

## Retrieving your EI Reference Code

1. You will receive an email or text message to the account that you used when you completed your application for **WorkBC Apprenticeship Services Financial Supports** online.

- The email “Subject” will read: **Apprentice Training Supports - Pre-Approved**
- The email text will say the following:

**“Your application for additional Financial Supports for Apprentices has been received. Please visit <http://apply.workbc.ca> to learn about any additional information and requirements related to your application.”**

2. Click on <http://apply.workbc.ca> to go to the login page. Select the *Sign in* option.

The screenshot shows the WorkBC Online Employment Services login page. At the top left is the WorkBC logo, and at the top right is a 'Français' link. The main heading is 'Welcome to Online Employment Services'. Below this, there is a paragraph explaining that Online Employment Services provides online access to WorkBC for residents of British Columbia. A second paragraph states that if you are currently receiving services through WorkBC, Online Employment Services will allow you to securely access your current information online. A third paragraph explains that signing in will help you find employment opportunities and discover specific services and supports. To the right of this text is a login box with two options: 'Yes, I have an OES account' with a 'Sign in' button, and 'No, I do not have an OES account' with a 'Create an account' button. Below the login box is a section titled 'Links to other resources:' with a list of links: WorkBC, WorkBC Apprenticeship Services, WorkBC Employment Services, WorkBC Self-Serve Services, WorkBC Assistive Technology Services, and My Self Serve. At the bottom of the page, there is a footer with links for Home, Disclaimer, Privacy, Terms of Use, Accessibility, and Copyright, and a statement that the program is funded by the Government of Canada and the Province of British Columbia.

Once you have clicked on *Sign in* you will be directed to login with either your BC Services Card or your Basic BCeID. Please ensure you are using the same login information you entered when you registered for WorkBC Online Employment Services.

After entering your login information, you will be directed to your Logon History. Click *Next*.

- Your Messages inbox will be displayed with the Pre-Approved message bolded in the list of messages. Select the Pre-Approved message in the Message list to view information on applying for Employment Insurance. Additionally, if you navigate to the Applications menu item, your Pre-Approved Apprenticeship Application will display your **EI reference code** as shown below.

The screenshot shows the WorkBC user interface. On the left is a navigation menu with options like Messages, Applications, Service Requests, Case Details, Employment History, Account Info, and Support. The main area displays a list of messages. The message titled 'Apprenticeship Training Supports - Pre-Approved' is highlighted. To the right, the full content of this message is shown. It is a 'General Message' from the Portal Administrator, dated Tuesday, March 12, 2019. The message informs the user that their application for additional Program Financial Supports has been received and is pending confirmation of attendance. It provides instructions on how to file an EI claim, including the need to file an on-line application for EI Benefits and to provide a 16-digit EI Reference Code. A note specifies that anyone applying with a code that s/he has not been authorized to use will be required to pay back all benefits received. The message also mentions the requirement to submit Record(s) of Employment (ROE) and provides information on how to contact Service Canada for questions.

This screenshot shows a section of the WorkBC Applications page. It displays the application ID 'APR24920', the review date 'Reviewed: Mar 05, 2019', and the status 'Awaiting training institution confirmation'. The 'EI Reference Code' field is shown as '590' followed by a redacted area (a black box with a white 'X'). A red arrow points to this redacted area. To the right of the application details, there is a green 'Pending' status box and a list of actions: 'Edit', 'Delete', 'View', and 'Terms of Service'.

If you have questions about this process you can click on the **Support** menu link to contact your WorkBC Centre.



This program is funded by the Government of Canada and the Province of British Columbia.