



INCOME ASSISTANCE APPLICATION



Step One – Applying Online at My Self Serve (MySS)

To apply for income assistance you must first create a MySS account (if you do not already have one). If you cannot complete application online, please contact to the Ministry at **1-866-866-0800** or go to your local office. To set up an account you will need your SIN and an email.

To apply visit: <https://www.myselfserve.gov.bc.ca/>

You Can Use My Self Serve to:

- Message/communicate with the Ministry
- Make service requests and track the status of your requests
- Submit your monthly report
- Monitor and sign your employment plans
- Find out what may receive for your next payment

Step Two – Collect Documents

When completing the application it is important to fully submit the application (even if you haven't finished collected all the requested documents) to avoid postponing your application you will have time to collect these documents after you submit the application. Some documents that the application could ask you to provide are:

- Bank account balances
- Monthly rent amount
- If you have any assets (i.e. car)
- You are getting or waiting for any other sources of income
- You have any outstanding warrants
- Citizenship or immigration status

Step Three – Ministry Worker Call

A Ministry worker should **contact you within 5-10 business days** of receiving your application. If you are fleeing abuse the ministry should call you within 1-3 business days. If you do not hear from the Ministry within that timeframe, you should call them at their toll free number: **1-866-866-0800**.

During the call you will be asked about your application and for clarity for the intake worker assigned to your file. The worker may ask for more documents, and can give you more time to collect them. After all documents and questions have been answered, the Ministry worker can determine eligibility for assistance.

If Denied – Reconsideration Request

If you are told you are not eligible for benefits, you may want to ask the Ministry the reasons why. If you believe the Ministry's decision is wrong, you have 20 business days (from the date when you learnt of the denial) to challenge the decision and to submit a reconsideration request.

For more information visit our website at www.AskAnAdvocate.ca

My Self Serve Registration:

- 1) Register for My Self Serve
- 2) Check email for email confirmation link
- 3) Click link, then "Get a BCeID"
- 4) "Register for a Basic BCeID"
- 5) Follow instruction, create a user name, password, and 4-digit PIN for the MySS
- 6) Account should be prepared in 5 minutes, refresh the page to check. If it doesn't load within 5 minutes, call the Ministry (1-866-866-0800) to get it fixed.

Tip: If you have a scanner, you can upload all documents online during your application. You may want to write down your Service Request number in case you need to fax in documents to the Ministry.

Options to Submit Documents:

- Upload them on MySS
- Drop them off at a local Ministry office
- Fax them in: 1 (855) 671-8801