

# How do I Apply for Assistance

## Steps in Applying for Assistance

You can complete the Application for Assistance in one of two ways:

- Using our convenient online application which is available 24/7 and can be accessed on a computer, tablet or mobile device. An application can be started on one device, saved and then continued on a different device.
- Or, contact 1-866-866-0800 (select option 2, then option 1, and then option 2) and a staff member will arrange for someone to assist you with the application process.

### Step 1 - Gather Required Documentation

You can print the [Document Checklist](#) which will help you in gathering the relevant documentation you require to complete the Application for Assistance.

### Step 2 - Register for My Self Serve (if you are already registered for My Self Serve go to Step 3)

Begin by watching a short My Self Serve Orientation video (optional but recommended), then register by following the steps below.

- A. You will require the following information to register for My Self Serve:
  - An email Address
  - A Social Insurance Number (SIN)
  - *If you are a couple, your spouse will also need to provide their information, email address (the same email address can be provided for both you and your spouse) and Social Insurance Number.*
- B. From the My Self Serve homepage, click "Create an Account" and follow the steps through the registration process
- C. Upon completion of the My Self Serve registration you will have:
  - answered all the registration questions;
  - created a PIN that will be used as your electronic signature; and
  - created and/or have a Basic BCeID User ID.

Note: A Basic BCeID is a single User ID and password for accessing all British Columbia provincial government services and portals, including but not limited to the Ministry of Social Development and Poverty Reduction [e.g. My Self Serve and WorkBC Online Employment Services (OES)]. In order to use all provincial government services and portals successfully, you will need to use the same Basic BCeID User ID and password for all systems. If you have forgotten your BCeID User ID or Password, do not re-register for a new BCeID. To find your BCeID User ID or reset your password: Go to the BCeID website (<https://www.bceid.ca/>), click on 'Login', then click on "Forgot your user ID or password?" and follow the websites prompts.

The Government of British Columbia is committed to protecting your privacy. My Self Serve is secure and private. It's important you never share your BCeID password or personal PIN with anyone.

### Step 3 - Apply for Assistance

Once registered for My Self Serve you can complete the Application for Assistance. We recommend that you watch the short introduction video that will explain some of the features of the online application, if you haven't already:

- A. Sign into your My Self Serve account using your Basic BCeID
- B. From the menu on the left, select the Service Request page. If you are applying from a mobile device this will appear on the drop down menu.
- C. On the Service Request page click the “Create Service Request” option.
- D. Select “Application for Assistance” and choose yourself as the applicant

Important Information:

- There are several ways you can provide the ministry with documents required for your application:
  - upload them within the online Application for Assistance
  - drop them off at a local service office
  - fax them to the ministry at 1 (855) 671-8801. Please include a coversheet with your name, date of birth, and Service Request number to help us match your documents with your application.
  - upload them through My Self Serve after you submit your application

For more information or if you have challenges applying for assistance, call 1-866-866-0800 and select option 2, then option 1, and then option 2 to speak with a ministry worker.