

How to Log Into HIFIS and Change Service Provider



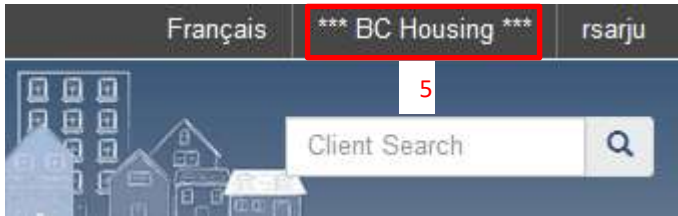
Open Firefox. (HIFIS is a web-based application. The recommended web browser to run HIFIS is Firefox.)

Enter the following in the address field: <https://app.hifisbc.ca>

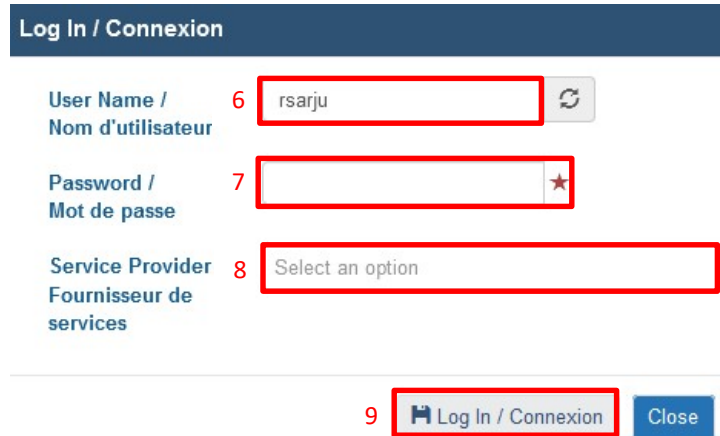
1. From the HIFIS log-in screen, enter your **User Name**.
2. Enter your **Password**.
3. Select **Log In**.
4. If you have forgotten your password, you can reset it by selecting **Forgot Password?**

◆ **NOTE:** To use the Forgot Password option you must have access to the email account associated with your HIFIS user account.

◆ **NOTE:** On sign-in you will be logged into your primary service provider (site). If you have access to more than one service provider you will need to change service providers after logging in, as needed. If you desire to change your primary service provider email HIFISsupport@bchousing.org. The steps to change your service provider are outlined below. **It is crucial that you change service providers when entering or editing transactions which are associated to a different service provider.**



5. Select the **Service Provider** you are currently logged into, located in the upper right-hand corner of the screen.



6. **User Name** will auto-populate with your user name.
7. Re-enter your **Password**.
8. Click in the **Service Provider** box and select the service provider needing to change to.
9. Select **Log In**.

◆ **NOTE:** At any time select **Close** if you want to discard entries and return to where you were logged into.