



### Purpose

This job aid provides details which repair facilities applying to the collision, glass and/or commercial repair program require to complete their profile information in Entegral. This is ICBC specific information related to the profile or application which will not be covered by Entegral Support.



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### Overview

The Entegral profile is used by collision, glass and commercial facilities and ICBC employees for:

- completing and maintaining profile information by providing details of ownership, licences, facility, contacts, equipment, and training information
- providing information to the repair facility locator, and
- viewing completed audits. (collision and glass facilities only)

Repair program participants must notify employees who are working on ICBC claims that their qualification information will be shared with ICBC. Participants are accountable for protecting the privacy of their customers' personal information and adhering to FIPPA.



### Accessing Entegral

1. [Log-in to Entegral](#) with your username and password. If you do not know your username and/or password, or if you are having trouble logging in, please call Entegral at 1-877-933- 2063.

**Note:** Commercial Repair facilities will have a unique username and password if they participate in the collision repair program.

2. Agree to Entegral's terms and conditions when prompted. This will not show up again after you click, I Accept.

**Important:** Repair facilities that do not consent to the terms and conditions will be unable to participate in the Program.

3. Access Company Information from the left navigation bar to confirm your company name and address are entered correctly. The name should be the name your facility uses while doing business and how you want customers to find your facility on the facility locator.

If you have more than one location, differentiate facilities with an identifier such as the name of the city or town or part of the address. For example:

- MNO Glass – Vancouver
- MNO Glass – Main St
- MNO Glass – Commercial Dr

Also, ensure your facility address meets [Canada Post standards](#) and does not use:

- symbols (e.g. instead of using the number symbol – Unit #10 – use 10 – 12345 Main St or 12345 Main St, Unit 10) or
- abbreviations in reference to the name of town or city

Refer to [Editing Company Information](#) if information in this section requires updating.



### Finding your ICBC Profile/Application

1. Click **Networks** from the left navigation bar
2. Click **Questions Need Attention** to complete your profile

The screenshot shows the Entegral Networks dashboard. On the left, there is a 'COMPANY PROFILE' section for 'Company Profile Ltd' with a green 'UP TO DATE' badge and 'All Requirements Complete' status. Below this, it says 'All Questions Complete' with a checkmark and 'Last Updated 05/18/2021'. In the center, there is a section for 'ICBC Collision' with a red 'NEEDS ATTENTION' badge, '72 Questions Need Attention' (Last Updated 06/17/2021), and a yellow circle with the number '2' and a pencil icon. Below this, it says 'Signature Locked' and 'Complete Questions to Unlock'. On the right, there is a section for 'ICBC Glass' with a red 'NEEDS ATTENTION' badge, '132 Questions Need Attention' (Last Updated 06/17/2021), and 'Signature Locked' with 'Complete Questions to Unlock'.

3. Enter all facility information to complete your profile:
  - A. Categories are listed in the left navigation bar
  - B. Red circles to the right of a category indicate the number of unanswered mandatory questions
  - C. Red exclamation mark indicates a mandatory unanswered question
  - D. Pencil - Edit Form allows you to answer questions or edit previous answers

The screenshot shows the 'Company Details' form. On the left is a navigation menu with categories and red circles indicating unanswered questions: 'Company Details' (1), 'Owner/Signing Officer Information' (3), 'Licences' (7), 'Insurance' (5), 'Tax/Billing' (1), 'Contact Information' (1), 'Manager 1' (1), 'Manager 2' (1), 'Scorecard and Program Communications' (3), and 'Contract Notices and Communications' (4). Annotations include: 'A' on the 'Company Details' menu item, 'B' on the 'Insurance' category, 'C' on the '2' question count, and 'D' on the 'Edit Form' button. The main form area shows three questions: '1. Select facility classification', '2. Do you have any secondary types of business that your facility provides?', and '3. Select the types of business your facility provides'. Each question has a 'View History' link on the right.

### 4. **Save** each section of questions once answered



## Details of the Sections in the Entegral Profile/Application

1. **Administration:** This section is managed by ICBC and lists your business details such as the legal name of business, mailing and facility addresses, email address for bank deposit notifications, tier, and region. If information in this section requires updating, contact Supplier Programs and Administration.
2. **Company Details:** In this section you'll add your company details:
  - Company Details
 

**Important:** Collision and glass facilities – Please do not select the secondary types of business your facility provides. Commercial facilities will not have the ability to select secondary business types. This section will be updated by Supplier Programs and Administration.
  - Owner/Signing Officer Information
  - Licences
  - Insurance
  - Tax/Billing
  - Contact Information
  - Customer Service Options (e.g. languages, hours of operation)
 

**Note:** The information added in Customer Service Options will appear on the facility locator.

If facility ownership is going to transfer or change, you will need to contact Supplier Programs and Administration.
3. **Facility:** In this section you'll provide the details of your facility and technology requirement
4. **Equipment:** In this section, you'll confirm the various equipment available in your facility
5. **Warranty:** In this section, you'll specify the details of your warranty



6. **Alternate Transportation (collision repair facilities only):** In this section, you'll indicate whether your company provides Alternate Transportation Services (ATS) Courtesy Vehicles. Also, if you have a Temporary Substitute Moto Vehicle (TSMV) Agreement you'll need to upload a copy of the agreement.
  - If you have a fleet policy, you'll need to provide the policy number and policy's expiry date.
  - If you do not have a fleet policy, you will need to enter the number of vehicles in your inventory and identify the required information for your vehicle inventory.
  
7. **Training Requirements:** In this section, you'll list the names of employees who require the ICBC Collision or Glass Repair Program training.  
**Note:** the information added in the *Facility Certifications* sub-section will appear on the facility locator.
  
8. **Privacy:** In this section, you'll respond to questions related to protection of personal information and storage of information.
  
9. **Contract:** In this section, you'll upload your contract.



### Completing and submitting your Entegral Application

In the last section of the profile, review the terms and condition and provide an electronic signature to confirm that you agree to the terms and conditions.

To complete and submit your Entegral application:

1. Answer all the mandatory questions for each category.
2. Repeat these steps until you reach the **Electronic Signature** category.
3. Select **I Agree**. This option only displays when all the mandatory question have been answered.
4. Select **OK**.

Categories

- Administration
- Consent
- Company Details
- Facility
- Equipment
- Warranty
- Alternate Transportation
- Training Requirements
- Privacy
- Contract
- Electronic Signature** 2

Electronic Signature

Signature Locked - complete questions to unlock

Terms & Conditions

Personal information is collected in this profile pursuant to section 26 of the Freedom of Information and Protect applicant information and for audit, assessment, investigation, tiering and performance management of the facility. Should you have any questions about the collection of information, please contact Supplier Programs and Admin 1. you declare that the information provided is accurate and complete, and that your company has read and understood the terms and conditions of the Application, and you agree to use your personal information and information about your company from all ICBC claims and collections described purposes. Upon receipt of the Application, an ICBC representative may attend your facility to inspect and continue to meet, the minimum requirements, and must comply with the contents of the Program Guide and

By signing here you agree to the terms and conditions above.\*

I Agree 3



### Tips to Complete Your Profile

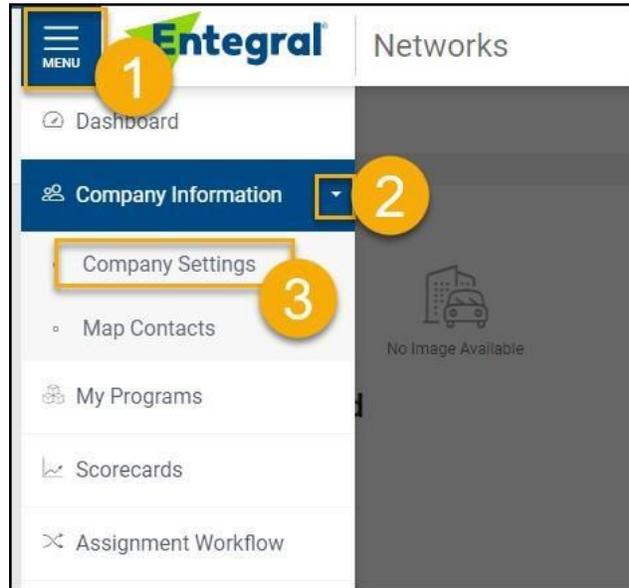
Completing your profile will take approximately two to four hours so to maximize efficiency we recommend you:

- Refer to the [Collision Entegral profile checklist](#), [Glass Entegral profile checklist](#), and/or [Commercial Entegral profile checklist](#) before starting. These checklists will assist you with gathering all material required to complete your profile.
- If you need to delete or change an answer, you must click the Edit Form button to access the information in the entry field.

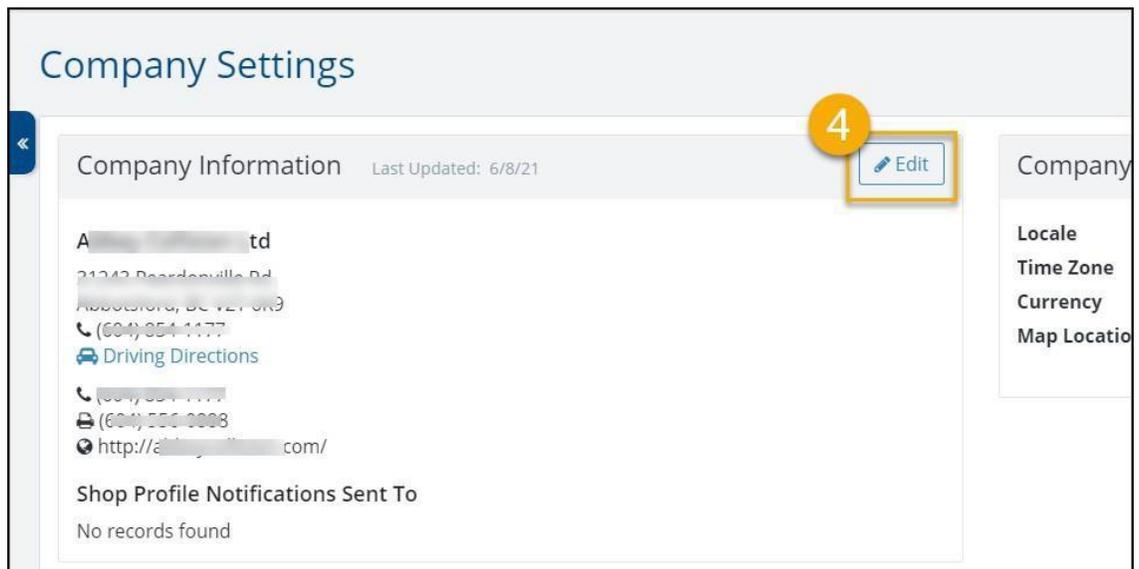


### Editing Company Information

1. Click the **Menu**
2. Click Company Information
3. Click **Company Settings**



4. Click the **Edit** button to edit your company's name and location information.



**Note:** If you do not have an **Edit** button you will need to review your permission level and contact Entegral to adjust permissions.



### Company Profile

You may see a general Company Profile in **Networks**. This is to facilitate the direct feed for your OEM certifications through Certified Collision Care (CCC) or indicates that you have other business relationships with Entegral. ICBC does not require you to complete the Company Profile. Updating information in the Company Profile, such as business hours, will not populate into the facility locator on icbc.com.

The screenshot shows the Entegral Networks interface. At the top, there is a navigation bar with the Entegral logo, the word "Networks", and a user profile icon. Below the navigation bar, there is a "FILTERS" button. The main content area displays three cards:

- COMPANY PROFILE**: This card has a green "UP TO DATE" status. It features a "No Image Available" placeholder, a blurred company name, and a blurred address. It indicates "All Requirements Complete" and "All Questions Complete" (Last Updated 05/18/2021).
- ICBC Collision**: This card has a red "NEEDS ATTENTION" status. It includes a reminder: "Reminder: Please do not enter any ICBC customer information in Entegral." It shows "ICBC 1" with a green "Active" status. It indicates "Requirements Need Attention" and "96 Questions Need Attention" (Last Updated 06/16/2021).
- ICBC Glass**: This card has a red "NEEDS ATTENTION" status. It includes the same reminder as the ICBC Collision card. It shows "ICBC 1" with a blue "New" status. It indicates "Requirements Need Attention" and "133 Questions Need Attention".

At the bottom of the interface, there are "Signature Locked" indicators for each card and a "Provide Feedback" button.



### Support and Resources

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#### Support

**Help Center:** You can access the Help Center on the top-right hand corner if you have questions about the various functions and features of Entegral.

**Technical:** If you have any technical questions or if you have trouble logging in, please contact Entegral’s CustomerCare toll free at 1-877-933-2063, or email at [support@entegral.com](mailto:support@entegral.com)- Monday to Friday (5AM to 5PM PST).

**Profile/Program:** For any questions related to the fields in the profile, you may contact the ICBC Supplier Program and Administration Team at 604-777-4513 or toll free 1-877-921-3331 or by email at [supplierprograms@icbc.com](mailto:supplierprograms@icbc.com).

You can call for questions such as:

- onboarding inquiries
- completing profile
- program requirements, or
- change/transfer of facility ownership.

#### Resources

**Entegral Profile Checklists:** These documents include information you will need to gather beforehand to help you complete your company profile in the Entegral application.

- [Checklist for Collision](#)
- [Checklist for Glass](#)
- [Checklist for Commercial](#)

**Zipping files:**

- [Entegral how to zip or unzip a folder](#)