

BC Housing's Encryption Process

To secure an applicant's personal information when emailing documents to BC Housing, housing providers should be using BC Housing's encryption service.

Encrypted email is a more secure form of email. When encrypted, an email is unreadable to anyone except the intended recipient who has the right password. Once encrypted, the words in the email are scrambled.

While the email is being transmitted over the internet, no one (e.g. hackers) can figure out what the email says. When the intended recipient receives it, they provide a password to prove that they are the legitimate recipient. Then, the words will be unscrambled (or "decrypted") back to the original words. Attachments can also be encrypted.

To receive or send an encrypted email, housing providers will need to register with a password. Once registered, you will be able to view encrypted emails sent by any BC Housing staff, reply to encrypted emails and encrypt documents to email to any BC Housing staff.

To register or log-in go to: <https://voltage-pp-0000.bchousing.org/login>.



Special Notices in Housing Connections

If you have important information that needs to be easily seen on a file, you need to create a Special Notice.

To create a Special Notice:

1. Click on the Add Comment action link from within an application, tenancy or rent calculation panel.
2. Select Special Notice from the drop down menu.
3. Type your comments and select OK.

Your comments will now appear in red at the top of all screens.

To remove a Special Notice:

1. Go to the comments section of the file.
2. Locate the Special Notice and select the Modify Comment link.
3. Select Special Notice Resolved and enter the resolution next to the existing comments and select OK.

Please do not remove the original comments.

On Line Rent Calculation

Did you know that Housing Connections also includes functionality that allows housing providers to submit tenant rent forms on-line? Features of on-line rent calculation include:

- System reminders for when rent calculations are due.
- Print Application for Rent Subsidy forms are pre-populated with tenant names and addresses.
- The system automatically applies the current flat or minimum rents based on household size.
- Rent calculation rules are integrated into the system minimizing the chance of errors and subsequent revisions.
- Rent calculation changes are reflected right away, no more waiting for BC Housing to process forms.
- Print your own Summary of Tenants and Rent Subsidy Required reports as needed.

Housing providers that wish to move to on-line rent calculation must attend mandatory training on the system. Training can be provided at your location or may be arranged in a central location, if there are a number of providers in an area that need training.

If you are interested in learning more about on-line rent calculation, please email thehousingregistry@bchousing.org.