

### General Questions

**Q: What is My Self Serve and how does it work?**

**A:** My Self Serve is a secure online resource for people receiving income or disability assistance. As a registered user, you can access your personal information about your file with the ministry (view estimated next cheque amount, details of previous assistance issued and annual earning exemption limits). In addition to quick, 24/7 access to your file, you can do the following activities online:

- **Easy online registration**—finalize your registration over the phone (1-866-866-0800) or visit a local office.
- **Submit** your monthly report (stub) online and upload supporting documents.
- **Upload documents** from your mobile phone or computer.
- **Communicate** with ministry employees online.
- **View and print** your confirmation of assistance.

Visit [myselfserve.gov.bc.ca](http://myselfserve.gov.bc.ca) today to learn more!

**Q: Can I still use other methods to contact the ministry?**

**A:** Yes. The introduction of My Self Serve as an available online service option is in addition to the ministry's current face-to-face and telephone service options.

**Q: How is my personal information protected?**

**A:** The ministry takes privacy seriously and has worked closely with the BC Government's central privacy office and the Privacy Commissioner's staff to ensure that privacy and security objectives are incorporated into the design and implementation of My Self Serve.

To protect your privacy, it is important to remember never share your BCeID password or personal passcode.

**Q: What if I don't have a computer?**

**A:** You can register for My Self Serve if you do not have a computer. Once you have a My Self Serve profile set up, you can log into your My Self Serve account from any location that has internet access (i.e., public library computer or mobile phone).

**Q: Who can use My Self Serve?**

**A:** My Self Serve is an available service option to those who currently receive income or disability assistance.

**Q: There appears to be an error with My Self Serve access, what do I do?**

**A:** Please contact the ministry at 1-866-866-0800.

**Q: Where can I get help using My Self Serve?**

**A:** My Self Serve has helpful instructions on each screen as well as these frequently asked questions as support resources. If you are unable to find the help you need online, please call the ministry at 1-866-866-0800.

### My Self Serve Registration

**Q: How do I register for My Self Serve?**

**A:** Visit [myselfserve.gov.bc.ca](https://myselfserve.gov.bc.ca) to register for a My Self Serve account. To finalize registration, you will need to complete the following three steps:

**Step 1:** Go to [myselfserve.gov.bc.ca](https://myselfserve.gov.bc.ca) and click on "Get Started." Click on the BCeID website link to create a basic BCeID account. You need to provide your email address to create your Basic BCeID.

**Step 2:** Use your BCeID username and password to log in to [myselfserve.gov.bc.ca](https://myselfserve.gov.bc.ca) and create your profile

**Step 3:** Contact the ministry to complete your registration:

- Call 1 866-866-0800 (remember to have your BCeID user name and personal identification ready when you call).
- Or, visit your local service office (remember to have your BCeID user name and your personal identification with you).

**Q: What is a personal passcode?**

**A:** A personal passcode will be used to sign your online monthly report. As this code is your electronic signature you should never share it with anyone. Select a code that is easy to remember. The passcode must be 6–10 characters long and is not case sensitive.

**Q: Do I have to accept the Terms and Conditions?**

**A:** Yes. Access to My Self Serve is restricted to registered users authorized by the Province of British Columbia (as represented by the Ministry of Social Development and Social Innovation), who are validly holding a Basic BCeID. By accessing My Self Serve, you confirm that you are the registered authorized user associated with the electronic login information provided to gain access to My Self Serve, and acknowledge that you are bound by the terms of the BCeID Terms of Use Agreement.

You acknowledge that sharing your password or failing to log out of your session may compromise your personal information, and may be construed as compromising, altering or rendering ineffective the BCeID system. You agree to log out using the log out button when you are finished your session in My Self Serve.

The ministry uses My Self Serve as a preferred means of communication with registered users. By registering to use My Self Serve you consent to the provision, receipt and retention of records and information in electronic form through My Self Serve and related communications.

**Q: What is a BCeID?**

**A:** A BCeID account is a free online "ID" and password that enables individuals, businesses and organizations to securely access multiple online government services with a **single user ID and password**.

A BCeID account:

- Provides secure access to online government services.
- Protects personal and business information to prevent unauthorized access to confidential information.
- Ensures information is protected according to BC government privacy policies.

Further details can be found in the BCeID Privacy Policy.

**Q: What type of BCeID do I need to get for My Self Serve?**

**A:** Basic BCeID.

**Q: Where can I find more information on managing my BCeID account, user ID and password?**

**A:** To find out more information, please visit the FAQs on the [BCeID website](#). It is important to note that you must provide a valid email address when you create your Basic BCeID so that you can reset your password if necessary.

**Q: What should I do if I forget my BCeID password?**

**A:** Passwords can be reset. If you forget your password, the "Forgot My Password" button on the BCeID Logon screen provides you with the ability to reset your password. The new password will be sent to the email address you provided to set up your Basic BCeID.

Password reset requirements:

- Enter your BCeID user ID.
- Correctly answer your password reset questions.
- Verify your contact information.

**Q: What should I do if I forget my BCeID user ID?**

**A:** If you cannot remember your BCeID user ID, go to the [BCeID website](#).

You must have provided an email address when you created your basic BCeID.

- Click the “Logon” button (located in the top left corner of the BCeID homepage).
- Click “Forgot My BCeID” on the Logon page.
- Follow the instructions provided.

**Q: What should I do if I forget my password and forget the answers to my password reset questions?**

**A:** If you forget your Basic BCeID password and the answers to your password reset questions, you cannot reset your password.

You must register for a new Basic BCeID and complete the My Self Serve registration process again.

Choose a password and answers to password reset questions that are easy for you to remember.

**Q: Does my BCeID password expire?**

**A:** Yes. A BCeID account password expires two years from the time it was first created or last changed.

**Q: Is it okay to share my BCeID password?**

**A:** No. Your BCeID password must never be shared with anyone.

**Q: Who do I contact if I have questions or need help in creating a BCeID User ID?**

**A:** Please contact the BCeID Help Desk:

**Phone:** Toll-free at 1-888-356-2741  
Within Lower Mainland or Outside Canada: 604-660-2355

**Email:** [BCeID@gov.bc.ca](mailto:BCeID@gov.bc.ca)

**Hours:** Monday to Friday excluding statutory holidays  
8:30AM to 5:00PM Pacific Time  
9:30AM to 6:00PM Mountain Time

**Q: I have lost my ID or don't have ID; can I still open a My Self Serve account?**

**A:** You may be able to complete your registration for a My Self Serve account if there is existing and adequate ID on your ministry file. Call the ministry at 1-866-866-0800 to check.

**Q: My access to My Self Serve has been revoked; can I complete the registration process using a different BCeID and/or password?**

**A:** No. Please be aware that if your access has been revoked, you will not be able to complete the registration process and link your profile using a different BCeID and/or password.

## My Self Serve Features

### Messages

**Q: How will I know if the ministry has sent me a message?**

**A:** You will receive an email notification when you have a new message in your My Self Serve inbox. No personal information will be provided in the notification. To view your new message, log in to [myselfserve.gov.bc.ca](https://myselfserve.gov.bc.ca) and select the "My Messages" menu option.

Be sure to add "DoNotReply@gov.bc.ca" to your email filters to ensure My Self Serve email notifications are not inadvertently transferred to your junk email folder.

As per the Terms and Conditions of My Self Serve, the ministry uses My Self Serve as a preferred means of communication with registered users. You consent to the provision, receipt and retention of records and information in electronic form through My Self Serve and related communications.

**Q: How do I manage "My Messages?"**

**A:** "My Messages" is just like an email inbox. When you log in to [myselfserve.gov.bc.ca](https://myselfserve.gov.bc.ca), you can view your messages from the ministry, reply to these messages, and upload required documents from your computer or mobile phone.

It is important that you read your messages and take any action requested, as messages sent to you will be about your case with the ministry and may have an effect on your eligibility for benefits or supplements.

You can print a message if you want a copy or you can delete a message that you no longer need.

**Q: How do I reply to a message?**

**A:** Similar to your regular email inbox. You can reply to a message by using the Reply button. Create a message in the provided text box and hit Send.

**Q: How do I upload and attach a document in my reply message?**

**A:** Click Browse in the Select an Attachment field. Select the document you wish to attach. Repeat the process to attach additional documents. You may remove an attachment from your Monthly Report by selecting the red x icon next to the attachment you wish to remove.

### Monthly Report

**Q: How do I submit my monthly report online?**

**A:** To submit your monthly report online, select the “My Monthly Report” menu option. If you have a spouse on your income or disability assistance file, you will need to complete the monthly report together and your spouse will need to sign the monthly report with their personal passcode.

Personal passcodes can be reset by logging in to My Self Serve and selecting the My Profile menu option.

You may wish to change the passcode that you use to sign your monthly report. To change or reset your passcode, you must log in to My Self Serve and create a new passcode. Your old passcode cannot be recovered.

**Q: If I have a spouse on my income or disability assistance file how do we submit our report online?**

**A:** If you have a spouse on your income or disability assistance file, you will need to complete the monthly report together and your spouse will need to sign the monthly report with their personal passcode.

**Q: My spouse and I are trying to submit the monthly report (stub) online but cannot access the form. What could be the issue?**

**A:** Both the key player (name on the case file) and the spouse need to be registered My Self Serve users to submit the monthly report (stub) online.

The monthly report form is accessible from the key player’s My Self Serve account.

**Q: When does my monthly report (stub) need to be submitted by?**

**A:** Your monthly report needs to be submitted by the fifth day of each month to avoid any delay in your upcoming assistance payment. For example, your monthly report for March assistance is due February 5.

The information that you report must include all changes and money received in the last calendar month. For example, any money received from January 1–31 must be reported by February 5.

If you are not sure if you submitted your monthly report, select the “My Monthly Report” menu option and confirm that your monthly report has been submitted.

To submit your saved monthly report, select the “My Monthly Report” menu option and choose your “Saved—Not Yet Submitted” monthly report and select “Resume.” Be sure to submit your monthly report when you are finished.

**Q: What if I have supporting documents that need to be submitted with my monthly report?**

**A:** If you are requested by the ministry to submit supporting documents with your monthly report, you can:

- submit these documents electronically by uploading them directly from a computer or mobile phone by the fifth day of each month or
- submit these documents in person at a local service office by the fifth day of each month.

To submit supporting documents to your Monthly Report electronically, follow the instructions below:

- Click Browse in the Select an Attachment field.
- Select the document you wish to attach. Repeat the process to attach additional documents. You may remove an attachment from your Monthly Report by selecting the red x icon next to the attachment you wish to remove.

**Q: Can I check the status of my monthly report on My Self Serve?**

**A:** Yes. You can view the status of your monthly report on the “My Monthly Report” page. You may also view your previously submitted Monthly Reports on My Self Serve. Highlight the Monthly Report you wish to view in the table below and select the View button.

**Q: Can I save my monthly report and resume later?**

**A:** You can save the Monthly Report you are currently working on and submit it at a later time. You must submit your Monthly Report by the fifth day of each month. To continue working on your Monthly Report, highlight the Saved—not submitted Monthly Report in the table and select the Resume button. When finished, submit your Monthly Report.

**Q: If I already dropped off or mailed my monthly report, can I submit online as well?**

**A:** No. You can only submit your monthly report if you have not mailed it in or dropped it off.

**Q: My Annual Earnings Exemption amount is not correct. What could be the issue?**

**A:** If you have earned income that you have not reported yet or if your monthly report has not been processed, the limit remaining may not be up to date. You can check the status of your monthly report on the “My Monthly Report” page.

### Personal Information & Privacy

**Q: How do I view my personal information?**

**A:** “My Information” provides you with a snapshot of the most current personal information that you have provided to the ministry.

It includes the names and dates of birth of the persons currently involved in your Employment and Assistance case. It will also show your current mailing address.

It is important to contact the ministry at 1-866-866-0800 if you need to correct any of the information displayed. You are not able to update this information online at this time.

**Q: I have made changes to my personal information on My Self Serve profile. How do I update my personal information, such as my name and address on all the ministry’s records?**

**A:** You can report changes to your situation on your monthly report (stub), including family status, changes of address, shelter costs or residents in your home, income, assets, and employment, school or training activities. You can also phone the ministry toll-free number at 1-866-866-0800.

**Q: My income assistance file has been closed; can I still access my personal information on My Self Serve?**

**A:** No. Once you are no longer receiving income or disability assistance, you will no longer be able to view personal information on My Self Serve. If you log in with your BCeID you will be advised that you are not linked to an active case.

**Q: How do I keep my personal information secure?**

**A:** To ensure your personal information is protected when accessing My Self Serve, take the following precautions:

- Protect your basic BCeID password.
- Keep your password confidential and do not share it with anyone. Sharing your password will allow others to access your personal file information.
- If you use a public computer (library, internet café, etc.), **remain at the computer until you log out of your session.**
- Use the labelled “Tabs,” “Next” and “Previous” buttons to navigate within the site.
- Avoid using the browser navigation buttons (back and forward) while accessing the site.
- Log out when you are finished using the site.
- Close the browser window when you are finished.

**Q: How can I protect my password?**

**A:** There are a few simple ways you can protect your password:

- Memorize your password.
- Never write down your password.
- Change your password on a regular basis (every 4–6 months is recommended).
- Choose a strong password—should be eight or more characters long and made up of a variety of letters (upper and lower case), numbers and symbols.
- Do not let websites remember and store your password. This may seem convenient; however, allowing this grants anyone with access to your computer, your online accounts and personal information.

**Q: Why is it important to log out when I'm finished?**

**A:** It is important to log out when you're finished as this will end your session and ensure that no one else can access the information you were looking at.

**Q: Will My Self Serve automatically time out?**

**A:** Yes. To protect your personal information, My Self Serve will automatically time out (close) if there is no user activity for a period of 15 minutes. If this happens, any information you entered (i.e., new information in your profile) will be lost unless you hit "Save" prior to the time out. You will need to log back in to My Self Serve to access your information again.

**Q: What do I do if I believe I received a fraudulent message?**

**A:** When the ministry sends you a message, you will receive an email notification that you have a new message in your My Self Serve inbox. No personal information will be included in this notification. If you believe you have received a fraudulent message, do not reply or click on any links. Report the suspicious message to the ministry at 1-866-866-0800.

## Technical Questions

**Q: What browsers will support My Self Serve?**

**A:** My Self Serve is supported by the current versions of the following browsers:

- Google Chrome
- Safari
- Firefox
- Internet Explorer (My Self Serve functionality may not work optimally with internet browser versions below Internet Explorer 9; you may experience difficulties when navigating within the site)

**Q: What is the availability of My Self Serve?**

**A:** My Self Serve is available 24 hours a day, seven days a week, with the exception of possible systems maintenance outages: Sunday 6:00 AM to 9:00 AM PST, Friday 6:00 PM to 7:00 PM PST, Monday to Friday 3:00 AM to 3:30 AM PST.

**Q: Where is My Self Serve accessible from?**

**A:** My Self Serve is accessible from the following internet enabled devices:

- Personal Computer
- Mac
- Mobile phone
- Tablet

**Q: Is My Self Serve available in other languages?**

**A:** No. My Self Serve is available in English only.

**Q: What do I do if I am unable to access My Self Serve but I have registered and previously accessed the site?**

**A:** If you are unable to access My Self Serve, it may be due to a poor network connection. Please try to access the site again in 5 or 10 minutes. If you are still unable to access the site, contact the ministry at 1-866-866-0800 for assistance.

Response time may be impacted by the nature and quality of your internet and network connection.

**Q: How do I add My Self Serve to my safe senders list?**

**A:** If you are using Outlook, follow the steps below:

1. On the "Tools" menu, click "Options."
2. On the "Preferences" tab, under "E-mail," click "Junk E-Mail."
3. Click the "Safe Senders" or "Safe Recipients" tab.
4. Click "Add."
5. Copy and paste our "From" address, [DoNotReply@gov.bc.ca](mailto:DoNotReply@gov.bc.ca), into the dialog box titled "Enter an e-mail address or Internet domain name to be added to the list box."
6. Click "OK."

If you are using Gmail, follow the steps below:

1. Click "Contacts" along the left side of any Gmail page.
2. Click "Add Contact."
3. Copy and paste our "From" address, DoNotReply@gov.bc.ca, into the primary email address dialog box.
4. Click "Save."

If you are using Hotmail, follow the steps below:

1. Open your mailbox and click "Options" in the upper right-hand corner.
2. Click the "Junk Email Protection" link at the top of the page.
3. Select the "Safe List" link, second from the bottom.
4. Copy and paste our "From" address, DoNotReply@gov.bc.ca, into the dialog box titled "Type an address or domain."
5. Click "Add."

### Other Questions

If you would like more information on the following topics, please visit the ministry's [Online Resource](#).

**Q: How do I know if I am eligible for the local medical transportation supplement?**

**A:** For information on the local medical transportation supplement, please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/medtrans/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/medtrans/policy.html)

**Q: How do I know if I am eligible for non-local medical transportation?**

**A:** For information on eligibility for non-local medical transportation, please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/medtrans/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/medtrans/policy.html)

**Q: Where can I find more information about non-local medical transportation assistance (i.e., the form)?**

**A:** The form for non-local medical transportation assistance is located at the following link:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/medtrans/forms.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/medtrans/forms.html)

**Q: How do I apply for Persons with Disability (PWD)?**

**A:** The application for a Persons with Disability (PWD) designation is located at the following link:  
[www.gov.bc.ca/meia/online\\_resource/persons\\_with\\_disabilities\\_designation/pwdapp/policy.html](http://www.gov.bc.ca/meia/online_resource/persons_with_disabilities_designation/pwdapp/policy.html)

**Q: Where can I find more information about Assets and Asset limits?**

**A:** For information about basic asset limits that apply to clients in receipt of Income Assistance or Disability Assistance please visit: [www.sdsi.gov.bc.ca/mhr/assets.htm](http://www.sdsi.gov.bc.ca/mhr/assets.htm)

**Q: What do I do if I have a special dietary need?**

**A:** For information about diet supplements, please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/dietsupp/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/dietsupp/policy.html)

**Q: I am pregnant. How do I apply for a prenatal supplement?**

**A:** For information about prenatal supplements, please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/natal/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/natal/policy.html)

**Q: How do I apply for short-term nutritional supplements (STNS)?**

**A:** For information about short-term nutritional supplements, please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/nutsupp/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/nutsupp/policy.html)

**Q: How do I apply for a monthly nutritional supplement (MNS)?**

**A:** For information about a monthly nutritional supplement (MNS), please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/mns/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/mns/policy.html)

**Q: Is there any assistance for medical supplies (i.e., wheelchairs, canes, walkers, crutches, hearing aids, and nebulizers etc.)?**

**A:** For information about medical supplies and medical equipment and devices, please visit the following links:

- Medical Supplies:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/medsup/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/medsup/policy.html)
- Medical Equipment—Hearing Instruments:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/mehearing/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/mehearing/policy.html)
- Medical Equipment and Devices:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/memobility/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/memobility/policy.html)

**Q: I am covered through Pharma Care. Do I have prescription coverage?**

**A:** For information relating to Pharma Care, please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/pharmacare/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/pharmacare/policy.html)

**Q: Is there coverage for eye exams or glasses?**

**A:** For information about optical services, please visit:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/optical/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/optical/policy.html)

**Q: Are dental services covered for me and my kids?**

**A:** For information about dental services, please visit the following links:

- Dental and Orthodontic Services:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/dental/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/dental/policy.html)
- Healthy Kids program:  
[www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/hk/policy.html](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/hk/policy.html)