

Web Services user access confirmation

Maintaining users

It is important to maintain all Web Services users to protect your employees' pension data online. It is especially important to keep the Primary User current because they create and manage all other levels of users, and they control access to Web Services, which is also referred to as the secure employer website.

Primary users have two roles:

- To provide permission for secondary users and other (basic) users to use Web Services
- To abstain from sharing, divulging or compromising any username or password

To regularly maintain all users (primary, secondary and others), you must:

- Cancel access for staff who are not active in their user roles, such as:
 - staff who have left your organization, including those who have retired
 - staff who are on temporary leave of absence
- Create new accounts for their replacements
- Instruct all users to frequently change their passwords

Reminder: when your organization signed the Web Services Agreement, it agreed that users would abide by the outlined policies, the Terms of Use Statement and any amendments, in particular section 11 (b) of the agreement.

Changing a Primary User

To assign a new Primary User, you need to notify Employer Operations:

1. Log on to the secure employer site
2. Access the *Primary User Designation* form available in the Web Services section
3. Complete your portion of the *Primary User Designation* form, and send it to us through Message Board or by email

Note: the *Primary User Designation* form must be signed by a senior manager who has authority to legally represent your organization.

Note

Keep in mind that **all** users are removed from our system when we delete a designated Primary User.

Deleting a Primary User account due to unauthorized access

If we learn that someone other than the person who is designated as Primary User is using the account, we may delete the account. This may occur if:

- An employer advises us that someone other than the Primary User has used the account
- We receive an out-of-office reply to a message we sent the Primary User from someone who isn't the Primary User

EMPLOYER REPORTING INSTRUCTIONS

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Employer Operations will contact you before deleting a Primary User account:

- We'll first call and ask you to complete and submit a *Primary User Designation* form to ensure we have your current Primary User on record. You will have two weeks to submit the form.
- If we don't receive the form from you within two weeks, we'll email a reminder to you. You will have one week from the date of the reminder email to send us the completed *Primary User Designation* form to update your Primary User account.
- If we don't receive the form from you a week after the reminder, we will delete the account.

Reporting a security breach

If you suspect a breach of Web Services, immediately notify Employer Operations and fully participate in any investigation we might undertake.

Web Services user account update

As of November 2020, a Web Services user account cleanup is done on the third week of every month to assist with maintaining Web Services security.

- We do not remove any primary users
- We remove secondary and basic users in your organization who have been inactive for at least 18 months

Note: If you need to reactivate an account that we have removed, the primary or secondary user can do that. It takes only minutes.

Reactivating an account or removing a staff member from Web Services is easy and just takes a few minutes.

Resources

- Sections 3.3 and 3.4 of the *Employer Web Services E-Handbook*—on the home page of the employer site

Employer Operations

Message Board

employer.services@pensionsbc.ca

Toll-free (Canada/U.S.):

1-855-356-9701