



FAQs for Authorized Inspectors – Certification Renewals & Change Requests

Q. What is VIP Online and how is it different from VIP eForm?

A. The VIP Online system allows Authorized Inspectors and Facilities within the Vehicle Inspection Program to conduct a variety of business activities online, including:

- submitting inspection reports (eForm),
- searching for inspection reports,
- submitting new and renewal license/certificate applications, and
- verifying submitted inspection reports for AIs.

VIP Online may expand as new features are added in the future.

Q. Can I still renew using the paper renewal forms?

A. No. All renewals must be submitted online using the new VIP Online system.

Q. How do I renew my AI Certificate online?

A. AIs must log in to the new VIP Online system with their Personal BCeID (not a Business BCeID associated with a facility).

- Go to the CVSE VIP Online System page at http://www.th.gov.bc.ca/cvse/e-forms_project.htm and click the blue button to log on to the VIP Online system.
- Log in with your **personal BCeID** and password.
- On the VIP Online Homepage, click the link “Renew Certificate” to start your renewal.
- Read the instructions and follow the prompts.
- Review all information associated with your Certificate to ensure it is up to date.
- Enter updates using the ‘Edit’ button. Proceed to the next screen using the ‘Continue’ button.
- For any required documents, you will have the option near the end of the application to attach them as electronic files or indicate you will send them to CVSE by mail or fax.
- An Application Number will be assigned to all submitted renewal applications. Please use this number during any communications with CVSE regarding your renewal.

Q. What is the difference between a Business BCeID and Personal BCeID? Which one do I need?

A. Choose which BCeID to log in with depending on the activity you want to perform:

- Log in with your Personal BCeID (required for all Authorized Inspectors) if you want to renew your AI Certificate or search for or verify inspection reports for inspections that you conducted.
- Log in with a facility’s Business BCeID if you work for a facility and wish to submit an inspection report, renew the Facility’s Licence or search for inspection reports by facility number.

Q. Do I need an email address to renew my AI Certificate?

A. Yes. All Authorized Inspectors will be required to provide an email address during renewal of their certificate. This will allow CVSE to confirm that your renewal application has been received and, upon approval, email your certificate to you.

FAQs – AI Certification using the VIP Online System ... continued

Q. Can I pay online with a credit card?

A. Yes. At the end of the online renewal application, you will have the option of paying by credit card (VISA, AMEX or MC) through our secure online payment system.

Q. If I don't want to pay online with a credit card, what other payment options are available?

A. You must still fill out your renewal application online, and at the end of the application you may choose to print the filled-out application and submit it in the mail along with your payment in the form of:

- Money order; or
- Cheque.

Q. Can I phone in my credit card number?

A. If you submit your application online and pay online, this one-time process is much quicker than submitting a manual application and calling in with a credit card. You may call VIP with your credit card only if you chose to the manual payment option after filling out your application information online.

Q. Does it matter if I pay online or chose to submit a manual payment?

A. While both payment methods are accepted, applications with an accompanying online payment will be given priority processing, so you may receive your approved certificate faster if you chose the online payment option.

Q. Can I submit a renewal application without using the online system?

A. No. Paper renewal forms are no longer available. All renewal applications, regardless of how you choose to pay, must be filled out online after logging in with your personal BCeID. Once you have filled out your application online, you can choose to submit it online with an online payment, or print and mail it to CVSE with manual payment.

Q. Will I receive confirmation that my renewal application was received by CVSE?

A. Confirmation will be sent to the email address you provide if you choose to submit your renewal application online with an online payment. Confirmation will not be sent if you choose to print and mail in the renewal application that you filled out online.

Q. Will I receive my Certificate in the mail?

A. No. Upon approval of your application, your approved certificate will be emailed to the address you provide during your renewal application. An email address must be provided. Certificates will no longer be sent in the mail.

Q. Will I receive renewal notifications in the mail before my licence expires?

A. No. Renewal notifications will pop up within eForm, starting 45 days before your licence expires. If you submit online inspections infrequently, you are expected to keep track of your licence expiry date.

Q. Will I still need to use the 3-digit extension number at the end of my AI Number?

A. No. The 3-digit extension numbers will no longer be used, even in eForm. This also applies to Facilities as their 3-digit extension will no longer be used.

Q. Can I submit an AI Certificate renewal application when I am logged in with a facility's Business BCeID?

A. No. AI Certificate renewal applications can only be submitted by an Authorized Inspector who has logged into the VIP Online system using their **Personal BCeID**.