



## Secondary Suite Incentive Program (SSIP) User Guide

How to update mailing address

## Step 1: Log in to the SSIP Portal https://www.bchousing.org/ssip

For details on how to log in using your BC Services card, please refer to: User Guide: How to login to the SSIP Portal

## Option A: Send a message

Note: You will not be able to submit a message until you have submitted a SSIP Application.

| Step 1: Click <b>Mailbox</b> on the top green bar | BC HOUSING Secondary Suite Incentive Program  |
|---|---|
| Step 2: Click Create New Message                  | Create New Message  |
| Step 3: Enter details                             | <ul> <li>Enter update mailing address in the Subject field</li> <li>Use the Regarding Application drop down to select your SSIP application</li> <li>Enter the new mailing address in the Description field</li> <li>Attach any relevant documents (optional)</li> <li>Hit Send button</li> </ul> |

## Option B: Send an update request:

**Note:** If you started the application but did not submit it. Following this process will take you where you left off in the application. If you need to update your address, please submit the application first. Then follow the instructions below.

| Step 1: Find your submitted application in the dashboard.<br>Click on the action <b>Update</b> :  | SSIP-01615 Submitted 4555 Kingsway, Burnaby, 04/04/2024 04/04/2024 Undate Since   |
|---|---|
| <ul> <li>Step 2: In the Create Request window,</li> <li>Select Change to Homeowner(s) on Title for the Subject</li> <li>Select Other Updates for the Requested Change to Homeowner(s)</li> <li>Enter the new mailing address in the Describe the Update field</li> <li>Attach any relevant documents (optional)</li> <li>Hit "Submit" button</li> </ul> | Pire Report Type   Shriftet Charge   Pire The Reported Part of the Report Hand Contract to a support request for change to homeswerigh on title. If you have any questions, please Pire Hand Contract to at 404-439-4327 or 1-877-737-2377. Provide Part Contract to at 404-439-4372 or 1-877-737-2377. Provide Part Contract to at 404-439-4372 or 1-877-737-2377. Provide Part Contract to at 404-439-4372 or 1-877-737-2377. Provide Part Part Contract to at 404-439-4372 or 1-877-737-2377. Provide Part Part Contract to at 404-439-4372 or 1-877-737-2377. Provide Part Part Part Part Part Part Part Part |