

# 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	
Step 2: Click <b>Create New Message</b>	
Step 3: Enter details	<ul style="list-style-type: none"> <li>• Enter update mailing address in the <b>Subject</b> field</li> <li>• Use the <b>Regarding Application</b> drop down to select your SSIP application</li> <li>• Enter the new mailing address in the <b>Description</b> field</li> <li>• Attach any relevant documents (optional)</li> <li>• Hit <b>Send</b> 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. Click on the action <b>Update</b> :	
Step 2: In the Create Request window, <ul style="list-style-type: none"> <li>• Select <b>Change to Homeowner(s) on Title</b> for the Subject</li> <li>• Select <b>Other Updates</b> for the Requested Change to Homeowner(s)</li> <li>• Enter the new mailing address in the <b>Describe the Update</b> field</li> <li>• Attach any relevant documents (optional)</li> <li>• Hit <b>Submit</b> button</li> </ul>	