

# Secondary Suite Incentive Program (SSIP) User Guide

## How to read and send messages

### 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](#)

#### Secondary Suite Incentive Program Portal

##### Welcome to the Secondary Suite Incentive Program Portal!

The Secondary Suite Incentive Program will help homeowners create affordable housing in their communities.

The program will provide money, in the form of a forgivable mortgage registered on title, to help homeowners create a new secondary suite on their property to be rented out for below market value.

For information about this program, please visit <https://www.bchousing.org/housing-assistance/secondary-suite>

Login here to:

- Apply for the Secondary Suite Incentive Program
- Check the status of your application
- Provide supporting documentation

If you have questions please contact us at: [604-439-4727](tel:604-439-4727) or [604-439-7577](tel:604-439-7577) and select option 3.

Login to the SSIP Portal using your [BC Services Card](#).

Login



### Step 2: Go to Mailbox

Click on the **Mailbox** on the top right beside your name.

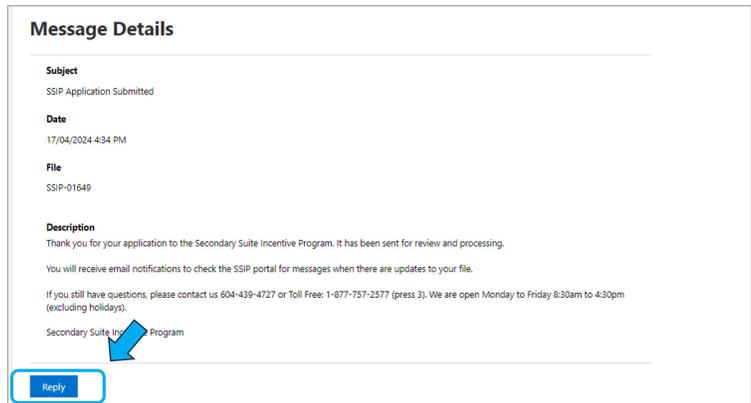
### Step 3a: Read messages and reply.

Click on the message you want to read.

Subject	File	Description	State	Sent To	Date ↓
<a href="#">SSIP Application Submitted</a>	SSIP-01649	Thank you for your application to the Secondary Su...	Unread	Me	17/04/2024 4:34 PM
<a href="#">Application Pre-Approved</a>	SSIP-01609	Your application has been pre-approved. Please rev...	Unread	Me	17/04/2024 12:36 PM

### Step 3a: Read messages and reply.

Reply to the message by clicking the **Reply** button on the bottom of the message.



**Message Details**

**Subject**  
SSIP Application Submitted

**Date**  
17/04/2024 4:34 PM

**File**  
SSIP-01649

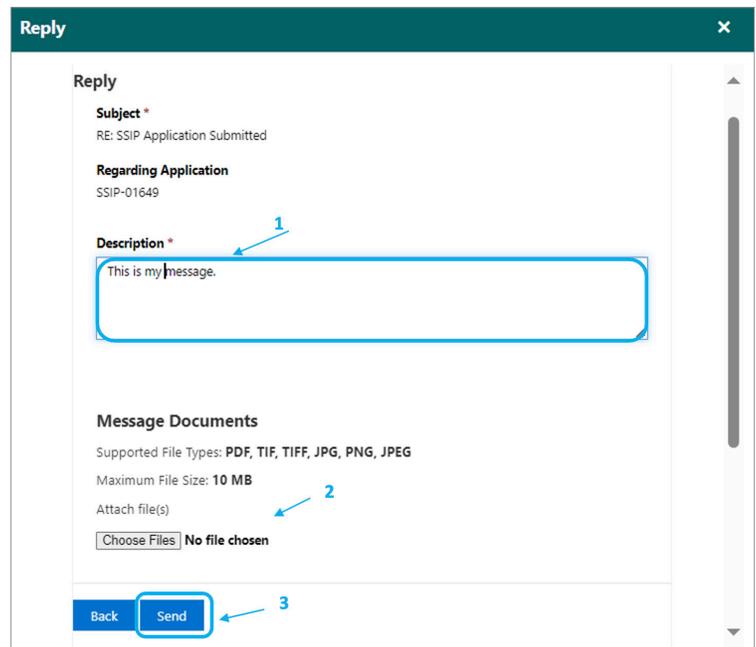
**Description**  
Thank you for your application to the Secondary Suite Incentive Program. It has been sent for review and processing.  
You will receive email notifications to check the SSIP portal for messages when there are updates to your file.  
If you still have questions, please contact us 604-439-4727 or Toll Free: 1-877-757-2577 (press 3). We are open Monday to Friday 8:30am to 4:30pm (excluding holidays).  
Secondary Suite Incentive Program

**Reply**

A new window will open.

1. Add a description
2. Attach files if necessary

Click **Send**



**Reply**

**Reply**

**Subject \***  
RE: SSIP Application Submitted

**Regarding Application**  
SSIP-01649

**Description \***  
This is my message.

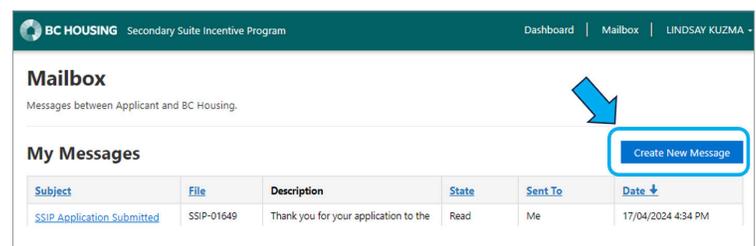
**Message Documents**  
Supported File Types: PDF, TIF, TIFF, JPG, PNG, JPEG  
Maximum File Size: 10 MB  
Attach file(s)  
Choose Files | No file chosen

**Back** **Send**

### Step 3b: Send a new message.

From the Mailbox

Click **Create New Message**



**BC HOUSING** Secondary Suite Incentive Program Dashboard | Mailbox | LINDSAY KUZMA

**Mailbox**  
Messages between Applicant and BC Housing.

**My Messages**

**Create New Message**

Subject	File	Description	State	Sent To	Date ↓
<a href="#">SSIP Application Submitted</a>	SSIP-01649	Thank you for your application to the	Read	Me	17/04/2024 4:34 PM

### Step 3b: Send a new message.

Enter

- A subject
- Description or message

Attach files, if needed, by clicking **Choose Files**.

Click **Send**

The screenshot shows a web browser window titled "Create" with a close button (X) in the top right corner. Below the title bar, there is a dark navigation bar with a privacy notice: "This site is private: Only specific people can view this site. [Learn more](#)" and a user profile indicator: "Signed in as Paulina Moreno". The main content area is titled "Create Message" and contains the following fields:

- Subject \***: A text input field.
- Regarding Application \***: A dropdown menu with the selected value "SSIP-01604 (4555 KINGSWAY, Burnaby, BC, V5H 4V8)".
- Description \***: A larger text area for the message content.

Below the form fields is a section titled "Message Documents" with the following text:

To upload multiple files, hold the CTRL key and click on each filename that you want to upload. Once you have selected your files, click "Open" and then click "Submit".

Supported File Types: **PDF, TIF, TIFF, JPG, PNG, JPEG**

Maximum File Size: **10 MB**

Attach file(s)

No file chosen

At the bottom of the form are two buttons: "Back" and "Send".

You will see confirmation that your message has been sent.

The screenshot shows a confirmation dialog box titled "Message Sent" with a close button (X) in the top right corner. The main text of the dialog reads: "Your message has been sent successfully." At the bottom right of the dialog is a "Close" button.