O·R·L·
office of the registrar of lobbyists
BRITISH COLUMBIA

GUIDANCE DOCUMENT

BC LOBBYISTS REGISTRY USER GUIDE: ACCOUNT MANAGEMENT

Revised: February 6, 2024

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PURPOSE OF THIS GUIDANCE DOCUMENT

Notice
This document is for information purposes only and does not constitute a decision or finding by the Registrar of Lobbyists for British Columbia or their delegates. This guidance does not affect the powers, duties or functions of the Registrar of Lobbyists, or their delegates, regarding any investigation or other matter under the *Lobbyists Transparency Act*, respecting which the Registrar and their delegates will keep an open mind. Responsibility for compliance with the *Lobbyists Transparency Act* remains with each lobbyist.

Introduction

The *Lobbyists Transparency Act* ("LTA") came into force on May 4, 2020. The legislation and the Lobbyists Transparency Regulation set out registration requirements for individuals and organizations engaged in lobbying activities.

Sign in to the Lobbyists Registry to create and submit Registration Returns and Lobbying Activity Reports. You must also keep the information in your Registration Returns up to date.

The Getting Started – Reference Guide is a brief overview of the provisions of the current legislation and regulation governing lobbying in BC, together with an explanation of the most commonly-used features of the Lobbyists Registry. It is designed to answer common questions.

Links to the complete text of the LTA and the Regulation are available by clicking "Help" on the top toolbar of each page of the Lobbyists Registry and selecting "Legislation".

The 'Help' tab also has links to guidance documents, FAQs, other user guides under 'Using the Registry', and contact information for our office.

Getting Started

You need an account in the Lobbyists Registry in order to prepare and submit a Registration Return and Lobbying Activity Reports.

If you previously had a registration in the previous BC Lobbyists Registry (between 2010 and May 4, 2020), you already have an account in the new Lobbyists Registry and just need to re-activate it. See User Guide - Accounts and Registrations from the Previous Registry.

Accounts

There are two types of accounts in the BC Lobbyists Registry: **Designated Filer** (Consultant Lobbyist or Most Senior Paid Officer of an organization) and **Representative**. In-house lobbyists do not have their own accounts unless they are also the Designated Filer (Most Senior Paid Officer) for their organization or act as a Representative.

The LTA defines the term "Designated Filer" to include both Consultant Lobbyists and the Most Senior Paid Officer of an organization. Representatives provide administrative services for Designated Filers.

An individual will only ever have one account in the Lobbyists Registry. Registry staff may revise the type of account you have, if necessary, to allow you to carry out more than one role.)

If you had an account in the previous Lobbyists Registry, **DO NOT CREATE A NEW ACCOUNT**. See User Guide - Accounts and Registrations from the Previous Registry.

Consultant Lobbyists

If you are an individual who, for payment, undertakes to lobby on behalf of a client, create your own account. As a Designated Filer, you will use your account to create and maintain Registration Returns and Lobbying Activity Reports for each of your clients.

Most Senior Paid Officers

If you are the Most Senior Paid Officer for an organization, create your own account. As a Designated Filer, you will use your account to create and maintain a Registration Return and Lobbying Activity Reports for your organization during the time you are the Most Senior Paid Officer of an organization that is lobbying.

Representatives

Representatives can enter and update information in Registration Returns and Lobbying Activity Reports on behalf of Designated Filers.

Representatives will be copied on notifications sent by Registry staff to the Designated Filers they represent.

As a Representative, you must create and activate your own account. See Create a New Representative Account below.

Once your account is activated, the Designated Filer can add you as a Representative with access to their own account. This allows you to create and update Registration Returns and Lobbying Activity Reports on behalf of the Designated Filer. You may act as a Representative for multiple Designated Filers at the same time.

The Representative can prepare documents but cannot submit them to the Registry with their own username and password. New Registration Returns, Registration Return Updates and Lobbying Activity Reports can only be submitted after entering the Designated Filer's username and password.

CREATE AND LOG IN TO ACCOUNTS

If you had registrations in the previous Lobbyists Registry, your account "migrated" to the current Registry and you just need to activate it. See steps in [User Guide: Accounts and Registrations from the Previous Registry]

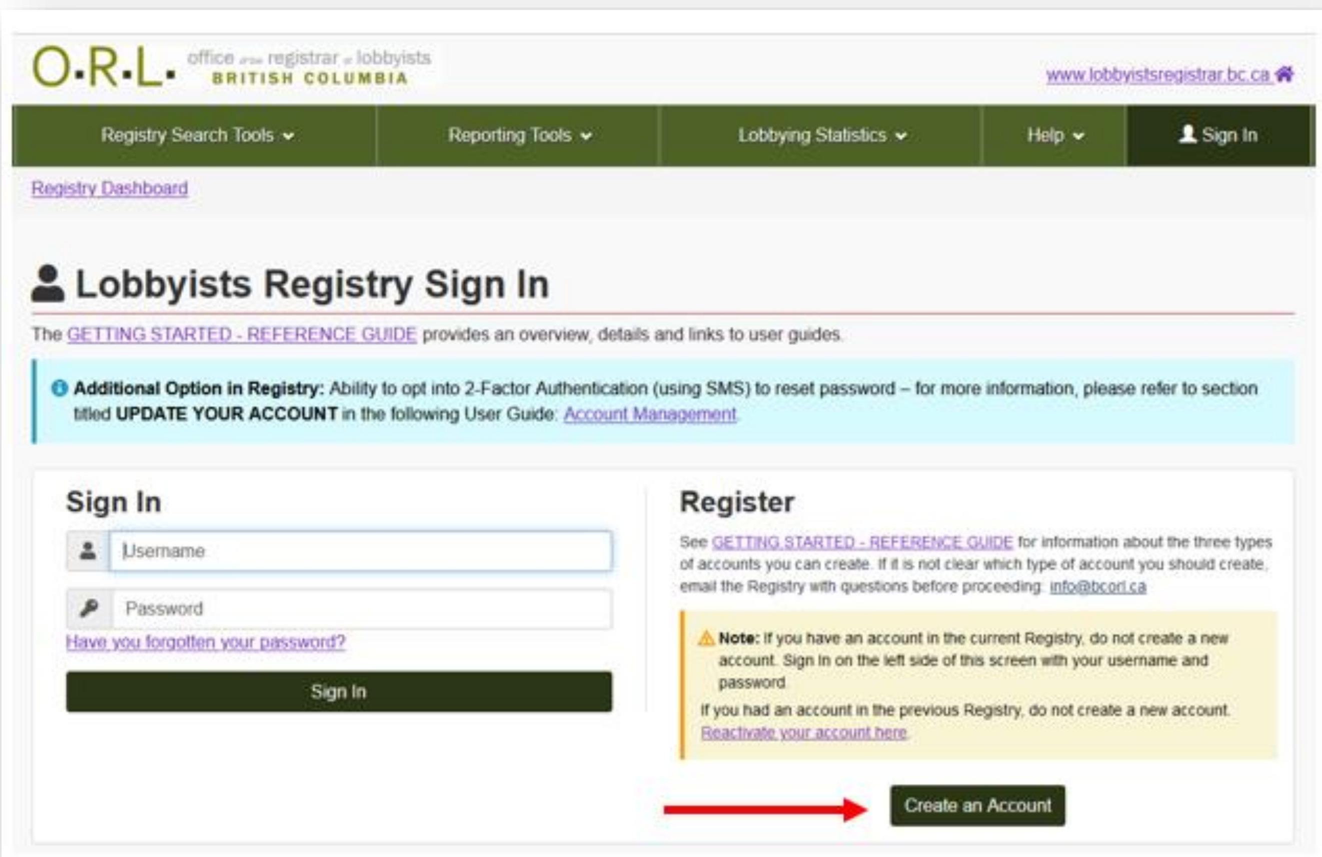
If you already activated your account in the current Registry but forgot your username or password, see [Forgotten Password or Username] below.

Create an Account

A Designated Filer has one account with the Lobbyists Registry. Use your account to create or reactivate Registration Returns.

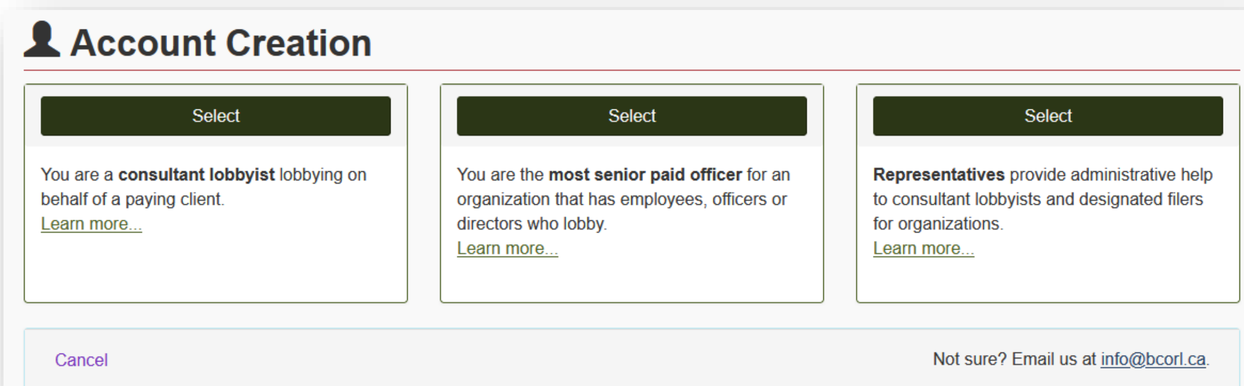
1. Go to the Lobbyists Registry sign in page: https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn

2. If you do not already have an account in the current or previous Lobbyists Registry, click "**Create an Account**".



3. Confirm you do not have an existing account in the Lobbyists Registry: **tick the check box** and click "**Continue**".

4. "**Select**" the appropriate type of account: Consultant Lobbyist, Most Senior Paid Officer or Representative in the Account Creation section.



5. Read the Declaration statements. If you agree with the statements, **tick each box** and click "**Continue**".

6. Enter your **First name** and **Last name**.

7. If you are a Consulting Lobbyist declare, whether or not you work for a **consulting firm.** If you represent an organization, provide your **position title** within your organization.

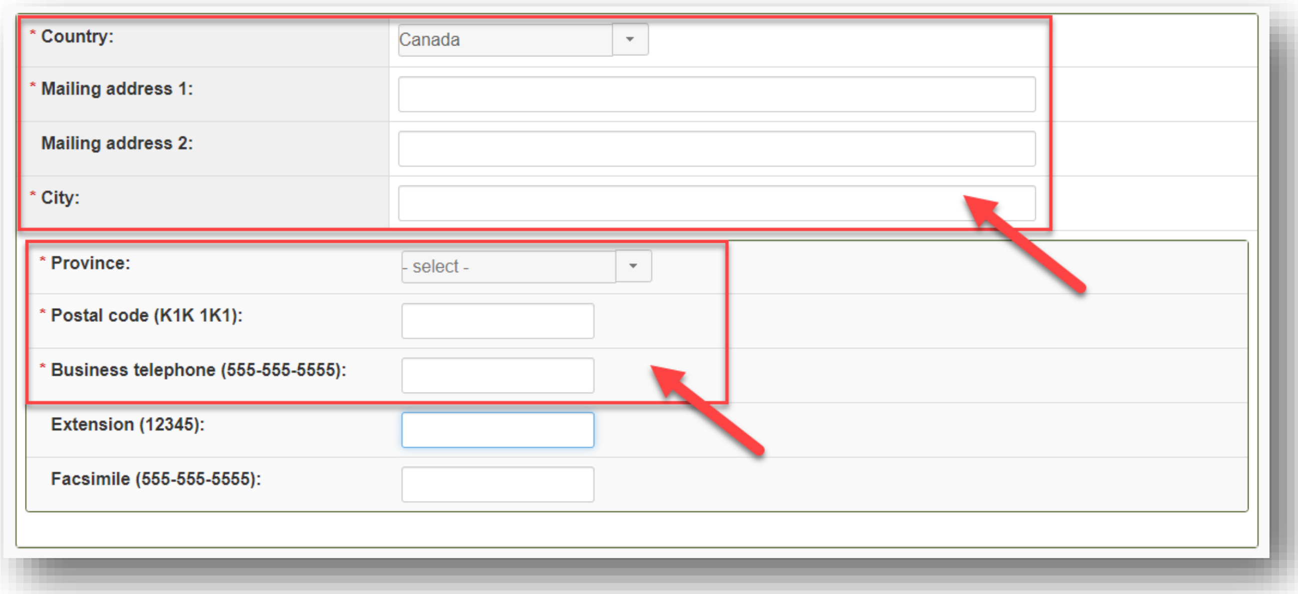
Enter exact **name of the consulting firm OR the exact legal name of the organization**.

NOTE: If you are Consultant Lobbyist and indicated **NO**, you will be shown as “Self-employed” in the Registry.

8. Enter your consulting firm OR organization’s **mailing address** and **business telephone number**.

   Phone extension and fax number are optional.

   If you are located outside of Canada and the United States, fill out the second address box labelled “Other Country”.



9. Enter your direct (business) **email address** and enter it a second time to confirm that it is correct.

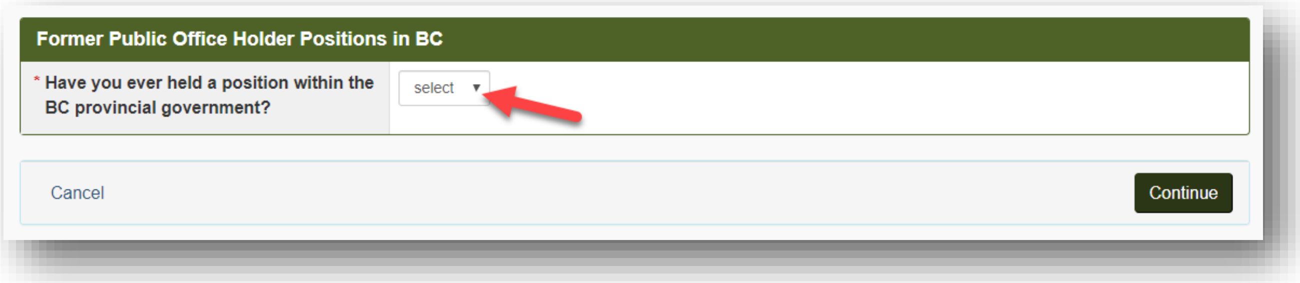
10. **Select** whether you would like **additional recipients to receive email notifications**.

    Emails include confirmations and reminders from Registry. We recommend you enter at least one additional email address, for example for an assistant, to receive notifications from the Registry. If you have an additional email account of your own, you may enter it here.

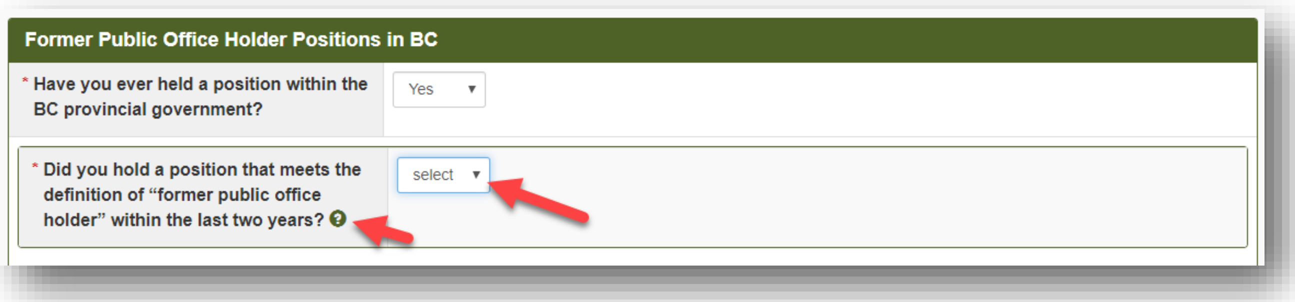
    If you select **YES**, enter up to three **additional email addresses** to receive notifications.

11. If you are a Consultant Lobbyist, declare whether you have ever held a position within the BC provincial government.

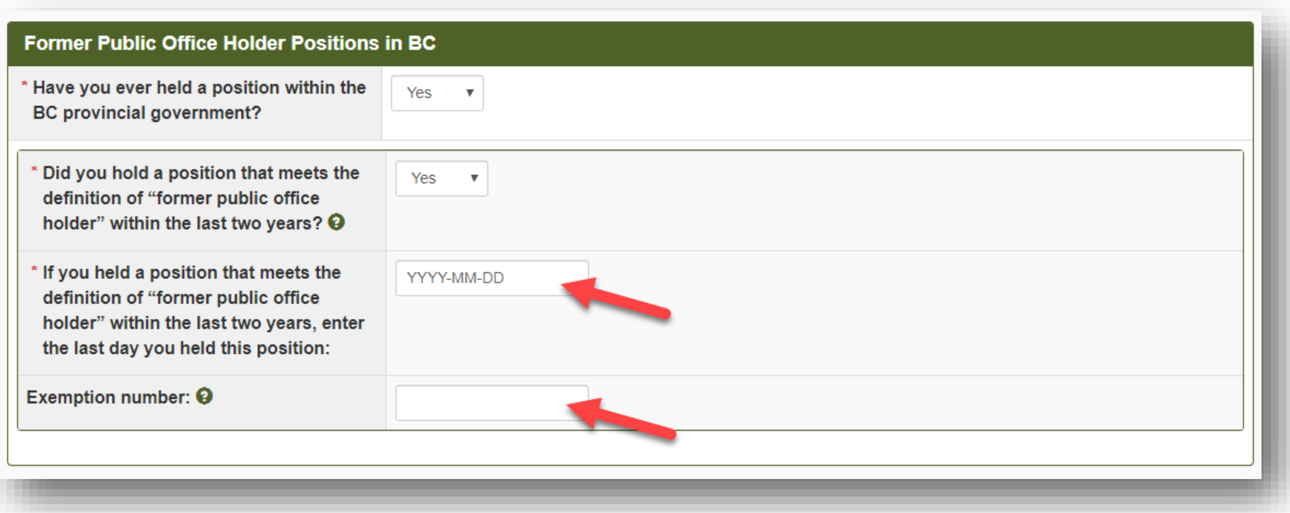
    If you are the Most Senior Paid Officer of an organization, skip to Step 13.



If **YES**, declare whether you held a **former public office holder position** within the last two years. **Click the symbol for the definition.**

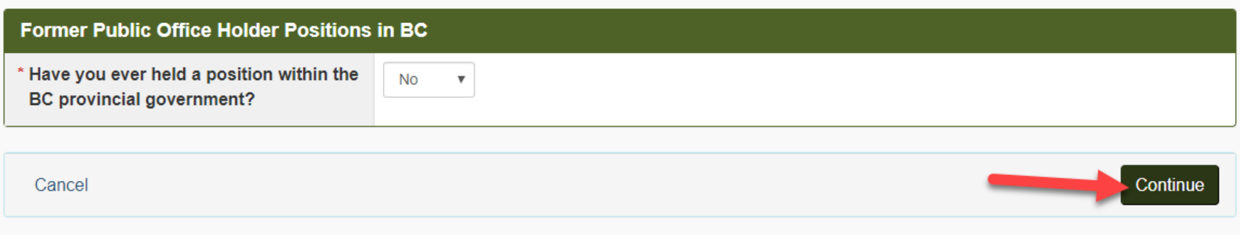


If you held a former public office holder position within the last two years, enter the **last day** you held this position and your **exemption number**.



Individuals who held a BC former public office holder position within the past two years are not permitted to lobby unless an exemption has been granted. For information on requesting an exemption click on the symbol or find more information located here: https://www.lobbyistsregistrar.bc.ca/lobbyists-transparency-act/exemption-information-for-former-public-office-holders/.

12. Once all information on the screen has been completed, click "**Continue**" in the bottom right.

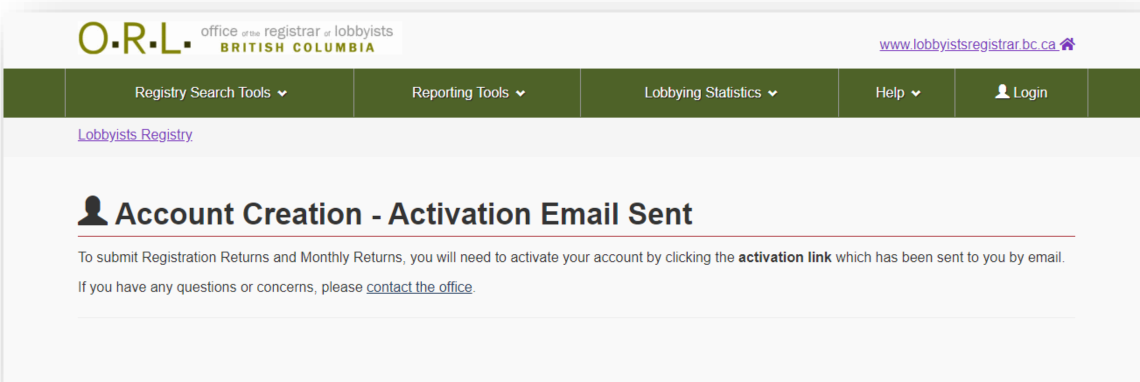


13. Enter a **Username** and **Password**.
    Usernames and passwords are case sensitive and must be at least 6 characters long.

14. Once all information on the screen has been completed, click "**Continue**".

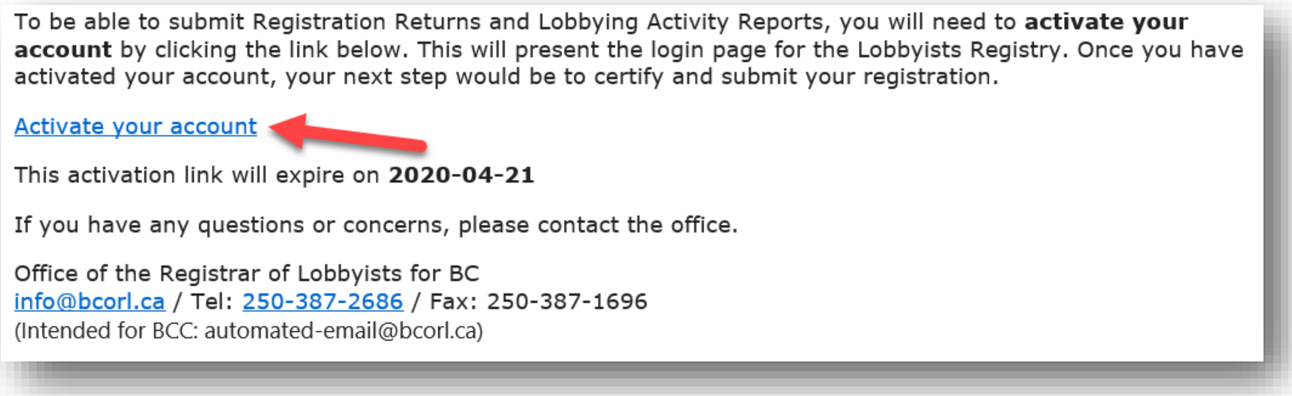
15. The **Account Creation** screen confirms that your account has been created.

    You MUST activate your account before you can submit Registration Returns and Lobbying Activity Reports.

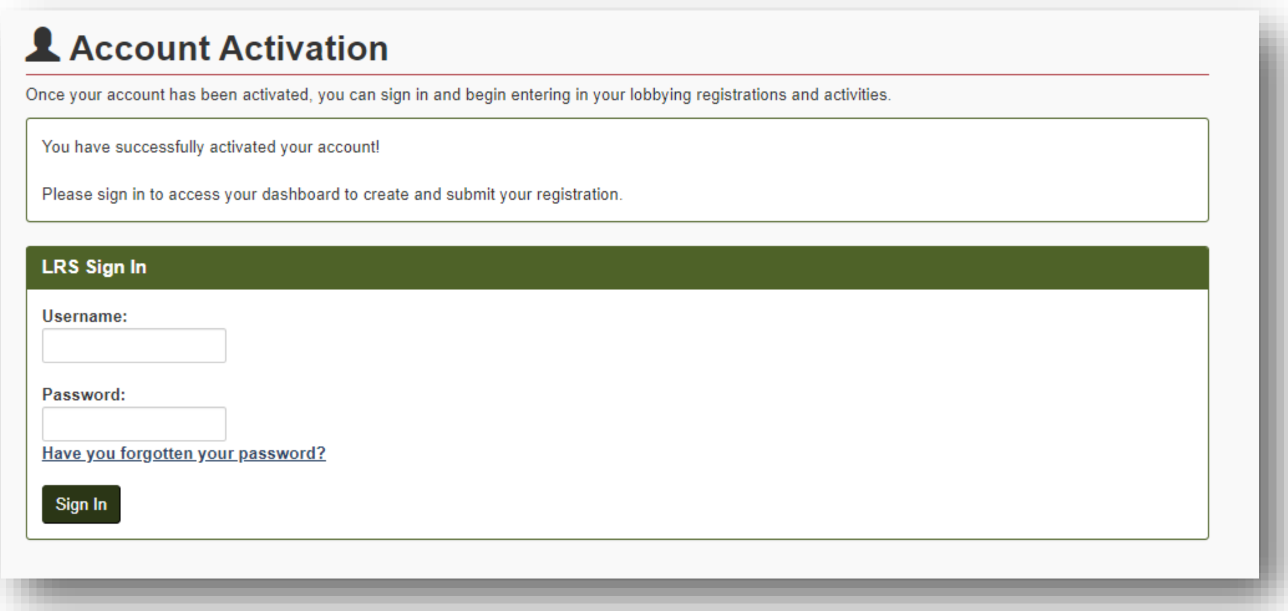


16. To **activate your account**, locate and **open the confirmation email** that was sent to the email address you provided.

    Inside the email, click on the link "**Activate your account**".



17. Once you activate your account, you can sign in to the Registry to create your Registration Return.

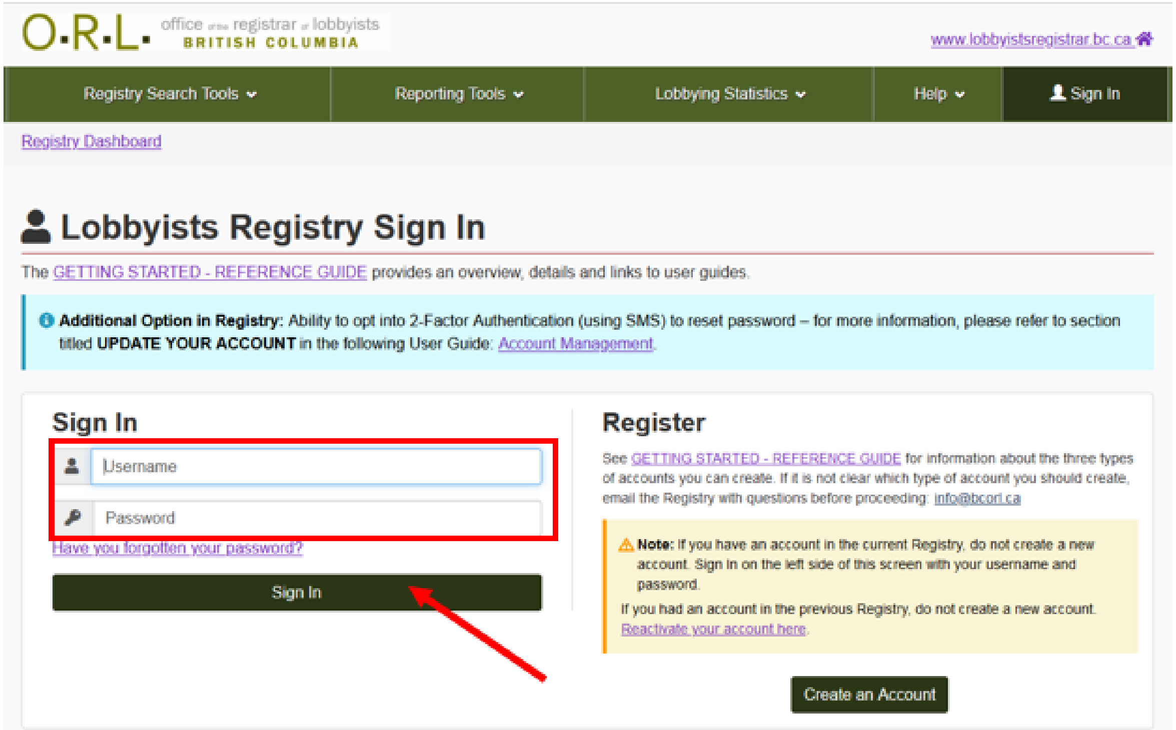


- [User Guide - Consultant Lobbyist Registration Returns]
- [User Guide: Organization Registration Returns]

Sign in to your account

1. Go to the Lobbyists Registry sign in page: https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn

2. Enter the **Username** and **Password** you selected when you created your account, then click "**Sign In**".



If you have an account in the current Registry but forgot your username or password, see [Forgotten Password or Username](#) below.

REPRESENTATIVE ACCOUNTS

Representatives may provide administrative services for Designated Filers. The LTA defines the term "Designated Filer" to include both Consultant Lobbyists and the Most Senior Paid Officers for organizations.

Representatives can enter and update information in Registration Returns and Lobbying Activity Reports.

Representatives will receive notifications sent by Registry staff to Designated Filers who have authorized access to their accounts by that Representative.

As a Representative, you must create and activate your own account first.

Once your account is activated, the Designated Filer can add you as a Representative with access to their own account. This allows you to create and update Registration Returns and Lobbying Activity Reports on behalf of the Designated Filer. You may act as a Representative for multiple Designated Filers at the same time.

The Representative can prepare documents but cannot submit them to the Registry with their own username and password. Registration Returns, updates, and Lobbying Activity Reports can only be submitted after entering the Designated Filer's username and password.

If you already have an account as a Consultant Lobbyist or the Most Senior Paid Officer for an organization, **DO NOT CREATE A NEW REPRESENTATIVE ACCOUNT**. Email our office at info@bcorl.ca. Registry staff can revise the type of your existing account to act as a Representative account (in addition or instead).

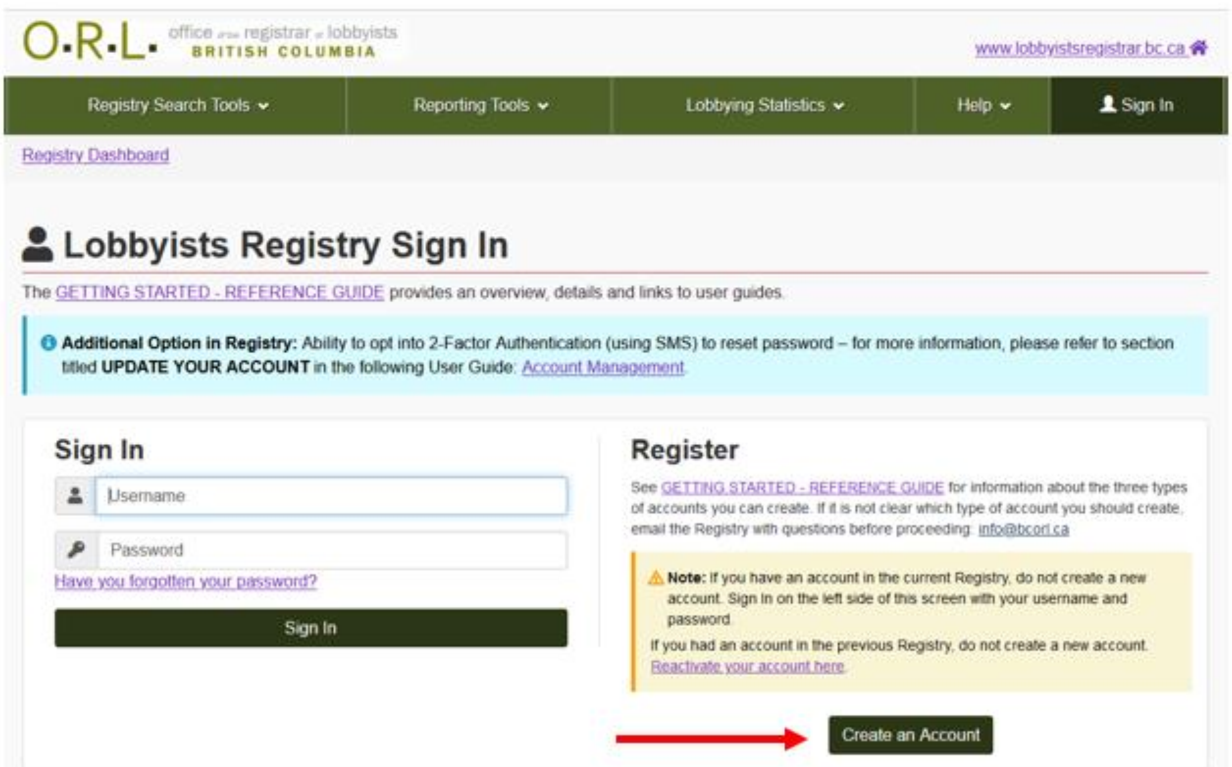
If you had registrations in the previous Lobbyists Registry, your account "migrated" to the current Registry. Activate it, following the steps in User Guide: Accounts and Registrations from the Previous Registry and email our office at info@bcorl.ca. Registry staff can revise the type of your existing account to act as a Representative account.

If you already activated your account in the current Registry but forgot your username or password, see Forgotten Password or Username below.

Create a New Representative Account

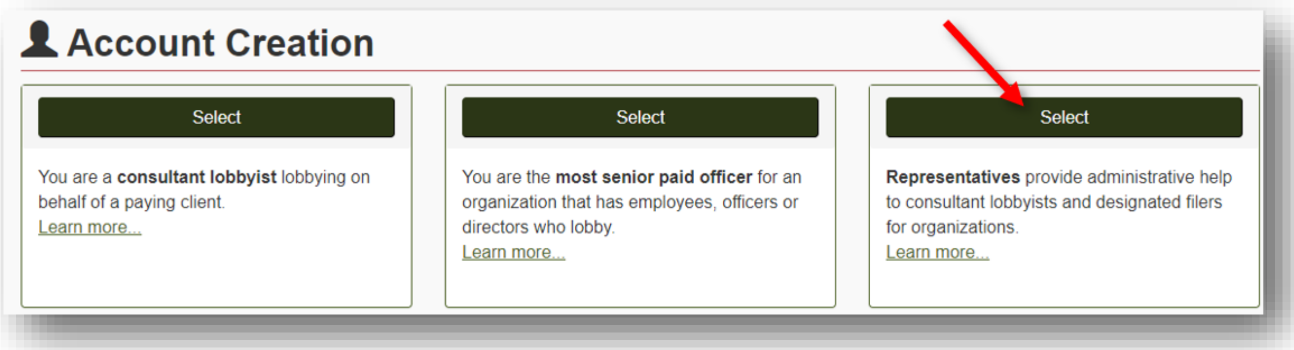
1. Go to the Lobbyists Registry sign in page: https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn

2. If you do not already have an account in the current or previous Lobbyists Registry, click "**Create an Account**".

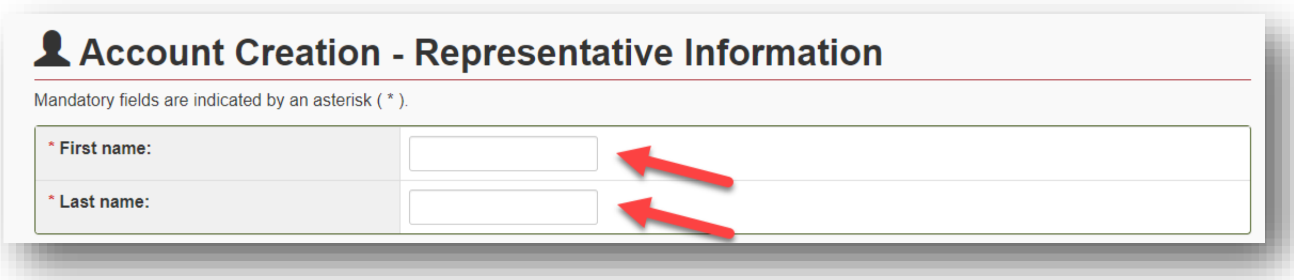


3. Confirm you do not have an existing account in the Lobbyists Registry: **tick the check box**, then "**Continue**".

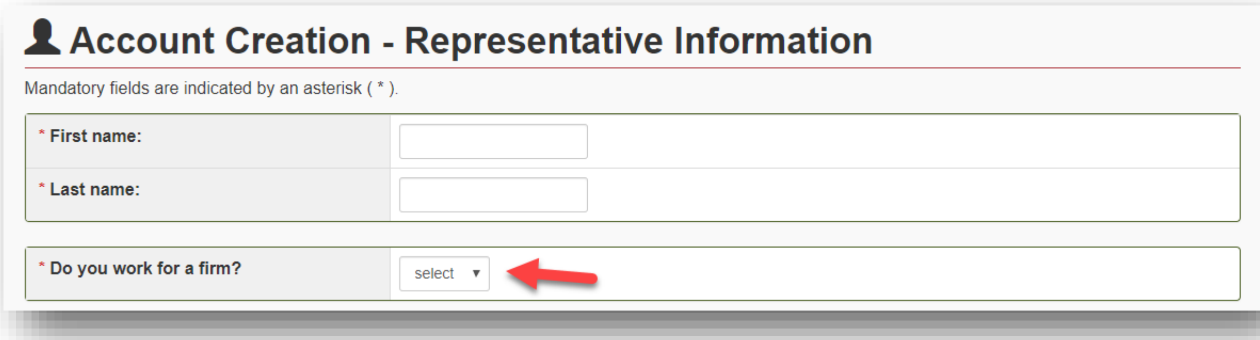
4. Start a Representative account by clicking "**Select**" in the **Representative** section.



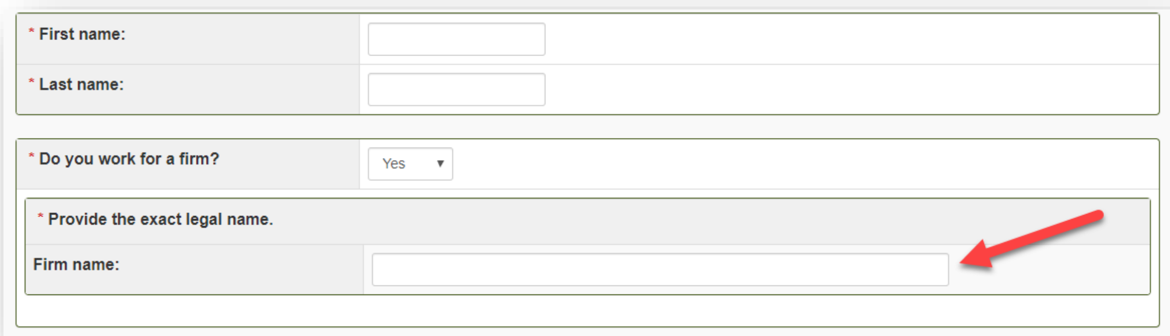
5. Enter your **First name** and **Last name**.



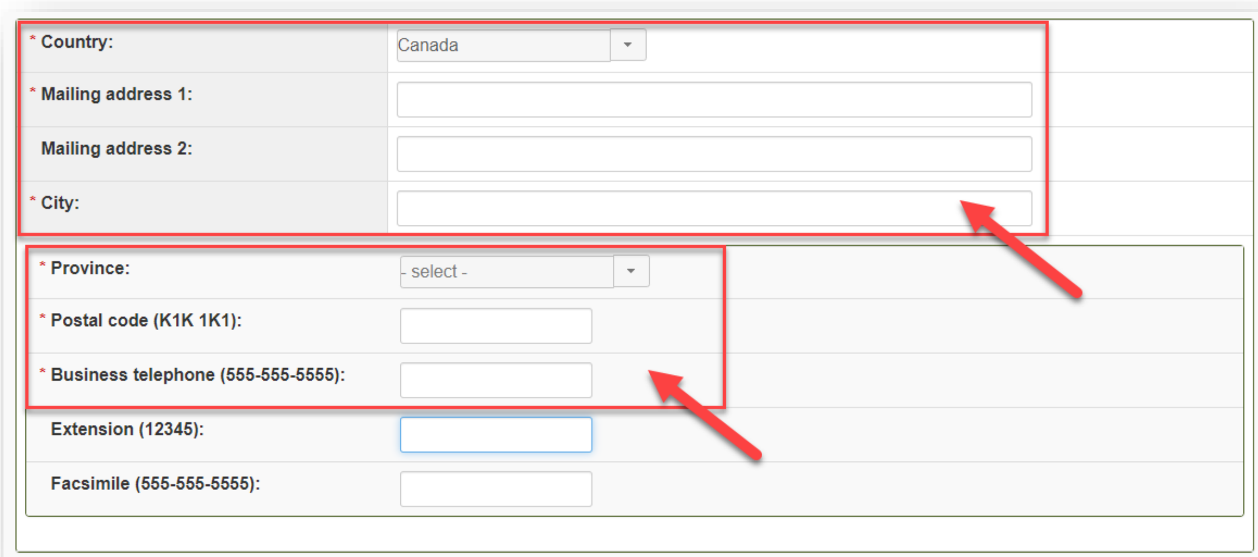
6. Declare whether or not your work for a **firm**.



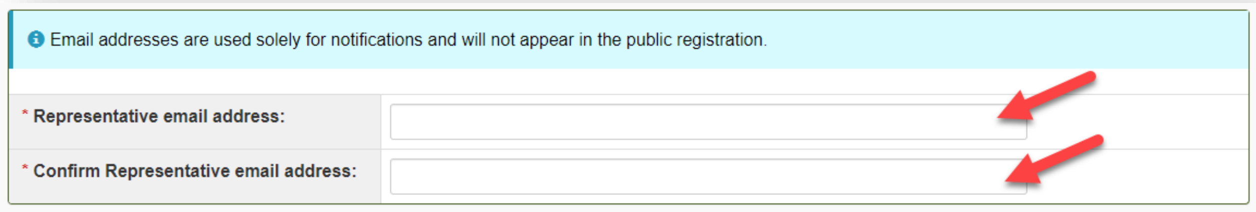
If **YES**, enter the exact **legal name of the firm**.



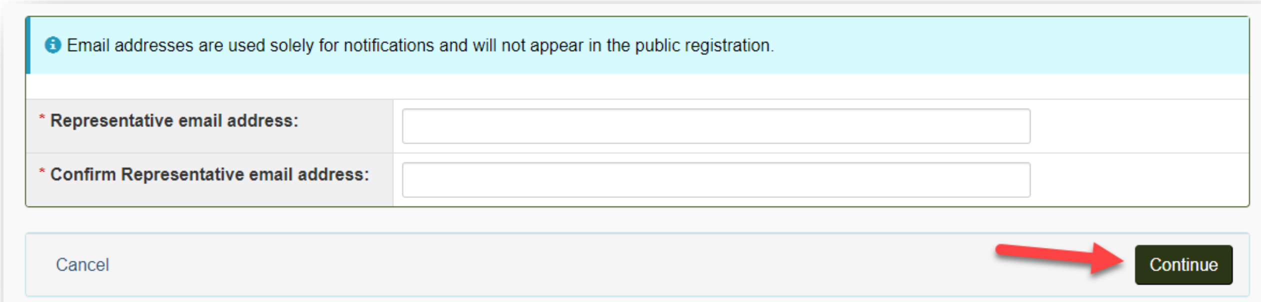
7. Enter your **mailing address** and **business telephone number**.
Phone extension and fax number are optional.



8. Enter your direct business **email address** and enter it a second time to confirm that it is correct.



9. Once all information on the screen has been completed, click "**Continue**" in the bottom right.



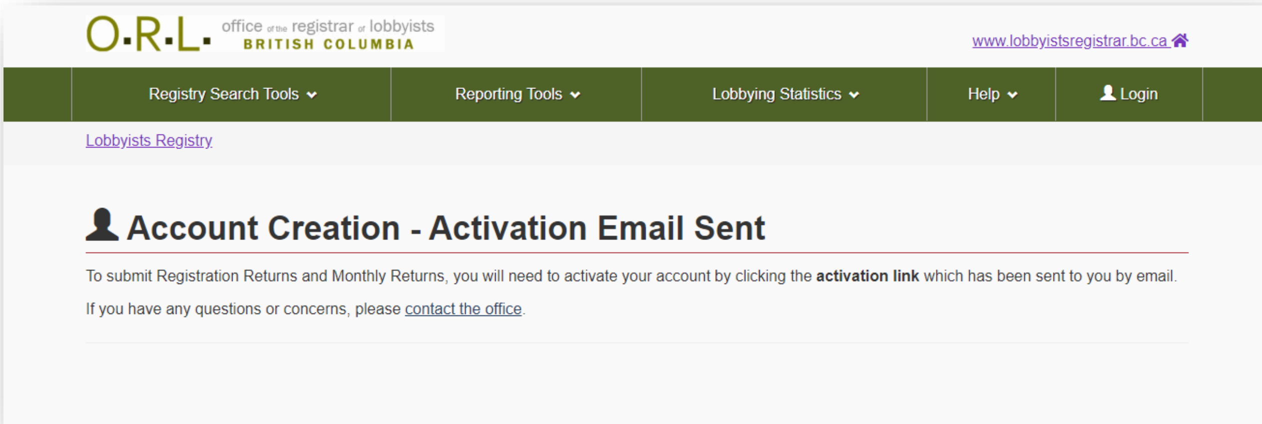
10. Enter a **Username** and **Password**.

    Usernames and passwords are **case sensitive** and **must be at least 6 characters long**.

11. Once all information on the screen has been completed, click "**Continue**".

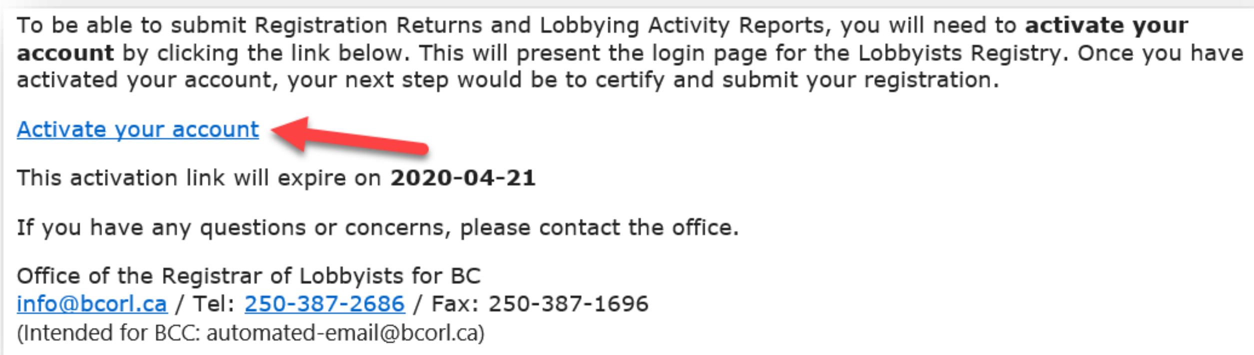
12. The **Account Creation** screen confirms that your account has been created.

    You MUST activate your account and be authorized by the Designated Filer to have access to their account before you can prepare Registration Returns and Lobbying Activity Reports on their behalf.



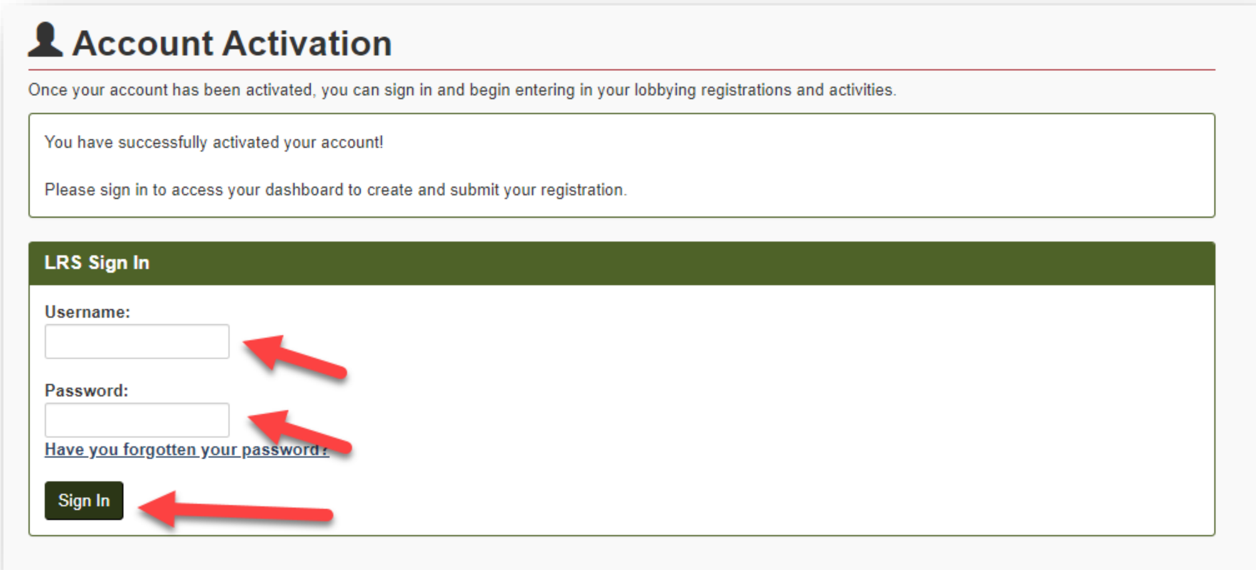
13. To **activate your account**, locate and **open the confirmation email** that was sent to the email address you provided.

    Inside the email, click the link "**Activate your account**".



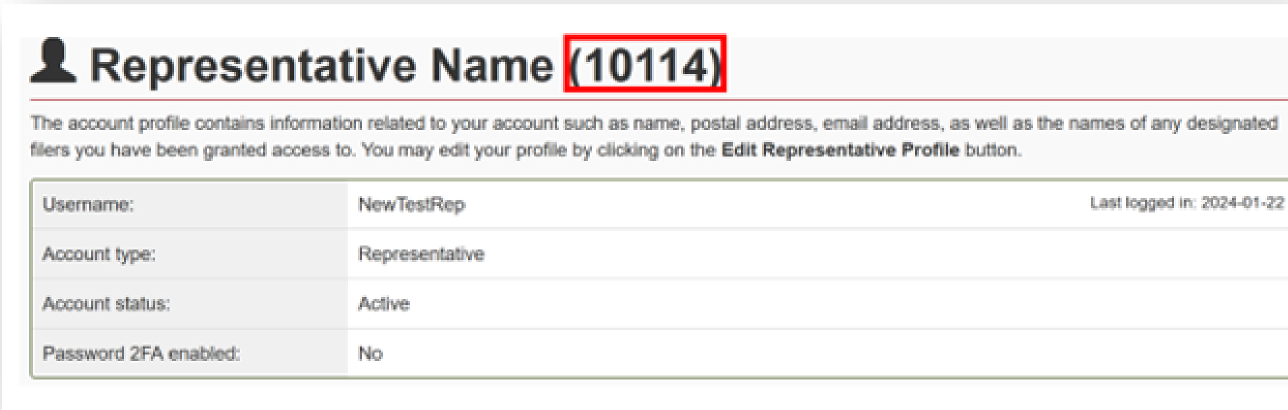
14. Once you activate your account, **sign in** and locate your **Representative account number**. This is the number you provide to the Designated Filer so they can authorize your access to their account.

    Enter your **Username** and **Password**, then click "**Sign In**".



On the Representative Dashboard, under your username, click "**Account Profile**".

Look for the **number** in brackets to the right of your name. **This is the number you provide to the Designated Filer so they can authorize your access to their account.**



Add a Representative to your Designated Filer Account

If you are a Designated Filer, you may authorize (add) a Representative to your account to enable the Representative to prepare and update Registration Returns and Lobbying Activity Reports on your behalf. You remain responsible for accuracy and timeliness of documents submitted to the Registry.

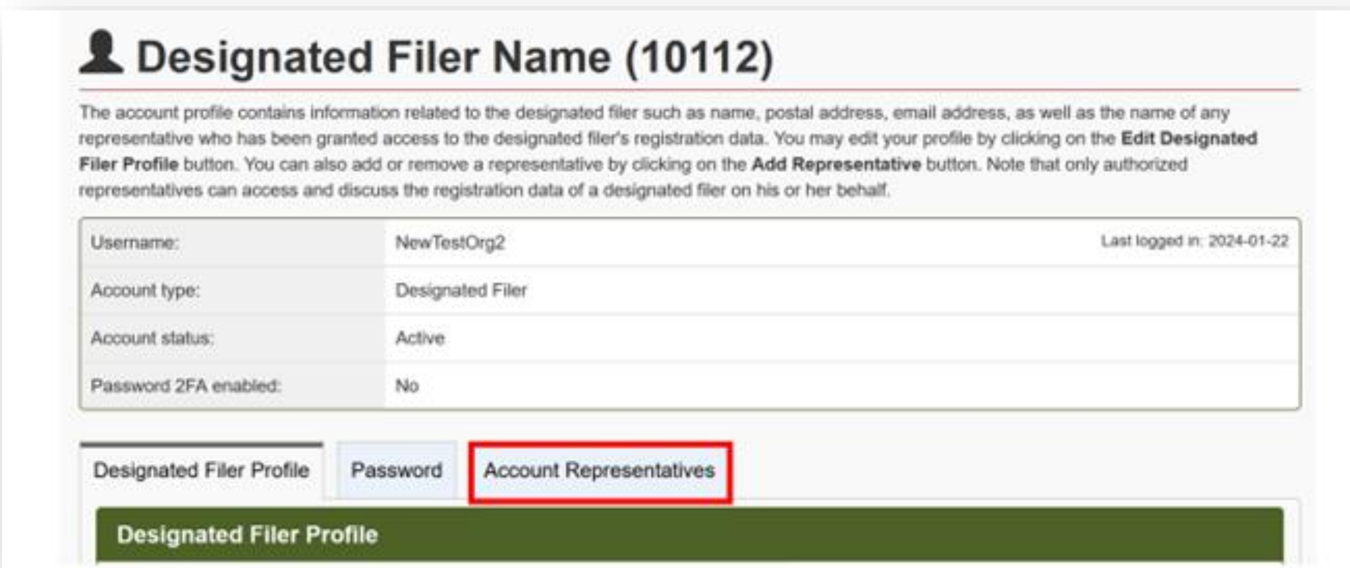
1. Obtain the **Representative's account number**.

   The Representative must sign in to their account and provide this number. Instructions are immediately above.

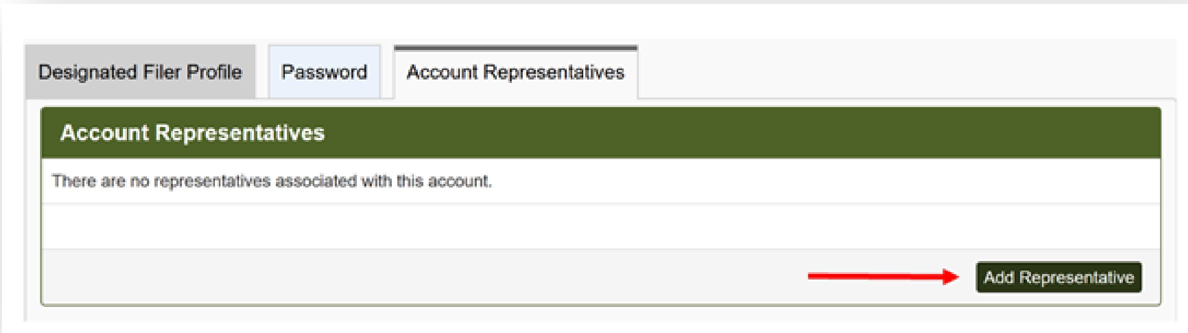
2. You (Designated Filer) must **Sign In** to your own account in the Lobbyists Registry https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn

3. On the Designated Filer Dashboard, under your username, click "**Account Profile**".

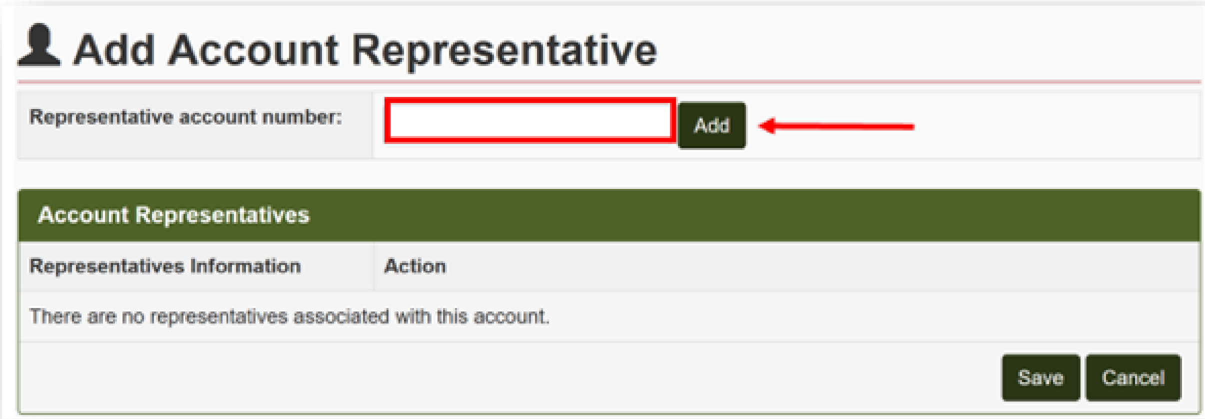
4. Click the "**Account Representatives**" tab.



5. Click "**Add Representative**".



6. Enter the **Representative account number** (provided by the Representative), then click “**Add**”.

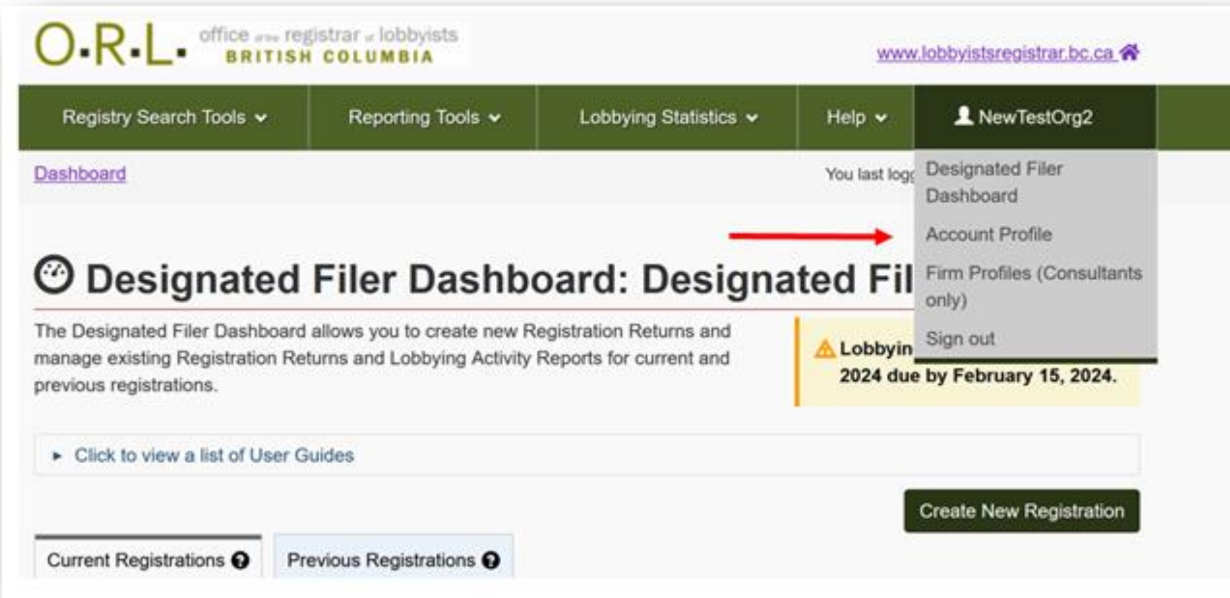


7. Click “**Save**” to add the Representative to your account.

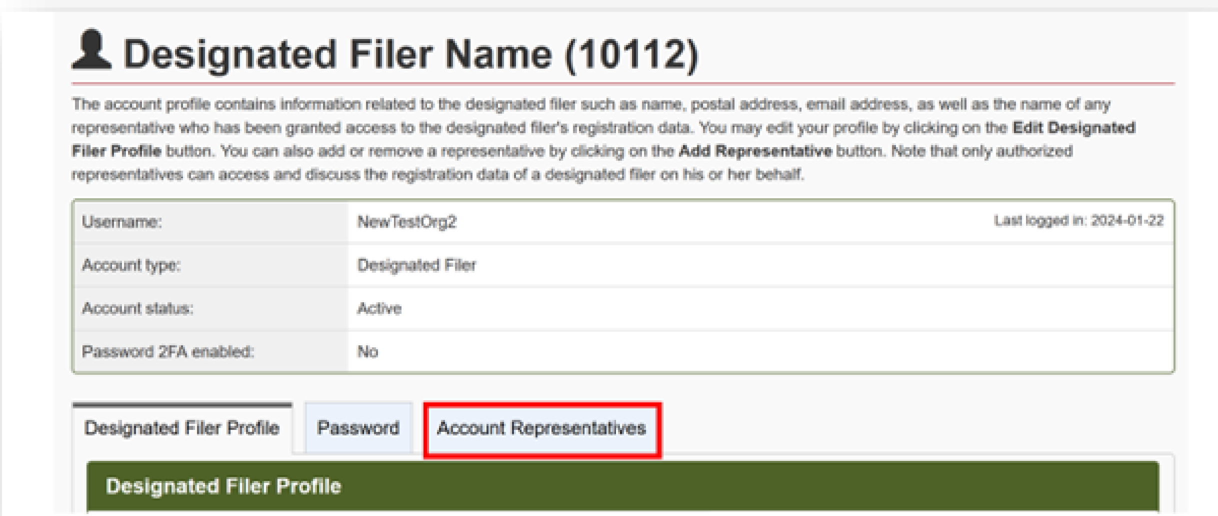
Remove a Representative from your account

1. Go to the Lobbyists Registry sign in page https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn and **Sign In** to your (Consultant Lobbyist/Most Senior Paid Officer) account.

2. On the Designated Filer Dashboard, under your username, click "**Account Profile**".

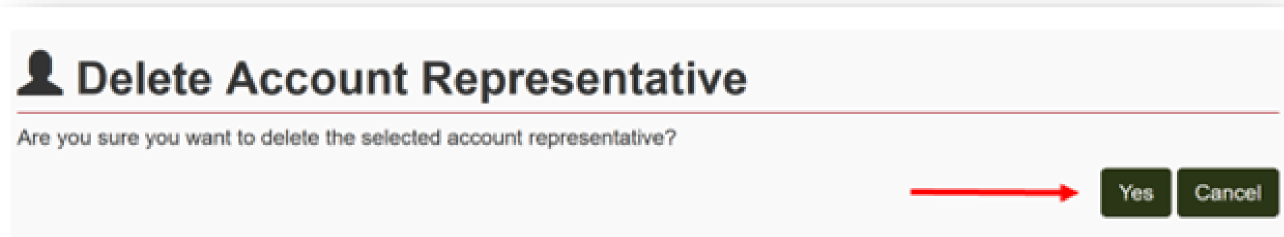


3. Click the "**Account Representatives**" tab.



4. Locate the Representative you wish to remove from your account. Click "**Remove**".

5. Confirm that you wish to remove the Representative: click **"Yes**".



UPDATE YOUR ACCOUNT

Update your account details

You can update the following information on your account:

- Mailing/business address
- Email address (including adding additional email addresses)
- Add 2-Factor Authentication (using SMS) to reset password

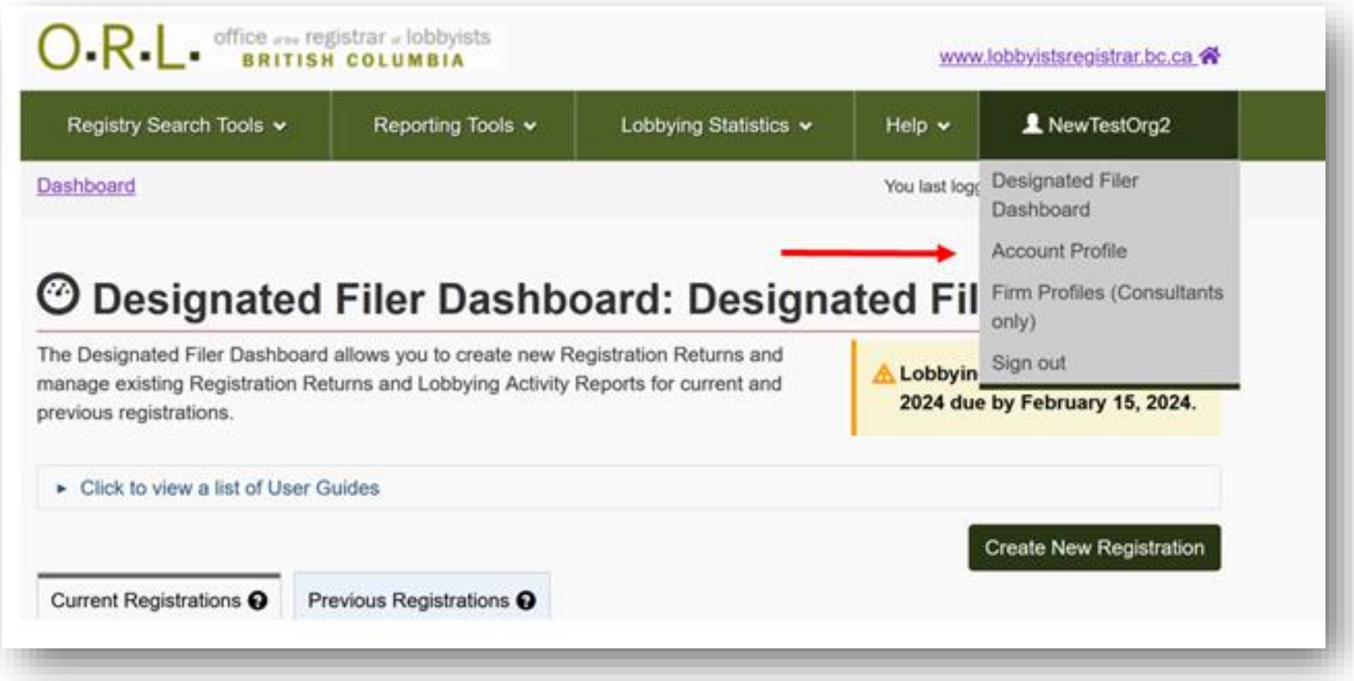
You *cannot* update your account username.

To **update your legal name**, contact Registry staff by email: info@bcorl.ca.

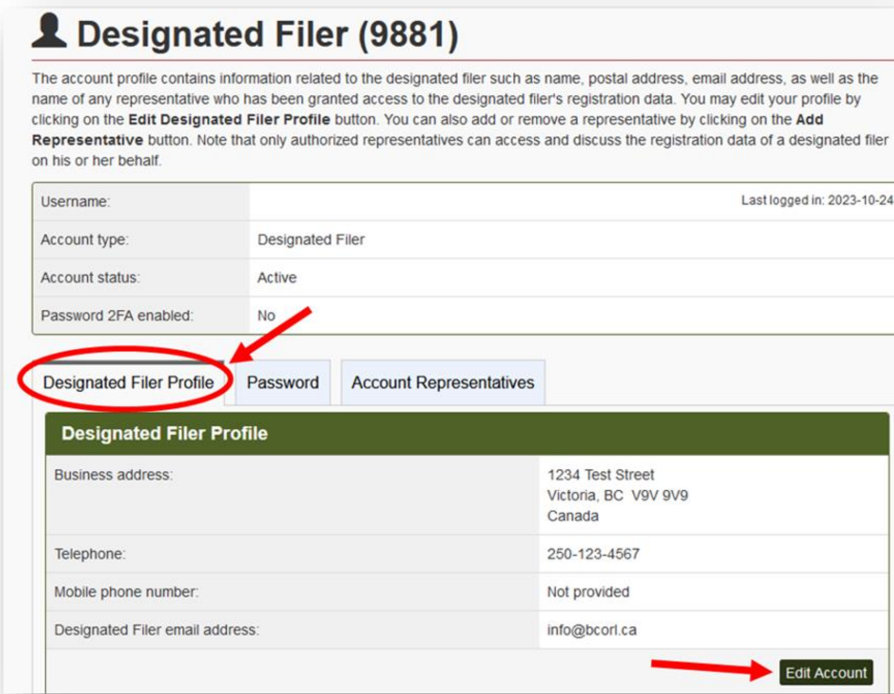
To report a **senior officer change**, see Register a new Senior Officer for an Organization below.

1. Go to the Lobbyists Registry sign in page https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn and **Sign in** to your account.

2. On the Designated Filer Dashboard, under your username, click "**Account Profile**".

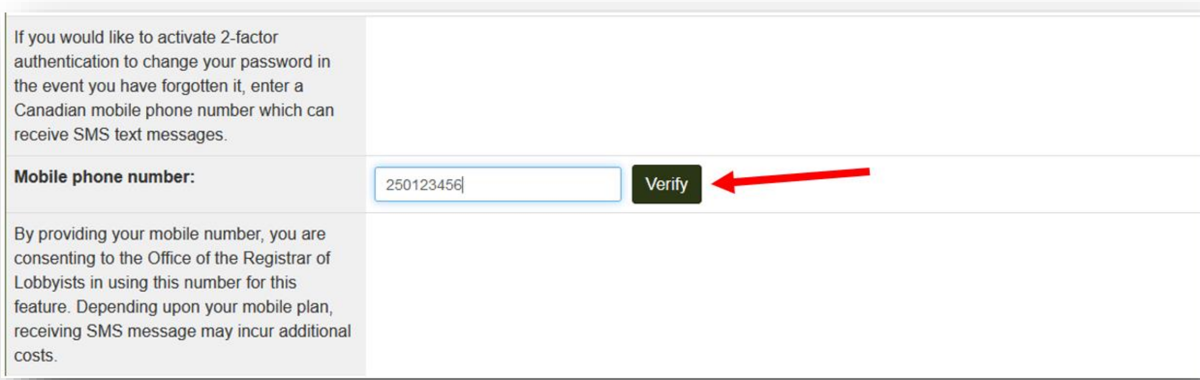


3. To update **mailing address** or **email address**, or to add **2-Factor Authentication (using SMS) to reset password**, make sure that the "**Designated Filer Profile**" tab is selected, then click "**Edit Account**".



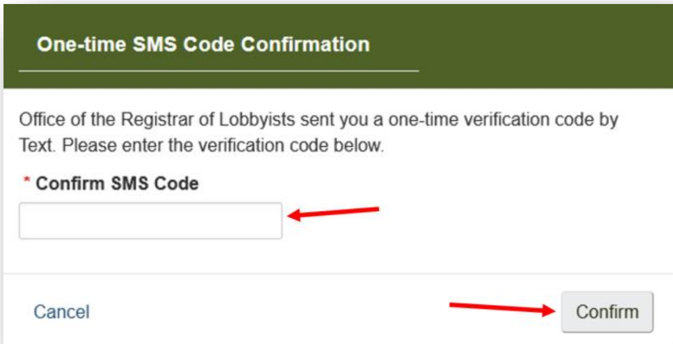
4. Update the information on the screen as necessary.

5. **OPTIONAL:** To add **2-Factor Authentication (using SMS) to reset password**, enter the desired phone number in the "**Mobile phone number**" field, then click "**Verify**".

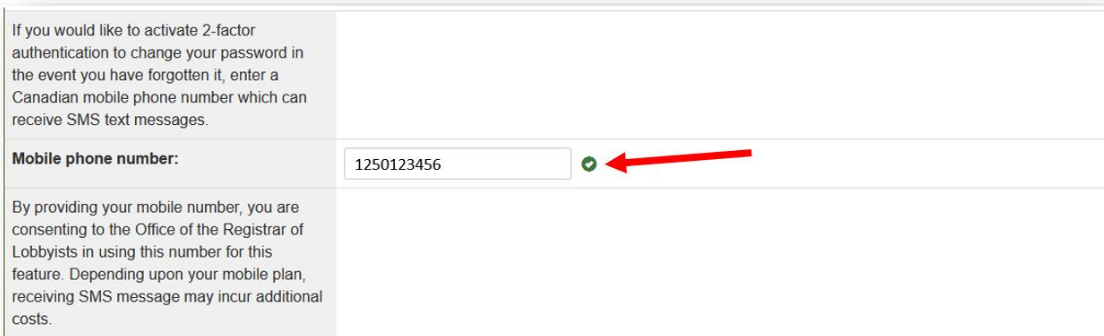


You will receive an SMS message with a one-time code.

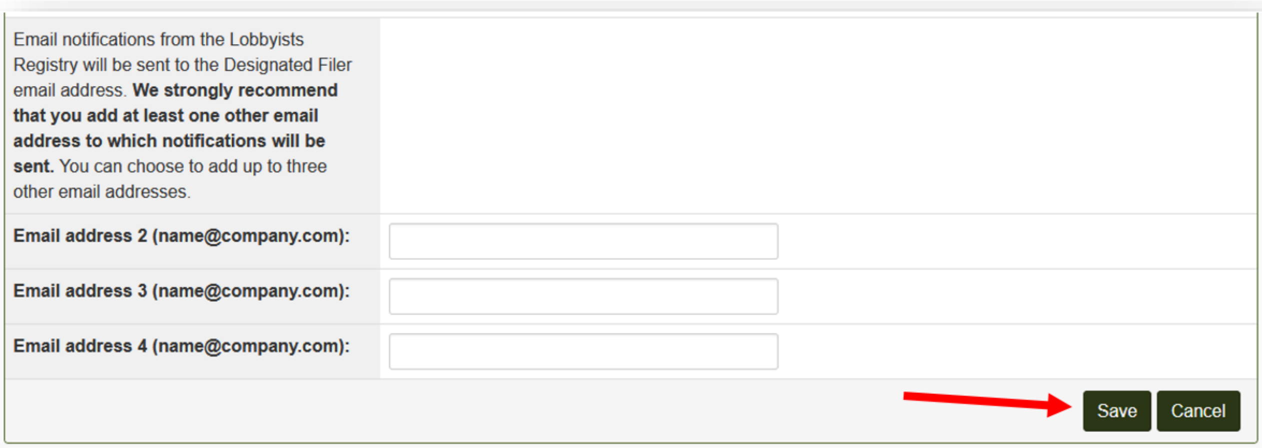
On the pop-up screen that appears, enter the one-time code you received, then click "**Confirm**".



Once your phone number has been verified, you will see a green checkmark beside your phone number.



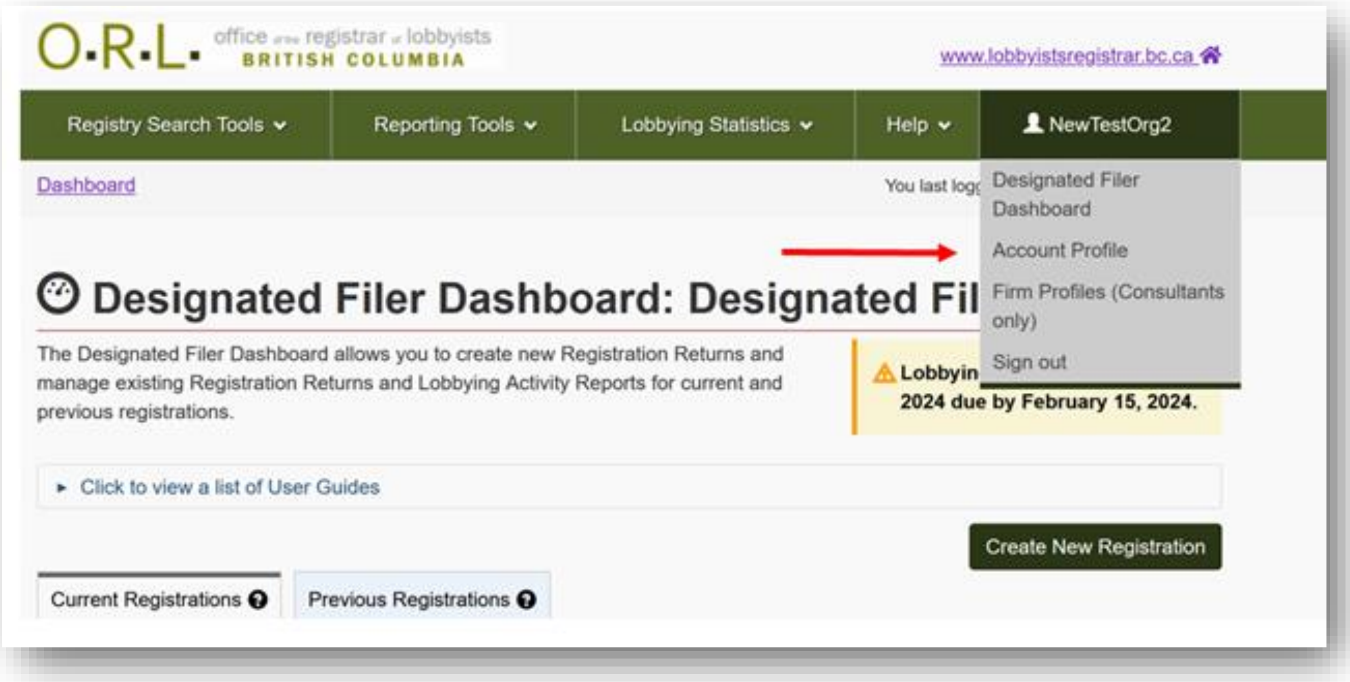
6. One you have finished updating your information, scroll to the bottom and click "**Save**".



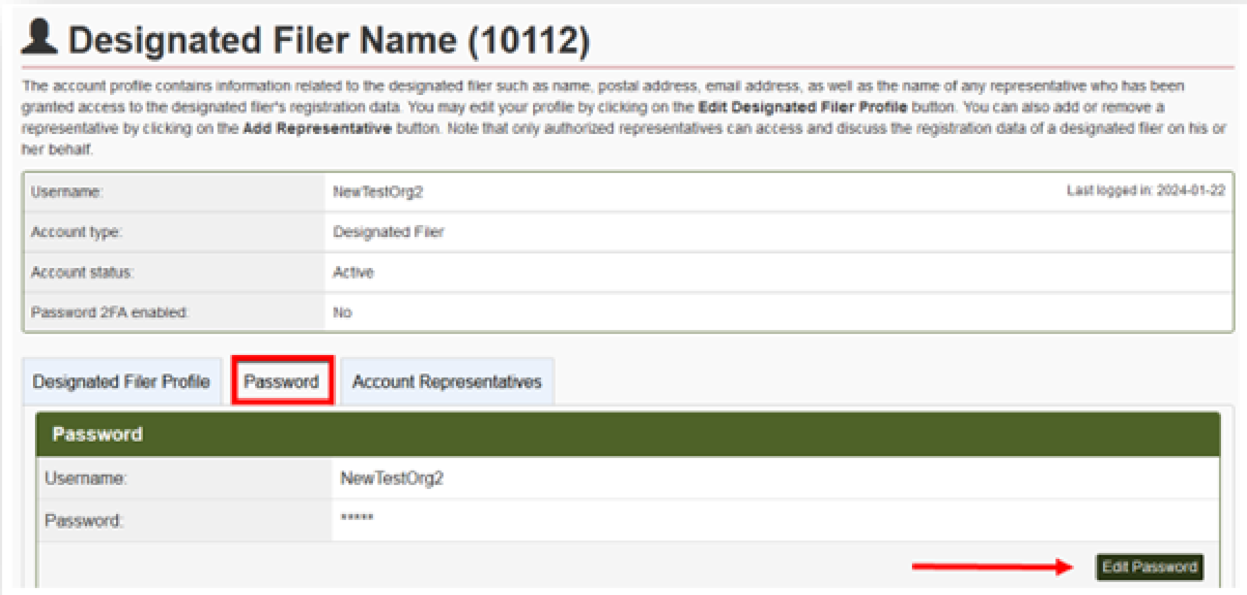
Change your password

1. Go to the Lobbyists Registry sign in page https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn and **Sign In** to your account.

2. On the Designated Filer Dashboard, under your username, click "**Account Profile**".

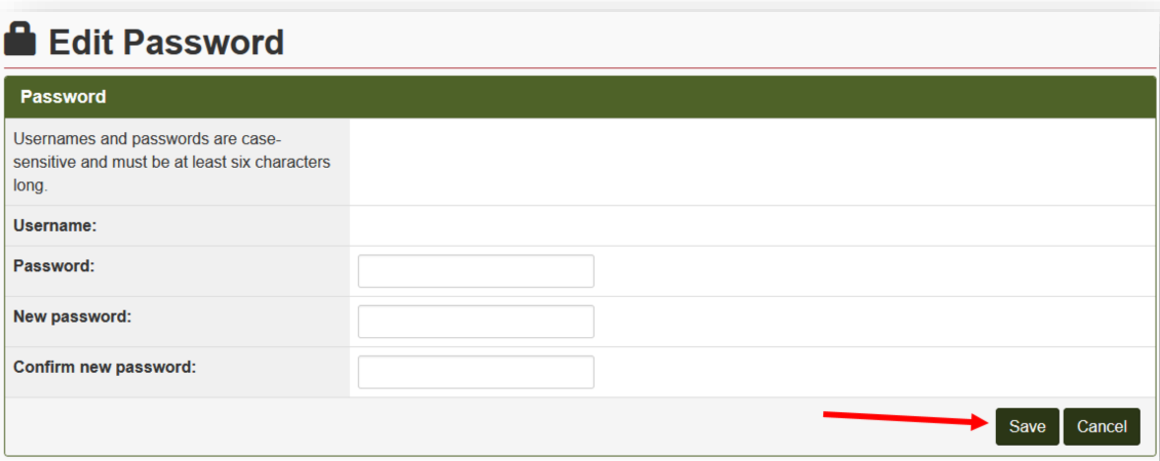


3. Click the "**Password**" tab, then click "**Edit Password**".



4. Update your **password**, then click "**Save**" in the lower right-hand corner.

   Passwords are **case sensitive** and **must be at least 6 characters long**.

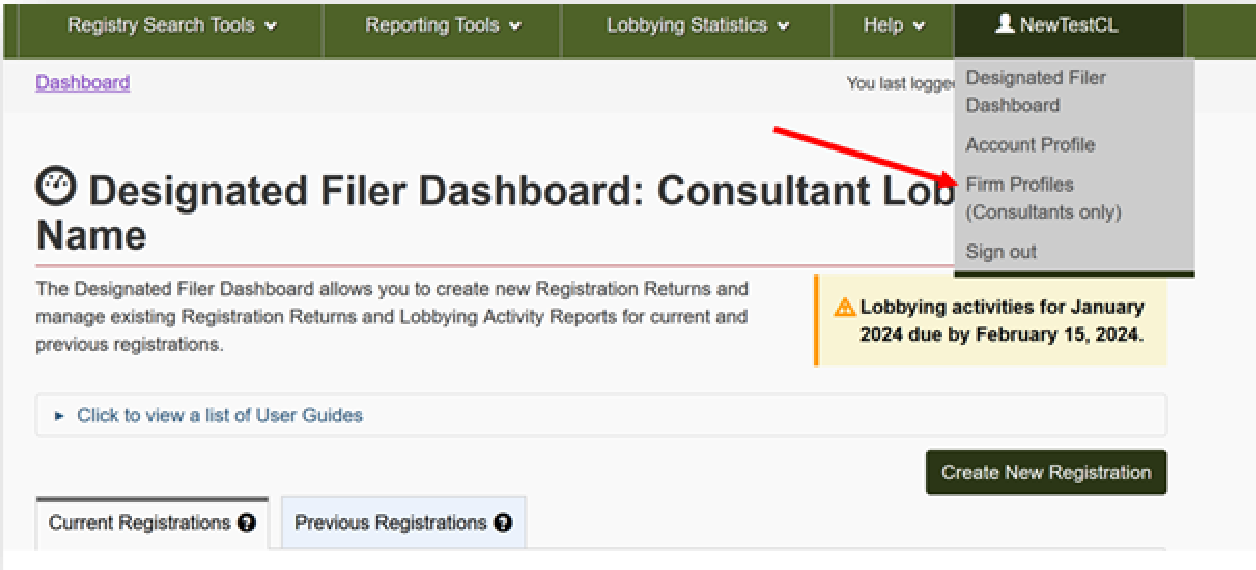


Update Consultant Lobbyist firm profiles

If you are a Consultant Lobbyist you may add, update, or delete information about the firm you are working for.

1. Go to the Lobbyists Registry sign in page https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn and **Sign In** to your account.

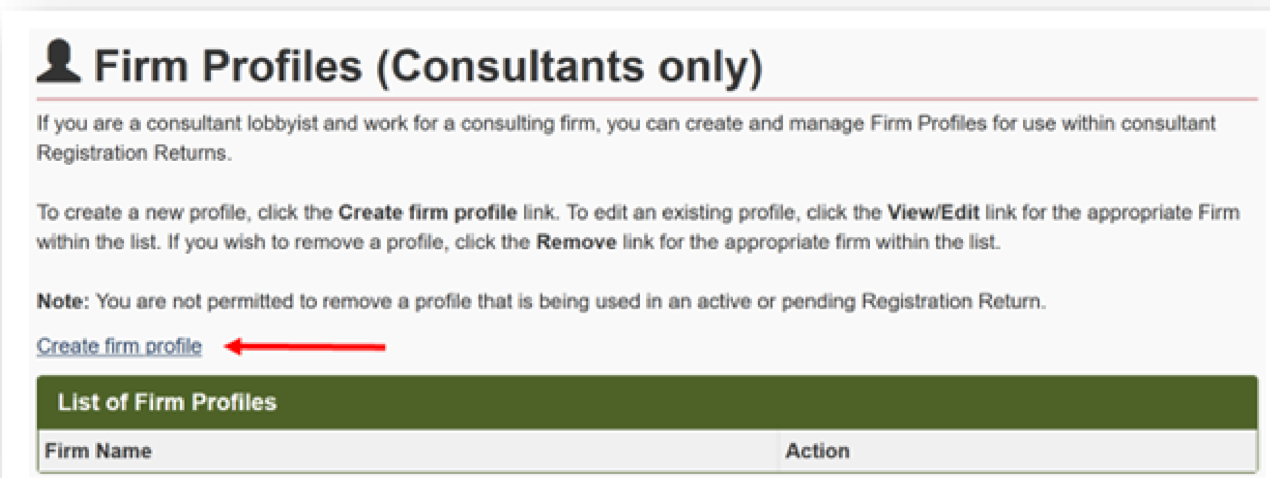
2. On the Designated Filer Dashboard, under your username, click "**Firm Profiles (Consultants only)**".



Add a Firm to your Profile

You can record the details of one or more firms you work for. Once the firm profiles are entered here, they can be chosen from a drop-down list in your Registration Returns.

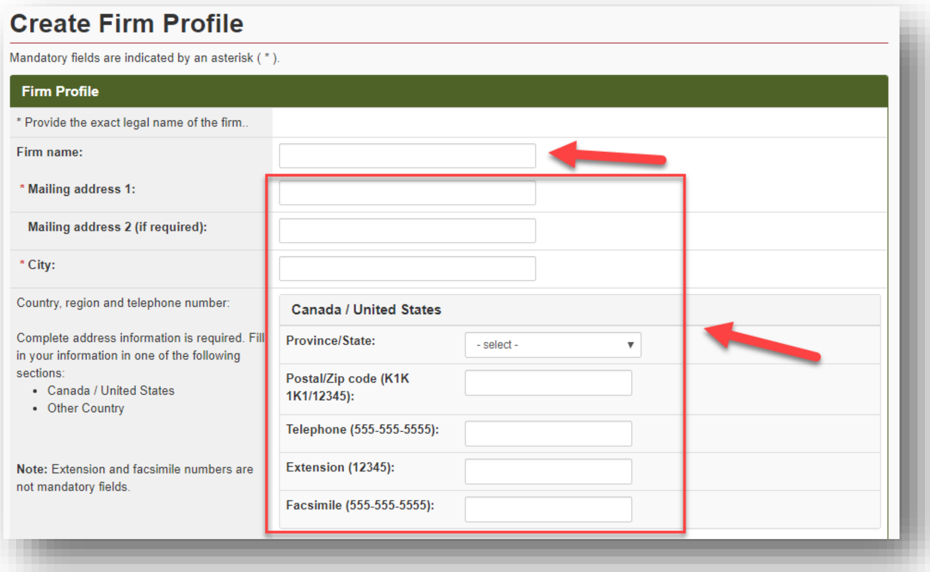
3. To add a new firm profile, click "**Create firm profile**".



4. Enter the **exact legal name** of the firm, along with the firm's mailing address.

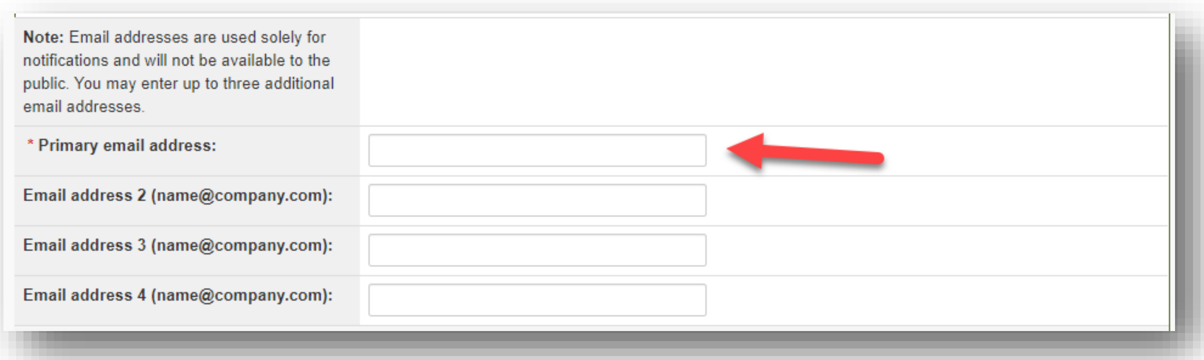
   Phone extension and fax number are optional.

   If the firm is located outside of Canada and the United States, fill out the second address box labelled "Other Country".

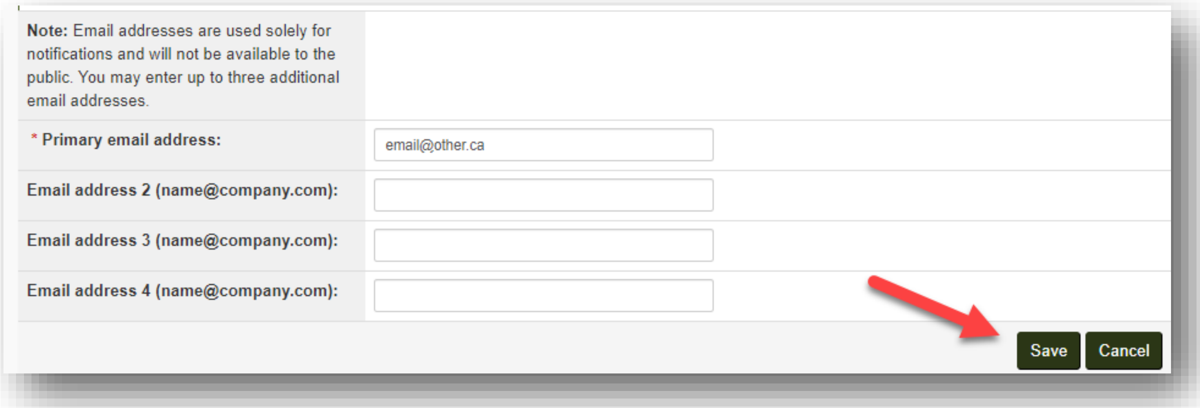


5. Enter the **email address** for the firm, and any **additional email addresses** that you wish to receive notifications.

   Emails that will be sent include confirmations and reminders. Please record all email addresses associated with the firm that should receive these notifications.

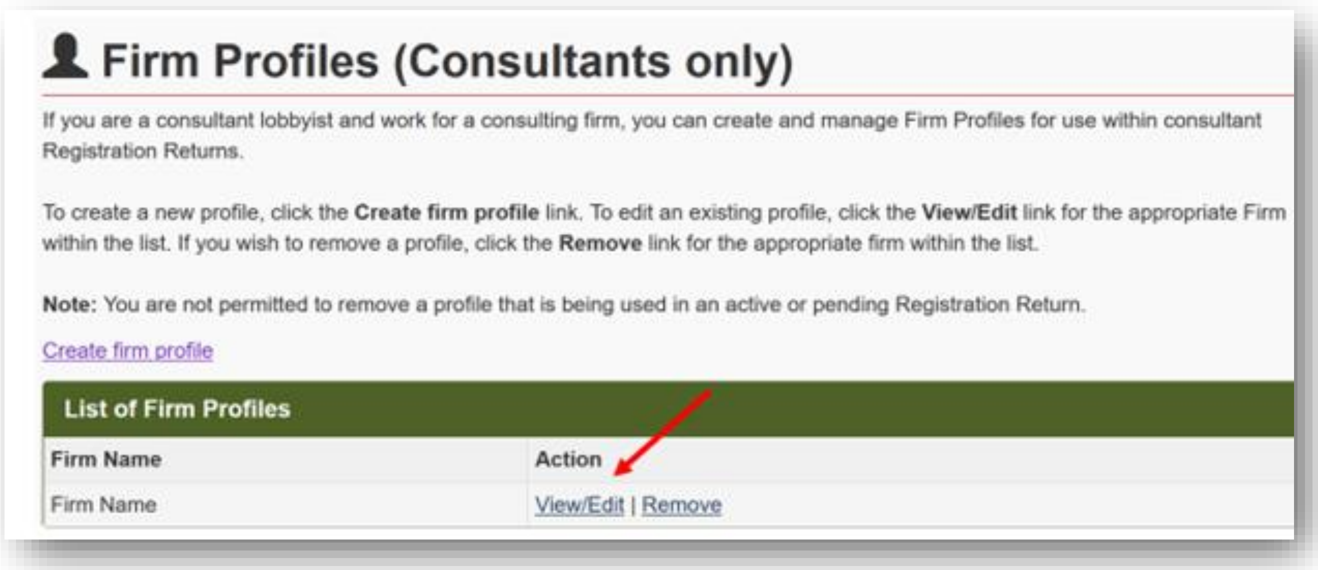


6. Once all information on the firm has been recorded, click on "**Save**" in the bottom right-hand corner of the screen.

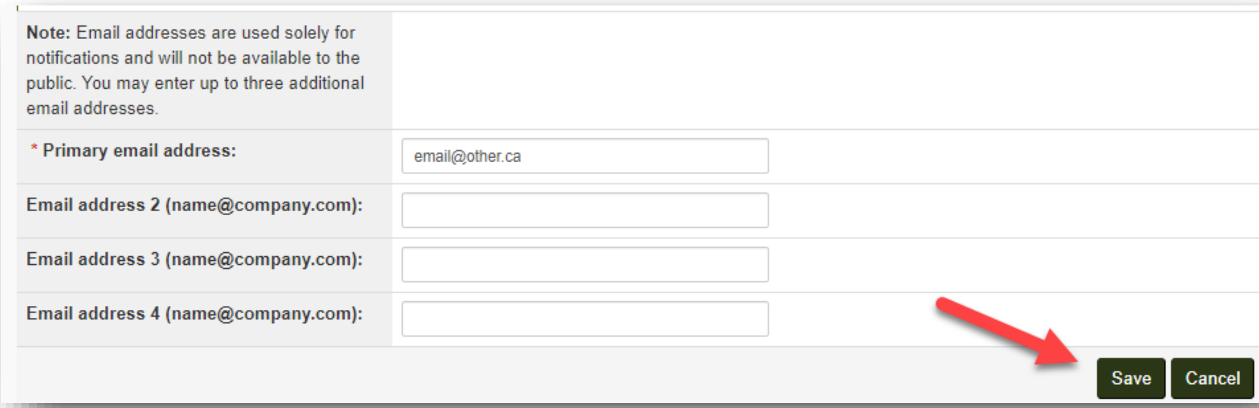


Update a Firm's Profile

7. Locate the firm for which you need to update details and click "**View/Edit**".



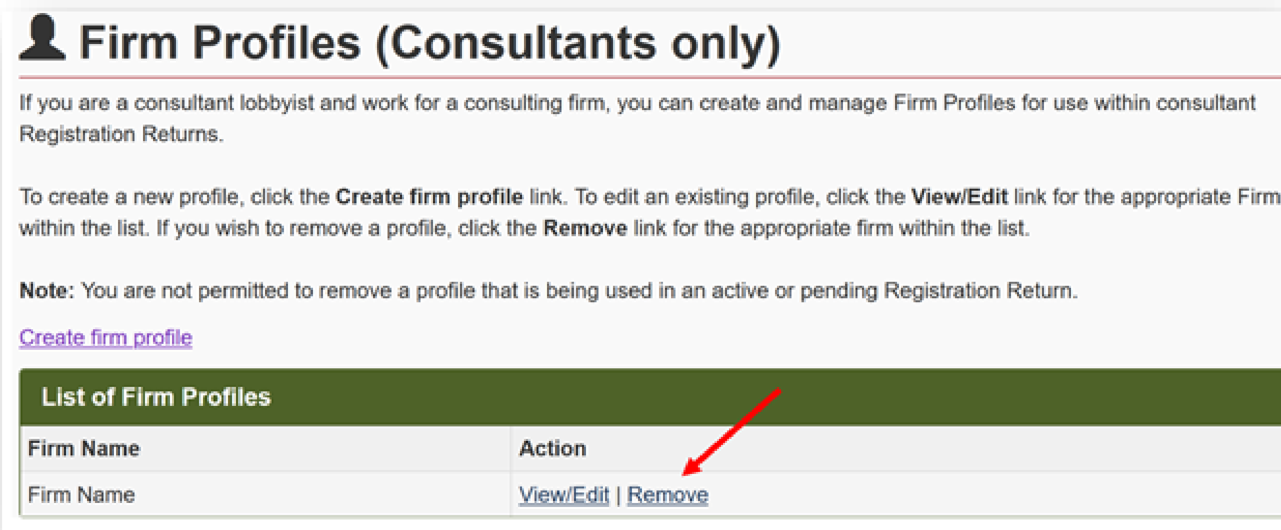
8. Update the information, then click "**Save**" in the lower right-hand corner.



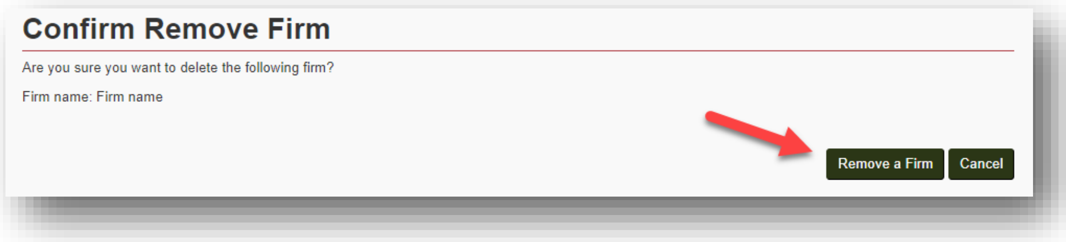
Remove a Lobbying Firm Profile from your Account

If you no longer work for a lobbying firm, you can remove it from your profile. You cannot remove a firm profile that is currently being used in an active or pending Registration Return.

9. Locate the firm and click "**Remove**".



10. Confirm you wish to remove the firm profile from your account: click "**Remove a firm**".



REGISTER A NEW SENIOR OFFICER FOR AN ORGANIZATION

If the most senior officer of your organization has changed, the Registration Returns and Lobbying Activity Reports must be transferred from the account of the previous Most Senior Paid Officer/Designated Filer to the new Most Senior Paid Officer's account by the 15th of the following month.

The new Most Senior Paid Officer **must have their own account**.

The new Most Senior Paid Officer will be the Designated Filer for the organization during the time they are the most senior officer of the organization.

The Registration Returns and Lobbying Activity Reports for the organization, which are currently attached to the account of the previous Designated Filer, can be transferred from the previous senior officer to the new Designated Filer in one of two ways:

1. If the new Most Senior Paid Officer has an **existing account** (as a Designated Filer for another organization or as a Consultant Lobbyist or Representative), they must contact Registry staff at info@bcorl.ca to have the Registration Returns and Lobbying Activity Reports transferred to the existing account.

2. If the new Most Senior Paid Officer has **no existing account,** they must create a new account (see instructions immediately below). In the process of creating the new Most Senior Paid Officer/Designated Filer account, the system will transfer the Registration Returns and Lobbying Activity Reports for the organization and attach them to the new account.

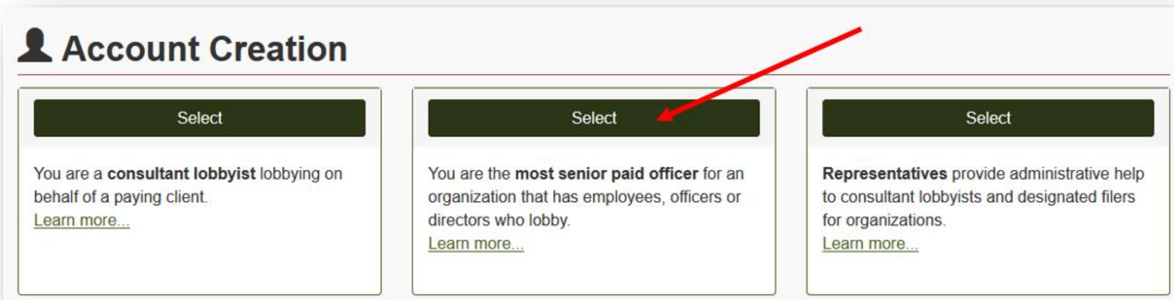
Transfer Organization's senior officer via a NEW account

1. To begin the new account creation process, go to the Lobbyists Registry sign-in page: https://www.lobbyistsregistrar.bc.ca/app/secure/orl/lrs/do/lgn

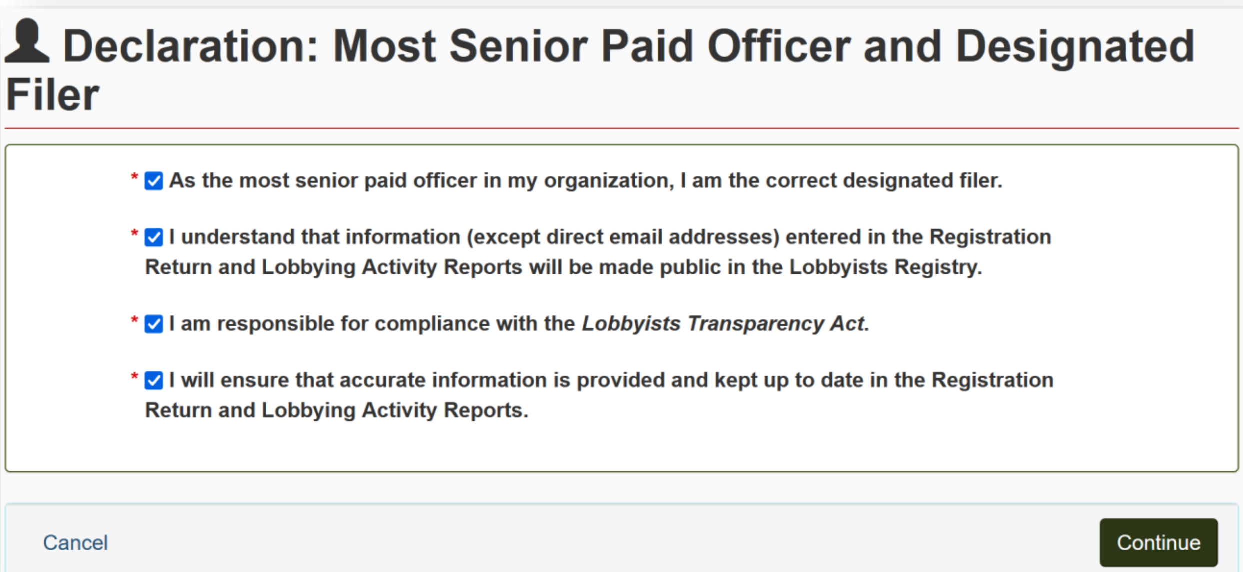
2. The new most senior officer of the organization will create their Designated Filer account by clicking on "**Create an Account**".

3. Confirm you do not have an existing account in the Lobbyists Registry: **tick the check box**, then click "**Continue**".

4. On the Account Creation – Account Purpose screen, select the middle box (Most Senior Paid Officer for an organization that has employees, officers or directors who lobby).

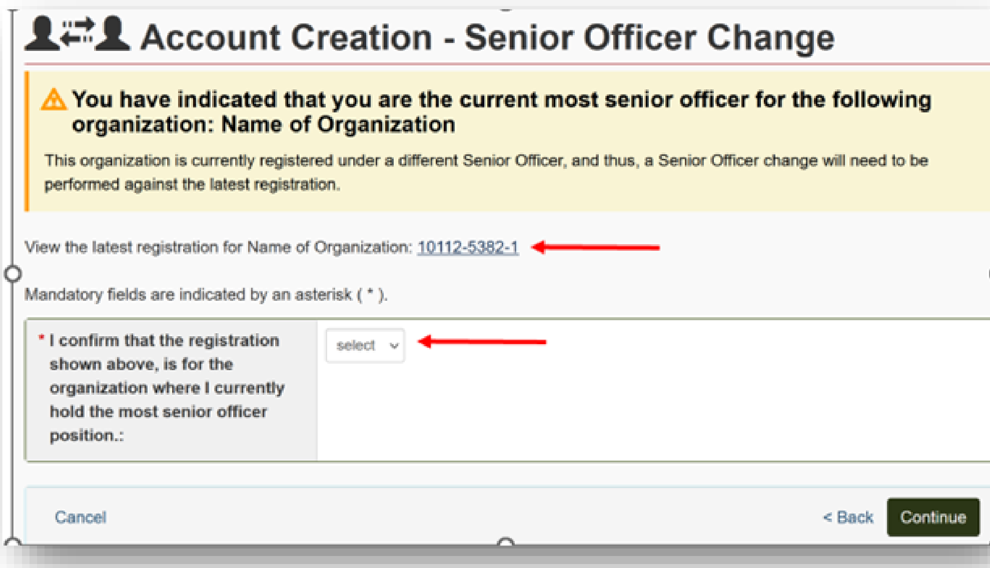


5. On the Account Creation - Most Senior Paid Officer Declaration screen, read the statements, tick each box, click "**Continue**".

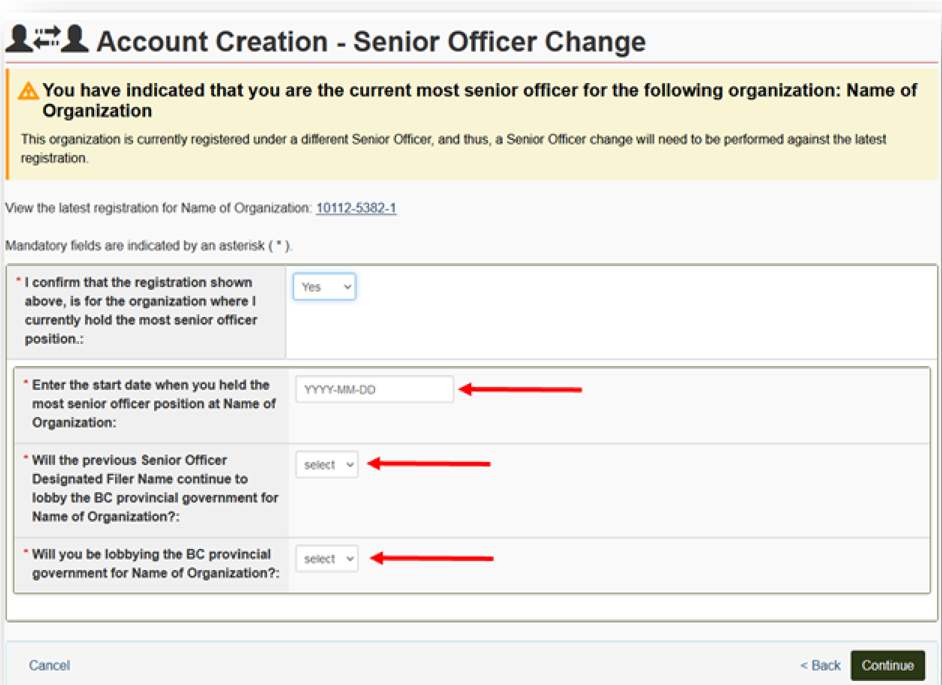


6. Enter your first name, last name, and position title, together with the **exact legal name** of the organization.

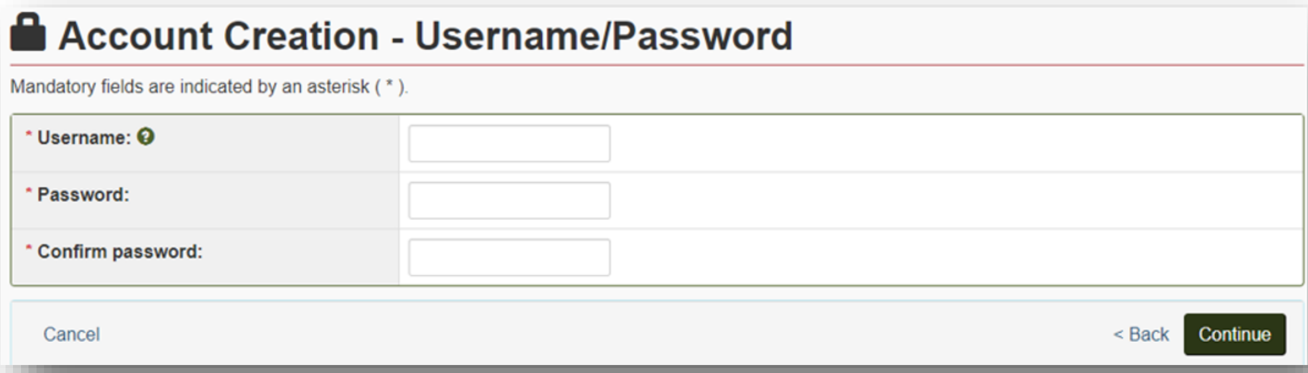
7. If the name of the organization matches the name shown in the current Registration Return, the Registry will suggest a Senior Officer Change is needed. Click the registration number link in the pop-up screen to see the current active Registration Return for the organization. Then select "**Yes**" to continue with the Senior Officer Change.



8. After you confirm that you currently hold the most senior office position at the organization, enter the date you took over the most senior officer position, indicate whether the previous senior officer will continue to lobby for the organization, and state whether you will be lobbying the BC government on behalf of the organization. Click "**Continue**".



9. Create your username and password, then click “**Continue**”.



10. The Change of Senior Officer has been submitted to the Registry.

11. Once it is processed by Registry staff, the organization’s Registration Return is sent back to the new Designated Filer for a final check. The Designated Filer/Representative should carefully review all of the information in the Registration Return, edit/update information in each field as needed.

12. The Registration Return must be certified & submitted back to the Registry for activation to complete the transfer of the Registration Return and Lobbying Activity Reports to the new senior officer/Designated Filer.

Transfer Registration Return and Lobbying Activity Reports to an existing account with assistance from Registry staff

If the new Most Senior Paid Officer has an existing account with the Registry, they must contact Registry staff at info@bcorl.ca to have organization’s Registration Returns and Lobbying Activity Reports transferred to the existing account.

Once it is processed by Registry staff, the organization’s Registration Return is sent back to the new Designated Filer for a final check. The Designated Filer/Representative should carefully review all of the information in the Registration Return, edit/update information in each field as needed.

The Registration Return must be certified & submitted back to the Registry for activation to complete the transfer of the Registration Return and Lobbying Activity Reports to the new Designated Filer.

FORGOTTEN PASSWORD OR USERNAME

Your username and password are set when you first create your account in the Lobbyists Registry.

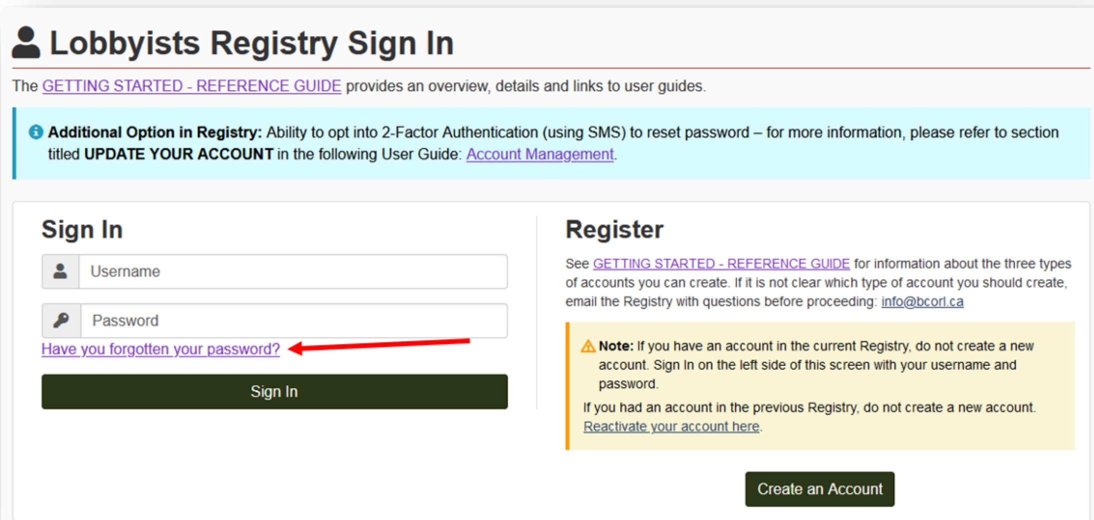
Forgotten Username

If you forget your username, contact Registry staff for assistance at info@bcorl.ca.

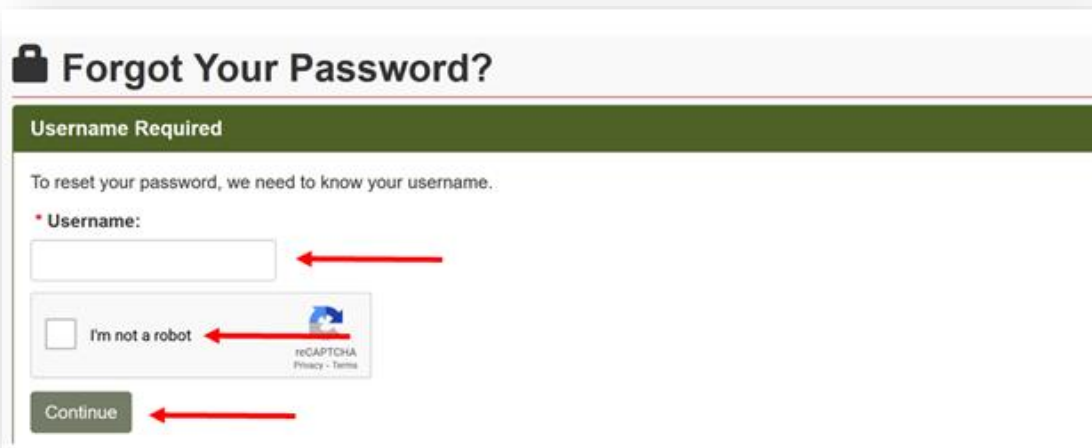
Forgotten Password

You can reset your password through the Lobbyists Registry.

1. Click "**Have you forgotten your password?**".

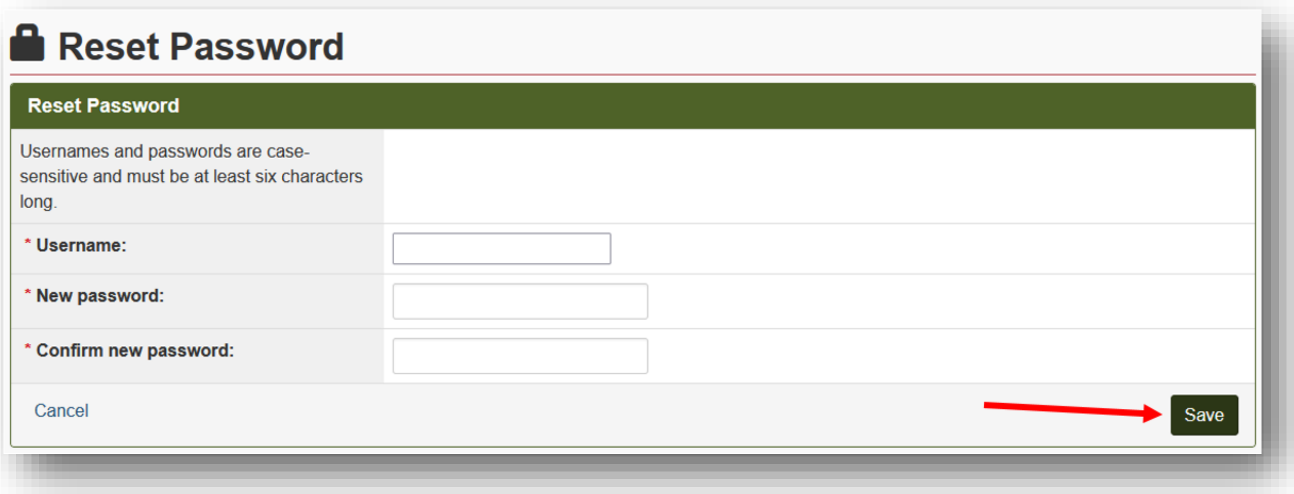


2. Enter your **username**, tick the "I'm not a robot" box and verify images and then click "**Continue**".



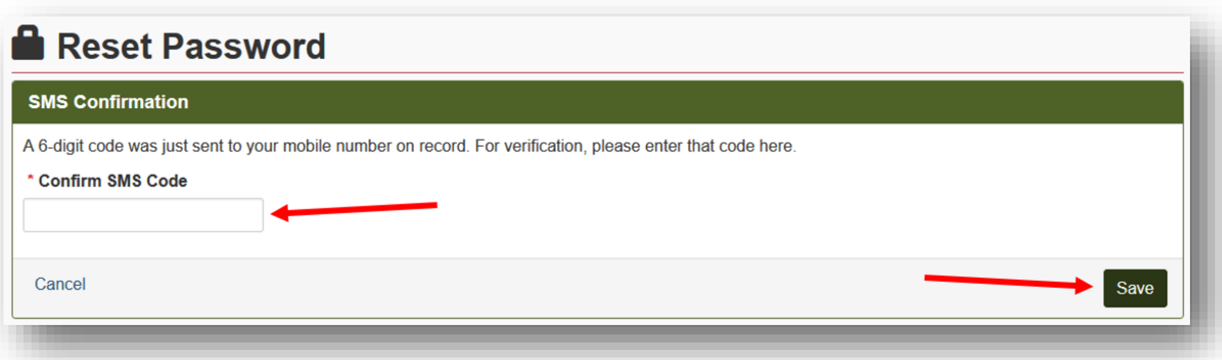
3. An email will be sent to you with a link to the “change password page”. Go to your email and click this “change password page” link.

4. Enter your Username and then enter and confirm your new password. Click “**Save**”.



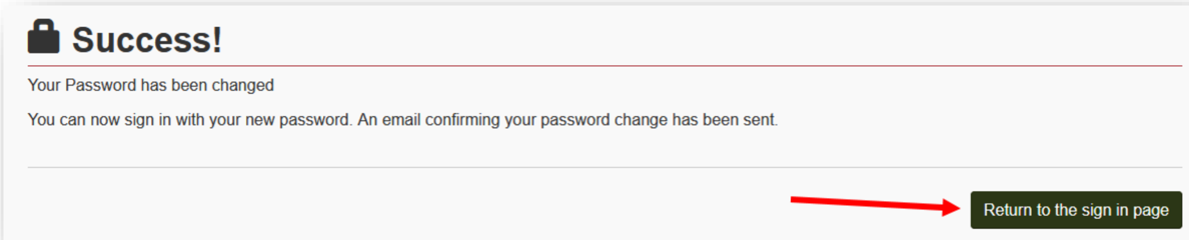
5. **<u>Extra Step If You Have Signed Up for 2-Factor Authentication (using SMS) to Reset Password</u>**:

   If you have signed up for **2-Factor Authentication (using SMS) to reset password**, you will be sent an SMS message with a one-time code. Enter this one-time code, then click “**Save**”.



6. You will receive a “**Success!**” message confirming your password has been changed.

   Click the “**Return to the sign in page**” button.



7. Now that your password has been reset, you can sign in to the Lobbyists Registry with your new password.

GETTING HELP

Lobbyists Transparency Act and Frequently Asked Questions

Getting Started – Reference Guide (very helpful overview)

The *Lobbyists Transparency Act* (LTA):
https://www.lobbyistsregistrar.bc.ca/about/legislation/

LTA Guidance Documents:
https://www.lobbyistsregistrar.bc.ca/lobbyists-transparency-act/lta-guidance-documents/

Frequently Asked Questions:
https://www.lobbyistsregistrar.bc.ca/lobbyists-transparency-act/lta-frequently-asked-questions/

Full Length User Guides

The following user guides provide in-depth support for Organizations:

- User Guide – Monthly Returns and Lobbying Activity Reports
- User Guide – Account Management
- User Guide – Accounts and Registrations from the Previous Lobbyists Registry

Contacting Registry Staff

If you are unable to create, update, access your account or Registration Return, **send us an email** at info@bcorl.ca describing the steps you have followed and the problem you have encountered. Please include any relevant screen captures to help us understand your issue. Also include a **phone number** we can call if needed.