# REGISTRY OF COMPANIES AND BUSINESS NAMES
# HELP GUIDE ON
# CREATING AN ACCOUNT

Please note that Company and Business Names used within this help guide are for illustrative purposes only. Any similarity to actual Company or Business Names is coincidence.

Should you have any inquiries with regards to the ROCBN system, kindly contact our ROCBN Help Desk at +673 2380505 or email them at info.rocbn@mof.gov.bn

Registry of Companies and Business Names Operating hours are from:
Monday – Thursday & Saturday, 8.00 am – 3.30 pm.

# TABLE OF CONTENTS

**CREATING AN ACCOUNT ..... 4**

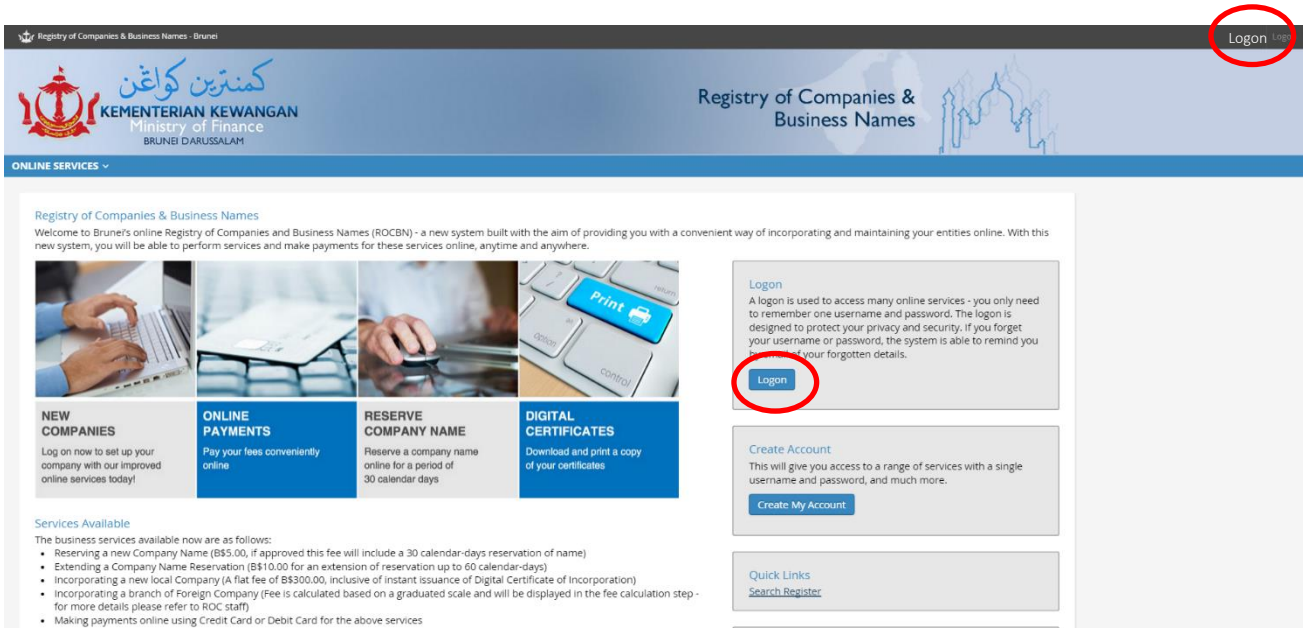
RESETTING YOUR PASSWORD ..... 7

FORGOT PASSWORD ..... 8

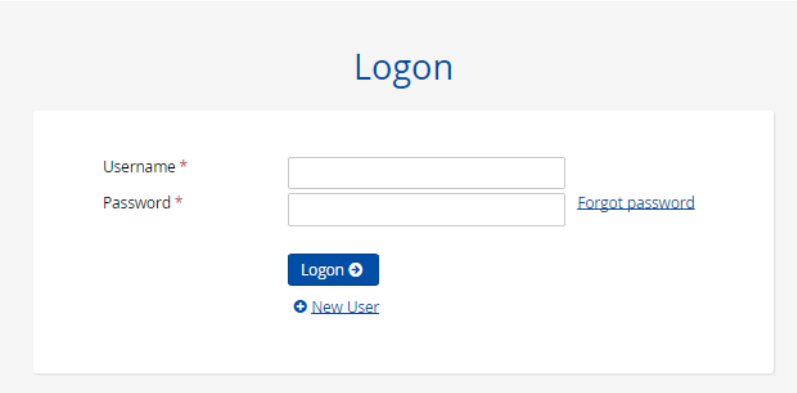
# CREATING AN ACCOUNT

In order for you to have access to the online services of the ROC System, you will first need to have an account. To create an account:-

1. Go to www.roc.gov.bn.
2. Click on the **Logon/Register** button on the top right of the screen. This will direct you to the logon page.

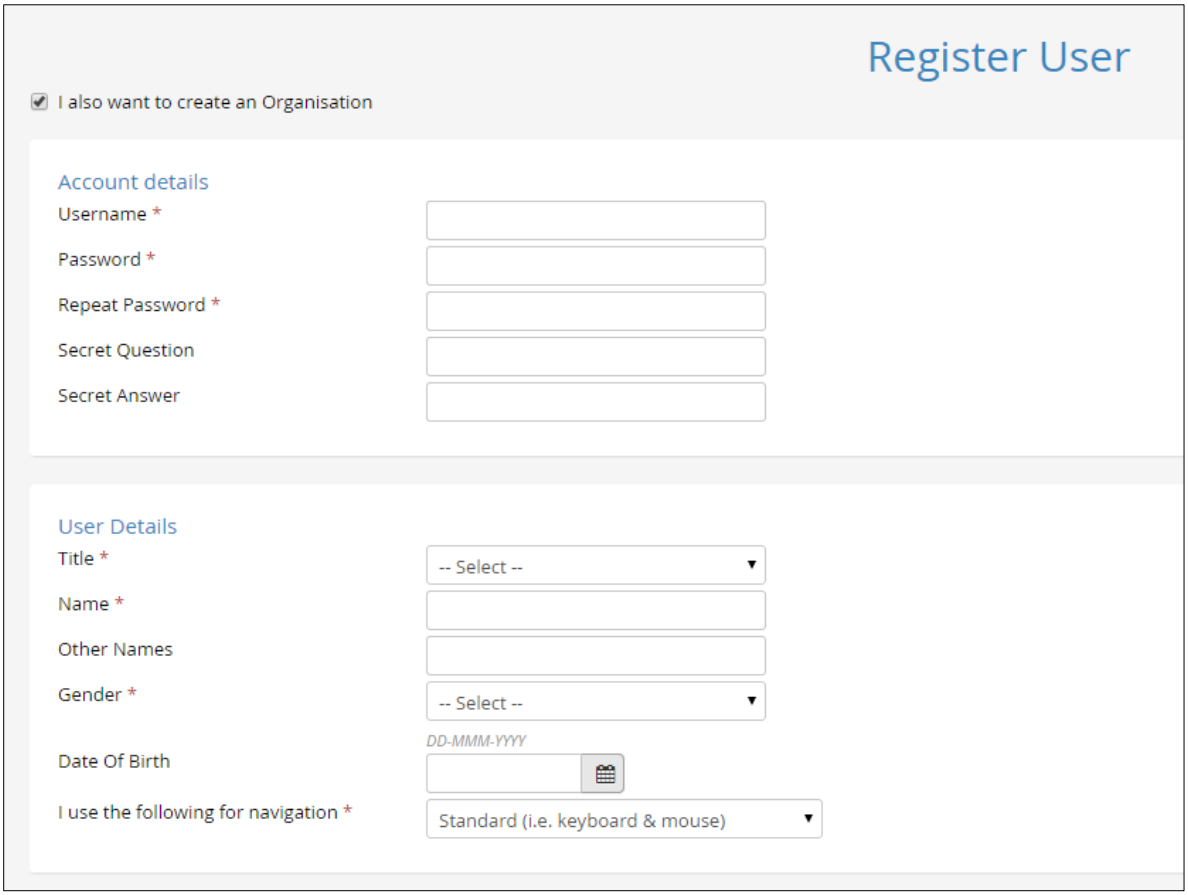



3. To create a new user, click on the **New User** hyperlink found beneath the Logon button.

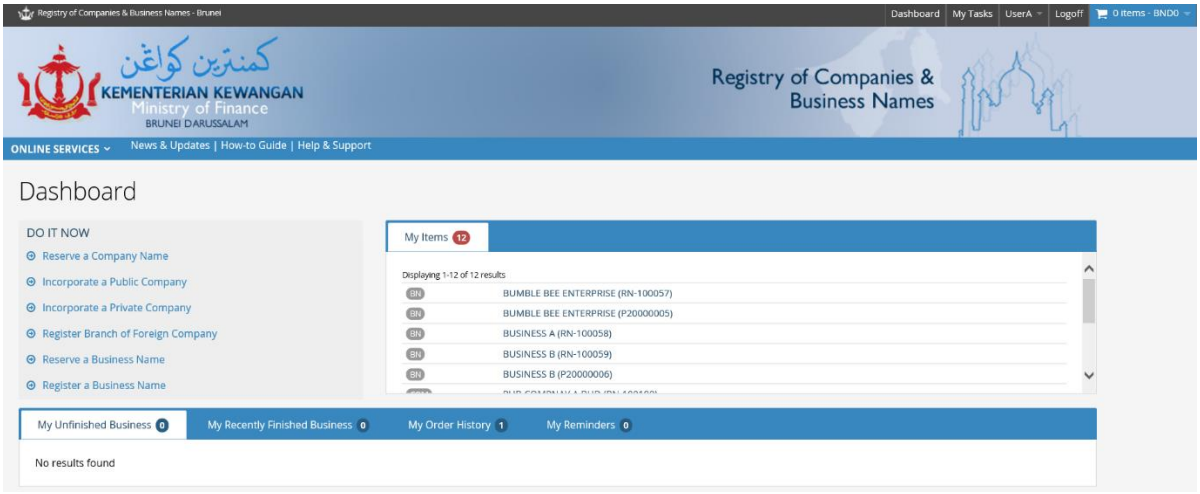



4. Indicate that you do not have an Activation Code and select **Register New User** button.

5. When creating a new user, you may also want to create an organisation at the same time. To do this, click **I also want to create an Organisation** check box. On the next screen, you will be asked to enter your Organisation details.

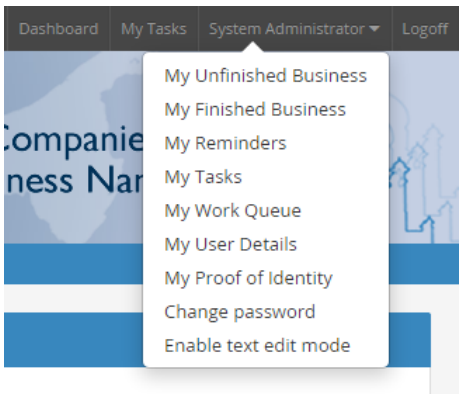


6. On completion of the registration, you will be presented with your own dashboard where;
   - **Do It Now** contains a list of the available online services to you
   - **My Items** will contain a list of your approved Company and/or Business
   - **My Unfinished Business** will show you a list of your applications which are in progress, for e.g. if your application has been submitted and pending approval from ROCBN, your application has been submitted but you have yet to make payment, etc.
   - **My Recently Finished Business** will display all your completed applications
   - **My Order History** will display a list of any purchased information
   - **My Reminders** will display a list of reminders, for e.g. your reserved name is about to expire, etc.

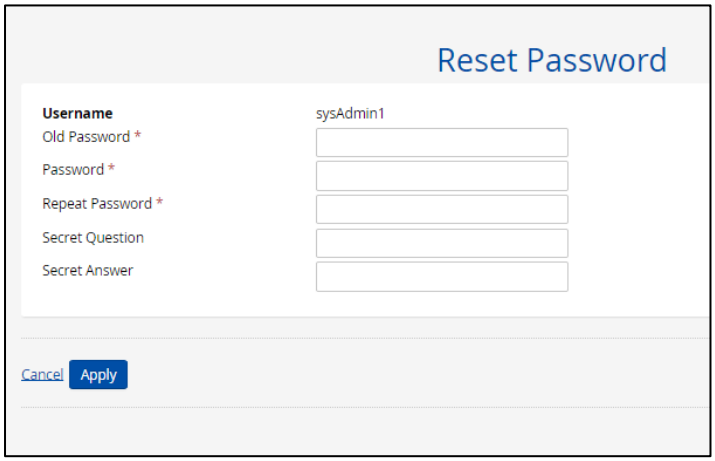


## RESETTING YOUR PASSWORD

1. To reset your password, select **Change Password** from the menu under your username.

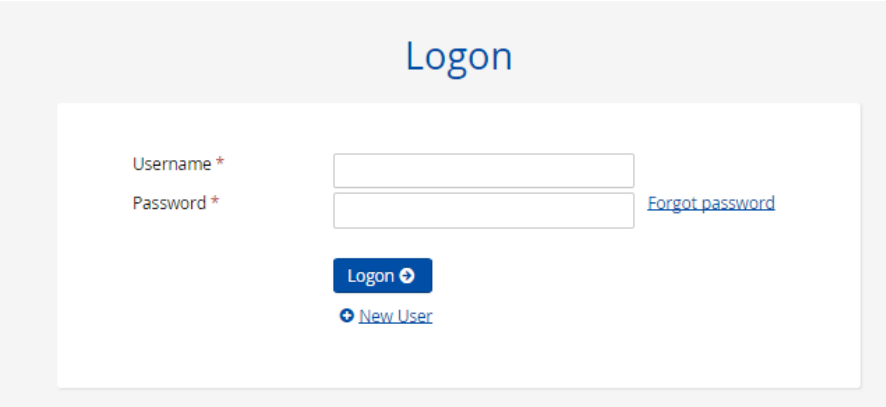



2. Enter your **Existing Password** and **New Password** twice. The **Secret Question** and **Secret Answer** is optional. You will then receive a Change of Password Confirmation Email.



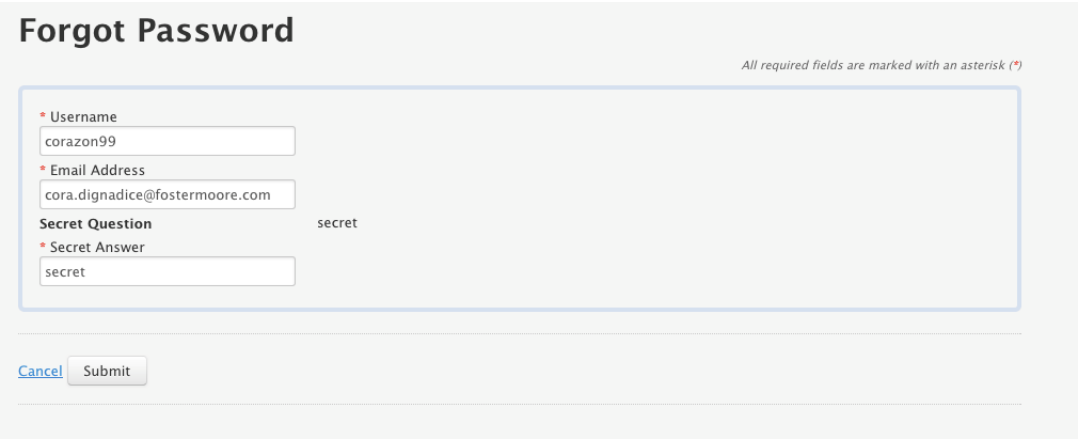
## FORGOT PASSWORD

1. From the External Catalyst Login Screen, select the **Forgot Password** link.

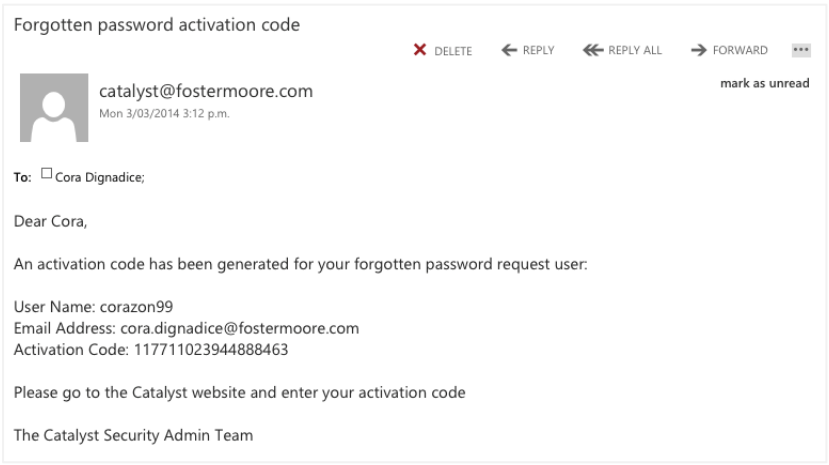



2. Enter your **Username** and **Email Address** and click on the **Submit** button. The [Secret Question] box will be revealed. You must enter the correct **Answer** (case insensitive). If the user has opted not to have a secret question then the activation code will be sent upon clicking **Submit.**

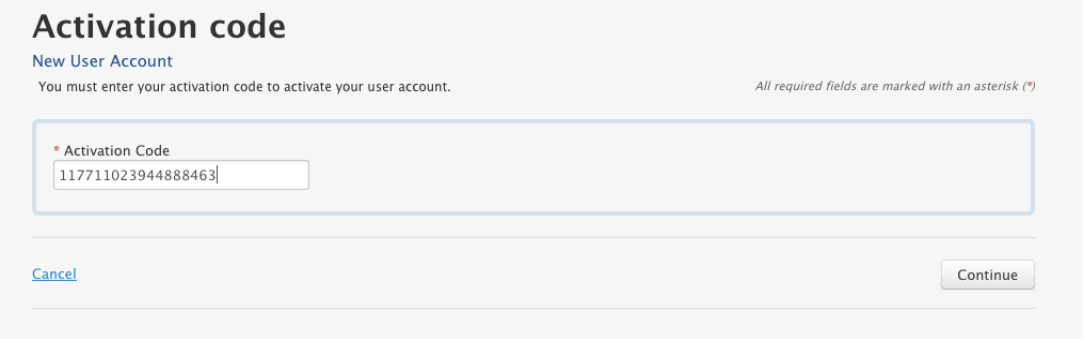
   **NOTE:** A user is required to enter both the **Username** and **Email Address** as an additional security check to stop fraudulent activity. If you have forgotten your answer to the secret question, then contact the Registry administrator to reset your password.

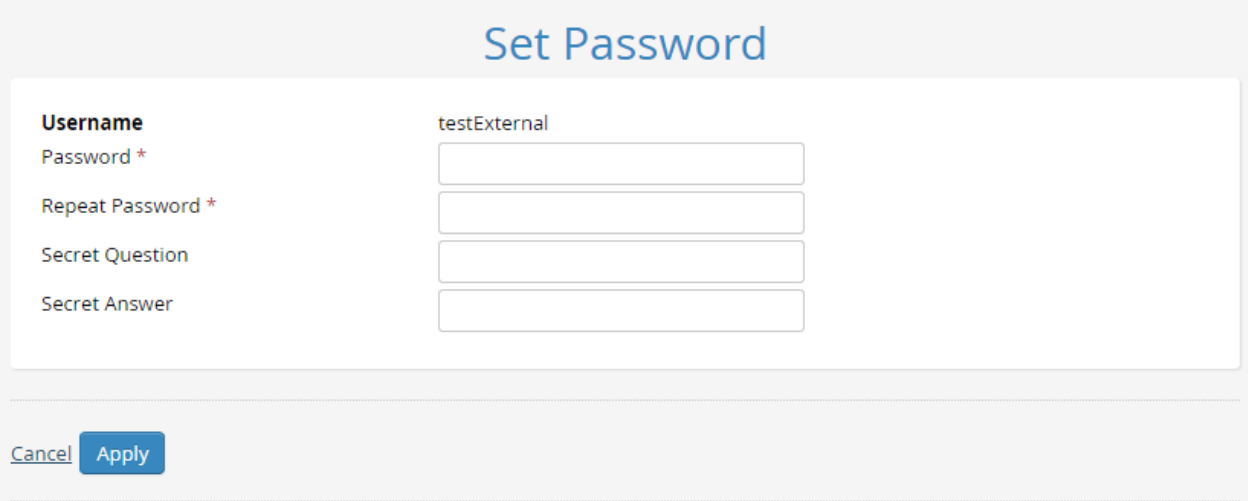


3. The User will then be sent an **Activation code** via email.




4. To activate your account, copy the **Activation Code** from the email and enter the 'Activation Code' on the screen below. Then select **Continue**.




5. You will then be prompted to re-enter your password and revise your secret question and answer, as desired. On completion of this process, your new password will be stored. You will then be taken to the dashboard.