



Business BCeID Account Preferences

Error 500 when logging into the ALC Application Portal

Within your Business BCeID account, there are preferences that the Profile Manager can set up regarding other Online Services and how they can interact/find your account.

If your BCeID is a user account (a child account within the 'parent' Business account), please forward these instructions to your Profile Manager to confirm/edit the Business Preferences. To find out who the Profile Manager for your Business BCeID account is, use the [BCeID Online Business Directory](#).

INSTRUCTIONS:

Step 1) Log into [BCeID](#) (Profile Manager only).

Step 2) Click on 'Manage Account'.

The screenshot shows the BCeID user interface. At the top, there is a navigation bar with the British Columbia logo and 'BCeID' text. On the right side of the navigation bar, the user's name 'McCoubrey, Lindsay' is displayed, followed by a dropdown menu containing 'Manage Account' (highlighted with a red box) and 'Logout'. Below the navigation bar, there is a main content area with the heading 'A BCeID account provides secure access to online government services.' This area is divided into three columns, each with an icon and a title: 'It's Convenient' (star icon), 'It's Secure' (lock icon), and 'It Respects Your Privacy' (eye icon). Below these columns, there are two main sections: 'Register for a BCeID' and 'Already Have a BCeID?'. The 'Register for a BCeID' section includes a sub-section 'Already know what type you want to register for?' with three bullet points: 'Register for a Business BCeID', 'Register for a Personal BCeID', and 'Register for a Basic BCeID'. Below this is another sub-section 'Not sure which one to register for?' with a paragraph of text. The 'Already Have a BCeID?' section includes a sub-section 'Manage your BCeID account, such as:' with a list of four bullet points: 'Update your contact information, user ID, password, login preferences', 'Update your businesses preferences and manage business BCeID accounts', 'Use the activation code you received in the mail to complete your Business BCeID registration process', and 'Continue an existing Business BCeID registration at the step you left off'. Below the list is a sub-section 'Check the registration status of your Personal or Business BCeID registration' with a link 'Manage Account' (highlighted with a red box).



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Step 3) Click on 'Business Preferences'.

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Manage Account

McCoubrey, Lindsay
User ID: LMcCoubrey2
Type: Business BCeID
Business: Production Support Account for Ministry of Agriculture Oats2

This set of tools allows you, the Business Profile Manager, to manage information about your business, control who can act as an authority for your business and move accounts between businesses if you have restructured your business. [Access the Business BCeID Account and Profile Management Guide](#) for more information about your Business Profile Manager role and tasks.

Manage Business	Manage Account	Subscription Code Management
Business Identification Allows you to manage your business's identification information.	Contact Information Allows you to change your email address, phone number or name.	Activate a Subscription Code View Active Subscriptions
Business Preferences Allows you to manage your preferences for sharing your business's contact information with government and other businesses.	User ID Allows you to change your user ID. You are advised to check with any online services you currently use before changing your user ID.	

Step 4) Confirm/Edit the Information Sharing Options to allow your business contact information to be shared with Online Services registered with BCeID (e.g. the ALC Application Portal).

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Manage Business Preferences

This tool allows you to control information sharing with government and other businesses.

Information Sharing Options

I consent to BCeID sharing my business contact information with Online Services registered with BCeID.

I consent to BCeID sharing my business contact information with other BCeID account holders.
This is required to allow me to act on behalf of other BCeID account holders.

[Back](#) [Save](#)

Step 5) Save your edits and log out of BCeID. You should now be able to log into the ALC Application Portal. If you are still encountering an error, complete Steps 6 and 7 below.

Step 6) Clear your internet browsing history before trying to log into the ALC Application Portal.

Step 7) Navigate to the ALC website (www.alc.gov.bc.ca), to access the ALC Application Portal. Using a previously saved link, may cause an error.



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For questions about the ALC Application Portal, please contact:

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