine screen takes you to help screens about the BC OnLine service (e.g., System Requirements or Hours of Operation).

Other Uses of Your BC OnLine Account

Selected non-electronic services offered by other ministries and agencies may be paid for from your BC OnLine deposit account. See *BC OnLine Deposit Account System User's Guide* for details.

Repeat Searches

BC OnLine offers no-charge repeat searches for some transactions (using the same search criteria) provided that the request is initiated within ten minutes of the previous search. This allows BC OnLine subscribers to fix occasional problems (for example, printer problems) and request the search again without financial penalty.

Caution

The no-charge repeat search feature does not apply to certain requests such as Personal Property Registry registrations, Corporate Registry Name Requests Online, and others. If you are unsure whether the no-charge repeat search applies, call the BC OnLine Help Desk.

Synchronization and Sequence Errors

If you are an experienced browser user, you are probably accustomed to using the browser's **Back** button to retrace your steps. When you use BC OnLine, it is important to always use the **Return** button or **Main Menu** button (in the BC OnLine button bar) instead.

Most screens contain a **Return** or a **Previous** button, which lets you go back to a previous screen in an orderly fashion, keeping the browser, server, and host in synchronization with one another.

Some screens do not have a **Return** or **Main Menu** button (such as when you view a print). Only in these special cases can you safely use your browser's **Back** button to go back one screen. The following illustrations show how a sequence error can occur.

When the system loses its place in this way, the server sends a Sequence Error message to the browser. To recover from a sequence error, simply click the **Continue** button, and you will be re-positioned at the correct screen.

Note

Remember to *always* use the **Return** button or **Main Menu** button in the BC OnLine button bar to retrace your steps. Only use your browser's **Back** button if no **Return** or **Main Menu** button appears on a screen.

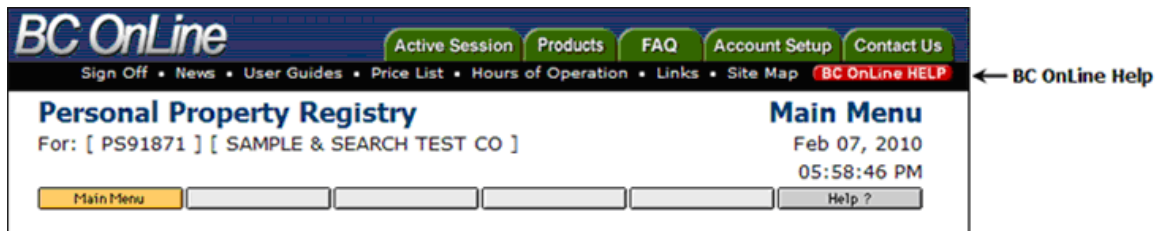
Getting Help

You can choose one or more of the following to get help answering questions about BC OnLine.

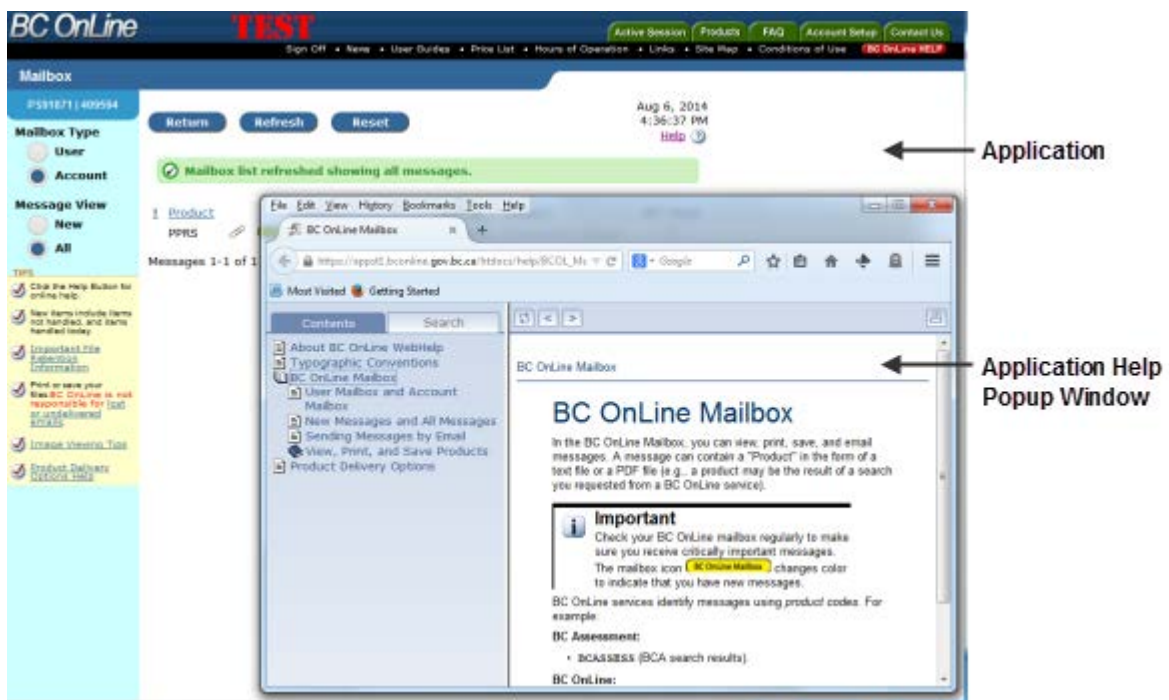
- Online WebHelp (see page 19).
Click the Help? button on any BC OnLine screen to view HTML webhelp in a popup window.
- Printable User's Guides (see page 21).
Open the most recent PDF user guide on the BC OnLine User Guides web page.
- BC OnLine Help Desk (see page 22).
Contact the BC OnLine Help Desk to talk to a support person.

Online WebHelp

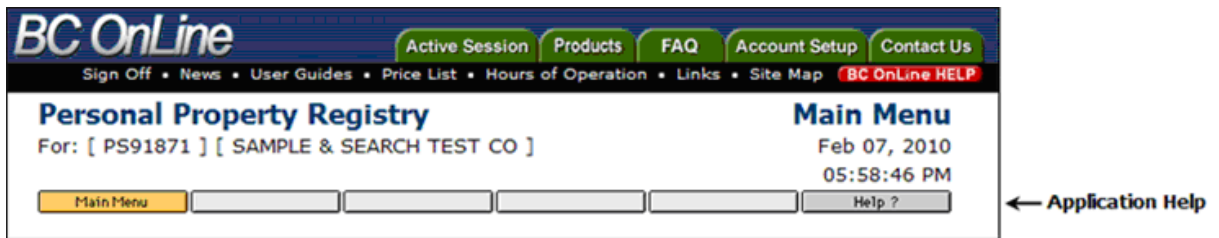
For general information about BC OnLine services, click the red **BC OnLine Help** button at the top of the BC OnLine screen .



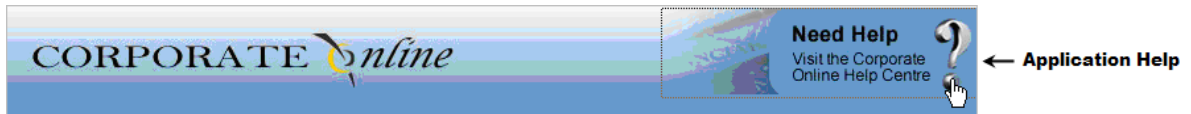
For context-sensitive online help with the application you are currently using, click the **Help ?** button in the application screen. When you click the help button, the system pops up a second browser window, so your BC OnLine application is in one window, and its help is in another.



Note that the application help button can appear in different ways. For example, the following picture shows the help button in the button bar at the top of the application screen.



The picture below shows the help button as it appears in the Corporate Online application.



The application help contains the same information as the printable BC OnLine user's guides. If you would like a printed user's guide, click the **User Guides** link in the top of any BC OnLine screen (see Printable User's Guides on page 21).

Printable User's Guides

BC OnLine provides up-to-date User's Guides in PDF format. Click the **User's Guides** link in the top of any BC OnLine screen. These files contain the same information that appears in the BC OnLine Web Help, formatted to print on 8.5 by 11 inch paper.


User Guides

BC ONLINE User Guides provide step-by-step instructions for signing on and performing searches and registrations. The User Guides are provided in Adobe Corporation's Portable Document Format (PDF).

[Online Application Form](#)
[Introduction to BC OnLine](#)
[BC OnLine Mailbox](#)
[Account Management System](#)
[Deposit Account System for Agents](#)
[Configuring Your Internet Browser for BC OnLine](#)

SERVICES USER GUIDES

[British Columbia Assessment System](#)
[Court Services Online](#)
[Online WebHelp Version](#)
[eStrataHub](#)
[Online WebHelp Version](#)
[Combined MHR/PPR Search](#)
[Manufactured Homes Online](#)
[Personal Property Registry System](#)
[Rural Property Tax System](#)
[Site Registry](#)
[Wills Registry System](#)



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BC OnLine Help Desk

If you experience difficulties 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 8:30 a.m. to 4:30 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 ticket” will be initiated (problem tickets are explained later in this section). 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 7 or 8).
- The name and version of the operating system you are using (for example, Windows XP, Vista, or Mac OS X).
- The application you are having trouble with (e.g., BC Assessment, Sites Registry, etc).
- Any error messages showing on your screen.

If your problem cannot be resolved during the time of your call, Help Desk staff will initiate a *problem ticket*. A ticket is used to track problems through the resolution process, to evaluate the system performance, and to identify problem trends.


When the Help Desk raises a ticket for your call, the Help Desk agent will request your name (or that of a contact), phone number, address, and all information required to properly describe the problem. When the ticket has been initiated, the Help Desk will give you a ticket *number*, which is a reference for that problem. If you require an update, or wish to add any information to the ticket, simply call the BC OnLine Help Desk and give the agent the ticket number.

After assigning the ticket number, the Help Desk refers the ticket to internal personnel for resolution. When the problem has been solved, someone will call you back with an explanation of the resolution. If you do not hear back in what you consider to be a reasonable amount of time, you may contact the BC OnLine Help Desk with your ticket number. The agent will be glad to give you an update.

Appendix 1: About Browsers and Security

BC OnLine's web service uses a secure server to protect information travelling between the browser on your computer and the BC OnLine web service. All information is encrypted so that no one else can read the messages being sent back and forth.

How do you know the server is secure?

There are a couple of ways to tell that BC OnLine is secure. The first is in the URL or location of the BC OnLine web site. You will notice that it says "https". The "s" means that you are working with a secure server. Also, when you use BC OnLine a closed lock  appears at the bottom of your browser, which also indicates that the server is secure.

BC OnLine achieves this level of security through the use of a Secure Socket Layer (SSL). To use BC OnLine, you need a browser that is compliant with SSL, such as a recent version of Microsoft Internet Explorer.

You can verify the BC OnLine web site's SSL certificate by clicking either of the security seals on the BC OnLine home page.

Norton Secured Seal



Entrust Seal



See the downloadable document entitled *Configuring Your Internet Browser for BC OnLine*. This document is available by clicking the **User's Guides** link in the top of any BC OnLine screen.

Glossary

The following terms are found throughout the BC OnLine User's Guides.

Ticket

See Problem Ticket.

Application

This is a term used to refer to a computer system. For example, the Personal Property Registry and BC Assessment are referred to as applications.

Browser

A web browser such as Microsoft Internet Explorer is a program you run on your personal computer to allow you to communicate with BC OnLine.

Check Box

Check boxes let you select more than one option at a time. For example, on some BC OnLine screens you can select several records to display or print. To clear a check box, click it again.

Click

Point to an object (a check box, radio button, input field, etc.) and click your mouse button.

Deposit Account

This is your money on deposit with BC OnLine. BC OnLine deducts search fees and communication costs from your account.

Host

A central processing computer, located away from your site. In BC OnLine, host computers are responsible for running the registry applications and for maintaining the computer data that makes up the registry databases.

HTML

Hypertext Markup Language. The code that web servers use to present information.

ISP

Internet Service Provider. A company that provides access to the Internet. BC OnLine does not provide access to the Internet and does not provide support for connection problems.

Link

A clickable connection that takes you to a new place (either to another part of the current web page or to a completely different web page). Text links appear underlined in the browser screen.

Oversize Printing (Personal Property Registry)

A print job that is too long to print on your local printer. Oversize print jobs are handled by the owner of the database. These jobs are either mailed to your office or held for you to pick up.

Page

An HTML document as viewed in a web browser.

Password

A six- to eight-character combination of letters or numbers used in conjunction with your BC OnLine userid or network username to allow access to an application.

Positional Userid

BC OnLine userids are “positional userids.” A positional userid is assigned to a position within the organization of a BC OnLine client. If that position becomes vacant, the password of that position’s userid should be changed. The userid can then be reassigned to the next person who fills that position.

Problem Ticket

The Help Desk raises a problem ticket when it is unable to resolve a problem over the phone. When this occurs, your problem is assigned an “ticket number.” Please quote this number to the BC OnLine Help Desk when requesting the current status or adding information to the reported problem.

Radio Button

Radio buttons let you select one option from a number of alternatives (like a car radio, where you push one of several buttons to select a station).

Scroll Bar

A vertical bar that appears in the right of your browser screen when a page contains more information than can fit on a single screen. By clicking the scroll arrow keys or the scroll bar, or by dragging the scroll box, you can view the entire page.

Selection List

Selection lists display a number of alternatives in a pop-up menu or a scrolling list.

Server

A server is a central computer that is set up to talk to browser programs. When you request a BC OnLine search, the request goes from your browser to BC OnLine’s server. The server searches the appropriate database, converts the search results to HTML, and sends the data back to your browser.

Service Charge

This is a BC OnLine charge that is added to the statutory fee (or other fee). All fees and service charges can be found by clicking the Price List link on any BC OnLine screen.

Session

The period during which you are signed on to BC OnLine.

Sign Off

To logoff, or disconnect from, a session.

Sign On

To logon, or connect to, a session.

Software

Program(s) that run on a computer.

Statutory Fee

The registries you access through BC OnLine are required to charge a fee for the search information they provide. This fee is referred to as a statutory fee. All fees and service charges can be found by clicking the Price List link on any BC OnLine screen.

Submit Button

When clicked, Submit buttons tell the system to process any instructions or information on the current page.

URL

Uniform Resource Locator. This is the address that uniquely identifies each page on the Web. BC OnLine's URL is: `www.bconline.gov.bc.ca`

Userid

The unique identifier that identifies an individual using systems and resources. BC OnLine assigns userids to provide personal accountability and responsibility. Each and every user has their own unique userid. Sharing of userids is prohibited as per your *Terms and Conditions Agreement*.

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