



October 14, 2022

Attn: Commercial Collision Repair Program Participants

RE: Action required - Update to Entegral platform

Hello Commercial Collision Repair Program Participants,

As part of our commitment to modernize our material damage programs, we're pleased to let you know we've partnered with Entegral to automate the previously manual process of collecting and managing minimum requirements to be part of the new commercial collision repair program.

Entegral is an integrated software platform that enables communication and collaboration between ICBC and the Commercial Collision Repair Program participants.

How do I transition to Entegral?

Sometime on or after October 17, you'll receive an email from Entegral asking you to set up your password and login. You will have 24 hours from the time you receive the email to log in. You can contact the Entegral Contact Center toll free at 1-888-850-2767 or email support@entegral.com for assistance.

When access has been established, you can update and manage your facility profile efficiently. We recommend you update your profile by October 24, as it links directly to the Commercial Repair Facility Locator that goes live on that date. Please use the service choices listed in the Entegral profile to upload as much information as possible.

When you log in, you may notice that some of your information is already noted in your profile. Our Supplier Programs & Administration team used information on your Commercial Collision Repair Program application to pre-populate as much information as possible.

Resources

We've updated the business partner's page to include a new [Commercial Collision Repair Program tab](#) that has a similar look and feel to other repair programs.

This tab contains information specific to Commercial Collision Repair Program participants. As of October 24, the page will include resources to support the switch to Entegral, including Entegral profile and Entegral checklist job aids.

We're here to help

If you have any questions, please contact Supplier Programs & Administration at 604-777-4513, toll-free 1-877-921-3311 or by email at supplierprograms@icbc.com.

Thank you again for all the work you do to support our mutual customers.

Sincerely,





Troy Campbell,
Senior Manager, MD Programs, Collision/Commercial