



## **Court Services Online Registration Guide**

### **Registering With Court Services Online**

If you have accessed other Government of British Columbia electronic services before, you may already have one of these account types:

#### **BC OnLine**

**BCeID Business - for businesses**  
**Basic - for individuals**

#### **IDIR (for internal BC Government employees)**

These accounts make it possible for you to use a single User ID and password to sign in securely to any participating Government of British Columbia website. Court Services Online (CSO) is a participating site, so you will need to have one of these accounts in order to register with CSO.

Once you register with CSO, your CSO Client ID becomes tied to your BCeID. Therefore, to login to CSO you only need to use your BCeID account name and password.

BC OnLine has added Court Services Online as a service for their account holders. This allows their account holders to use their deposit accounts as a method of payment for CSO transactions.

#### **BCeID**

BCeID is an online service that makes it possible for you to use your Login ID and password to sign in securely to any BCeID participating Government web site. With a BCeID you can:

- Sign in to government participating sites using your BCeID and a single password so you don't have to remember a different Login ID and password at every Web site.
- With BCeID, you don't need to enroll for a Login ID and password at each new site you visit --- simply use the Login ID and password that you enrolled as your BCeID to sign in to any participating government site or service.

Please note that if you are a single user of CSO -- that is, you are the only person in your company using CSO -- and do not have additional users to add to your CSO account, you may want to apply for a Basic BCeID instead. This will still allow you to register a credit card, but you will not be able to add additional users to your profile. Instructions for obtaining a Basic BCeID are in the **Basic BCeID** section, further down this page.

## **Business BCeID**

Any registered individual or company can apply for a Business BCeID. A Business BCeID makes it possible to use a single User ID and passwords to sign in securely to any participating Government of British Columbia website.

If you login to CSO with your Business BCeID, you will be able to register your credit card, and add additional users to your account.

To request a Business BCeID enrollment package:

- 1.) Apply online at the <https://www.bceid.ca/register>, or
- 2.) Call the BCeID Help Desk at 1-888-356-2741 between 8:30AM and 4:30PM PST, Monday through Friday

Once you have obtained your Business BCeID, please see the **CSO Account Registration** section further down this page.

## **Basic BCeID**

Any individual or company can apply for a Basic BCeID. A Basic BCeID make it possible to use a single User ID and password to sign in securely to any participating Government of British Columbia website. This ID type is for an individual user, not multiple users.

If you login to CSO with your Basic BCeID, you will be able to register your credit card, but will not be able to add additional users to your profile like you can with a BCeID.

To request a Business BCeID enrollment package:

- 3.) Apply online at the <https://www.bceid.ca/register>, or
- 4.) Call the BCeID Help Desk at 1-888-356-2741 between 8:30AM and 4:30PM PST, Monday through Friday

Once you have obtained your Basic BCeID, please see the **CSO Account Registration** section further down this page.

## **BC OnLine**

BC OnLine provides access to a variety of provincial government computer systems over the Internet. For a complete list of products, click [here](#). Accessing CSO services via a BC OnLine account will allow users to utilize Deposit Accounts as an alternative method of payment.

To create a BC OnLine account, go to the BC OnLine website found at: <https://www.bconline.gov.bc.ca/> to review the options for registration.

*BC OnLine accounts are accessible only by logging in via the BC OnLine site with your BC OnLine account.* All of the services available in CSO will be available through the BC OnLine service, except the account management tools for Monthly Statements and Credit Card information. When using your BC OnLine account, your Monthly Statements and payment information will be completed with BC OnLine Account Management tools. Users are added through your BC OnLine account management as well, new users will not display for the Profile Manager (PRIME) until the user has logged into CSO for the first time through BC OnLine.

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](#).

\* Note at this time, CSO accounts can only have one option for payment as a registered user, either BC Online or BCeID (credit card).

## **IDIR**

Many internal BC Government employees and contractors have an IDIR account. Your IDIR account can also be used to register with CSO.

If you would like to use your IDIR account instead of applying for a BCeID or MyID, send an e-mail to the [Court Services Online Support Centre](#) with the following information:

- IDIR account information
- Name of the person who will be the Account Manager for CSO

We will create a CSO registration account for the Account Manager. Once the account is set up, the Account Manager can add additional users to it as required. (See [Add Additional users to your CSO Account](#))

## CSO Account Registration

Once you have obtained your BCeID, you can register for your CSO account with your BCeID.

1. Visit the [Court Services Online home page](#) and click **Register** (under the Services menu). Please read the Registration Information carefully, and then click **Continue**.

2. Enter the User ID and password of either your BCeID or MyID account, and click **OK** to continue.

3. Please read the CSO Electronic Search Service Agreement carefully. (If you would like to print it out, click the Print icon in the upper right corner.) You must accept the terms of this Service Agreement, by clicking **I Accept** at the bottom of the page, before registration can continue.

4. Confirm or enter your Account Profile information. Since you logged in to CSO with your BCeID, most of the fields in this screen will automatically be filled in with your BCeID account information. Please note that the following fields are required:

- Business Name
- Business Type
- Business Email
- (Verify Business Email)

When done, click **Next** to continue.

5. Enter the information for your Account Manager. This is the person who will manage the profile(s) for your CSO account. (These fields will also be automatically populated from your BCeID information.) Please note that the following fields are required:

- Account Manager Name
- Account Manager Email
- (Verify Account Manager Email)

When done, click **Next** to continue.

6. Your CSO account activation will be confirmed. To print a copy of this report for your records, click the **Print** button. (Please note the information in your account confirmation report will be required when contacting the CSO Support Centre.) Your account confirmation report includes:

- Service Type
- Date and Time your CSO account was activated
- CSO Account Name
- CSO Account Number
- CSO Account Manager
- CSO Client ID

Remember that you must always sign in to CSO with your BCeID, not your CSO Client ID!

## Managing Your CSO Account Profile

Your CSO and BCeID accounts are self managed. Any changes to your account are completed by your Account Manager. Please ensure that you always have a back-up Account Manager in your accounts.

*BC OnLine account management is completed with the BC OnLine tools under User Guides. To access click, <https://www.bconline.gov.bc.ca/>*

### **Adding Users to Your CSO Account**

Only the person you specified as your CSO Account Manager can update existing user profiles and add new ones.

In addition, each user you add to your CSO account must have a BCeID within your organization. (You can check this by logging into [the BCeID website](#) and reviewing your client profiles.)

To add a user to your CSO account, enter the Manage Group Account section.

1. Click **Add User Profile**.
2. Enter the BCeID of the person you wish to add.
3. Click **Authorize**.

As before, the user's profile details will be pulled directly from their BCeID account information.

You can also change the user's account privileges or disable a user profile completely. (Don't forget to click **Save** whenever you make changes to these settings.)

### **Adding a Credit Card to Your CSO Account**

Once your CSO account has been activated, you can register a credit card for automatic payment of CSO services.

You will see two new options on the left-hand side menu: **Manage Group Account** and **My Profile**. Manage Group Account is for managing the whole

account, and My Profile is for your individual CSO user ID only.

If you want everyone under your account to charge services against one card, it must be registered under Manage Group Account. Also ensure that when setting the privileges of your users you have given the user the ability to charge services against the card, to do this under Manage Group Account, Manage Users, View Details, activate the box for 'Authorize user to charge services to registered credit card'

If you register the card under My Profile, the card will only charge services for the individual user account it is registered to.

## **Manage Group Account**

From Manage Group Account, you can administer the whole account:

- Manage Users (add, edit, or delete users for the CSO account)
- Update Account Information
- Monthly Statement (view and print your account statements)
- Register Credit Card (for automatic payment of CSO services)

## **My Profile**

From My Profile, you can manage the details for your individual user ID:

- My Profile (add or edit your profile details)
- Monthly Statement (view and print your account statements)
- Register Credit Card (for automatic payment of CSO services)

For registered users, all CSO services can automatically be charged to a credit card on file. If a user does not have a credit card registered for their individual profile, the system will default to the card that the account manager has registered for the whole account.

1. Click on Register Credit Card. You will be sent to the Internet Payments program, which is managed by the Provincial Treasury. (Please note your credit card information will be stored in the Provincial Treasury's system, not with Court Services Online)
2. Enter the credit card number, card type, expiry date, and the three or four digit authentication code (CVV, CVC, or CID) located on your credit card and then click **Submit**.

A confirmation screen will appear showing the date of registration, card type, card number, host date and time, the name of the person registering the card, and the account number. We recommend printing a copy of this screen for your records.

## **Court Services Online Support**

If you have any questions or concerns:

### **Support by Phone**

BC OnLine services are available from 8:00am to 7:00pm Pacific Standard Time, Monday through Friday, excluding statutory holidays.

- In Victoria, please call (250) 387-6961
- For toll-free access from elsewhere, please call Enquiry BC at 1-800-663-7867 and request a transfer to (250) 387-6961.

### **Support by Email**

Contact us by email at [Courts.CSO@gov.bc.ca](mailto:Courts.CSO@gov.bc.ca)