



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 Registries and Online Services - premium accounts only

BCeID Business - for businesses
Basic - for individuals

BC Services Card

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 to register with CSO.

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

BC Registries and Online Services has added Court Services Online as a service for their premium account holders. This allows premium account holders to use their draw down account or pre-authorized debit (PAD) account 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 into government participating sites using your BCeID and a single password so you don't have to remember a different Login ID and password for 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 into 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 create a Basic BCeID account:

- 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 Basic BCeID, please see the **CSO Account Registration** section further down this page.

BC Registries and Online Service - Premium Accounts only

BC Registries and Online Services provides access to a variety of provincial government online services. For a complete list of products, [click here](#). Accessing CSO services via a BC Online Registries and Services Account will allow users to utilize a variety of payment types including their current BC OnLine deposit account and pre-authorized debit (PAD) as alternative payment methods.

To create a premium BC Registries and Online Services account, go to the website found at: <https://www.bcregistry.gov.bc.ca/> to review the options for registration.

All the services available in CSO will be available through the BC Registries and Online Services premium account. When using your account, your Monthly Statements and payment information will be completed with BC Registries and Online Services Account tools. Users are added through your BC Registries and Online Services account management as well, new users will not display for the CSO Account Manager until the user has logged into CSO for.

BC Services Card

The BC Services Card is currently available to B.C. residents as a form of identification. Eligible B.C. residents can use the BC Services Card to provide who they are when accessing online government services.

Further information about the BC Services Card and how to use your BC Services Card to access online services can be found at [BC Services Card](#).

Once you have obtained your BC Services Card, please see the **CSO Account Registration** section further down this page.

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 BC Services Card, 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 or BC Services Card, you can register for your CSO account with your BCeID or BC Services Card.

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 BC Services Card 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 or BC Services Card, some fields in this screen may automatically be filled in with your BCeID or BC Services Card 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 may 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 or BC Services Card, not your CSO Client ID.

Managing Your CSO Account Profile

Your CSO 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 if you have multiple users.

BC Registries and Online Services premium account management is completed with the BC Registries and Online Services tools under User Guides. To access click [here](#).

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: **Account** and **My Profile**. The Account link 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 the Account link. 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 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.

Account

From Account link, 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.

Support

If you have any questions or concerns, contact:

CSO Support at Courts.CSO@gov.bc.ca

BC OnLine users or BC Registry and Online Services users can contact [BC Registry and Online Services](#) regarding registration questions:

- For toll-free access from within B.C.: 1-877-526-1526