

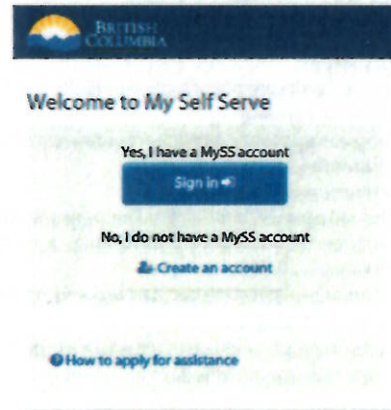
Applying for Assistance with My Self Serve

BEFORE YOU START:

- Have you done the eligibility assessment and watched the introductory videos at myselfserve.gov.bc.ca? These are optional but recommended.
- Do you have a Social Insurance Number (SIN)? If you do not have a SIN, please call the ministry at 1 866 866-0800 or visit a ministry office and we will assist you.
- You will need an email address. You can create one in the process if you don't already have one.

REGISTER FOR MY SELF SERVE:

- Visit myselfserve.gov.bc.ca and choose "Create an Account". You can do this from a computer or mobile device, wherever you access the internet.
- Complete the registration page. If you are applying with a partner/spouse, complete the partner/spouse information too.
- Check your email for a confirmation and follow the link to finish registration and create a four-digit PIN. If you are applying with a partner/spouse, you will each receive an email and will each need to create a PIN.
- Your PIN is your electronic signature. Keep it in a safe place and don't share it with anyone!



GET A BASIC BCeID:

- As part of My Self Serve registration, you (and your partner if applicable) will create a Basic BCeID if you do not already have one.
- Press the 'Get a BCeID' button and follow the instructions to create your username and password.
- Keep your BCeID username and password in a safe place and don't share them with anyone.
- Press the 'Continue to My Self Serve' button to complete your registration.

APPLY FOR ASSISTANCE:

- Once you've created your four-digit PIN and Basic BCeID, and registered for My Self Serve, you're ready to apply for Income Assistance.
- Choose 'Service Requests' from the menu and select 'Create Service Request'.
- Select 'Application for Assistance' and follow the instructions.
- You will be asked to upload or provide images of some documents. It's helpful to gather these before starting. A list of documents that may be required is provided.
- You will receive a confirmation message from My Self Serve to let you know your application has been received.



REVIEW AND ASSESSMENT:

- We'll review your application and contact you if we need more information.
- Once all necessary information is received, we will assess your eligibility and notify you via My Self Serve.

ANY QUESTIONS?

Learn more about ministry programs and services at: <http://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance>

Document Checklist



Ministry of
Social Development
and Social Innovation

You (and your partner if applying as a family unit) will be required to provide copies of information and/or documents as you complete your Application for Assistance through My Self Serve. This list will help you gather the documents you need before you begin your Application for Assistance. Please note, we may request additional documents (not listed below), as we work to determine your eligibility.

Identification:

- Social Insurance Number (SIN) card or a federal government document that contains your SIN within it, or confirmation of a SIN application
- Primary Identification Documents (one of the following):
 - Driver's License and Services Card (Combined Card)
 - BC Services Card (Photo Card)
 - BC Identification (BCID) card
 - Canadian Driver's License
 - Passport
 - Secure Certificate of Indian Status (SCIS)
 - Record of Landing
 - Sponsorship Undertaking: Confirmation of Permanent Residence
 - Permanent Resident Card
 - a refugee protection claim or Temporary Resident Permit
 - Canadian Citizenship Certificate issued prior to February 1, 2012
 - offender identification card issued by Correction Services Canada
- a photograph of your face that realistically demonstrates your appearance (a "selfie")
- sponsorship agreement (if applicable)

Secondary Identification Documents (one of the following, different from Primary Identification):

- Birth certificate
- BC Driver's License and Services Card (Combined Card)
- BC Services Card (Photo Card)
- CareCard
- BC Identification (BCID) card
- Canadian driver's License
- Passport
- Secure Certificate of Indian Status (SCIS)
- Record of Landing
- Sponsorship Undertaking: Confirmation of Permanent Residence
- Permanent Resident Card
- BC Services Card (Non-Photo Card)
- a refugee protection claim or Temporary Resident Permit
- Canadian Citizenship Certificate issued prior to February 1, 2012
- offender identification card issued by Correction Services Canada
- citizenship papers or immigration documents (without photo)
- credit cards
- older versions of the Certificate of Indian Status (CIS)

Living Arrangements:

If you own a home:

- mortgage documents showing monthly payments
- recent utility bills (hydro, telephone, fuel, water, garbage disposal)

If renting:

- rental agreement or rent receipt

- recent utility bills (hydro, telephone, fuel, water, garbage disposal)
- eviction notice, if applicable

If room and board:

- room and board agreement or room and board receipt
- recent utility bills (hydro, telephone, fuel, water, garbage disposal)

Employment Related Documents:

- Proof of work search activities for the last 3 or 5 weeks
- Documents that verify two year independence
 - T4 slips or Canada Revenue Agency, Notice of Assessment for the required time period

- Pay records or letter from employer(s) verifying employment income and period of employment
- Records of Employment
- Canada Pension Plan (CPP) Statement of Contributions

Income / Assets:

- Proof of income from each of the following (for all those applicable):
 - employment
 - rental property
 - room and board property
 - child support
 - spousal support
 - assistance from a First Nations band
 - Canada Pension Plan
 - private pension plan
 - WorkSafe BC benefits

- student funding
- investments
- child tax benefit
- trusts
- tax refund
- old age security
- guaranteed income supplement
- employment insurance
- other sources

Last Year's Notice of Assessment (tax documents)

60 day bank statement for each of your bank accounts

Electronic Funds Transfer (Direct Deposit) form or voided cheque, etc.)

Dependent Children *(if you have dependent children, back and front copies of following needs to be provided for each child)*

- Primary Identification Documents (one of the following):
 - Birth Certificate
 - Care Card
 - BC Driver's License and Services Card (Combined Card)
 - BC Services Card (Photo Card)
 - BC Identification (BCID) card
 - Canadian Driver's License
 - Passport
 - Secure Certificate of Indian Status (SCIS)

- Record of Landing
- Sponsorship Undertaking: Confirmation of Permanent Residence
- Permanent Resident Card
- a refugee protection claim or Temporary Resident Permit
- Canadian Citizenship Certificate issued prior to February 1, 2012
- BC Services Card (Non-Photo Card)
- Citizenship papers or immigration documents (without photo)
- Credit Cards

Proof of any income earned by a dependent