FAQs for Authorized Inspectors – Verification of Inspection Reports using the VIP Online System

Q. What is VIP Online?
A. The Vehicle Inspection Program (VIP) provides online access to both facilities and authorized inspectors to conduct a variety of business activities, including:
- submitting inspection reports (eForm),
- searching for inspection reports,
- submitting new and renewal license/certificate applications, and
- verifying submitted inspection reports for Authorized Inspector (AI).

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

Q. Why do AIs need to verify the inspection reports that they have already submitted?
A. An AI must review and verify all inspection reports where he/she is identified as the primary inspector. This new verification process:
- enables ability to identify and reduce risk of misuse of AI number; and
- helps reduce errors by confirming inspection results.

Q. Do I need to verify all inspection reports I have submitted in the past?
A. No. You will only be required to verify inspection reports conducted after November 4, 2013.

Q. How long do I have to verify my inspection reports?
A. There is a **time limit** and **count limit** for verifying inspection reports. These limits are:
- within 30 days of completing the inspection; and
- after 10 unverified inspection reports are accumulated where you are the primary inspector.

NOTE: Once these limits are exceeded, verification is considered overdue and eForm <u>will not</u> allow the submission of inspection reports where you are identified as the primary inspector. To ensure inspection reports can always be submitted for inspections you conduct, be sure to verify inspection reports.

Q. Can I verify my inspection reports when I am logged in with a facility's Business BCeID?
A. No. Verification of inspection reports must be performed by the Authorized Inspector who conducted the inspection. Therefore, the AI must log in with their **Personal BCeID**.

Q. How do I access VIP Online to verify inspection reports?
A. VIP Online is only accessible by logging in with either your Personal BCeID or a Business BCeID belonging to a facility. The Inspection Verification feature is <u>ONLY available to Authorized inspectors</u> after logging in with your Personal BCeID – the feature is not available if you log in with a facility's Business BCeID.

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 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. How do I actually verify an inspection report?
A. Log in with your personal BCeID in order to verify inspection reports.
- 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.
- Click the link "Verify Inspection Reports".
- In the list of inspection reports that displays, review all Unverified inspection reports to ensure accuracy and completeness.
- If there are unverified inspection reports displaying in red, these are overdue for verification and must be verified in order to be able to continue submitting inspection reports.
- To verify inspection reports, click the checkbox beside each report to be verified then click the 'Verify Inspection Report' button at the bottom of the screen.
- The status will change from 'Unverified' to 'Verified'.
- To return to the VIP Online Homepage, click the link "VIP Online Home Page" in the upper left.
- To exit the VIP Online system, click the link "Exit this service" at the bottom left.

Q. How do I search for inspection reports for inspections I have conducted?
A. Log in to the VIP Online system as described above using your personal BCeID. Then click the link "Search for Inspection Reports". Select applicable search parameters and click the "Search" button at the bottom. Only inspection reports where you are identified as the primary inspector will be displayed.

Q. I didn't perform an inspection report that is attributed to me. Can I dispute this?
A. If during the verification process (see above) you identify an inspection report that is either incorrect or was not performed by you, first make every attempt to resolve the issue with the facility. If this doesn't resolve the issue, then follow these steps to dispute the inspection report in VIP Online:
- Click the checkbox beside the specific inspection report you wish to dispute.
- Click the 'Dispute Inspection Report' button at the bottom of the screen.
- In the pop-up that displays, select the reason for disputing the inspection, then click OK.
- You may be contacted by a CVSE Area Inspector to follow-up on the dispute.

Q. I am taking vacation or otherwise not available to verify inspections. Will this impact the facility?
A. If you are unable to verify your inspections and the limits for unverified inspection reports (see above) are exceeded, the facility will not be able to submit inspection reports conducted by you. However, the facility will still be able to submit inspections conducted by other inspectors.