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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Effective Date: February 3, 2020 | Last Updated: January 26, 2024

Overview

The Entegral profile is use 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:
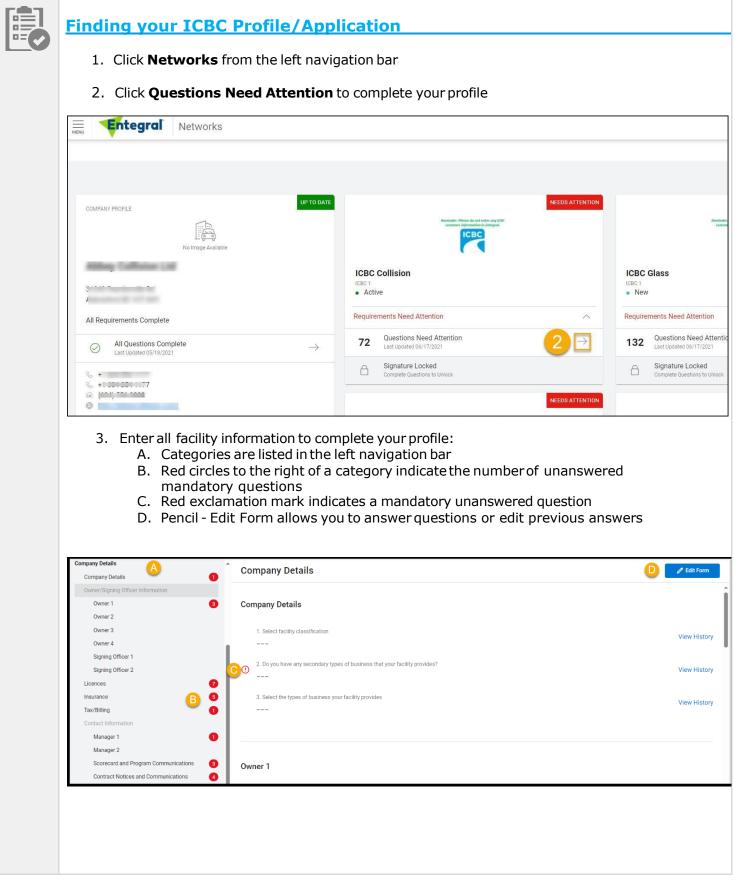   - MNO Glass – Vancouver
   - MNO Glass – Main St
   - MNO Glass – Commercial Dr

   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

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

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.

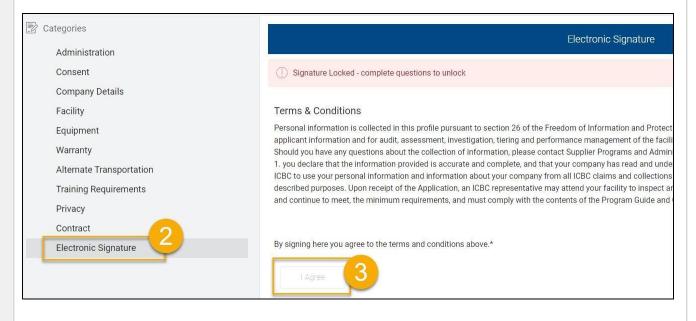9. **Contract**: In this section, you'll upload your contract.

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.
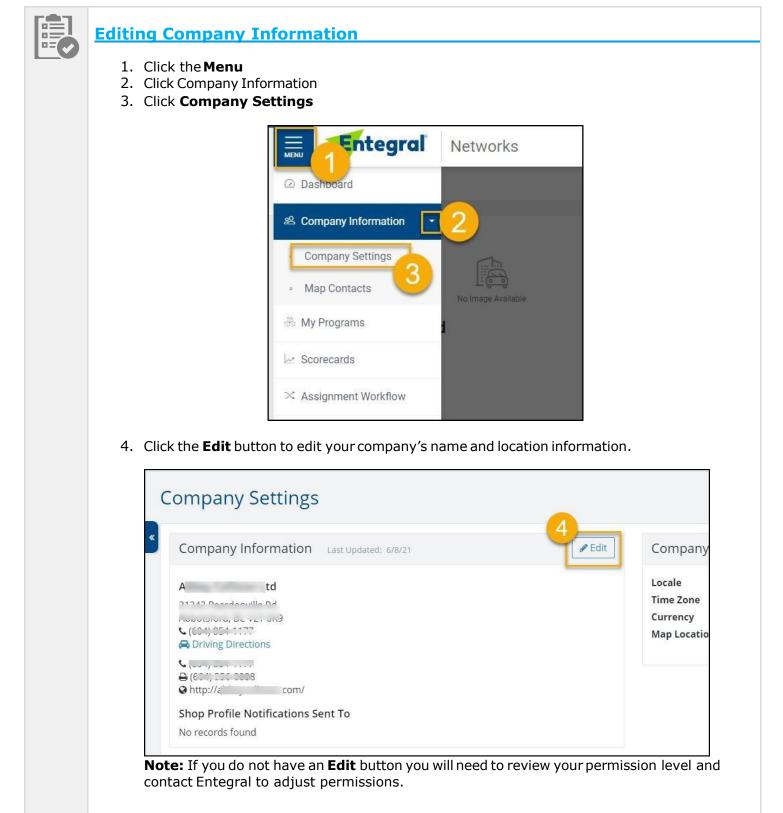4. Select **OK**.

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.

Support and Resources

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 Customer Care toll free at 1-877-933-2063, or email at 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.

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