



FAQs for Facilities – VIP Online

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

A. The VIP Online system allows Facilities and Authorized Inspectors 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 for my Facility licence?

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

Q. How do I renew my Facility Licence online?

A. 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 facility's **business BCeID** and password.
- On the VIP Online Homepage, click the link "Renew Licence" to start your renewal.
- Read the instructions and follow the prompts.
- Review all information associated with your facility licence to ensure it is up to date.
- Enter updates using the 'Edit' or 'Update' button on each screen. 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. Business BCeID are still required for all facilities. This has not changed. However, AIs will now also require a Personal BCeID. Facilities always log in with their business BCeID to submit an inspection report, renew the Facility's Licence or search for inspection reports by facility number. AI's must use their personal BCeID to renew their AI Certificate and to search for or verify inspection reports that they conducted.

Q. Do I need an email address to renew my Facility licence?

A. Yes. All facilities will be required to provide a primary contact email address during renewal application. This will allow CVSE to confirm that your facility's renewal application has been received.

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.

FAQs – Facilities using the VIP Online System ... continued

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

A. You must fill out your renewal application online, but 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. Does it matter if I pay online or choose to submit a manual payment?

A. While both payment methods are accepted, applications with an accompanying online payment will be given priority for processing, so you may receive your approved licence faster if you choose 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 facility's business 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 facility application online with an online payment. Confirmation will not be sent if you choose to print and mail the renewal application that you filled out online.

Q. Will I receive my facility licence in the mail?

A. Yes. Upon approval of your application, the approved facility licence will be mailed to the mailing address provided for your facility. Please ensure this address is correct and up to date during the application process.

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

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

Q. I am a business owner/operator and want to apply for a new facility licence. How do I apply?

A. Facilities must apply online for a new facility licence. The facility must first have a business BCeID.

- 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 facility's **business BCeID** and password.
- On the VIP Online Homepage, click the link "New Facility Application" to start your application.
- Read the instructions and follow the prompts.
- Fill out all information and ensure accuracy and completeness.
- 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.
- Proceed using the 'Continue' button.
- Payment options (online or manual) are the same as for facility renewals described above.
- An Application Number will be assigned at the end of the new facility application. Please use this number in any communications with CVSE regarding your application.