

# How to apply online for Saskatchewan Income Support

You can apply using any computer or other electronic device with an Internet connection or one of the available computers in our service centres.

## **You will need:**

- Computer or other electronic device with Internet or wifi connection.
- Active e-mail address, (if you do not have one, instructions to create one are available on [page 6](#) of this guide.)
- Ability to scan/take pictures to submit documents electronically.
- Social Insurance Numbers (SIN) for you and your spouse/partner.
- Health Card Numbers for you, your spouse/partner and any dependent children.
- Your and your spouse/partner's Saskatchewan ID, such as driver's licences.
- Other documents, such as pay stubs, rental agreement etc.

## How to apply:

1. Log in to the computer.
2. Use either of the Internet browsers and click or double click to open:



Chrome



Safari

### If using a computer at one of our service centres, skip to step 5.

3. Type "Saskatchewan Account Login" in the search window and press the Enter key.
4. The computer will show you the search results. Find and click the following link from the search results.



**Protect your identity** - After you are finished, always remember to use the sign out function from your *saskatchewan.ca* account, clear history/cookies and close the browser completely.

5. The system will take you to the "Saskatchewan Account Login" page. (Figure 1)
6. If you don't have an account, click **Create Account** and then click **Create Individual Account** to create your account. You must have an active email address to apply online. (If you do not have one, instructions are available on [page 6](#) of this guide).

### If you already have an account, skip to step 9.

7. Follow the instructions to create a Saskatchewan account and submit.
8. Check your email inbox for a verification email and click the link to activate your account. If you don't see the email, check your junk or spam folders. If you still not have a link after checking your spam and junk contact [onlineservices@gov.sk.ca](mailto:onlineservices@gov.sk.ca)
9. Sign in to your account by entering your email or username and password.

## Saskatchewan Account Login

(Figure 1)

10. Under Link a Service, click Income Support then Link Service. Under Selected Services click Income Support. (Figure 2)

11. Once you have linked the service, the box below will show up. Click the Use Service button. (Figure 3)

12. Please read through the Terms of use and click I Agree to proceed. (Figure 4)

## My Services

Use Saskatchewan Account to access your MySaskHealthRecord:

- Register and view your MySaskHealthRecord
- View your MySaskHealthRecord

Access a range of government online services by linking them to your account.

Link a Service

Search for a government online service

Commissioner for Oaths  
Fellowship and Travel Scholarships to Stuc  
Government Publications  
MyATC  
Notary Public  
Office of Residential Tenancies  
Resolve My Consumer Dispute

Selected Services

Income Support

Link Service Cancel

(Figure 2)

Income Support

If you or your family need help to meet the basic costs of living due to low income or unemployment, you can apply for financial help through Income Support programs.

Use Service

(Figure 3)

Accept Terms of Use

Terms of Use

I consent to the disclosure by the Ministry of Central Services to the Ministry of Social Services of the following personal information (including any additions or changes that I subsequently provide):

- my name;
- address;
- email address;
- telephone number; and
- any additional information that is reasonably required for the purposes of updating and maintaining my Government Online Services Account

for the purposes of maintaining my contact information via the Saskatchewan.ca Account with the Ministry of Social Services.

This consent remains valid unless I revoke (withdraw) it by instructing the Ministry of Social Services in writing at:

Box 2405 Station Main  
Regina, SK  
S4P 4L7

If I revoke my consent, I understand that I may not be able to access this service provided by the Ministry of Social Services until I provide the required consent.

I further understand that, although I may revoke my consent, *The Freedom of Information and Protection of Privacy Act* and *The Freedom of Information and Protection of Privacy Regulations* or other legislation may authorize the Ministry of Social Services to use and disclose my personal information collected without my consent. I also understand that the Ministry of Social Services is required to retain the information collected until disposal is authorized, in accordance with *The Archives and Public Records Management Act*.

I am voluntarily providing this consent. If I have any concerns about this consent or the sharing of my personal information I may contact the Ministry of Social Services Privacy Officer at [access.privacy@gov.sk.ca](mailto:access.privacy@gov.sk.ca).

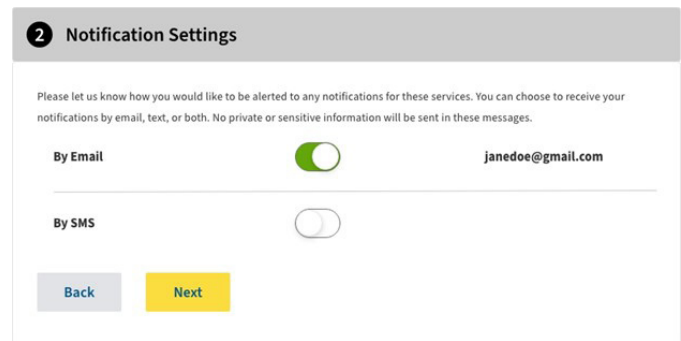
I consent to the collection, use and disclosure by the Ministry of Social Services of my personal information including any additions or changes that I subsequently provide.

By clicking the "I Agree" button below, you confirm you have reviewed and agree to the above Service Policy. Otherwise, you can click "I Disagree" and return to the Saskatchewan Account dashboard.

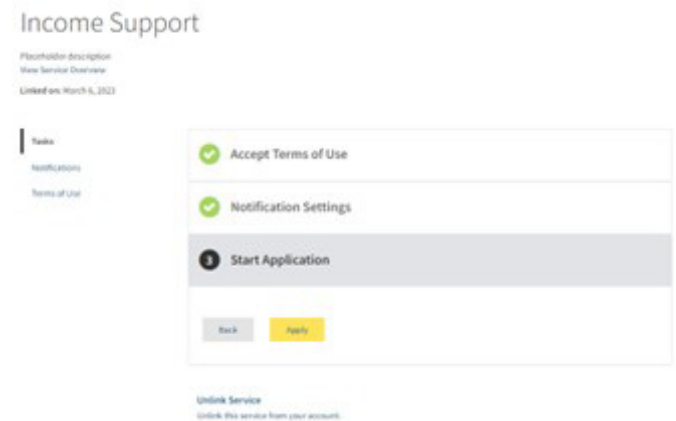
I Agree

(Figure 4)

13. You will be asked to complete your preferred notification settings. If you would like to receive text messages, click the button beside "By SMS" to turn on these notifications. (Figure 5)
14. Then, start your application by selecting "Apply." (Figure 6)
15. Allow 25 minutes or more to answer all of the questions. Scan/take a photo of documents that verify your information, such as pay stubs, rental agreements, etc., and attach them to your application.
16. You can access your online application 24 hours a day, and save and exit at any time. You will have 15 days to complete and submit your application. If you do not complete the application within 15 days, it will expire.
17. Once you have submitted your application, if you are using a public computer, make sure no one can find the personal information you have entered online. For step-by-step instructions on how to delete your history, [click here](#) or see the next page.



(Figure 5)

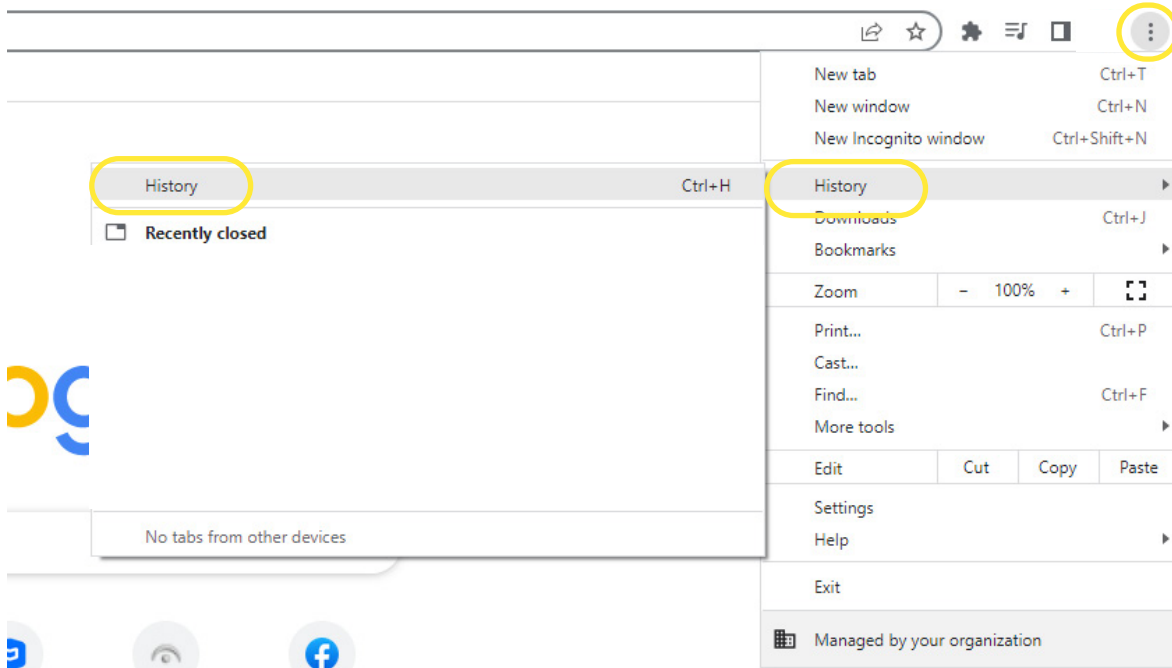


(Figure 6)

## Google Chrome - Clearing browser history, cache and cookies

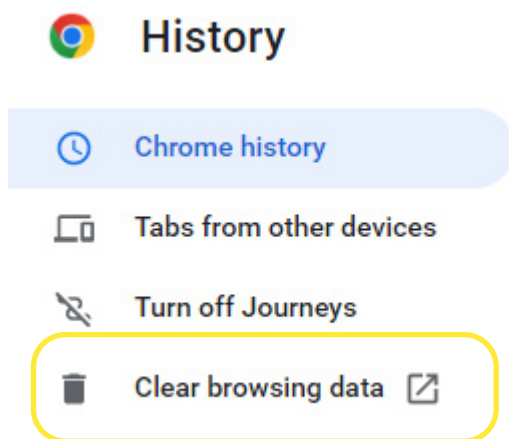
Make sure your personal information isn't stored in the computer's memory. You can clear this information in Google Chrome by following the steps below. The process is similar in other Internet browsers, listed on [page 2](#).

1. Select Tools (via the Three Dots Icon) > History > History. (Figure 7)  
(Note: You can also access this menu by holding Ctrl + H.)

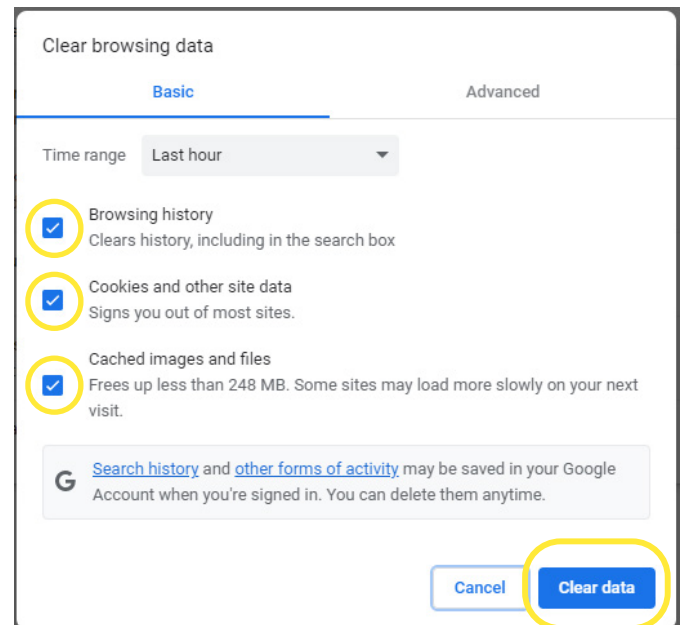


(Figure 7)

2. Select Clear Browsing Data from the left side of the screen. (Figure 8)
3. Check Browsing History, Cookies and Other Site Data and Caches Images and Files, then click Clear Data. (Figure 9)



(Figure 8)



(Figure 9)

## How to set up an email address

1. On your computer, tablet or phone, type one of the web addresses below in the address bar at the top of your Internet Browser and press Enter OR click one of the options below.

Some of the popular email service providers are:



<https://google.com/gmail>



<https://webmail.sasktel.net>



<https://outlook.live.com>



<https://icloud.com>



<https://mail.yahoo.com>



<https://login.aol.com>



<https://www.zoho.com/mail>



<https://www.gmx.com/mail>

2. Find and click any of these words on the screen: Sign Up, Create Account, Create ID or Join to open the next screen.
3. Enter the following information in the appropriate boxes.
  - First name
  - Last name
  - Username/email address that you want to use
  - Password that you will remember
  - Phone number
  - Date of Birth
4. Follow the instructions to finish creating your email account.
5. After creating the account, click the Login button.
6. Enter the username/email address and password you just created and Sign In.
7. You should be logged in to your email now. All the correspondence to this email address will be received in the mailbox/inbox. Click the email when you receive one in order to read it.

**If you have any questions or need help, please call 1-866-221-5200 or visit the nearest Ministry of Social Services office.**