Land Title and Survey Authority

Electronic Filing System (EFS)

Crown Land Plan Submissions

Image Submission of Plans prepared pursuant to the *Land Act*,
the *Mineral Tenure Act*, the *Coal Act* and the *Petroleum & Natural Gas Act*
to the Surveyor General for deposit into the Crown Land Registry

User Guide

**For use with Adobe Acrobat Standard or Professional,
Versions 6 or 7.**

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Contents

1 Introduction

Implementation of the Digital Survey Plan (DSP) system revolutionizes submission, handling and storage of all cadastral survey plans and the update and maintenance of the provincial legal-parcel base map.

The Digital Survey Plan (DSP) project has two primary objectives. The first is replacing paper-based legal plans with digital images and the second is providing a system through which the provincial legal-parcel base map is maintained and improved as close to source as possible.

In the past, land surveyors submitted physical plans drawn up on mylar sheets. The Surveyor General launched the Digital Survey Plan (DSP) project to convert this process to electronic submission over the internet.

All plans prepared pursuant to the:

- *Land Act*
- *Coal Act*
- *Mineral Tenure Act*
- *Petroleum and Natural Gas Act*

are filed in the Crown Land Registry. Since the Surveyor General is responsible for the Crown Land Registry, all plans prepared pursuant to these statutes must be submitted to the Surveyor General Division of the Land Title and Survey Authority for review and confirmation. Under current practice, once a plan is confirmed it is filed into the Registry.

To submit a plan through the Electronic File System (EFS), the land surveyor must save an electronic copy of the plan in PDF format (meeting an Adobe Acrobat standard). The land surveyor fills out an application form (available from the EFS) to deposit a plan into the Crown Land Registry. This application form also contains the equivalent of the Form 9 certificate. The land surveyor appends the PDF plan to the application form, digitally signs the application form certifying that the plan and survey are correct and have been checked with the Association of British Columbia Land Surveyors' Electronic Checklist Registry. The digitally signed application form (with the PDF plan appended) is then submitted to the Surveyor General Division through the Electronic Filing System (EFS), which is part of the BC Online suite of applications.

The plan and application form is delivered by EFS to the Surveyor General Division. Division staff review the plan and once the Surveyor General is satisfied he confirms the plan with his digital signature. Once confirmed, the plan is delivered to the Ministry of Agriculture and Lands' ATLAS system for permanent retention. Plans filed in ATLAS are viewable through the ministry's Tantalis and GATOR systems.

1.1 Accompanying offers

Except for plans submitted under the *Petroleum and Natural Gas Act* and the *Mineral Tenure Act*, the plan must be accompanied by an offer from the Integrated Land Management Bureau of the Ministry of Agriculture and Lands (ILMB) – formerly Land & Water BC – which has been signed by the party receiving the tenure. Typically, this offer is submitted at the parcel designation stage; if not, it must be submitted at the same time as the plan. Plans submitted under the *Mineral Tenure Act* should have a prior parcel designation from the Surveyor General Division.

==>**Note:** The offer must be sent under separate cover (by e-mail or conventional mail), **not** attached to an EFS submission.

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2 Getting started

2.1 *Step 1: Verify your computer environment*

The following is a checklist of what you will need in order to participate in the Crown Land Registry Digital Survey Plan system:

- An internet-connected computer system
- Adobe Acrobat Standard or Professional, version 6 or 7 (this User Guide assumes you are using Acrobat 6, Standard edition)
- A software package capable of producing survey plans in electronic form
- A suggested configuration of folders for EFS files.

2.1.1 System requirements

Category	Windows	Macintosh
Hardware	Intel Pentium processor, 128MB RAM, 220MB free disk space, 800x600 monitor, CD-ROM drive	PowerPC® G3 processor, 128MB RAM, 370MB free disk space, 800x600 monitor, CD-ROM drive
System software Adobe 6.0	Windows 98 SE, Windows NT 4.0, Windows 2000, or Windows XP	Mac OS X
System Software Adobe 7.0	Windows 2000 or Windows XP	Mac OS X v.10.2.8 or 10.3
Web browser	Microsoft Internet Explorer 5.01	
Internet connection	Minimum: 56K dialup Recommended: High-speed cable or ADSL	
E-mail	Required	

Note: Although Macintosh computers can access EFS, the instructions in this manual assume you are running Microsoft Windows. Some Mac users have experienced technical problems with Internet Explorer and reported better success with other browsers such as Netscape and Safari

2.1.2 Adobe Acrobat

In order to save the electronic forms used in EFS, you must have Standard or Professional, version 6 or 7 installed on your system. The EFS forms cannot be opened with earlier versions of Acrobat. Note that you must have the Standard or Professional version of Acrobat, not the free Acrobat Reader.

To install Adobe Acrobat 6 or 7, follow the instructions supplied with the Acrobat CD.

2.1.3 Folders for DSP files

Before you use DSP, we recommend setting up folders on your computer system for various types of DSP files. The following table suggests some sample folder names and locations. The actual folder structure you use will depend on the business needs of your firm.

File type	Sample folder name	Comment
Digital certificates (.APF or .PFX)	LTOforms\certificates	These files should be located on a local drive.For greater security, backup copies should be stored on removable hardware such as a USB Flash memory drive.
CLRS Plan Submission Form template (.PDF)	LTOforms\templates	This file may be located on a local or shared drive.
In-progress and completed forms (.PDF) and EFS notifiers (e-mails)	custom folders	The folder structure for your in-progress and completed forms and related notifiers should reflect the work flow in your firm. You may want to separate completed but unsigned forms from signed forms. They may be located on a local or shared drive.
Firm profiles	C:\ LTOforms \profiles	You must store firm profiles in this directory for the **Import Profile** button on the forms to work automatically. If you store them elsewhere, Acrobat will prompt you to select a profile when you click **Import Profile**.

2.2 *Step 2: Set up a BC Online account*

2.2.1 Applying for an account

EFS is accessed through BC OnLine. Thus you or your firm must have a BC OnLine account and one or more user IDs. Each individual at your firm using BC Online must have their own user ID.

To open a new BC OnLine account:

1. Access the BC OnLine web page at *http://www.bconline.gov.bc.ca* and click the **Account Setup** tab.

2. Click **Opening a New Account** and then **New Account Page**. The BC OnLine system will walk you through the process of downloading an application form (in Acrobat PDF).
3. Print out and complete the form. Under **Internet Services: Subscription Options**, select **Land Information Package**.

4. To cover fees associated with EFS transactions and BC OnLine access, you will have to set up a BC OnLine Debit Account. You have three options for transferring funds to your account:

   – **Automatic Electronic Funds Transfer (Automatic EFT).** Automatic EFT requires you to specify an upper limit, lower limit (or "trigger point") and maximum transfer amount for your account. Each evening, BC Online tops up your account to its upper limit (or moves over your maximum transfer amount – whichever is less).

   – **PC Banking.** Topping up your account through PC banking is exactly like paying a bill online through your bank. Payments may take up to 24 hours to reach your BC Online account.

   The Automatic EFT option requires you to submit a specimen cheque (marked "VOID") or a photocopied cheque along with your payment-authorization form.

   For more information on all these options, see Account Setup on the BC Online web site.

   Note: For information on fees, see section 6.3 "Crown Lands, Land Titles and BC Online fees".

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5. Mail or fax the form to BC OnLine, (including the specimen or photocopied cheque if necessary).

   Tip: The normal turnaround time for BC OnLine applications is 2–3 days; if you require rush service, contact the BC OnLine help desk.

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6. After processing your application, BC Online will send you an introductory package by Canada Post, including your user ID or IDs and default password.

2.2.2 Notifier options

BC Online applications often send you notifiers (for example, about the status of your submissions via EFS). Once you have set up your BC Online Account, you should set delivery options to determine where these notifiers will be sent.

To set up delivery options for electronic notifiers:

1. At the BC OnLine Main Menu, select **Account Management** → **Service Delivery Options** to access the Delivery Options screen.
2. To specify where you want BC OnLine to send notifiers, select a Service Option ("User Mailbox", "Account Mailbox", or "Email") for both Activity Advisory Services and Electronic Submission notifiers. If you select "Email" for either notifier type, enter an e-mail address under Email.
3. Click **Submit** to update your notification settings or **Reset** to restore your original settings.

==> **Note:** If you requested notification by e-mail, BC OnLine will send a confirming message to the address you specified.

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4. Click **Return** and then **Main Menu** to return to the BC OnLine Main Menu.

2.2.3 Folio tags

Each transaction in EFS is labelled with a folio tag, which you enter in the upper left-hand corner of the associated screen. The folio tags exist for your convenience, to enable you to label transactions with a meaningful identifier, typically your firm's file number. Folio tags can be any combination of up 15 characters.

Folio tags appear on any EFS notifiers associated with a transaction, as well as on your BC Online statement.

2.3 Step 3: Obtaining and installing digital signatures

Before submission, all EFS forms must be digitally signed using a Digital Certificate registered with the Juricert (which is operated by the BC Law Society).

British Columbia land surveyors, notaries public and lawyers can register digital signatures with Juricert. Only a British Columbia land surveyor can certify that a legal survey and plan are correct by applying their digital signature.

Surveyors in your firm who will be digitally signing EFS Plan Submission forms need to apply to Juricert for a Digital Certificate. You should allow several days to complete this process.

2.3.1 Obtaining a digital signature

To apply for a digital certificate:

1. Access the Internet site *http://www.juricert.com*, and click **Registration**. A web application will walk you through the process of applying for a digital signature.

   After validating your credentials (this may take several days), the certifying authority will send you an e-mail containing an ID and instructions for downloading your Digital Certificate.
2. Inside the e-mail message, click the link to **Acrobat Signing Certificate.** Your Internet browser will open a page at *www.juricert.com.*
3. Enter the ID you received in step 2 and the password you created when you applied for the certificate in step 1.
4. Click **Click here to start download**. The system will prompt you for a file name.
5. Save your Digital Certificate (file extension .APF or .PFX) in a suitable directory (e.g., "LTOforms\certificates").

2.3.2 Installing a digital signature

To install a digital ID (Acrobat Version 6):

A version of these instructions which will allow you to test your Digital Signature is available for download from the LTSA website at *http://ltsa.ca/ltd_efs_forms.htm*, near "Digital Signature Setup" (file name: *setup_digital_cert_password V4.pdf*). In case of any discrepancies in the following instructions, follow the current version of the "Digital Signature Setup" document.

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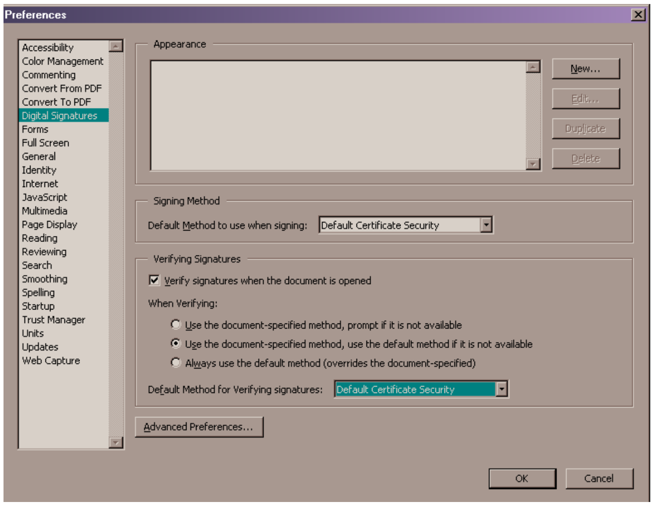
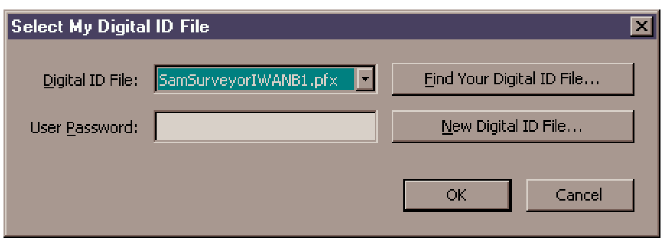
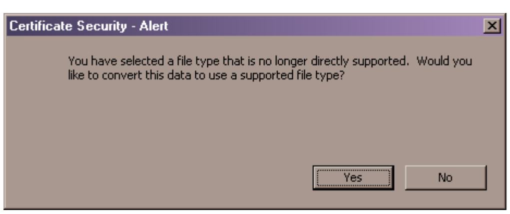
1. In Acrobat, select **Edit → Preferences → Digital Signatures** and set **Signing Method** to "Default Certificate Security".



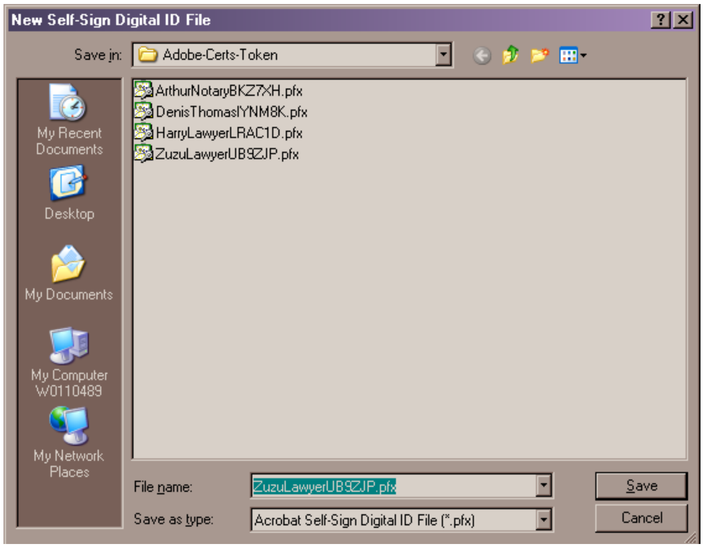
2. In Acrobat, select **Advanced → Manage my Digital IDs → My Digital ID Files** and start with **Select My Digital ID File.**
3. In the **Select My Digital ID File** dialogue box, click on **Find your Digital ID File…** Navigate to the folder where you stored the file you received from Juricert e.g. *C:\MyLTOforms\certificates*
4. Double-click on the file name which will now appear in the **Digital ID File** in the window. Enter your Digital Certificate password and click **OK**.



A dialogue box may pop up and ask if you would like to convert the file to a supported file type, click **Yes**.



5. A **New Self-Sign Digital ID File** dialogue box will open listing a converted Digital Certificate file with a .pfx extension. Click **Save** to save this file.



6. If another dialogue box **Import Digital ID File** asks if you want to import other files, click **No**.

To install a digital ID (Acrobat version 7):

These instructions will let you set up and test your digital signature using Adobe Acrobat version 7.

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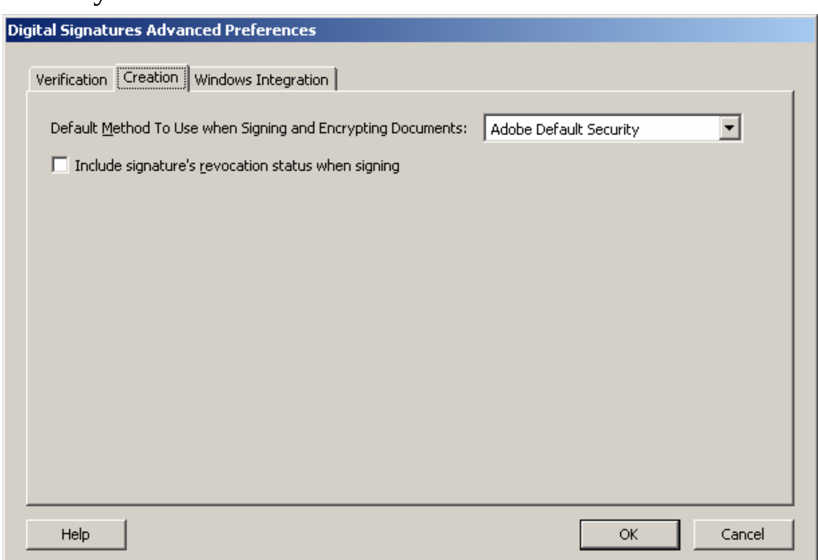
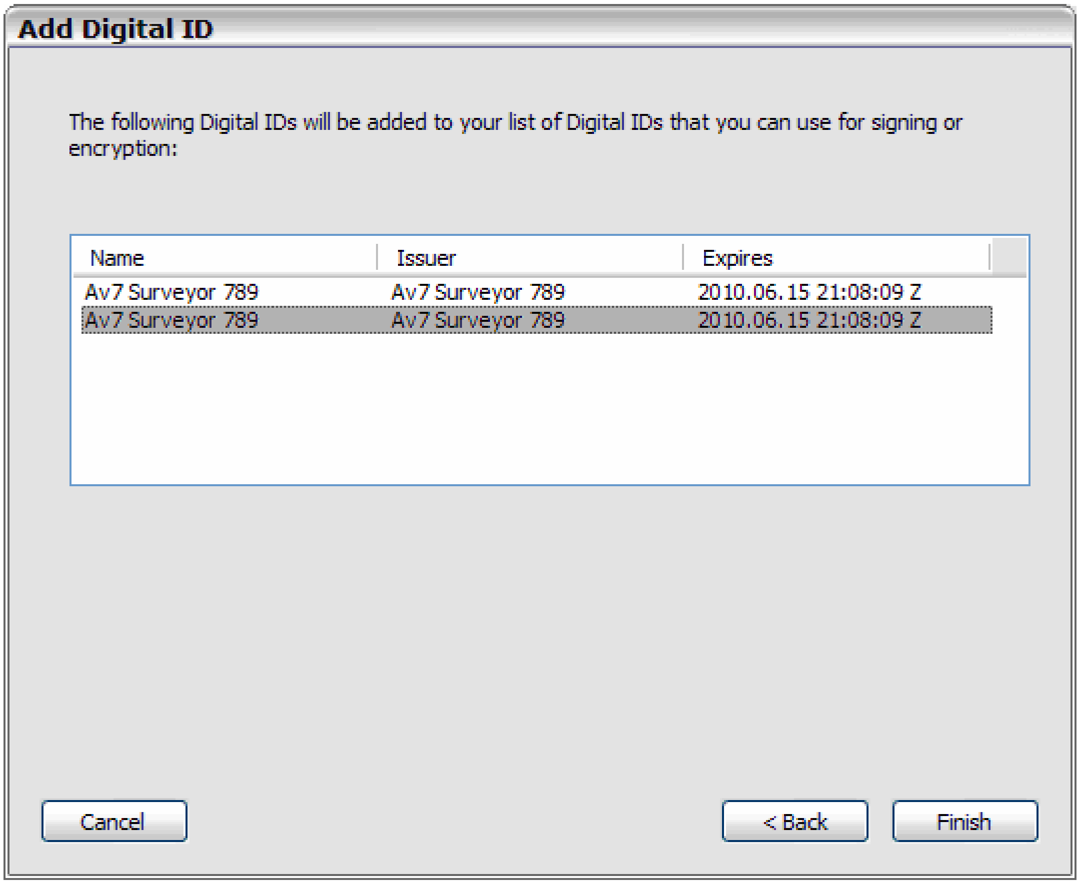
1. Open the PDF file in Acrobat version 7.
2. From the Acrobat menu bar, select **Edit → Preferences → Security → Advanced Preferences → Creation**. Ensure that the **Default Method** is set to “Adobe Default Security”



3. From the Acrobat menu bar, select **Advanced → Security Settings.**
4. In the **Security Settings** window, click **Digital IDs** and then click the **Add ID** icon.
5. In the **Add Digital ID** window, select “Find an existing Digital ID” and click **Next**.

6. In the next dialogue box, click"**Browse**...., and navigate to the folder where you stored the file you received from Juricert (e.g. C:\MyCertificate\mynameX.apf).
7. Double-click on the file name that now appears in the window. Enter your Juricert Digital Certificate password and click **Next**. Acrobat will display a window listing your new Digital ID



8. click **Finish**. This will return you to the **Security Settings** window, which now includes your new Digital ID.
9. Click once on this Digital ID to highlight it, then click the **Set Default** icon and click on the icon **For Signing** to establish this as the default Digital ID (certificate) you will be using to digitally sign forms.

2.3.3 Digital ID passwords

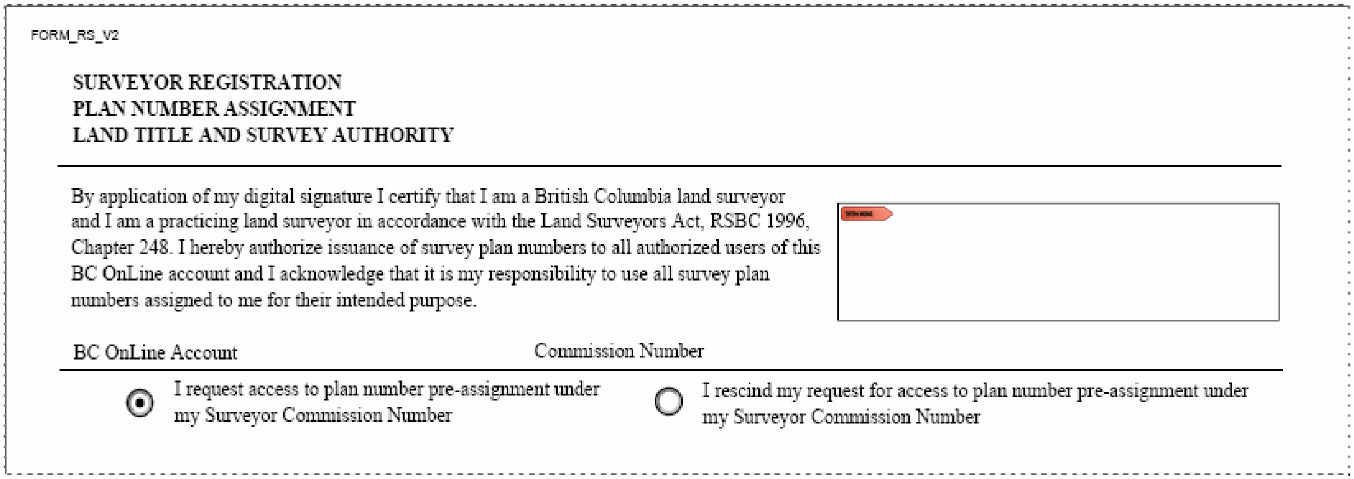
Juricert provides a password for each digital ID. This password cannot be changed. If your password is compromised, please inform Juricert immediately. They will revoke the digital ID and issue you a new one.

2.4 *Step 4: Download the forms*

The two forms used in this phase of electronic plan submissions, the Surveyor Registration form and the Survey Plan Submission form are available for download from the BC Online Electronic Filing web site.

2.5 Step 5: Registering as a surveyor

A feature of DSP is the pre-assignment of plan numbers. (Please note that well site plan numbers are not pre-assigned, since the well site plan number is derived from the well site location.) In order to obtain plan numbers, a land surveyor with a Juricert-registered digital signature, must register with EFS, a one-time registration process is accomplished by submitting a *Surveyor Registration* form in the Electronic Filing system. Please note that once this form is registered, anyone accessing BC Online from the same account (in other words all user IDs assigned to the BC Online account) will be able to request plan numbers on behalf of the registrant.


FORM_RS_V2

SURVEYOR REGISTRATION
PLAN NUMBER ASSIGNMENT
LAND TITLE AND SURVEY AUTHORITY

By application of my digital signature I certify that I am a British Columbia land surveyor and I am a practicing land surveyor in accordance with the Land Surveyors Act, RSBC 1996, Chapter 248. I hereby authorize issuance of survey plan numbers to all authorized users of this BC OnLine account and I acknowledge that it is my responsibility to use all survey plan numbers assigned to me for their intended purpose.

BC OnLine Account Commission Number

I request access to plan number pre-assignment under my Surveyor Commission Number

I rescind my request for access to plan number pre-assignment under my Surveyor Commission Number

2.5.1 Complete the form

The *Surveyor Registration* form is completed and digitally signed by a commissioned BC land surveyor. It authorizes LTSA to issue plan numbers to the surveyor and other users of his or her BC Online account. It is also used to cancel authorization.

This form can only be submitted by a user of the BC Online account specified on the form.

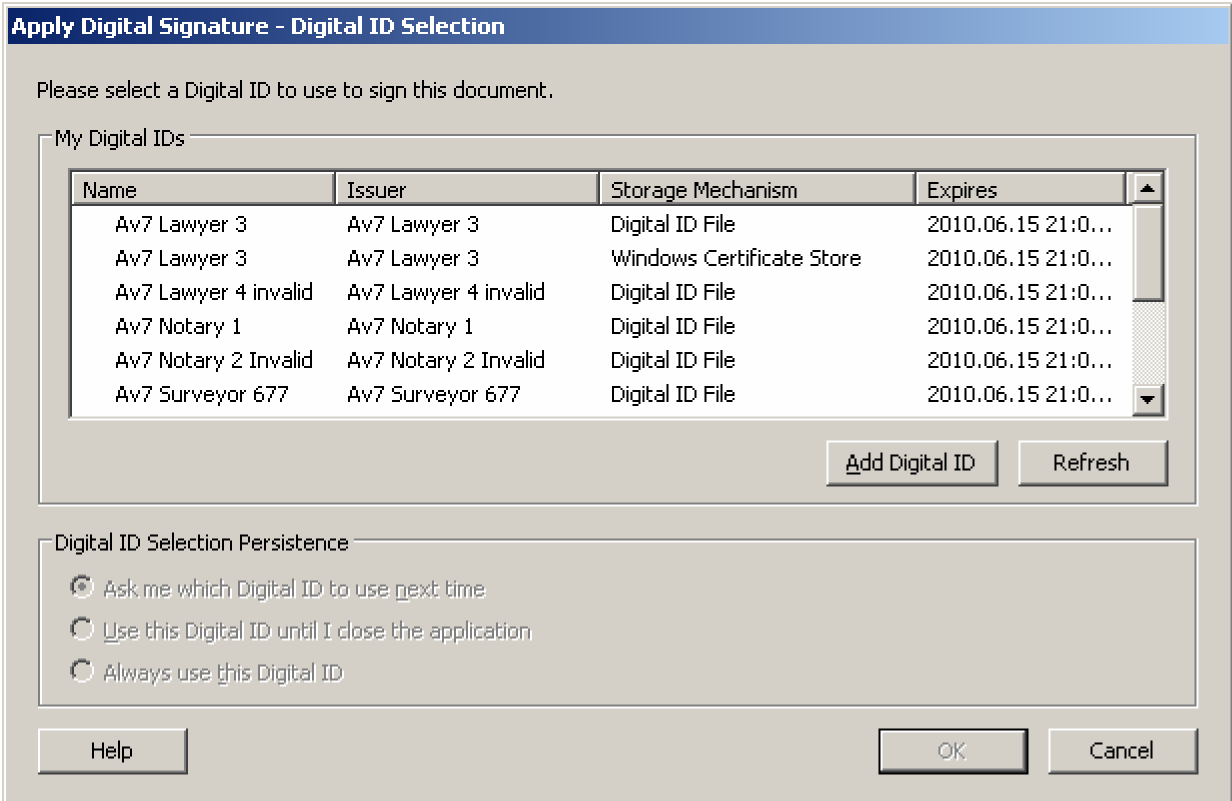
Enter your BC Online account number (not your BC Online user ID) and Commission Number. (The Commission Number must match the commission number submitted to Juricert on the digital signature application.)

==>**Note:** A flaw in Acrobat requires you to click out of the commission number field prior to clicking into the signing box to apply your digital signature.

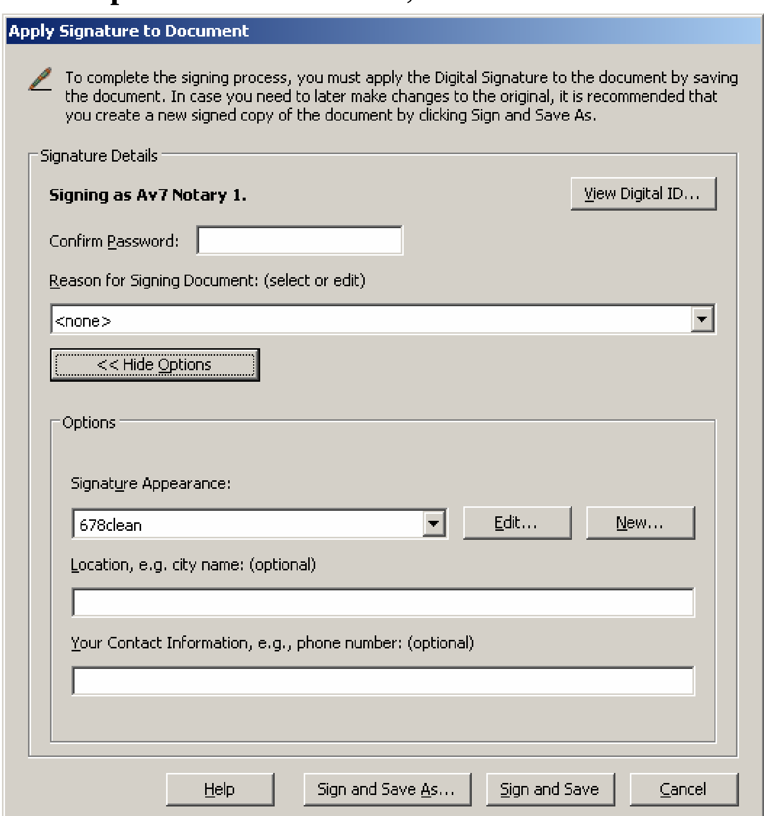
Select a button to either request access to plan number pre-assignment, or rescind access for your account.

2.5.2 Apply the digital signature

1. To apply a digital signature to the form, click on the box next to the certification at the top of page 1. A **Document is Not Certified** dialogue box will pop up.
2. Click **Continue Signing.** The **Apply Signature - Digital ID Selection** window will pop up; click on **Show Options >>** .



3. Double-click your Digital ID. The **Apply Signature to Document** window will appear. If a **More Options** button is visible, click it.



4. Under **Signature Appearance**, click “New”.
5. Set **Configure Graphic** = “Name” and all other options off
6. Set **Configure Text** = “Distinguished Name” and all other options off
7. Click **OK**.In the **Apply Signature to Document** window click **Hide Options << .**

2.5.3 Applying Your Digital Signature

1. Enter your Digital Certificate password in the **Apply Signature to Document** window. (If you close and re-open Adobe Acrobat you will be asked to confirm your password twice.)
2. Click on **Sign and Save As** to proceed with applying your digital signature. A file dialogue box will permit you to specify a new file name and another file folder location depending on your office standards. (A good naming convention is to just add the suffix “signed” to the file name – for example, CLRS_SMITH234.PDF might become CLRS_SMITH234_SIGNED.PDF)

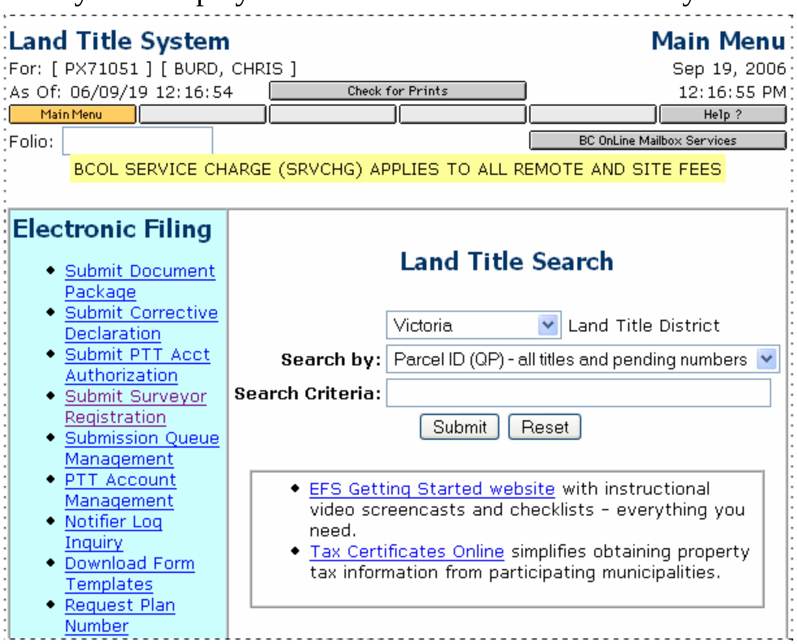
   Your digital signature is applied to the file and a notation inserted into the digital signature box. This will generate a unique control number.

==> **Note:** Once a digital signature is applied, the form cannot be modified in any way. Thus it is advisable to save an unsigned copy of the form before the digital signature is applied. Choose a descriptive name that denotes the file as being “unsigned” (e.g., *unsigned_b47388_Form_CLRS_ Plan_Submission_SG_V4.pdf* versus *signed_b47388_Form_CLRS_Plan_Submission_SG_V4.pdf).*

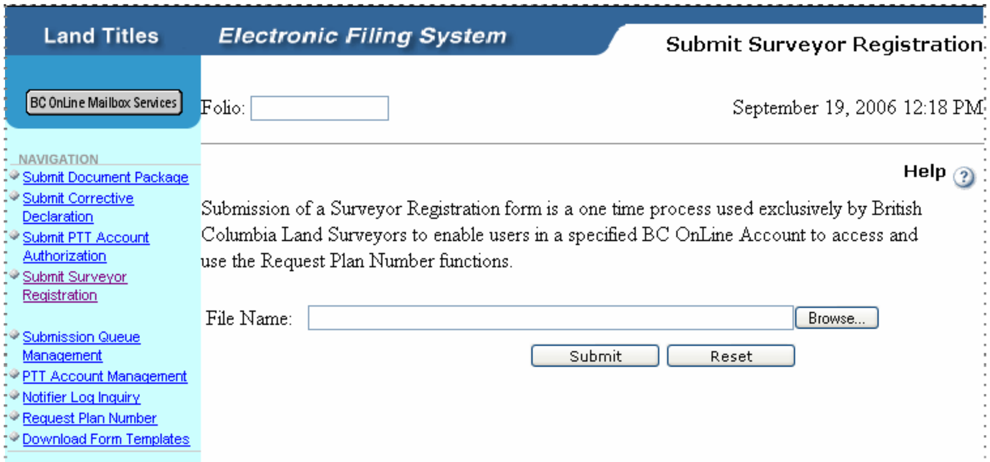
2.6 *Step 6: Submitting the Surveyor Registration form.*

1. In your browser, go to the BC Online site (*https://www.bconline.gov.bc.ca/*) and log in. At the Main Menu, select “Land Titles” and click **Submit.**

   The system displays the **Main Menu** of Land Title System.



2. Click **Submit Surveyor Registration** to access the **Submit Surveyor Registration** screen.



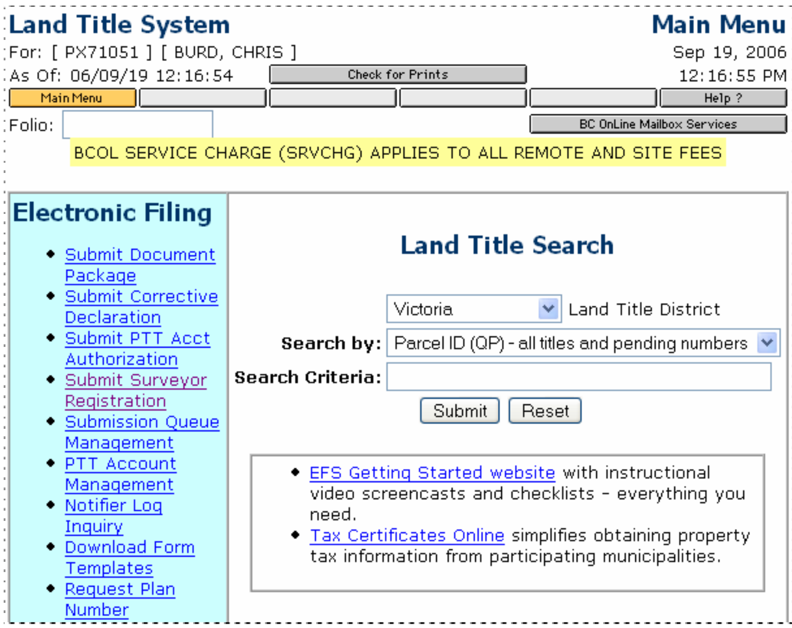
3. Optionally, enter a **Folio** number (your company's internal reference number for the transaction).
4. Click **Browse…** and select the completed and signed Surveyor Registration form from your PC.
5. Click **Submit**.

3 Survey plan submission process

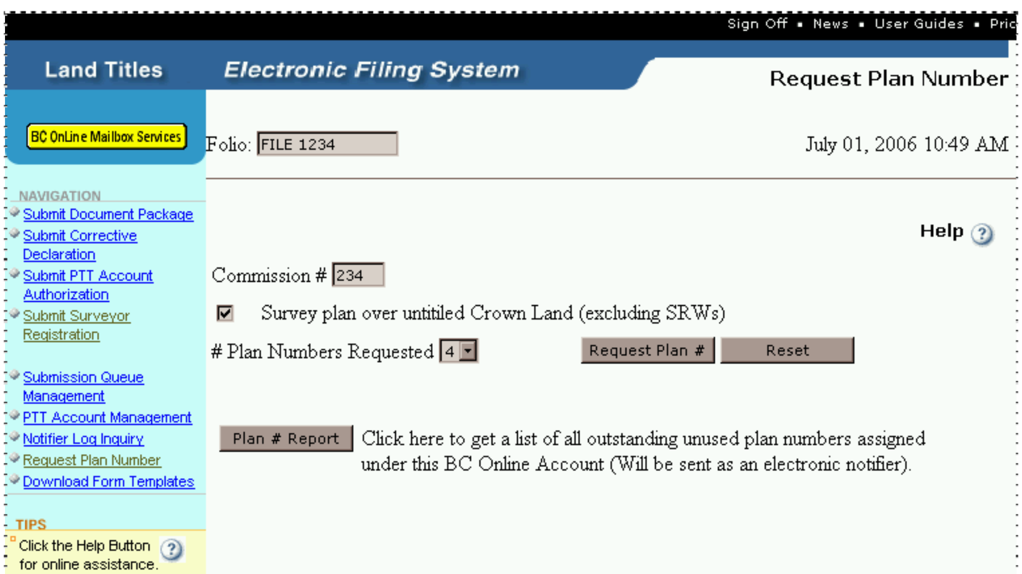
3.1 Step 7: Obtaining plan numbers

1. In your browser, go to the BC Online site (*https://www.bconline.gov.bc.ca/*) and log in. At the Main Menu, select "Land Titles" and click **Submit.**

   The system displays the **Main Menu** of Land Title System.



2. Click **Request Plan Number** and access the Request Plan Number screen.



3. Complete the **Commission #** field and, optionally, the **Folio** field (your company's internal reference number that will appear on the notifier).

4. To obtain one or more numbers select a number under **# Plan Number Requested** and click **Request Plan #.**

   – The preselected option *Survey plans over untitled Crown Land (excluding SRWs)* cannot be changed in this release of the system.

==>**Note:** To obtain a listing of all your unused plan numbers, click **Plan # Report.**

In either case, the system will send a notifier to the BC Online mailbox or e-mail address you specified in section 2.2.2, "Notifier options". To access the mailboxes, see section 3.6.3, "Viewing Your BC OnLine Mailboxes".

3.2 Step 8:Creating electronic plans

All plans submitted to Surveyor General Division must be in Adobe's Portable Document Format (PDF). PDFs can be created from most of the drafting software commonly used by BC land surveyors. Typically, this is done through a print-to-PDF option – that is, by "printing" the document (selecting **File → Print**), choosing "Adobe PDF" as your "printer". Some software packages can create PDFs without using Adobe Acrobat software. Be aware that the Surveyor General Division can only provide technical support for documents generated by Adobe Acrobat software. PDFs produced by other software are submitted at the surveyor's own risk.

Certain software packages (e.g., Rapid Transit) cannot currently create PDFs. In such cases, users may print out plans and scan them into PDF format.

3.2.1 Technical specifications for PDF plan images

To be accepted by LTSA, PDF digital plan images must:

- meet PDF 1.5 specification or higher (i.e., equivalent to Adobe Acrobat 6).
- not contain embedded WordPerfect fonts.

Non-vector (e.g., scanned) plans should have a resolution of 600 dpi.

3.3 Step 9: Complete the Survey Plan Submission form

The Survey Plan Submission form must be digitally signed by a practising BC land surveyor.

3.3.1 Complete the form

==> **Tip:**When using Acrobat 7, selecting the "Highlight fields" and "Highlight required fields" from yellow information bar helps you to navigate through the form.

ITEM 1 – BC Land Surveyor Identification

Enter the name, address (including postal code) and phone number of the land surveyor who is completing the form.

Enter the following data, pressing the TAB key to advance from field to field:

(a) Name of the land surveyor

(b) Street address, line 1

(c) Street address, line 2 (if necessary)

(d) City

(e) Province

(f) Postal code

(g) Additional instructions or information, typically a contact telephone and email, plus your own file reference number.

Import Profile. Users who often enter the same information into this section may find it useful to create a profile of commonly used data.

If a profile already exists, clicking on Import Profile will enter the default information stored in the profile. This information is editable. For information on creating profiles, see section 5.2, "Creating and using firm profiles".

ITEM 2 – Plan Identification

Select the Act under which the plan is being submitted:

- "Land Act" (default)
- "Coal Act"
- "Mineral TenureAct"
- "Petroleum & Natural Gas Act"

Depending on the plan you select, this item will display different sets of fields.

"Land Act" selected

- Enter the Plan Number and (if necessary, the Commission Number of the land surveyor who obtained the plan number (if different from the land surveyor completeing the survey)).

"Coal Act" selected

- Enter the Plan Number and (if necessary, the Commission Number of the land surveyor who obtained the plan number (if different from the land surveyor completeing the survey)).

The form will display a Survey Type of "Coal Lease".

"Mineral Tenure Act" selected

Enter the following fields:

- Plan Number and (if necessary, the Commission Number of the land surveyor who obtained the plan number (if different from the land surveyor completeing the survey)).
- Number of Units
  - The number of units determines the submission fee ($100 per unit; minimum fee $500)
- Survey Type:
  - "Mineral Claim Survey"

- "Mining Lease Reduction Survey"
- "Placer Lease Survey"

"Petroleum & Natural Gas Act" selected
Select a Grid ("Petroleum & Natural Gas" or "Peace River Block") and complete the fields under *Location* (the exact fields displayed depend on the Grid you have selected):

- "Petroleum & Natural Gas"grid selected:
  - Quarter Unit
  - Exception
  - P&NG Block
  - P&NG Group (three fields)
  - Land District
- "Peace River Block" selected:
  - Exception
  - LS (Legal Subdivision)
  - Section
  - Township
  - Range
  - Meridian

Note: The data in the grids is the basis for the Wellsite ID, which will appear on the form when viewed in the Submission Queue (see section 3.6.1 "Managing the submission queue").

ITEM 3 – Parcel Identification and Legal Description of Land

If you selected *Petroleum and Natural Gas Act* under Item 2, Item 3 will be inapplicable.

Enter the following data, pressing the TAB key to advance from field to field:

- PIN (Parcel Identification Number)
- Area
- Legal Description

To enter information on more than one parcel, click **Use Schedule**. Acrobat will append an extra page to the form (*Additional Parcel Information*), with space for information on up to eight parcels. Enter information on all the parcels on the schedule; don't enter one parcel on the main form and the others on the schedule.

To enter information on more than eight parcels, click **Additional PIN Pages** at the foot of the schedule.

ITEM 4 – Certification

Enter the completion date of the field survey and survey plan, plus the ECR number and the date the ECR was completed.

ITEM 5 – Alteration

If the plan is being re-submitted with an amendment (see section 4.1, "Alterations and Resurveys"), select *Alteration* and enter the following information:

- The previous submission's control number
- A description of the non-material alteration

If the description requires more space than is available on the form, click **Use Schedule**. Acrobat will append an extra page to the form (*Additional Description of Non-material Alteration*). Enter the entire description here; don't split the description between the main form and the schedule.

If the description requires more than one page , click **Additional Pages** at the foot of the schedule page.

ITEM 6 – Plan Data

Show whether the plan is a resurvey by selecting the **Yes** or **No** checkbox. If it is a resurvey, enter the Previous Plan Number.

Enter the names of Agencies driving the survey, with their Agency File Numbers. You can type in the agency name or select one of the values from the dropdown box ("Integrated Land Management Bureau (ILMB)" (formerly LWBC), "Parks", or "Government ORCS").

To enter information on more than one agency, click **Additional File Numbers**. Acrobat will append an extra page to the form (*Additional File Numbers Schedule*), with space for 24 additional agencies.

Enter the following information:

- Survey Method ("Field Survey" or "Compilation")
- Scale (e.g. enter "5000" for a 1:5000 plan scale)
- Surveyor's reference

ITEM 7 – Explanatory Notes

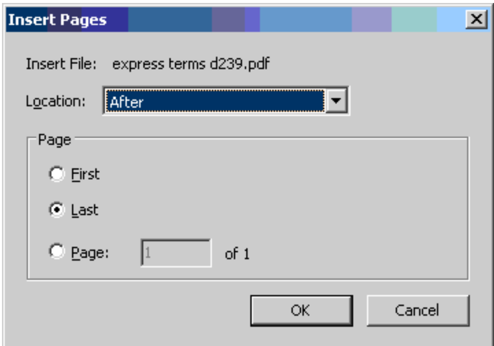
Enter any explanatory notes. This section replaces the cover letter that you may have submitted with a Mylar. If your explanation requires more than one page, click **Additional Pages.**

3.4 Step 10: Append the plan image and electronically sign the form

After the plan image is appended, the Survey Plan Submission form must be digitally signed by a registered BC land surveyor.

3.4.1 To append a PDF plan image to the form:

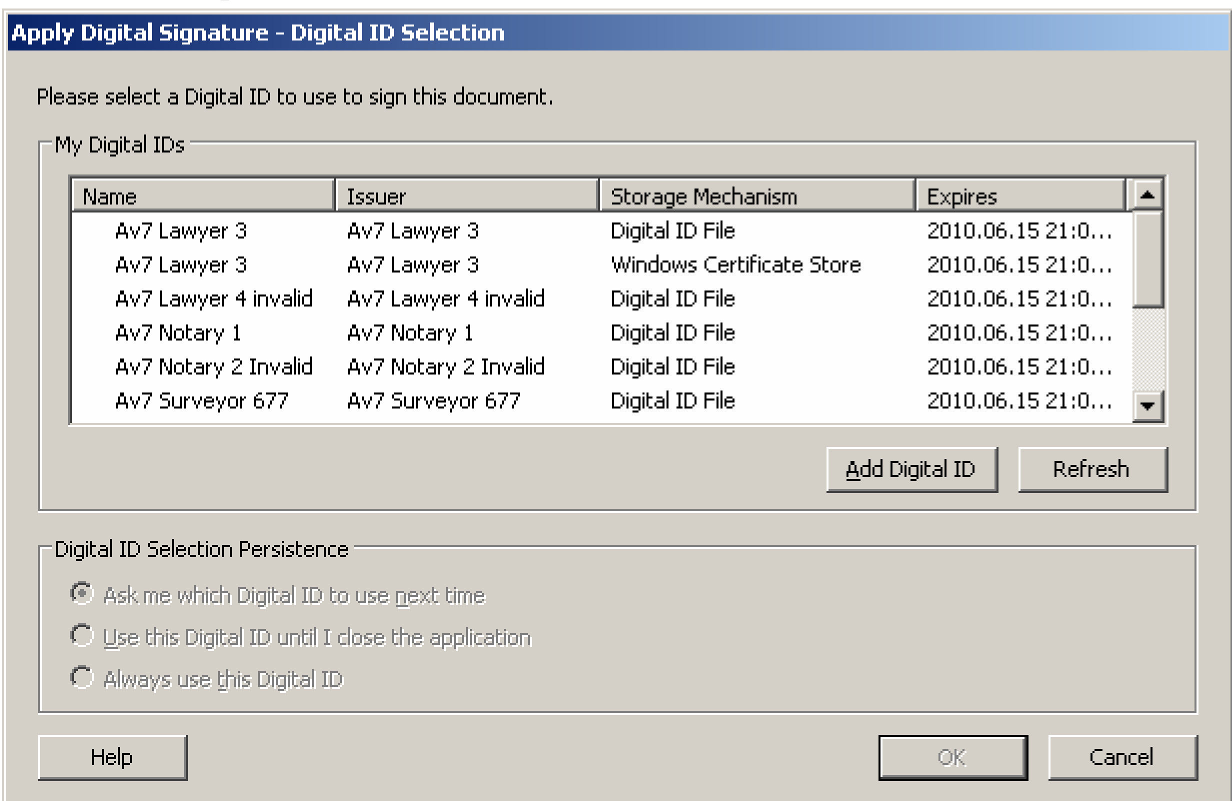
1. From the pull-down menu in Acrobat Version 6, select **Document** → **Pages** → **Insert** and select the image file you want to insert. (In Acrobat Version 7, select **Document** → **Insert Pages**.)
2. In the **Insert Pages** window, set Location to "After" and Page to "Last".



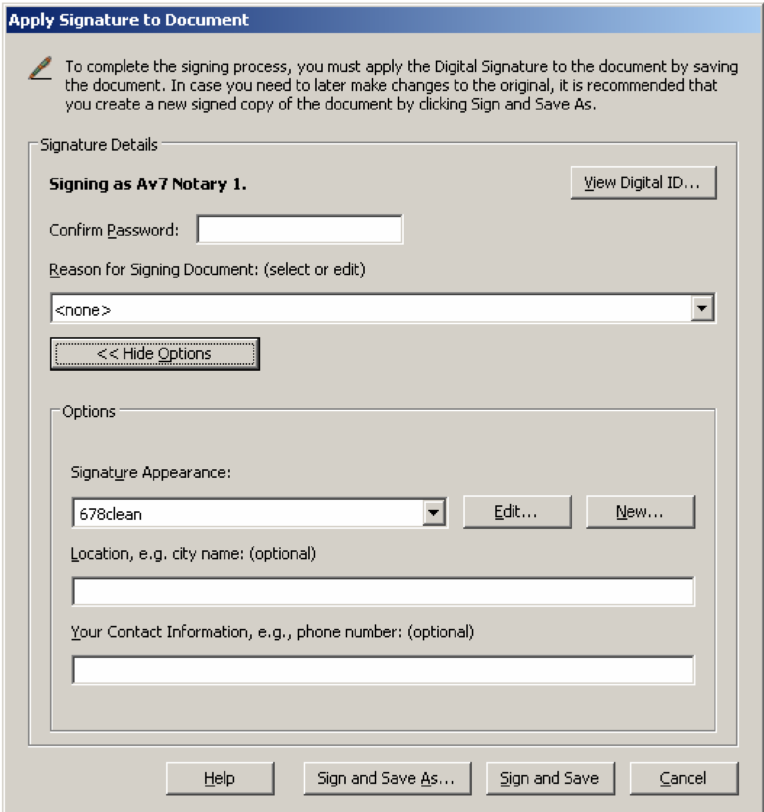
3. Click **OK**. Acrobat will append the survey plan image to the document.

3.4.2 Apply the digital signature

1. To apply a digital signature to the form, click on the box next to the certification at the top of page 1. A **Document is Not Certified** dialogue box will pop up.
2. Click **Continue Signing.** The **Apply Signature - Digital ID Selection** window will pop up; click on **Show Options >>** .



3. Double-click your Digital ID. The **Apply Signature to Document** window will appear. If a **More Options** button is visible, click it.



4. Under **Signature Appearance**, click "New".
5. Set **Configure Graphic** = "Name" and all other options off
6. Set **Configure Text** = "Distinguished Name" and all other options off
7. Click **OK**.In the **Apply Signature to Document** window click **Hide Options << .**

3.4.3 Applying Your Digital Signature

1. Enter your Digital Certificate password in the **Apply Signature to Document** window. (If you close and re-open Adobe Acrobat you will be asked to confirm your password twice.)
2. Click on **Sign and Save As** to proceed with applying your digital signature. A file dialogue box will permit you to specify a new file name and another file folder location depending on your office standards. (A good naming convention is to just add the suffix "signed" to the file name – for example, CLRS_SMITH234.PDF might become CLRS_SMITH234_SIGNED.PDF)

   Your digital signature is applied to the file and a notation inserted into the digital signature box. This will generate a unique control number.

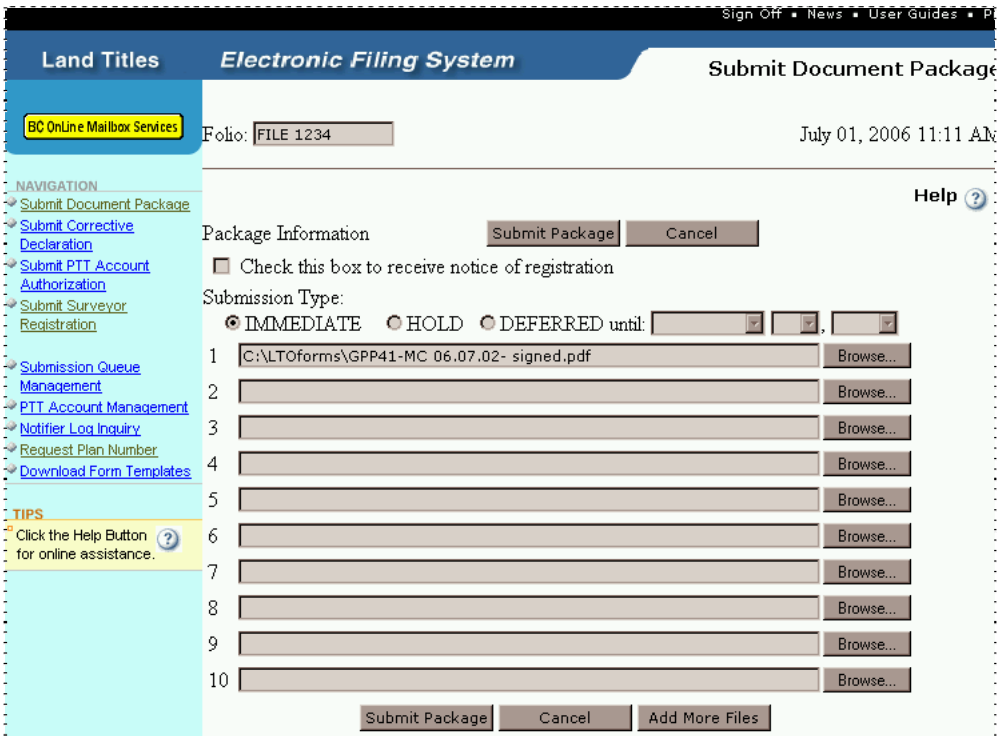
==> **Note:** Once a digital signature is applied, the form cannot be modified in any way. Thus it is advisable to save an unsigned copy of the form before the digital signature is applied. Choose a descriptive name that denotes the file as being "unsigned" (e.g., *unsigned_b47388_Form_CLRS_ Plan_Submission_SG_V4.pdf* versus *signed_b47388_Form_CLRS_Plan_Submission_SG_V4.pdf).*

3.5 Step 11: Submitting the plan package

All documents are submitted through the EFS Submit Document Package screen. A package is a set of forms submitted at the same time through the Submit Document Package screen. Several plan packages can be filed as part of the same package.

To submit a document package to EFS:

1. Click **Submit Document Package** at the EFS Main Menu (or on the navigation bar) to access the Submit Document Package screen.



2. Enter your internal file number in the Folio Tag field (see section 2.2.3, "Folio tags")
3. Ignore the checkbox about registration notices.
4. Select a Submission Type to determine when the package will be processed:
   - **Immediate.** The package will be submitted and processed as soon as you click **Submit Package**.
   - **Hold.** The package will be held in the submission queue, but not processed until you change the status to "Deferred", "Immediate" or "Deleted" in the Submission Queue Management screen.

- **Deferred.** The package will be held in the submission queue, but not processed until 6:10 AM on the date you specify. (It is possible to alter this date or to change the status to “Hold”, “Immediate” or “Deleted” at the Submission Queue Management screen.)

==> **Note:** Regardless of the Submission Type you choose, EFS performs a basic validation on all packages as soon as you submit them.

==> **Tip:** If you have completed a document but don’t want LTSA to examine it until later (e.g., when funds are available in a bank account), we recommend submitting the document on “Hold”, rather than submitting it later for immediate processing. By submitting it now, you can deal with any basic errors (e.g., missing electronic signatures) detected by EFS during initial validation.

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5. Click **Browse…** and select all the files you want to submit as part of one package.

   Several plans can be filed as part of the same package.

   If you need to select more than 10 files as part of the same package, click **Add More Files**. Wait a few seconds while EFS uploads the first 10 files. The screen will display space for 10 additional entries at the bottom of the list.
6. Click **Submit Package.** Wait a few seconds while EFS processes your submission. A message will appear telling you whether the submission was successful.

==> **Note:** You must not initiate any other function until you have received the upload-complete message on this screen, or the upload will be discarded.

---

7. If the submission fails, EFS will display an error message:

   `Upload failed. Click here for error messages.`

   Click the link to view and (optionally) print detailed error messages. Make the necessary changes to the rejected package and resubmit it to EFS.

   If the submission is accepted, you will receive a Notice of Receipt showing the Document Number, date and time of receipt, and financial information.

3.6 Step 12: Manage the submission

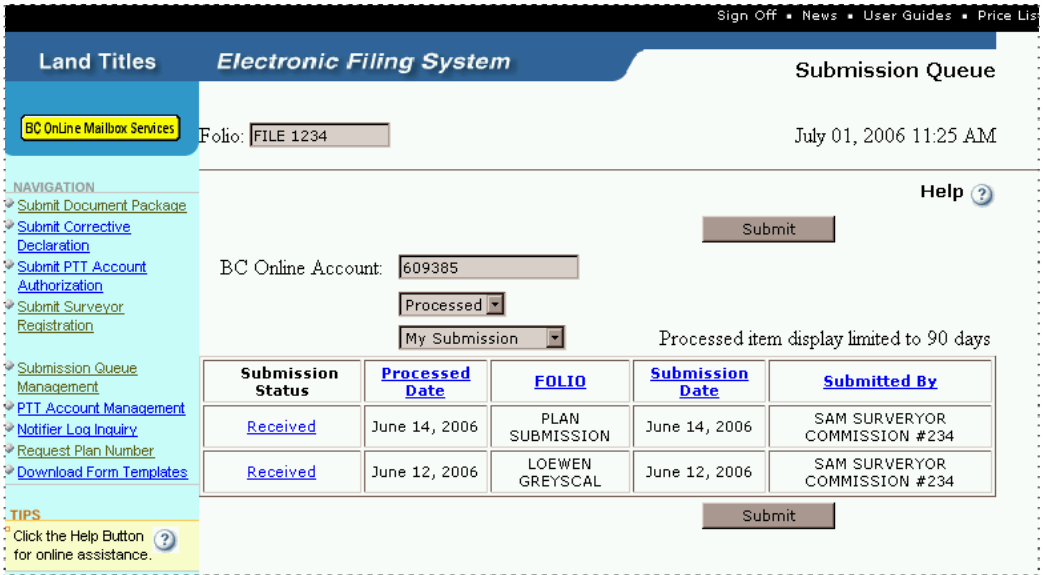
3.6.1 Managing the submission queue

The Submission Queue Management function enables you to view submissions filed by you or your firm. These include submissions that have already been processed and submissions that are still in the queue, either on hold or with a deferred processing date.

In the case of queued submissions, you can release them or change the deferred processing date.

To view your submissions (or your firm’s submissions) to EFS:

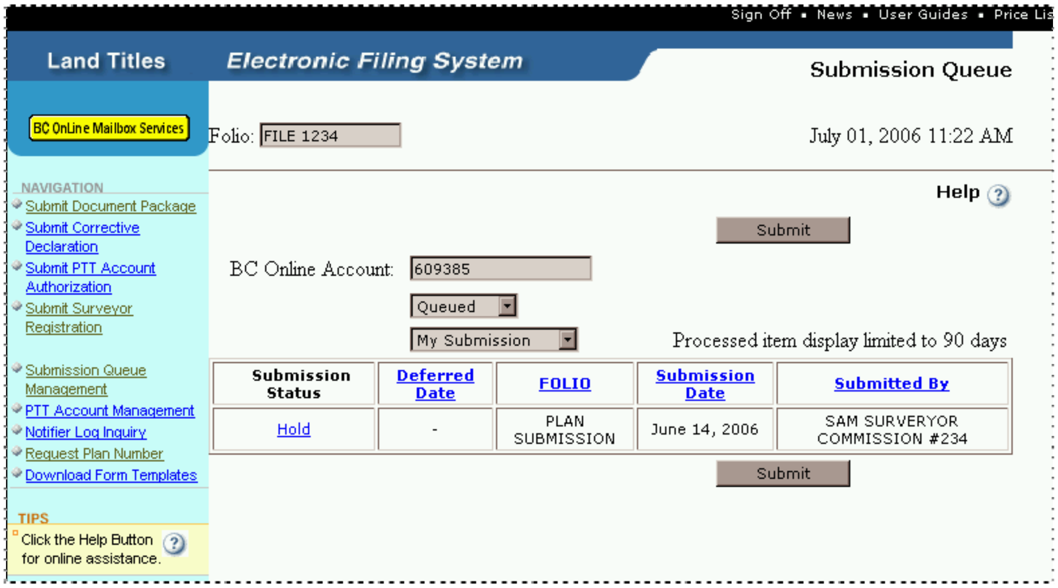
1. Click **Submission Queue Management** at the Land Titles Main Menu (or on the navigation bar) to access the Submission Queue screen.



2. By default, the screen displays submissions filed under your personal BC OnLine user ID that are currently queued (that is, awaiting processing).
3. These settings can be changed as follows:
   – To display submissions processed during the last 90 days, change the value of the drop-down list from “Queued” to “Processed” and click the **Submit** button.
   – To display submissions filed by all user IDs in your BC OnLine account, change the value of the drop-down list from “My Submission” to “Firm’s Submission” and click the **Submit** button.
   – You can sort the list of submissions by any of the column headings –Submission Status (default), Processed Date, Folio number, Submission Date, and Submitted By – by clicking on the column heading.

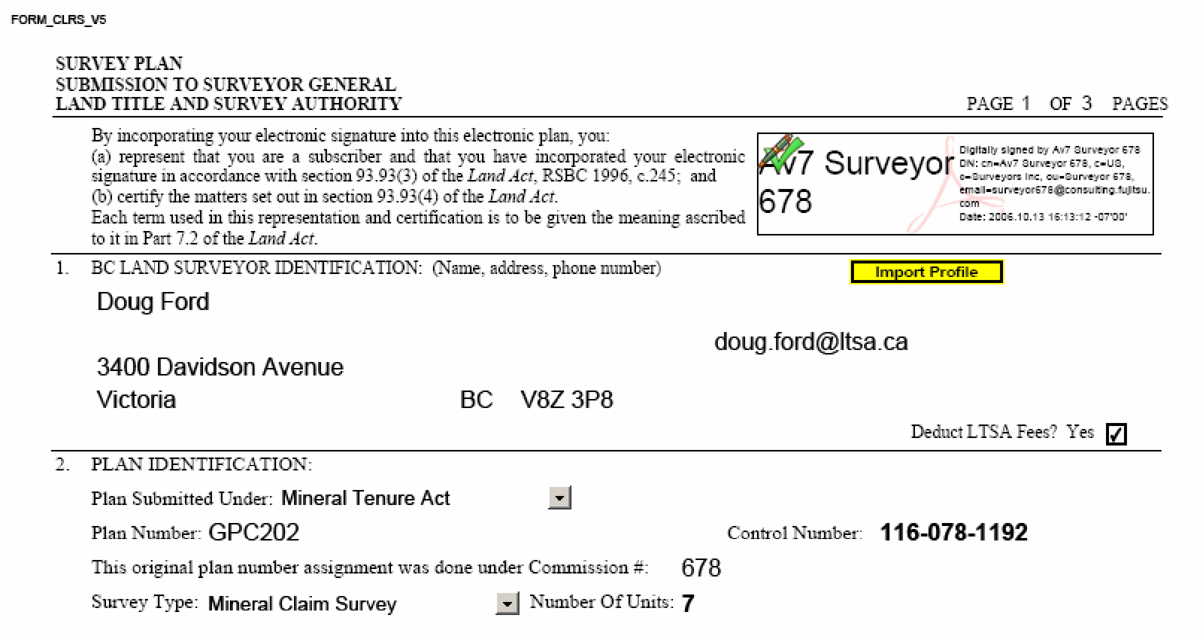
To view the contents or change the status of a queued submission:

1. On the **Submission Queue** screen, click the **Submission Status** of the package you want to view or change. The system will display the Package Detail screen.



This screen displays information about the submission, including a list of documents in the submission package.

2. To view an image of a document, click the form name in the Document Type column.



3. If the submission status is Hold or Deferred, you can change it by choosing a new value (“Immediate”, “Hold”, “Deferred”, or “Delete”) and pressing **Submit**.

3.6.2 Following up your submission with Surveyor General Division

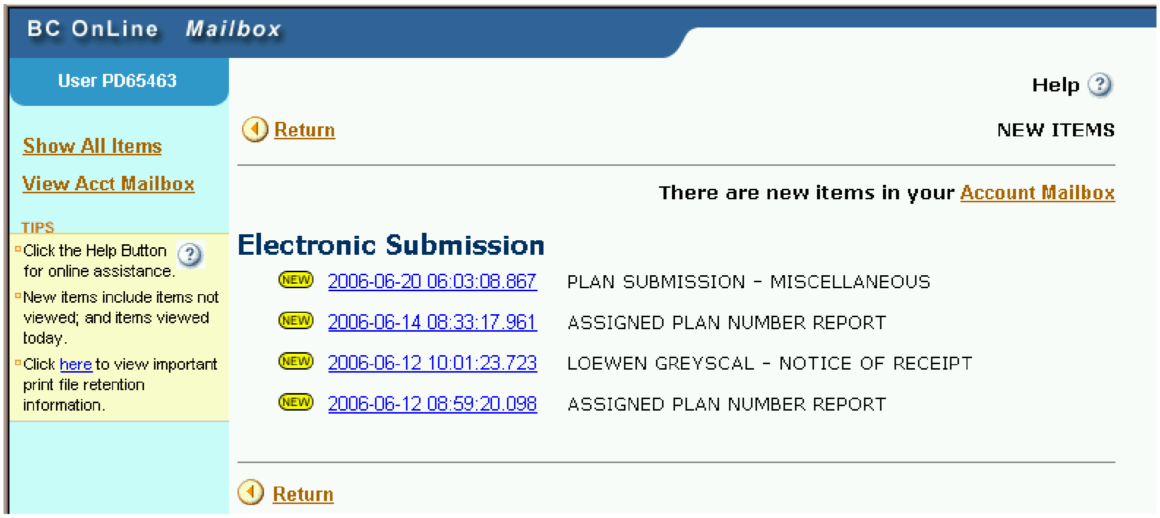
Once a digital plan is received by the Surveyor General Division certain reviews are undertaken. Certain fundamental items on the plan will be confirmed by Surveyor General staff. Currently the status of plans being processed is recorded in a system within the Surveyor General Division which is not accessible to outside parties.

In order to ascertain the status of a particular plan please make contact with the Surveyor General Division by e-mail at sgdesig@ltsa.ca or by phone (250) 952-5021.

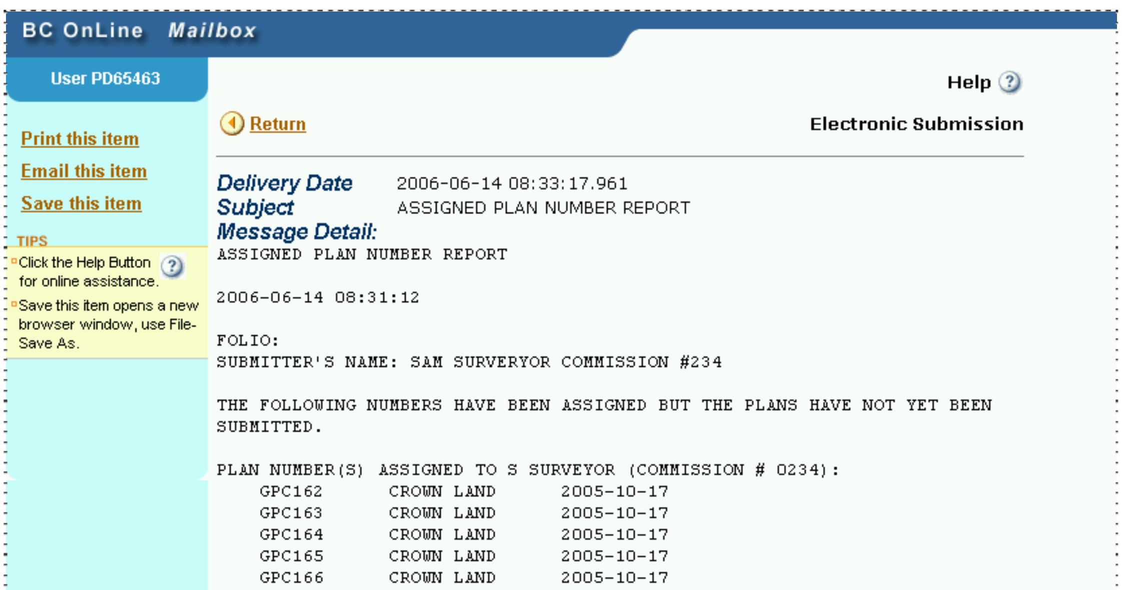
3.6.3 Viewing Your BC OnLine Mailboxes

To view electronic notifiers at either of your BC OnLine mailboxes:

1. Click the **BC OnLine Mailbox Services** button, just above the navigation bar. A new screen opens, displaying the mailbox for your BC OnLine user ID.



2. To view the contents of the mailbox for your BC OnLine account, click **View Acct Mailbox**.
3. To view the contents of both mailboxes (for your user ID and for your Account), click **Show All Items**.
4. To view a notifier, double-click on it.



Click **Return** to return to your mailbox.

5. At your mailbox, click **Return** to return to the previous screen.

==> **Note:** If you have configured BC OnLine to send notifications to an Internet e-mail account, you can access them like any other e-mail message.

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4 Resubmitting defective submissions

4.1 Alterations and Resurveys

Submissions may be rejected for a minor defect that can be corrected, permitting the plan to be resubmitted as an Alteration. For example, a minor error in the expression of a bearing of a property boundary, a missing north arrow, or incorrect use of symbols will typically require an Alteration.

When an existing parcel with a confirmed or approved Land Act survey plan is later surveyed with a different shape or grossly different dimensions, it is considered a Resurvey. Resurveys of P&NG Act well site plans are often required when platform or decking areas change, for example.

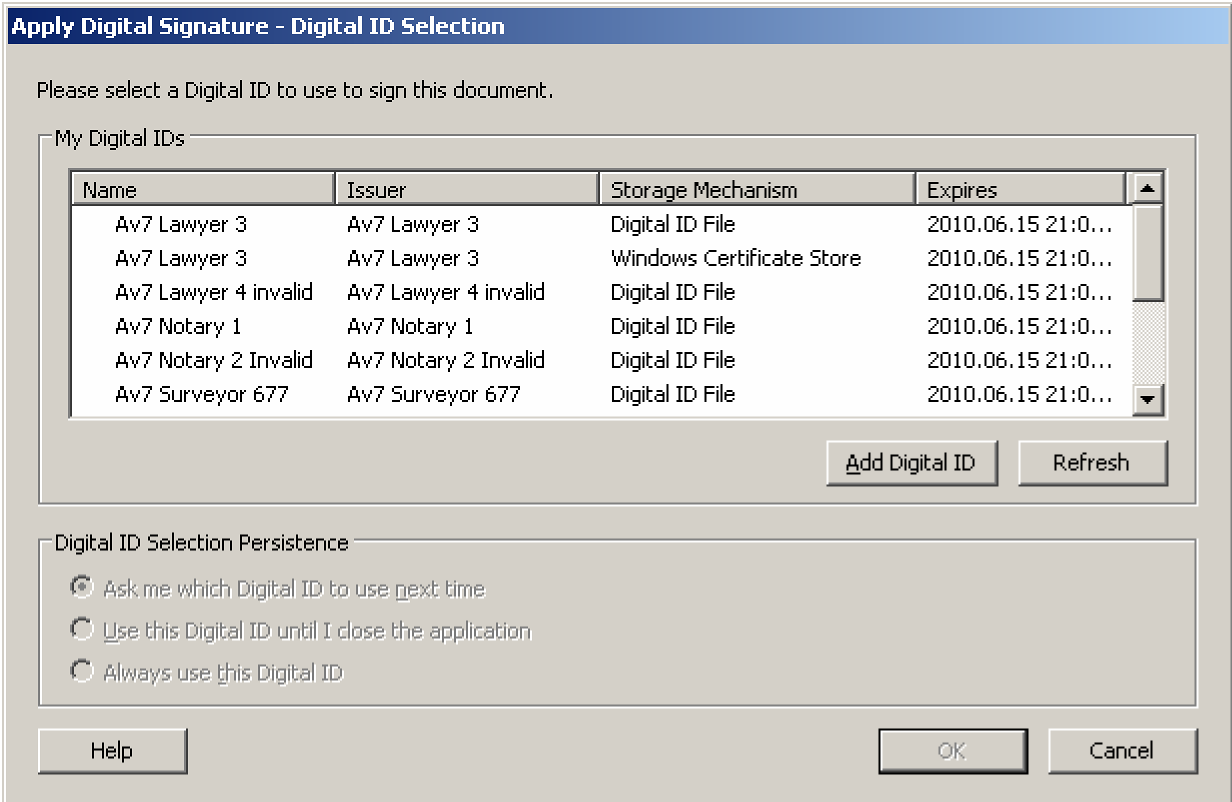
4.2 Resubmitting a plan as an Alteration

If a plan was rejected for an alteration, resubmitting it involves the following steps:

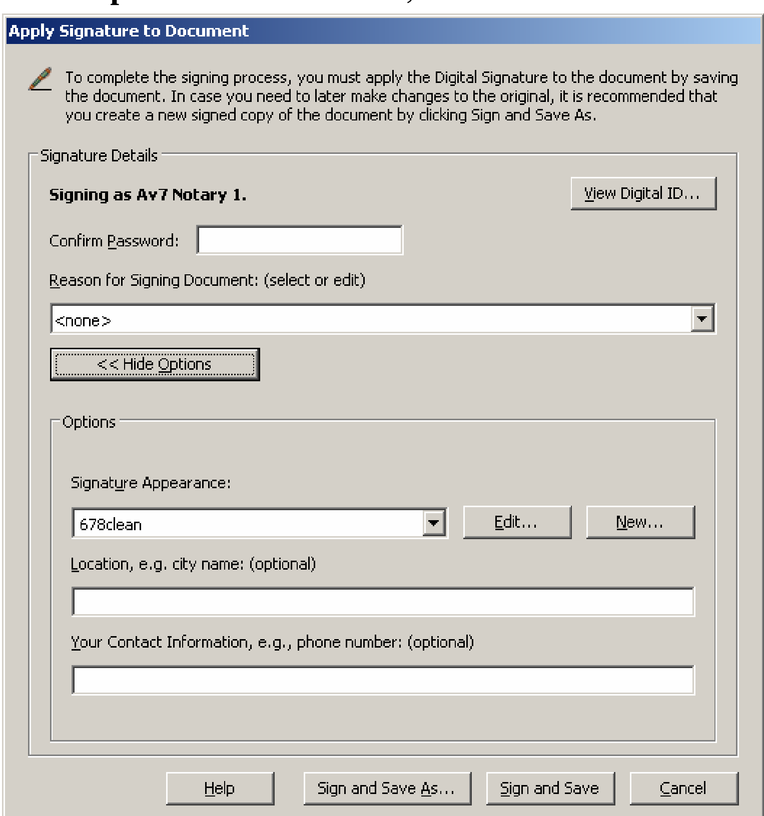
- If the error was in the plan image itself, revise the electronic plan and create a new PDF image (see section 3.2 “Step 8:Creating electronic plans”).
- Complete a new copy of the Survey Plan Submission form, using the *same Plan Number and Commission Number* as the rejected submission (see section 3.3 “Step 9: Complete the Survey Plan Submission form”). Be sure to fill out Item 5, *Alteration.*
- Insert the new plan image in Adobe Acrobat and electronically sign the form (see section 3.4 “Step 10: Append the plan image and electronically sign the form”)

Re-submit the package in EFS (see section 3.4.2 Apply the digital signature

1. To apply a digital signature to the form, click on the box next to the certification at the top of page 1. A **Document is Not Certified** dialogue box will pop up.
2. Click **Continue Signing.** The **Apply Signature - Digital ID Selection** window will pop up; click on **Show Options** >> .



3. Double-click your Digital ID. The **Apply Signature to Document** window will appear. If a **More Options** button is visible, click it.



4. Under **Signature Appearance**, click “New”.
5. Set **Configure Graphic** = “Name” and all other options off
6. Set **Configure Text** = “Distinguished Name” and all other options off
7. Click **OK**.In the **Apply Signature to Document** window click **Hide Options << .**

3.4.3 Applying Your Digital Signature

1. Enter your Digital Certificate password in the **Apply Signature to Document** window. (If you close and re-open Adobe Acrobat you will be asked to confirm your password twice.)
2. Click on **Sign and Save As** to proceed with applying your digital signature. A file dialogue box will permit you to specify a new file name and another file folder location depending on your office standards. (A good naming convention is to just add the suffix “signed” to the file name – for example, CLRS_SMITH234.PDF might become CLRS_SMITH234_SIGNED.PDF)

   Your digital signature is applied to the file and a notation inserted into the digital signature box. This will generate a unique control number.

==> **Note:** Once a digital signature is applied, the form cannot be modified in any way. Thus it is advisable to save an unsigned copy of the form before the digital signature is applied. Choose a descriptive name that denotes the file as being “unsigned” (e.g., *unsigned_b47388_Form_CLRS_Plan_Submission_SG_V4.pdf* versus *signed_b47388_Form_CLRS_Plan_Submission_SG_V4.pdf).*

- 3.5 “Step 11: Submitting the plan package”)
- Monitor the submission to see if it is accepted. (see section 3.6 “Step 12: Manage the submission”)

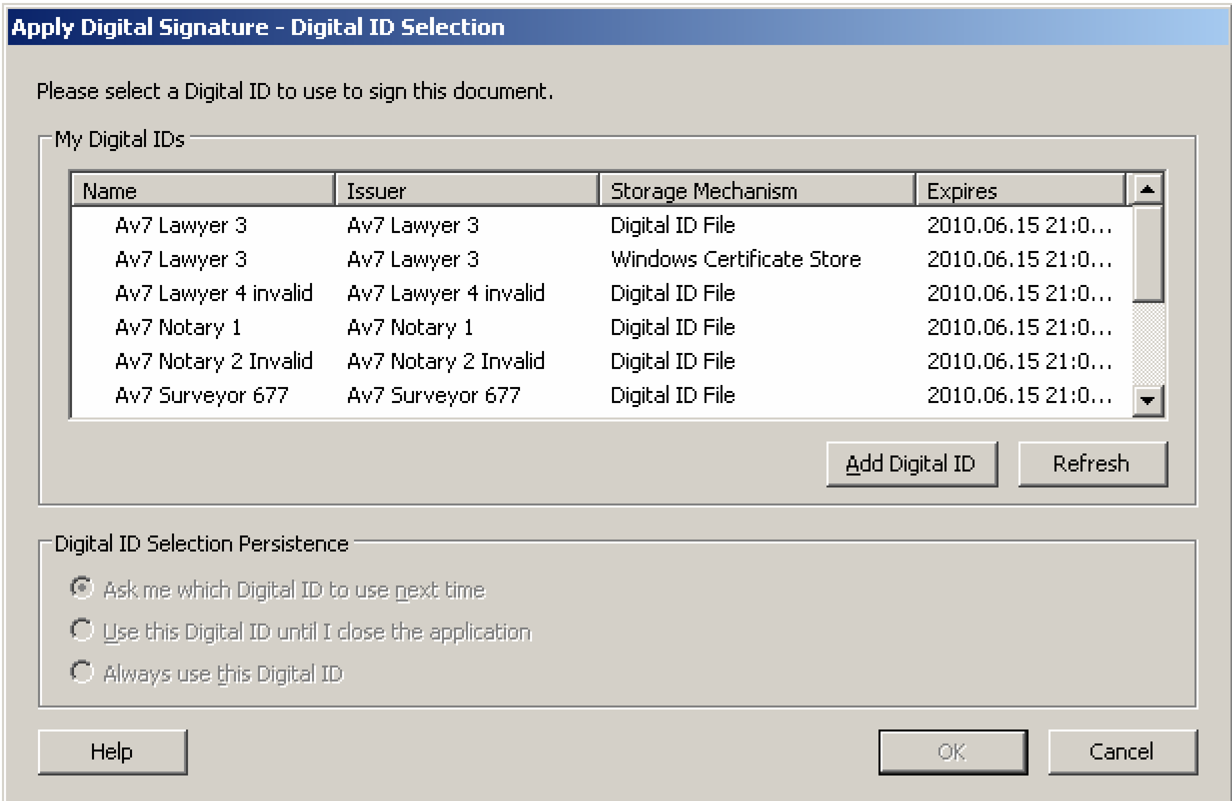
4.3 Resubmitting a plan as a Resurvey

If a Resurvey is required, submitting it involves the following procedures:

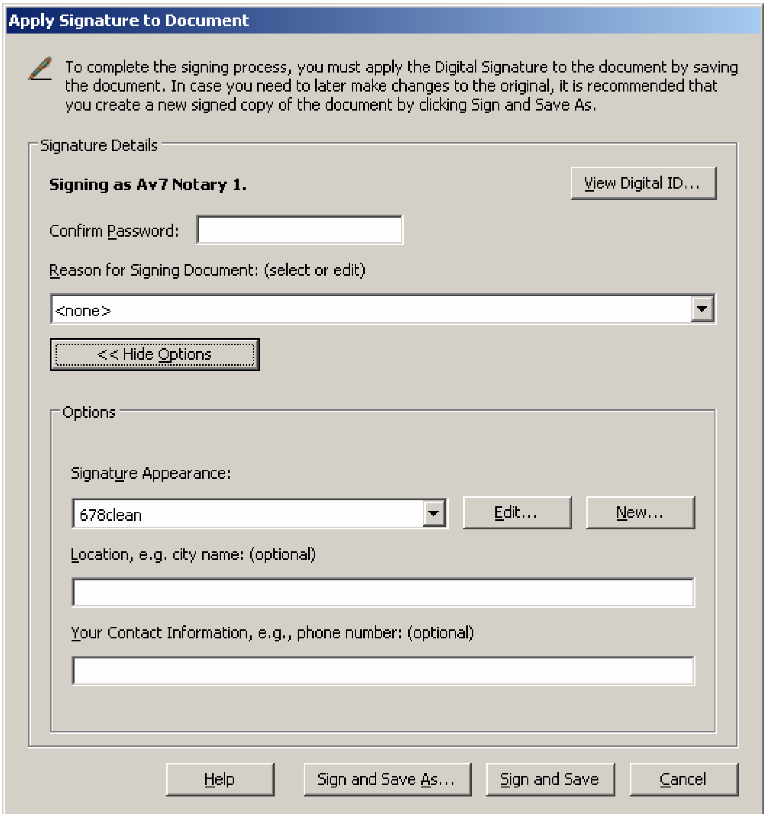
- If the Resurvey is of a Land Act plan, write, e-mail or fax a letter to the Surveyor General Division to formally request the plan’s withdrawal from the LTSA, unless you have already been instructed to conduct a resurvey.
- Obtain a new plan number (once a plan is withdrawn the original plan number cannot be used again)
- Revise the electronic plan and create a new PDF image (see section 3.2 “Step 8:Creating electronic plans”).
- Complete a new copy of the Survey Plan Submission form, using a *new* Plan Number (see section 3.3 “Step 9: Complete the Survey Plan Submission form”). Leave Item 5, *Alteration*, blank.
- Insert the new plan image in Adobe Acrobate and electronic sign the form (see section 3.4 “Step 10: Append the plan image and electronically sign the form”)

Re-submit the package in EFS (see section 3.4.2 Apply the digital signature

1. To apply a digital signature to the form, click on the box next to the certification at the top of page 1. A **Document is Not Certified** dialogue box will pop up.
2. Click **Continue Signing.** The **Apply Signature - Digital ID Selection** window will pop up; click on **Show Options** >> .



3. Double-click your Digital ID. The **Apply Signature to Document** window will appear. If a **More Options** button is visible, click it.



4. Under **Signature Appearance**, click "New".
5. Set **Configure Graphic** = "Name" and all other options off
6. Set **Configure Text** = "Distinguished Name" and all other options off
7. Click **OK**.In the **Apply Signature to Document** window click **Hide Options << .**

3.4.3 Applying Your Digital Signature

1. Enter your Digital Certificate password in the **Apply Signature to Document** window. (If you close and re-open Adobe Acrobat you will be asked to confirm your password twice.)
2. Click on **Sign and Save As** to proceed with applying your digital signature. A file dialogue box will permit you to specify a new file name and another file folder location depending on your office standards. (A good naming convention is to just add the suffix "signed" to the file name – for example, CLRS_SMITH234.PDF might become CLRS_SMITH234_SIGNED.PDF)

   Your digital signature is applied to the file and a notation inserted into the digital signature box. This will generate a unique control number.

==> **Note:** Once a digital signature is applied, the form cannot be modified in any way. Thus it is advisable to save an unsigned copy of the form before the digital signature is applied. Choose a descriptive name that denotes the file as being "unsigned" (e.g., *unsigned_b47388_Form_CLRS_Plan_Submission_SG_V4.pdf* versus *signed_b47388_Form_CLRS_Plan_Submission_SG_V4.pdf).*

- 3.5 "Step 11: Submitting the plan package")

- Monitor the submission to see if it is accepted. (see section 3.6 “Step 12: Manage the submission”)

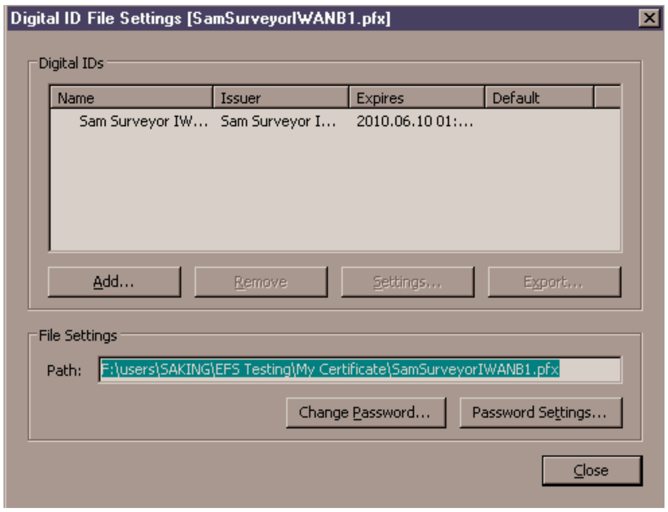
5 Additional information

5.1 *Managing digital signatures*

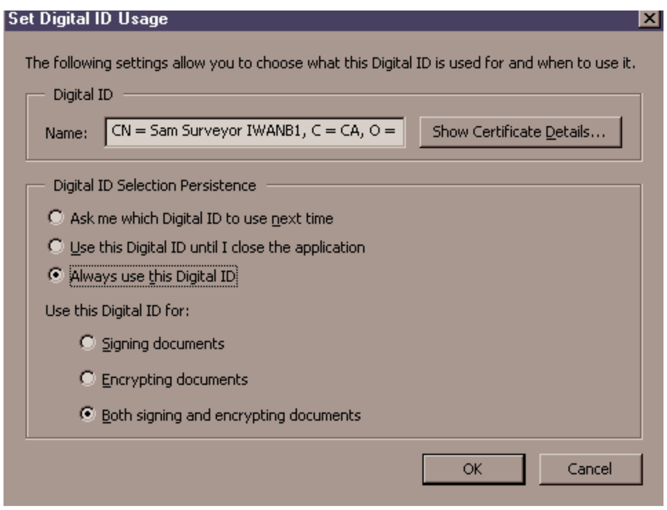
This section is added only as a convenience. Please consult the “Digital Signature Setup” document (file name: *setup_digital_cert_password V4.pdf*) at *http://ltsa.ca/ltd_efs_forms.htm* for the current version of these instructions.

5.1.1 Setting default Acrobat digital ID file options

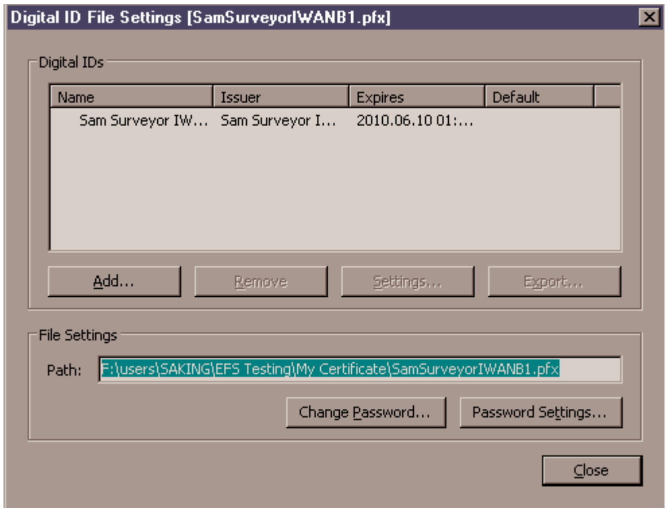
In Acrobat, select Advanced… → Manage My Digital IDs →My Digital ID FILES and select My Digital ID File Settings



Double click on your Digital ID name (or click on **Settings**). For convenience you should set “Always use this Digital ID”. Once you have changed the settings, click on **Close**.



==>Note: This is where you change your password and password settings. Your password is only changed in the .pfx file; the .apf file you received from Juricert retains its original password.



5.1.2 Setting appearance options for a digital signature

LTSA (in consultation with the Law Society) has defined some preferred settings for digital signature formats to be used for EFS. You should select these settings the first time you apply a digital signature. For instructions on setting up your digital certificate and setting up your digital certificate appearance see

http://ltsa.ca/documents/ltd/setup_digital_cert_password%20V4.pdf

This document can be accessed from the LTSA website at *http://ltsa.ca/ltd_efs_forms.htm* (under Digital Signature).

5.1.3 Security for digital signatures

It is important to secure digital signatures against unauthorized use, through a combination of restricted physical access and electronic security measures.

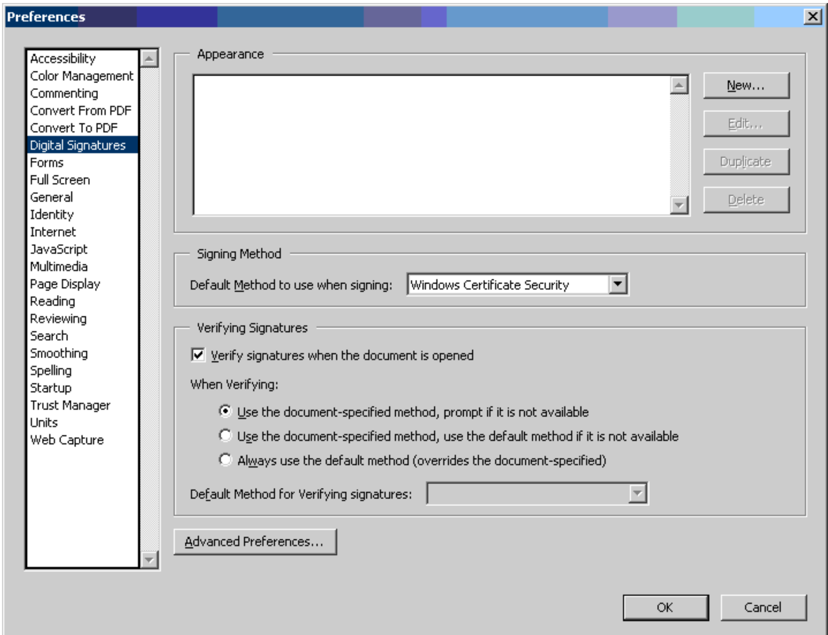
You can restrict physical access to PCs with installed passwords through conventional means such as locked doors or by storing the certificate on removable hardware such as a removable USB Flash memory drive.

==> **Note:** To store a certificate externally, you must have Acrobat-level security activated.

- Electronic precautions include Window-level security and Acrobat-level security. At the Windows level, all computer and network should be controlled through User IDs and passwords. Workstations should be set to lock up when left idle.
- If you are comfortable with physical and Windows-level security measure you have in place, you may have no need for additional Acrobat-level security. However, if you have security concerns, you can set up Acrobat to prompt you for a password whenever you apply a digital signature.

To set Acrobat-level security:

1. In Acrobat, select **Edit** → **Preferences** → **Digital Signatures** to access the Preferences window for digital signatures.



2. Under Signing Method, select a level of security:
   - **Default Certificate Security**. With this option, Acrobat will prompt for a password whenever you apply a digital signature.
   - **Windows Certificate Security**. With this option, you can apply a signature without entering a password.

5.2 *Creating and using firm profiles*

Most EFS forms have a section requiring standard information such as the name and address of the firm completing the form. To simplify the entry of this repetitive data, these forms have an Import Profile feature that enables you to import frequently used data into the form.

==> **Note:** You can edit this data after importing it.

==> **Tip:** If you use the profile feature, we recommend making it your first action when you start filling out the blank form. If you import profile data to a partially completed form, you run the risk of overwriting fields you have already completed.

5.2.1 Setting up profiles

To create an firm profile:

1. If you have not already done so, create a folder named “C:\LTOforms\Profiles”.
2. Open a blank copy of the Survey Plan Submission form in Acrobat.
3. Enter frequently used information into the first section (“BC Land Surveyor Identification”)

==> **Tip:** In fact, you can enter any information you want to re-use into any section of the form.

---

4. From the pull-down menu bar, select **Advanced** → **Forms** → **Export Forms Data**, and save the file under the name “FIRMPROFILE.FDF”.

==> **Tip:** If you want to use different firm profiles on different forms, use a different file name. Acrobat will prompt you to select a profile when you click the **Import Profile** button on a form.

5.2.2 Importing profiles

To use the Applicant or Institution Profile feature, click the yellow **Import Profile** button when you are filling out the appropriate section of a form. Acrobat will import the information you saved into corresponding fields of the current form.

6 Overview

6.1 Roles

The following actors play roles in the submission process of cadastral plans destined for the Crown Land Registry (CLR). (In practice the same individual may play several roles.)

Actor	Description/Role
Land Surveyor (BCLS)	Conducts a legal survey and prepares a survey plan.
Application Coordinator	Obtains approvals and consents, follows up with CLR on the status of submissions. Manages the submission process.
Subscriber	A practising British Columbia land surveyor, lawyer, or notary public, registered with Juricert, that digitally signs the application form and takes responsibility for the information contained therein Note: Only a BCLS can legally their digital signature to the plan submission form.
Submitter	A person who holds a BC Online ID; and who submits electronic plans and forms which have been digitally signed by a subscriber through EFS
Examiner	LTSA staff who examine, approve and file survey plans

6.1.1 Systems

The following systems are involved in the submission process:

System	Description/Role	Location
Adobe Acrobat	Used to (1) create PDFs of plans and complete electronic forms, (2) insert PDFs into completed forms, and (3) affix electronic signatures to form packages.	User’s desktop
3rd-party software	Used to create electronic plans and (optionally) convert them to PDF.	User’s desktop
BC Online	Gateway to Electronic Filing System	Online
Electronic Filing System (EFS)	Used to (1) download forms, (2) obtain plan number s (3) submit forms and form packages, and (4) manage submission status.	Online
Surveyor General Division	The gatekeeper for all plans that are to be filed in the Crown Land Regsitry	
Crown Lands Registry (CLR)	The repository for all legal plans prepared pursuant to the Land Act, Mineral Tenure Act, Coal Act and Petroleum and Natural Gas Act.	Back-end system

6.2 *Submissions to the Crown Lands Registry*

6.2.1 Getting Started

Before submitting survey plans to the Surveyor General Division, you must ensure that your environment is properly set up. The following is a checklist; see section 2 “Getting started” for details.

Step	Actor	Action	Description	System/Program
1	Land Surveyor	Verify user’s environment	Ensures the user’s hardware and software meets project requirements	
2		Obtain a BC Online account with EFS access	Submits application to BC Online, obtains ID, sets notification options	BC Online
3		Obtain a digital signature	Applies for a digital certificate from Juricert	Juricert website
4		Obtain forms	Downloads electronic forms from BC Online Electronic Filing Website	
5		Complete the Surveyor Registration form (not required for well sites)	Authorizes other IDs to request plan number assignments through your BC Online account.	BC Online/EFS
6	Submitter	Submit the Surveyor Registration form	Logs in and submits the form at BC Online Electronic Filing Website.	BC Online/EFS

6.2.2 Submitting plans

Step	Actor	Action	Description	System/Program
7	Land Surveyor	Request Plan numbers (not required for well sites)	Logs in and requests pre-authorized plan numbers.	BC Online/EFS
8		Create survey plan PDF	Convert the survey plan to a PDF document.	Adobe Acrobat or 3rd-party software
9		Complete the Survey Plan Submission form	Complete the required information.	Adobe Acrobat
10		Attach survey plan PDF	Attaches the PDF plan image to the Survey Plan Submission form.	
11		Digitally signed the Survey Plan Submission form	Digitally sign the form certifying the plan being submitted is correct.	
12	Submitter	Submit Document Package	Logs in and submits a form package Receives notifications of submission status	BC Online/EFS
13		Follow up submission	Checks for error message and notifiers; follows up on issues.	
(14)	Land Surveyor	Analyse failed submission	If the submission fails, determine why	

6.2.3 Resubmitting a plan for a non-material defect

Step	Actor	Action	Description	System/Program
1	Submitter	Revise form	Revise the corrected Plan Certification or Plan Submission form, marked as "Alteration", retaining the same Commission Number	Adobe Acrobat
2		Re-submit form	Re-submit the plan (under the same plan number) following the procedure in "Submitting Plans" (above), beginning at step 8.	BC Online/EFS

6.2.4 Resubmitting a plan for a material defect

Step	Actor	Action	Description	System/Program
1	Submitter	Request withdrawal of plan	Write or fax a letter to the CLR formally requesting the plan's withdrawal	Manual process
2	Examiner	Withdraw plan	Change status of submitted plan to Withdrawn and cancel survey.	CLR
3	Land Surveyor	Re-submit plan	Revise the plan and re-submit (under a new plan number) following the procedure in "Submitting Plans" (above).	various

6.3 *Crown Lands, Land Titles and BC Online fees*

The processing fees associated with digital survey plans are $2.50 per digital signature (which flows to Juricert) and $1.50 (plus GST) for each submission via EFS.

Statutory fees for the submission of plans to the Crown Land Registry are explained on the Land Title & Survey Authority website (*http://www.ltsa.ca/ltsa_fees.htm#SGD_Fees*).

7 Frequently asked questions

7.1 Can I share my BC OnLine User ID with other staff in my office?

No, you must have a unique BC OnLine User ID as all submission queue management and electronic notifier delivery functions are filtered based on your User ID.

7.2 Will someone have to use my User ID to access my submissions and notifiers if I am away?

No, there are provisions in the system for other staff members of the same firm to access information at a BC OnLine account level rather than the default User ID level.

7.3 Can I log on with my User ID from two different computers at the same time?

No, the system tracks multi-part submissions and multi-page queries based on your User ID and both you and the web site will become very confused if you use two computers simultaneously.

7.4 Can I log on to BC OnLine using two browser sessions on the same computer?

It is highly recommended that you do not do this. It will cause problems for you in EFS.

7.5 How often should I save the form I am working on?

You should always save the form after entering any significant amount of data.

It is highly recommended that you save the form before printing in case you experience system difficulties while printing and have to re-start Acrobat.

Save the form by selecting **File** → **Save** or **File** → **Save As...** from the menu bar.

7.6 Why do I get the message indicating the form has been saved too many times?

When you **Save** a form Acrobat does a “quick save” by appending the changes to the end of the file (just like Microsoft Word). Consequently, the file keeps getting larger. To reduce the file to a smaller size, do a **Save As** and give the new file a different name.

7.7 Why does the cursor disappear when I press the ENTER key?

The ENTER key only tabs to the next line in a multi-line text field. Most fields in the LTO forms are single line text fields and the ENTER key does not do what you think it should.

Pressing the ENTER key in Acrobat “commits” the data entered in the current field and puts you into “document editing” mode in which ENTER pages forward in the document!

If you type in a character after pressing ENTER that character acts as a keyboard command and starts to do a number of things you probably never intended. To return to “form” mode, click on the “hand” in the toolbar or click on a form field to re-position the data entry cursor.

7.8 *How do I move the cursor to the next form field?*

Use the TAB key or mouse click on any field to move the cursor to that field.

7.9 *Why does it take so long to load Acrobat?*

Acrobat loads numerous “plug-ins” whenever it is started. You can avoid long startup times by leaving Acrobat active and using the **File / Open / Close** functions to switch between form files. Multiple open forms may be accessed by selecting the one you want to work with from the **Window** menu. Note that retaining too many open forms may slow your system down if you do not have adequate RAM memory on your PC.

7.10 *How do I clear the data in a field if I want to avoid editing errors and move on?*

Use the DELETE key to erase data in a forward direction and the BACKSPACE key to erase data in a backwards direction until the cursor is repositioned at the beginning of the field. You may then exit to the next field by pressing the TAB key. Note that entering a blank does not “clear” the field – Acrobat treats a blank just like any other valid character.

7.11 *Why did the cursor turn into a strange cross-hair symbol?*

You have inadvertently switched into “document editing” mode. To return to “form” mode, click on the “hand” in the toolbar then click on a form field to position the data entry cursor.

7.12 *I prefer having a printed manual rather than using online Help – can I get an Acrobat Guide?*

You can print the Acrobat Online Guide by selecting **Help…Complete Acrobat Help** and clicking on the **Print** icon.

7.13 *Can I select another type font for form fields?*

The type font is pre-set as Helvetica 12 point type and can not be changed. This type font has been selected to provide appropriate spacing in form fields and to provide good legibility for scanned and faxed forms.

7.14 *Sometimes, when I print a draft copy while still working on the document, a field on the printed version does not quite match what is on the screen. Why does this happen?*

If the cursor is still positioned in the field the data has not been “committed” i.e. you can still change your mind and Acrobat may print and/or restore the previous field value.

If you **Save** the form, or TAB to the next field, or press ENTER, the data is committed and what appears on the screen and what is printed will be identical. The only exception is the semi-colon field separator characters in the name fields which are never printed.

The recommended approach, after having created a new form or having made corrections to an existing form, is to press ENTER, **Save** or **Save As** the form, then click on the Print icon.

7.15 I imported data from an old form but the data in one field is incomplete and the cursor appears to be "locked up" so I can't correct the data. Why does this happen?

The form field on the new version of the form is shorter than the data you imported from the old form. The only way to "unlock" the cursor is to drag the cursor to highlight some of the data and then press **Delete** to erase it. You can then edit the remaining data in that field.

7.16 I accidentally switched to the Bookmark mode – how do I get back to "form" mode?

Just click on the **Bookmark** tab.

7.17 I never use bookmarks – can I just get rid of the tabs?

A simple way to do this is to place the mouse pointer on the window border between the tabs and the document window, click and hold the left mouse button, and just drag the window border to the edge of the screen.

7.18 Why do I always get a Select File dialogue box displayed when I try to import a profile?

This generally indicates the file name is incorrect, the file has not been placed in the correct folder i.e. C:\LTOformsProfiles (spelling?) or the person setting up your corporate profiles has placed all of the profiles on a shared dive e.g. X:\LTOprofiles.

7.19 When I use the BC OnLine Submission Queue facility to review my Processed submissions and follow the link to retrieve the form (Acrobat PDF file) I submitted (which has now been imprinted with the application numbers and date/time of receipt). Why does the digital signature box have a red X in it?

The red X is used by Acrobat to warn you that the document has been modified since the document's digital signature was applied and verified. That is true – imprinting the application number(s) and date/time of receipt technically modified the document.

However, a printed copy of the document will correctly show the digital signature without the red X. The EFS system validates documents at time of receipt and ensures that any document received has not been modified after the digital signature was applied.

7.20 Why does Acrobat sometimes display a yellow question mark in the digital signature box?

This indicates that Acrobat does not have direct access to a certificate registry and is thus unable to confirm the identity of the person whose digital signature is on the document.

7.21 I am trying to submit a package but received a message "A technical error has occurred". What did I do wrong?

Generally this is not your fault. A technical problem has been detected at the BC OnLine Web Server while processing your request. These problems are generally transient in nature and will automatically and quickly be rectified.

You should click on the green **Active Session** tab at the top of the screen which will return you to the main menu. Select the **Submission Queue Management** function if you were submitting a package or a declaration and check if the function you were performing was successfully completed or not. If not, try again, e.g. re-submit the package. If you were submitting a PTT Account Authorization form, select **PTT Account Management** to check if the function you were performing was successfully completed or not. If not, try again, e.g. re-submit the PTT Electronic Payment Authorization form.

If the situation persists, please contact the BC OnLine Help Desk.

7.22 How can I ensure that I have sufficient funds in my deposit account to cover EFS fees?

In order to ensure that you have funds to file EFS documents, you should establish an Electronic Funds Transfer (EFT) with a large Maximum EFT value. BC Online can set up an automated Electronic Funds Transfer (EFT) for your account to ensure that you always have the funds to cover EFS filings.

The EFT requires three parameters to be set:

- Account High Balance – The Account High Balance can be considered the "float". Depending on the amount of work you do some high balances range from $50 to $500.
- EFT Trigger Point – When the balance of your account falls below the Trigger Point, an EFT will be initiated during the overnight batch processing.
- Maximum EFT Amount – The maximum amount that will be transferred. It is best to set this value high enough to cover the busiest day of any month in order to cover any negative balance that the account may experience. The EFT is done at the end of each business day.

A typical set of EFT parameters for an account that normally does $500 worth of business a day could be as follows:

- 1) Account High Balance: $50.
- 2) EFT Trigger Point: $49.
- 3) Maximum EFT: $2,000.

Although the account in this example may do $500 of business a day, their Maximum EFT is set large enough to cover any unusual circumstances they may encounter. The EFT system will only transfer enough funds to bring the account balance up to $50. If the account did $500 of business, the EFT would only transfer $500.

$50 Balance - $500 Work = $450 End of Day Balance + $500 EFT = $50 New Balance.

The large Maximum EFT will cover additional filing the account does, or to cover EFS filings that may be delayed until future filing dates.

For more information about EFT or Electronic Cheque, contact the BC Online Administration office at (250) 953-8250.