



Ministry of Health

Guaranteed Income Supplement (GIS) Web Lookup Tool User Guide

Version 2.1

Contact: **Business Planning and Application Management**

HSIMT Division

Ministry of Health

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Field Definition Table

Field	Searchable	Definition
Load Periods Back	Yes	Current Month (default) Last 3 Months Last 6 Months Last 12 Months Every month a new dataset is received from Service Canada and loaded into the GIS Web Lookup Tool. The selected recipient will have a record for every month within the selected Load Period Back in which they received GIS, to a maximum of 12 months.
Social Insurance Number	Yes	Recipient's Social Insurance Number
Status Code	No	Status code. A Active. Client is current D Active: Last Pay. Client's last payment U Unknown: Unknown status
Surname	Yes	Last name
Given Name	Yes	Given name
Middle Initial	No	Middle initial
Birth Date	Yes	Birth year and month
Marital Status	No	1 Single 2 Married, paid as married 3 Married, paid as single 4 Separated 5 Spousal allowances, paid as married 6 Spousal allowance, paid as single 8 Widowed spouse allowance 9 Extended spouse allowance U Unknown
Address Lines 1 to 4	No	Home address
Postal Code	No	Postal code
Spouse Account ID	No	Spouse's account ID Usually the SIN but it could be an arbitrary number
Spouse Given Name	No	Spouse's given name
Entitlement Date	No	Entitlement renewal date Date that the recipient became eligible. For continuing recipients the date is set to April of the current fiscal year.
Final Pay Date	No	Final pay date to receive a payment Status is set to 'D' – Active: Last Pay.
Pay Date	No	Most recent pay date
Last Update Date	No	Date indicates the last month loaded in the GIS Web Lookup Tool

How to check that your PC has the correct Digital Certificate

To verify if you have the correct digital certificate installed to access the GIS Web Lookup Tool follow these steps:

- Launch Internet Explorer
- Choose Tools\Internet Options
- Click on the Content tab
- Choose Certificates

In the first tab look for a certificate that contains the first four numbers of your GIS logon id.

If the certificate is not installed contact your Health Authority's Access Administrator.

How to Login to the GIS Web Lookup tool

Open your internet browser. Go to the URL:

<https://healthregistry.moh.hnet.bc.ca/index.jsp>

If this is the first time that you are accessing the tool, copy and paste the URL from this document, or hold down the CTRL key and click on the link above.

Bookmark this webpage by choosing Favorites\Add to Favorites on the menu bar

The screenshot shows the login interface for the healthnetBC Secure Web Services. At the top left is the British Columbia logo. To its right are links for 'Contact Us' and 'Help'. A left sidebar contains 'B.C. Home', 'Ministry of Health Services', 'healthnetBC' with a map of BC, 'Change Password', and 'Exit this e-service'. The main content area displays 'Ministry of Health Services' and a welcome message. Below this is a login form with 'Userid:' and 'Password:' labels, input fields, and 'Login' and 'Clear' buttons. The footer includes the date '2-Jan-2019', version '5.0.0.584', and links for 'COPYRIGHT', 'DISCLAIMER', 'PRIVACY', and 'ACCESSIBILITY'.

BRITISH COLUMBIA

Contact Us ► Help ?

B.C. Home

Ministry of Health Services

healthnetBC

Ministry of Health Services

Welcome to healthnetBC Secure Web Services

Userid:

Password:

Login Clear

Change Password

Exit this e-service ►

Version: 5.0.0.584

2-Jan-2019

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This **User Guide** is available on the GIS Web Lookup Tool at the top right of all screens.

Enter your User ID and Password.

Note: Your password is case sensitive.

Possible problems at sign on:

If you type an incorrect logon ID you will see this error:

LDAP logon failure: user is not authorized

If you type an incorrect password you will see this error:

Password invalid

If you have forgotten your user ID or password

Contact the **MOH Helpdesk at 1-888-764-2323**

If you are missing the required Digital Certificate you will receive this error:

LDAP failure: certificate serial numbers do not match

If you have an error with your Digital Certificate

Contact your Health Authority's Access Administrator or Service Centre

Choose **Guaranteed Income Supplement (GIS)** from the list of services that you have access to in the HealthnetBC Secure Web Service main page.

If you do not have GIS Web Lookup Tool as an option

Contact your Health Authority's Access Administrator

If you no longer require the GIS Web Lookup Tool

Contact the ministry to cancel your user ID:

<mailto:hlth.hnetconnection@gov.bc.ca>

How to Search Using the GIS Recipients Search Screen

Choose the **Load Period Back**

The screenshot shows the 'Guaranteed Income Supplement' search interface. At the top is the British Columbia logo and the title 'Guaranteed Income Supplement'. On the right are links for 'Ministry Of Health', 'User Guide', and 'Logout'. The main section is titled 'GIS Recipients Search' and contains a form with the following fields: 'Load Periods Back' (a dropdown menu currently set to 'Current'), 'Social Insurance Number' (a text input field), 'Surname' (a text input field), 'Given Name' (a text input field), and 'Birth Date' (a date input field with a calendar icon and the format '(yyyy-MM)'). Below the fields are 'Search' and 'Clear Form' buttons. Yellow arrows point from the text annotations to the 'Load Periods Back' dropdown and the 'Social Insurance Number', 'Surname', and 'Birth Date' fields. The footer contains links for 'Version: 3.0.0', 'Disclaimer', 'Privacy', 'Accessibility', and 'Copyright'.

You can search by any one or more of three fields, singly or in combination. The searchable fields are bolded on the screen:

Social Insurance Number *(Do not enter spaces in the SIN)*

The system will return any record containing your search criteria. For example, a search for 1234 will return all SINs containing the sequence 1234.

Surname and Given Name

The name fields are not case sensitive. The system returns all records containing the search criteria. A Given Name search for 'lisa' will return Lisa-Marie, Lisa Anne and Mellisa.

Birth Date (Year and Month)

Enter year and month in YYYY-MM format. You must enter all 4 digits of the year.

The system will return any record containing your search criteria. For example, a search for 1912 will return all occurrences of 1912, such as 1912-01 and 1919-12.

How to Specify a Load Period on the GIS Recipients Search Screen

The screenshot shows the 'GIS Recipients Search' interface. At the top, the British Columbia logo and 'Guaranteed Income Supplement' are displayed. The main search area has a title bar 'GIS Recipients Search'. Below it, the 'Load Periods Back' dropdown is open, showing options: 'Current', 'Last 3 Months', 'Last 6 Months', and 'Last 12 Months'. The 'Current' option is selected. Other fields include 'Social Insurance Number', 'Surname', 'Given Name', and 'Birth Date' (with a calendar icon). A 'Last Load Period: 2017-04' is shown in the top right. At the bottom of the form are 'Search' and 'Clear Form' buttons. The footer contains 'Version: 3.0.0', 'Disclaimer', 'Privacy', 'Accessibility', and 'Copyright'.

The default value for the **Load Periods Back** field is **Current**. The screen defaults back to Current before every new search.

Current contains the most recent data load from Service Canada as of the date listed in **Last Load Period** in the top right hand corner of the screen.

You can specify a different load period for a search by choosing from the drop down box:

- Last 3 Months
- Last 6 Months
- Last 12 Months

Note: Every month a new dataset is received and loaded into the GIS Web Lookup Tool. Every month, the number of months of data may increase for a client, to a maximum of the 12 most recent months.

Enter your search criteria and Click on  or press the **ENTER** key.

How to Use the GIS Recipients Search Result Screen

**Guaranteed Income Supplement**

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Recipient Search Results

[New Search](#)[Return to Search](#)

Last Load Period: 2017-04

(1 of 1) 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20								
Select ↕	S.I.N. ↕	Surname ↕	Given Name ↕	Birth Date	Entitlement Date	Pay Date	Last Update Date	Load Date ↕
1	000260677	BRAZIER	HELEN J	1895-05	1998-04	1998-12	1999-04-01	2017-04
2	000088660	BURNS	JANE H W	1895-05	1997-04	1998-03	1998-05-02	2017-04
3	000171652	BUTLER	DORIS	1895-05	1998-04	1998-10	1998-11-03	2017-04

Sorting:

The records can be sorted by **SIN**, **Surname** or **Load Date**:

Click the on the column heading for the sort you want.

Click on the **Select** column heading to return the default sort: by Surname A-Z.

To view a record, click once on the SIN:

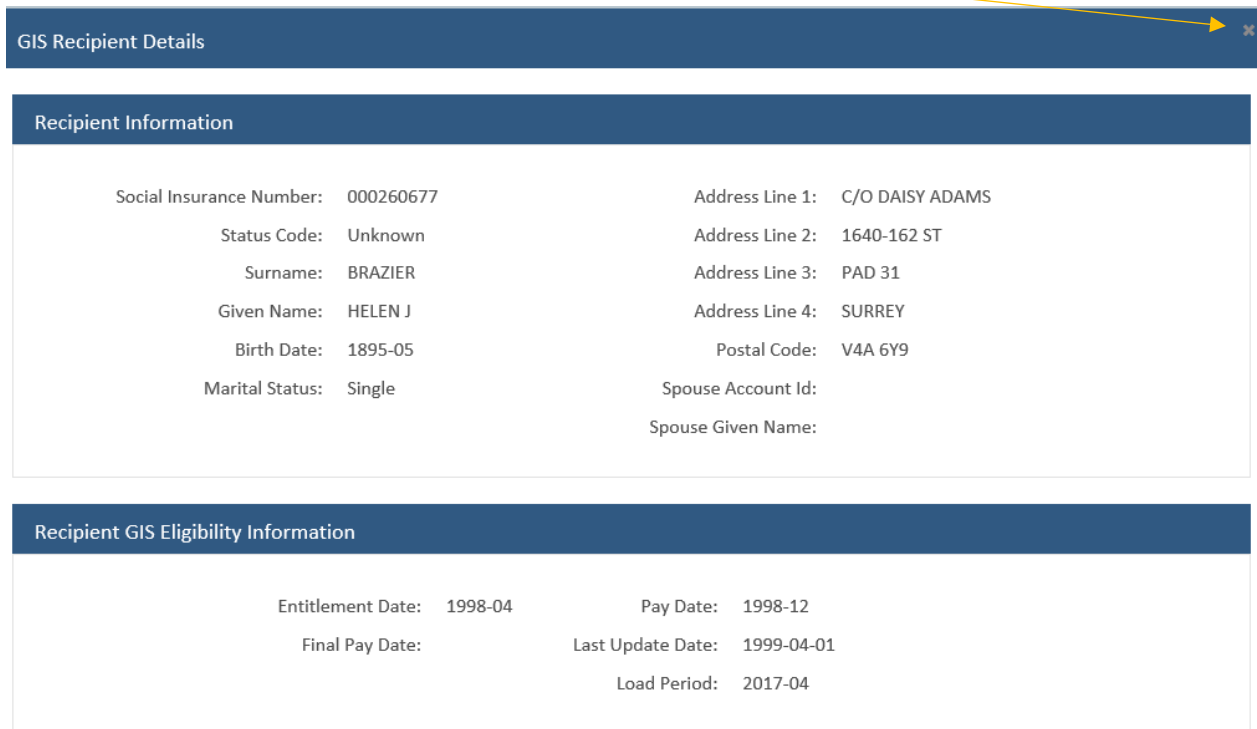
Select ↕	S.I.N. ↕	Surname ↕	Given Name ↕	Birth Date	E
1	000260677	BRAZIER	HELEN J	1895-05	1998-04
2	000088660	BURNS	JANE H W	1895-05	1997-04
3	000171652	BUTLER	DORIS	1895-05	1998-04

Note: Avoid using the Back button of your Internet Browser as you will be reverted to the last cached screen that you visited.

How to Use the GIS Recipients Detail Screen

The GIS Recipient Details screen opens in a pop-up window over top of the Search Results. After viewing the **GIS Recipient Details** screen:

- Click the **X** at the top right to close the window and return to the **Recipient Search Results** screen



GIS Recipient Details

Recipient Information

Social Insurance Number:	000260677	Address Line 1:	C/O DAISY ADAMS
Status Code:	Unknown	Address Line 2:	1640-162 ST
Surname:	BRAZIER	Address Line 3:	PAD 31
Given Name:	HELEN J	Address Line 4:	SURREY
Birth Date:	1895-05	Postal Code:	V4A 6Y9
Marital Status:	Single	Spouse Account Id:	
		Spouse Given Name:	


Recipient GIS Eligibility Information

Entitlement Date:	1998-04	Pay Date:	1998-12
Final Pay Date:		Last Update Date:	1999-04-01
		Load Period:	2017-04

Note: if your search criteria results in only one recipient, you will automatically be taken to the **GIS Recipients Details** screen for that recipient.

After viewing and closing GIS Recipient Details screen

1. On the **Recipient Search Results** screen, click **Return to Search** to return to the **GIS Recipients Search** and keep the previously entered search criteria.
2. On the **Recipient Search Results** screen, click **New Search** to return to the **GIS Recipients Search** screen, clear the form and enter new search criteria.
3. Exit GIS at any time by clicking **Logout** at the top right in the page header.



Guaranteed Income Supplement

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Recipient Search Results

2 New Search

Return to Search

Last Load Period: 2017-04

(1 of 1) 20								
Select	S.I.N.	Surname	Given Name	Birth Date	Entitlement Date	Pay Date	Last Update Date	Load Date
1	000260677	BRAZIER	HELEN J	1895-05	1998-04	1998-12	1999-04-01	2017-04
2	000088660	BURNS	JANE H W	1895-05	1997-04	1998-03	1998-05-02	2017-04
3	000171652	BUTLER	DORIS	1895-05	1998-04	1998-10	1998-11-03	2017-04
4	714436482	DEAN	LILLIAN B	1895-05	2000-07	2001-06	2001-07-05	2017-04
5	000103524	DONALD	AGNES B	1895-05	1997-04	1998-01	1998-03-03	2017-04
6	000087713	ROSS	SARAH	1895-05	1996-04	1996-06	1996-07-03	2017-04
7	000164129	TOTTEN	MAY C	1895-05	1996-04	1996-06	1996-07-03	2017-04

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