



# **E-Referral System – Client Portal**

Common Issues and Workarounds

May 2024

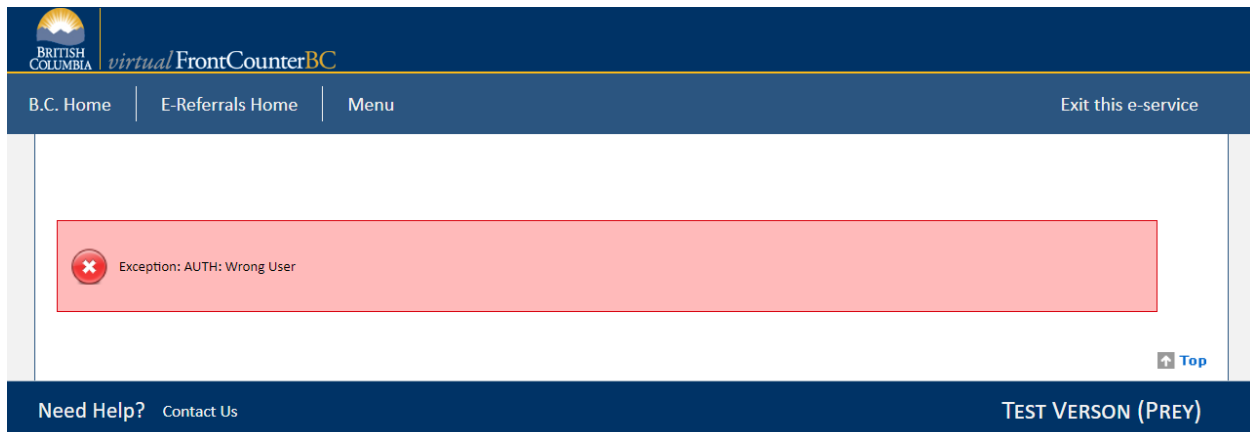
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## Version

Version Number	Date	Who	Comment
0.1	May 2024	Milanka Abeysooriya	First version

## Issue# 1: 'Exception:AUTH: Wrong User' Error Message



If you receive the above error message when trying to access a Referral Request or Summary Notification via the Online E-Referral system or through a Referral Request email, it means that you have not been properly registered as a representative of the Referral Agency the Referral Request or Summary Notification was sent to. This could be due to either of the following reasons:

- The registration email was not sent to you.
- You did not complete the registration process as outlined in the registration email.

### How to Complete the Registration Process

If you did not receive the registration email, you can request for another registration email be sent to you by:

- Contacting a representative of your Referral Agency that manages the agency profile in the E-Referral system.
- Contacting the [FrontCounter BC office nearest you](#) and making a request.

If you have received the registration email, you need to click on the 'Click Here' link as follows to register your BCeID or IDIR with the E-Referral system.

You are requested to [Click Here](#) to register your BCeID account with the E-Referral System. Once authenticated, your BCeID will be registered with Ext Ref Agency and you will be able to manage and update your agency information and receive and respond to referrals on their behalf.

Note that it can take an extended period of time to connect from the BCeID login to the E-Referrals website, this is normal. Avoid re-clicking the "Next" button or you could extend this connection time.

\*\*\*Please DO NOT reply to this email.\*\*\*

For "how-to" instructions for responding to this request, visit <https://portal.nrs.gov.bc.ca/web/client/-/e-referrals> and click on the "e-Referrals for First Time Users Using a BCeID" instructional video. To obtain a BCeID, visit <https://www.bceid.ca/>

For technical assistance with E-Referrals, contact FrontCounter BC at 1-877-855-3222.

Milanka Abeysooriya  
FrontCounter BC

Email: [Milanka.Abeysooriya@gov.bc.ca](mailto:Milanka.Abeysooriya@gov.bc.ca)

## Issue# 2: Missing 'My Referral Agencies' Menu Item

If the 'My Referral Agencies' menu item does not appear under the 'Common Functions' section of the 'Menu' menu as follows, it means that you have not been properly registered as a representative of any Referral Agency that is part of the E-Referral system.

The screenshot shows the virtual FrontCounter BC website interface. At the top, there is a navigation bar with the following items: B.C. Home, E-Referrals Home, Menu, and Exit this e-service. Below the navigation bar, the main content area is divided into several sections. On the left, there is a section titled 'Other Websites' with links to Agriculture and Lands, Integrated Land Management Bureau, FrontCounter BC, and GeoBC Gateway. In the center, there is a section titled 'E-Referral' with a link to Main Menu, and a section titled 'Resources' with links to Contact Us, British Columbia Health Authorities, Ministry of Agriculture and Lands, Ministry of Energy, Mines and Petroleum, Ministry of Environment, and Ministry of Forests and Range. On the right, there is a section titled 'Common Functions' which is highlighted with a red box. This section contains links to My Referrals, Referral Requests, and My Profile. Below this section, there are links to various government departments: Ministry of Small Business and Revenue, Oil & Gas Commission, Service BC, Tourism, Culture and the Arts, and Transportation and Infrastructure.

This could be due to either of the following reasons:

- A registration email was not sent to you.
- You did not complete the registration process as outlined in the registration email.

To successfully register as a representative of a Referral Agency, please refer to the [‘How to Complete the Registration Process’](#) section of this document.

### **Issue# 3: Expiration of a Registration Email**

If you do not register with the E-Referral system in a timely manner when a registration email is sent to you, the registration may expire. The registration period usually expires 2 weeks after the registration email is sent.

In this case, you may need to receive a new registration email to complete the registration.

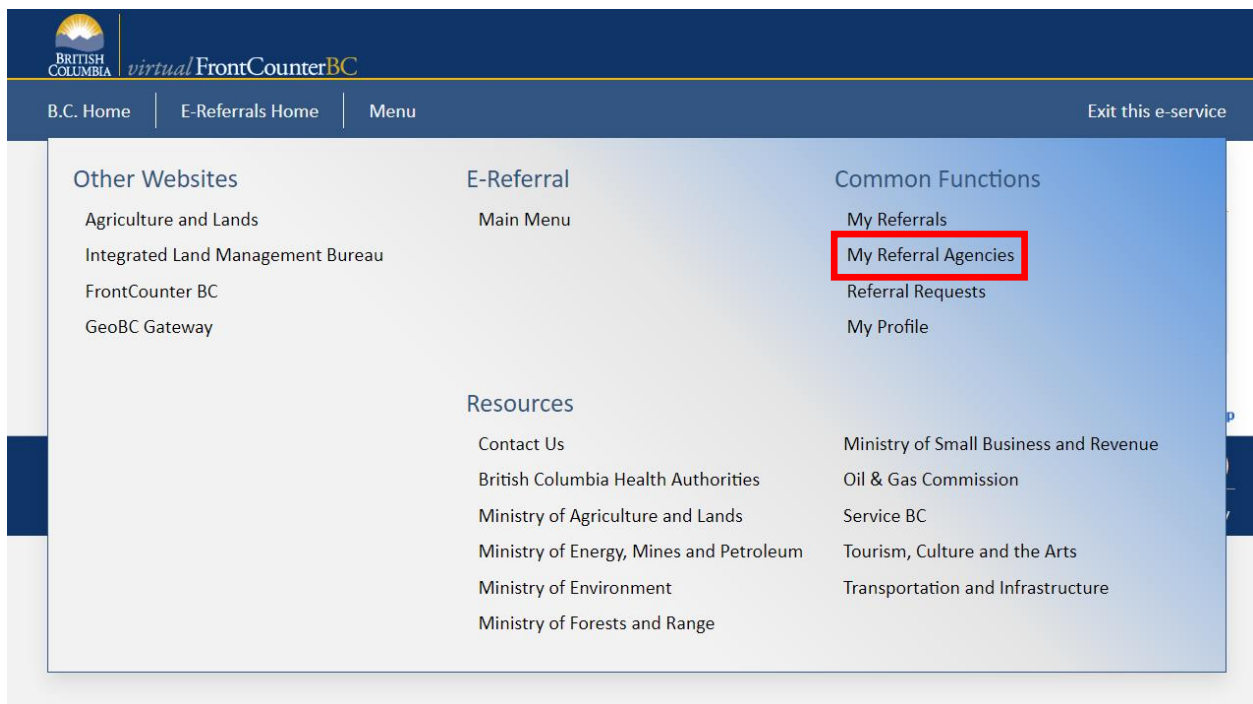
You can request for another registration email be sent to you by:

- Contacting a representative of your Referral Agency that manages the agency profile in the E-Referral system.
- Contacting the [FrontCounter BC office nearest you](#) and making a request.

## Issue# 4: Not Receiving Email Notifications for Referral Requests

If the representatives of your referral agency are not receiving email notifications for referral requests sent to the referral agency, this means that your agency profile in the E-Referral system has not been configured with the 'Email' Request Method. To add this option to your agency profile, please follow the following steps.

1. To access the Referral Agencies you are representative of, click on the 'My Referral Agencies' menu item under the 'Common Functions' section of the 'Menu' menu.



The screenshot shows the virtual FrontCounterBC interface. At the top, there is a dark blue header with the British Columbia logo and the text 'virtual FrontCounterBC'. Below the header, there are navigation links: 'B.C. Home', 'E-Referrals Home', and 'Menu'. On the right side of the header, there is a link 'Exit this e-service'. The main content area is divided into three columns. The first column is titled 'Other Websites' and lists 'Agriculture and Lands', 'Integrated Land Management Bureau', 'FrontCounter BC', and 'GeoBC Gateway'. The second column is titled 'E-Referral' and lists 'Main Menu' and 'Resources'. The 'Resources' section includes 'Contact Us', 'British Columbia Health Authorities', 'Ministry of Agriculture and Lands', 'Ministry of Energy, Mines and Petroleum', 'Ministry of Environment', and 'Ministry of Forests and Range'. The third column is titled 'Common Functions' and lists 'My Referrals', 'My Referral Agencies' (highlighted with a red box), 'Referral Requests', and 'My Profile'. Below this, there are links to various government departments: 'Ministry of Small Business and Revenue', 'Oil & Gas Commission', 'Service BC', 'Tourism, Culture and the Arts', and 'Transportation and Infrastructure'.

You will land on the below screen, which will display all the Referral Agencies you are a representative of.

BRITISH COLUMBIA virtual FrontCounter BC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referral Agencies

Name	Referral Center
<a href="#">Ext Ref Agency</a>	FrontCounter BC
<a href="#">Test Referral Agency</a>	FrontCounter BC

[▶ CANCEL](#)

[↑ Top](#)

Need Help? [Contact Us](#) | TEST VERSION (PREV)

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2. Click on the hyperlinked name of the Referral Agency that you want to update information of.

BRITISH COLUMBIA virtual FrontCounter BC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referral Agencies

Name	Referral Center
<a href="#">Ext Ref Agency</a>	FrontCounter BC
<a href="#">Test Referral Agency</a>	FrontCounter BC

[▶ CANCEL](#)

[↑ Top](#)

Need Help? [Contact Us](#) | TEST VERSION (PREV)

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Next, you will be directed to the following screen which displays information relevant to the Referral Agency as well as their configurable options.

**Referral Agency**

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Authenticated Web  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -  
**Mailing Address**  
ADD ADDRESS  
**\* Representatives**

Name	Email	Primary	CC
Mi Abey	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mila Walp	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ADD REPRESENTATIVE  
CANCEL SAVE

3. In this screen, check the 'Email' checkbox and click the 'SAVE' button to save the changes.

**Referral Agency**

Referral Center: FrontCounter BC  
 Agency Name: Ext Ref Agency  
 Agency Type: External Agency  
 Response Method: Authenticated Web  
 Request Method:  Email  Online  Hard copy  
 \* Business Name: Ext Ref Agency  
 Phone (Primary): ( 777 ) 222 - 7777  
 Phone (Alternate): ( ) -

**Mailing Address**

ADD ADDRESS

\* **Representatives**

Name	Email	Primary	CC
<a href="#">Mi Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walp</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/> X

ADD REPRESENTATIVE

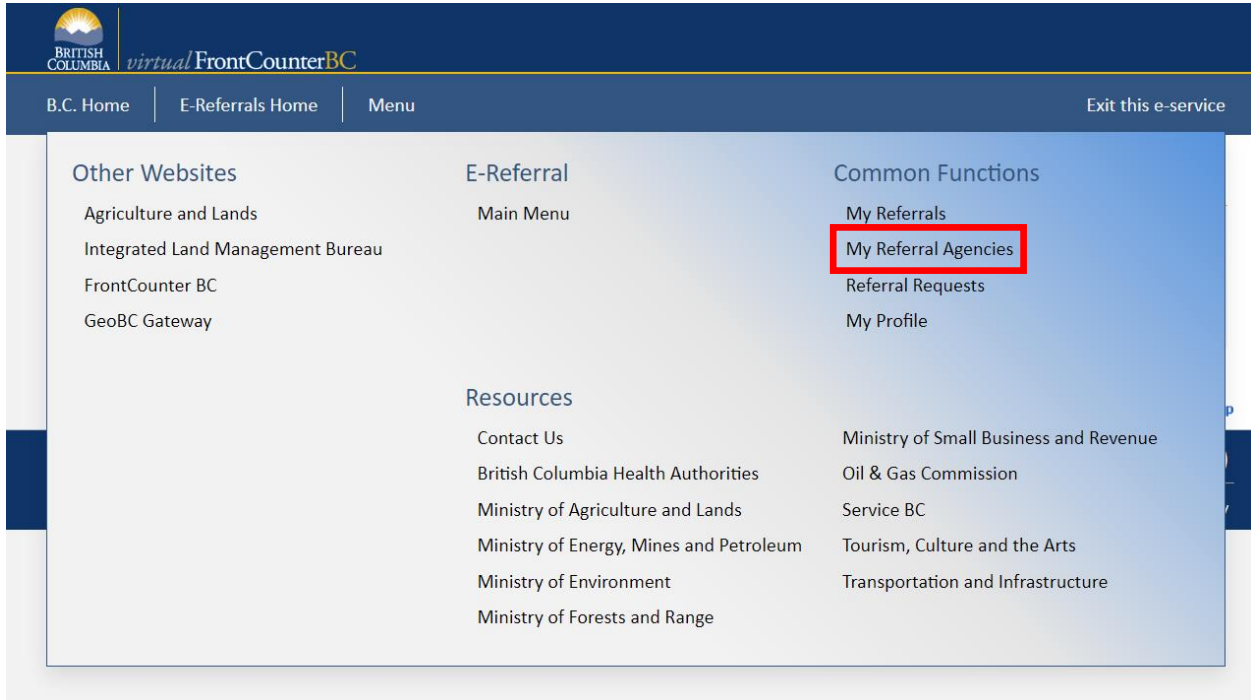
CANCEL SAVE

## Issue# 5: Alternate Representative Not Receiving Email Communications

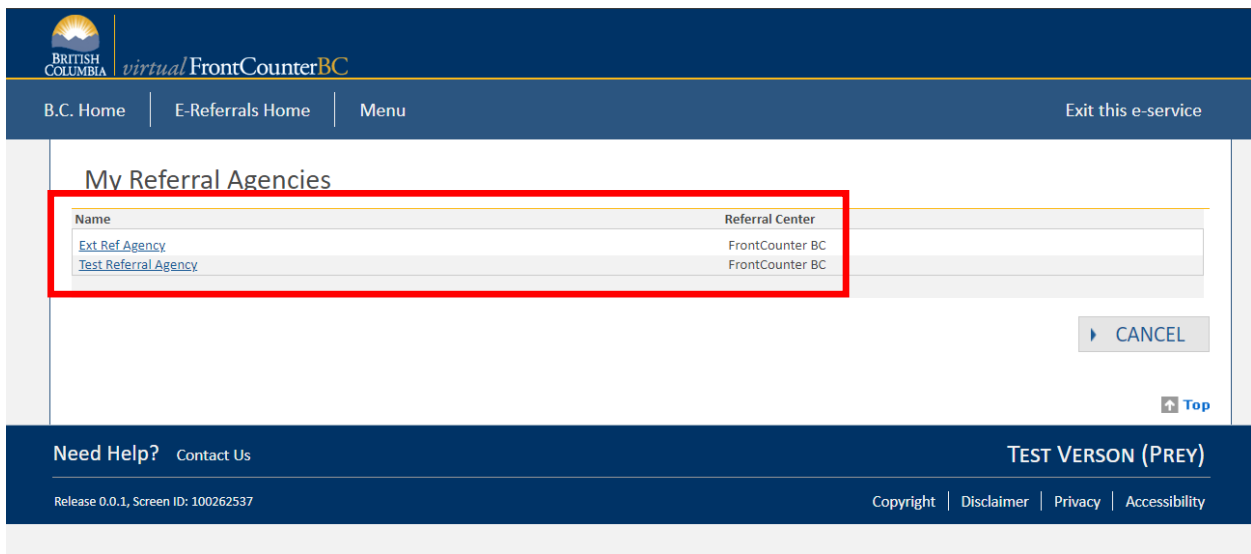
If an Alternate Representative of your referral agency is not receiving all email communications (including Referral Requests) sent to Primary Representatives via the E-Referral system, this means that the 'Receive Email cc' checkbox has not been checked for the specific Alternate Representative.

To enable this option, please follow the following steps.

1. To access the Referral Agencies you are representative of, click on the 'My Referral Agencies' menu item under the 'Common Functions' section of the 'Menu' menu.



You will land on the below screen, which will display all the Referral Agencies you are a representative of.



- Click on the hyperlinked name of the Referral Agency that the Alternate Representative belongs to.

BRITISH COLUMBIA virtualFrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### My Referral Agencies

Name	Referral Center
<a href="#">Ext Ref Agency</a>	FrontCounter BC
	FrontCounter BC

[▶ CANCEL](#)

[↑ Top](#)

Need Help? [Contact Us](#) | **TEST VERSION (PREY)**

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Next, you will be directed to the following screen which displays information relevant to the Referral Agency as well as their configurable options.

BRITISH COLUMBIA virtualFrontCounterBC

B.C. Home | E-Referrals Home | Menu | Exit this e-service

### Referral Agency

Referral Center: FrontCounter BC

Agency Name: Ext Ref Agency

Agency Type: External Agency

Response Method:

Request Method:  Email  Online  Hard copy

\* Business Name:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

**Mailing Address**

[ADD ADDRESS](#)

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\* **Representatives**

Name	Email	Primary	CC
<a href="#">Mi Abey</a>	milanka...@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walje</a>	milanka...@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[ADD REPRESENTATIVE](#)

[▶ CANCEL](#) [SAVE](#)

3. Click on the hyperlinked name of the Alternate Representative as follows.

 **virtualFrontCounterBC**

B.C. Home | E-Referrals Home | Menu Exit this e-service

### Referral Agency

Referral Center: FrontCounter BC  
Agency Name: Ext Ref Agency  
Agency Type: External Agency  
Response Method: Authenticated Web  
Request Method:  Email  Online  Hard copy  
\* Business Name: Ext Ref Agency  
Phone (Primary): ( 777 ) 222 - 7777  
Phone (Alternate): ( ) -

**Mailing Address**

[ADD ADDRESS](#)

\* **Representatives**

Name	Email	Primary	CC
<a href="#">Mi Abey</a>	milanka@gmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Mila Walp</a>	milanka@yahoo.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[ADD REPRESENTATIVE](#)

[CANCEL](#) [SAVE](#)

4. Check the 'Receive Email cc' checkbox as follows and click the 'SAVE' button.

EReferral - Referral Agency Representative - Google Chrome

test.j200.gov.bc.ca/ext/ereferral/editrelatedobject.aspx?PosseFromObjectId=160482246&PosseEndF

### Referral Agency Representative

\* Name:

Email:

Phone (Primary): (  )  -

Phone (Alternate): (  )  -

\* Recipient Type:  Primary  Alternate

Receive Email cc:

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### User Registration

## Issue# 6: Referral Request Closing before all Representatives have Responded

If multiple representatives are commenting on a specific referral request, please have them **only** click the 'SAVE' button once they have recorded their comments and ensure that only the representative submitting the final response clicks on the 'SUBMIT RESPONSE' or 'NO RESPONSE' buttons. This will prevent the referral from closing before all required representatives have commented.

Documents

Description	File Name
<a href="#">View</a> Additional document on maps	map.pdf

Choose the Save button to save information already provided, and allow you to come back at a later time to finish.

Choose the Submit Response button to send your completed response. Once the response is submitted you can no longer change the response.

Choose the No Response button to submit this request with No Response. Once the response is submitted you can no longer change the response.