

Frequently Asked Questions

- **What Web browsers are supported?**

Supported Web browsers are Google Chrome, Firefox, Internet Explorer, Microsoft Edge, and Safari.

- **Is the information I enter into bciti+ secure?**

Yes, absolutely. Bciti+ is committed to data security and ethical management. We invite you to read the privacy policy and terms of use on this subject.

- **How do I create an account in bciti+?**

To create an account, simply go to the bciti+ portal of your town (on the Web or mobile) and choose the option "Create an account".

- **How do I change my password?**

You can reset your password from the homepage of the bciti+ Smart Citizen Services Platform on the Web or mobile.

- **What means are used to transmit notices?**

You can receive notifications by e-mail, mobile messaging (SMS), automated calls, or mobile notifications (Push).

- **How do I add members to my family?**

To add members to your family, simply log into your account and go to "My family". Then, simply tap on "Add a member to family" to add users to your family. You also have the option to create accounts for your children directly on this page.

- **How do I create an account for a minor in bciti+?**

In order to create an account for a minor, log in to your account and go to "My family". Then, simply tap on "Add a member to family" in order to add a member to your family. You can then create an account for your child without specifying an e-mail.

- **Can I choose the category of notice I receive?**

Yes, it is possible for you to choose the category of notice you receive. To do this, simply log in to your account, go to "Reviews and notifications" and then to "Notification settings". You will see the various categories of notices to which you can subscribe.

- **Why don't some categories allow me to unsubscribe?**

It is not possible to unsubscribe from the "Urgent" notification categories. Urgent notices will only be used in case of emergency and will allow you to be informed at any time in the event of a problem in your town.

- **What is the purpose of the information I provide in "My profile"?**

The data you provide in "My profile" will be used to validate your identity and your status as a resident of the town. This will be useful when subscribing to the digital citizen card, in order to respond to consultations, etc.

- **Do I absolutely have to insert a photo into my account?**

It is not mandatory to have a photo in your account. However, a photo may be requested by the Town if you use the digital citizen card, for example, to validate your identity.

- **What is the purpose of the "My family" module?**

The "My family" module aims to make life easier for parents who use bciti+. With this module, you can easily add your children to your family, allowing you to have access to their digital citizen card, and therefore to the subscriptions and activities to which they are subscribed, directly in your account.