



Partner Portal FAQs

Accessing Post-Secondary Partner Portal- Frequently Asked Questions (FAQ)

1. What is BCeID?

BCeID is an online user authentication service that makes it possible for you to use a single user ID and password to sign in securely to participating BC Government Online Services like the Ministry's Post-Secondary Partner Portal.

Getting a *Business BCeID* requires your institution's identity to be verified and that an authorized representative of your institution registers it in the BCeID system. Identity document requirements are dependent on the type of your business. Information on the specific identity documents required is provided during the BCeID online registration process.

An organization seeking a Business BCeID registers only once with the BCeID service. The resulting profile holds one or more user accounts and authorizes those users to issue Business BCeIDs associated with the institution.

Many institutions already have a Business BCeID structure set up. If your institution does not, we recommend you (if authorized) register your institution to get Business BCeID user accounts for you and your representatives as soon as possible, as the length of time to complete registration varies.

2. Who will need a Business BCeID account at my institution?

Each institution official who is required to complete Appendix 3 information will need a Business BCeID account and password to access the new Partner Portal which will replace the existing Internet Loan Application (ILA) system

3. How do I know if my institution is already registered with BCeID?

Go to the [BCeID website](#) and click on the link labelled "*Is My Business Already Registered?*" and search for your institution.

4. My Institution is already registered with BCeID. How do I obtain a Business BCeID?

If your institution is already registered, the [BCeID website](#) will show the contact information for the people in your institution that can create a Business BCeID account for you. BCeID

identifies people with these roles as either a Business Profile Manager (BPM) or Business Account Manager (BAM).

5. My Institution is not registered with BCeID, how do I register it?

An authorized representative of your institution must visit the [BCeID website](#) to register your institution with Business BCeID. They will be required to verify the institution's identity and show they are authorized to execute the Registration Agreement with the Province of BC. Click on the BCeID FAQs link on the left side of the [BCeID website](#) main page to learn more.

6. I am not able to register my institution for a Business BCeID but I can obtain a Basic BCeID. Can I still access the Partner Portal?

If the authorized representative for your institution is unable to obtain a Business BCeID you will be required to obtain a *Basic BCeID* as an individual and the Ministry will perform the institution's identity verification separately.

Institutions within British Columbia are required to register for a *Business BCeID*. Individuals at Institutions outside of BC that are not able to register for a Business BCeID should register for a *Basic BCeID*.

7. I have a BCeID. What do I need to do in preparation for the launch of the Partner Portal?

The Partner Portal will allow institutions to self-manage access for its users through an *Institution Administrator* role. The first step will be for your institution to decide who should have that role and ensure they have a Business BCeID account.

The person you determine to be your *Institution Administrator* should be someone within your institution with the authority to perform or delegate StudentAid BC related functions such as completing an Appendix 3 to provide School and Program Information for students' applications.

Once the Partner Portal is live, the *Institution Administrator* will use their BCeID to submit, through the Partner Portal, an online request to establish a partnership with the Ministry of Advanced Education. Once accepted, this person will be assigned the *Institution Administrator* profile and will have access to the Partner Portal. They will be responsible for managing access for other users in the institution.

Additional details on accessing and using the Partner Portal and managing access for users in your institution will be provided prior to the launch of the new Partner Portal.

8. What is the difference between an Institution Administrator and a BCeID Account Management role?

The two roles are entirely separate from one another.

A *Business BCeID Account Management* role is assigned by BCeID. This role, either the BCeID Profile Manager (BPM) or a BCeID Account Manager (BAM), is a person registered

with BCeID who creates and deletes Business BCeID user accounts for people related to the registered Institution.

An *Institution Administrator* is a role that only exists in the Partner Portal and it is assigned to a BCeID user by the Ministry of Advanced Education. This role, once approved by the Ministry, will grant the Institution Administrator the ability to assign and remove users associated with their institution on the Partner Portal. Users within the Partner Portal will be able to perform the required StudentAid BC functions, such as completing Appendix 3 information.

In some cases, depending on each institution's organizational structure and set up, the roles of a *Business BCeID Account Manager* and an *Institution Administrator* may be held by the same person.

9. What are the benefits of signing up to the Partner Portal?

Online submission of information allows us to create a better experience for you. The information entered online is secure, and will be immediately validated so errors and omissions can be corrected. This ensures the information is complete and accurate before it is submitted resulting in faster processing time. It will also allow your institution the ability to self-manage your own users.

10. Will there be instructions on how to use the Partner Portal?

Yes. Instructions and training on how to use the Partner Portal to register create your profile and complete Appendix 3 information will be made available prior to the launch of the new Partner Portal.

11. I have questions, who do I contact?

For information about *registering your institution with BCeID* or *managing your BCeID account*, contact the BCeID helpdesk or visit the BCeID FAQs on the [BCeID website](#). The BCeID Helpdesk will not be able to answer questions about the Partner Portal.

We will provide support for your institution in the process of getting set up to use the Partner Portal. Additional information will be provided prior to the launch of the new Partner Portal.