



# HBCF Builders Self Service Portal User Guide

V1.2 September 2022

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## icare Overview

Insurance and Care NSW (icare) was created in September 2015 through the commencement of the State Insurance and Care Governance Act. icare is a Public Financial Enterprise governed by an independent Board of Directors that delivers insurance and care services to the people of New South Wales. The NSW Self Insurance Corporation (SICorp), Home Building Compensation Fund (HBCF) along with other like agencies such as the Workers Compensation Nominal Insurer, Lifetime Care and Support, Sporting Injuries Compensation and the Dust Diseases Authority have joined icare. The Home Building Compensation Fund (HBCF) provides a safety net for consumers who have contracted for home building works and whose builder has been unable to honour their commitments due to insolvency, death, or disappearance. The safety net is also provided where a contractor's licence has been suspended for failing to comply with a tribunal order to pay compensation to the homeowner.

## Builder Self Service Portal (BSSP) Overview

The BSSP was developed to allow builders to monitor and manage their NSW Home Warranty eligibility and HBCF policies online.

Builders can access the BSSP to:

- View eligibility assessment results (see note below)
- View and download the latest certificate of eligibility
- View next scheduled eligibility assessment
- View a summary of current projects (open job limits)
- View a snapshot of the open job value
- Get a quote on future insurance premiums which includes the builder's premium weighting
- View current certificates of insurance.
- Close completed jobs

## How to register for BSSP access

To access the BSSP contact HBCF or your broker and request access. New builders can also request access via the Eligibility Assessment and Builder Profile change form.

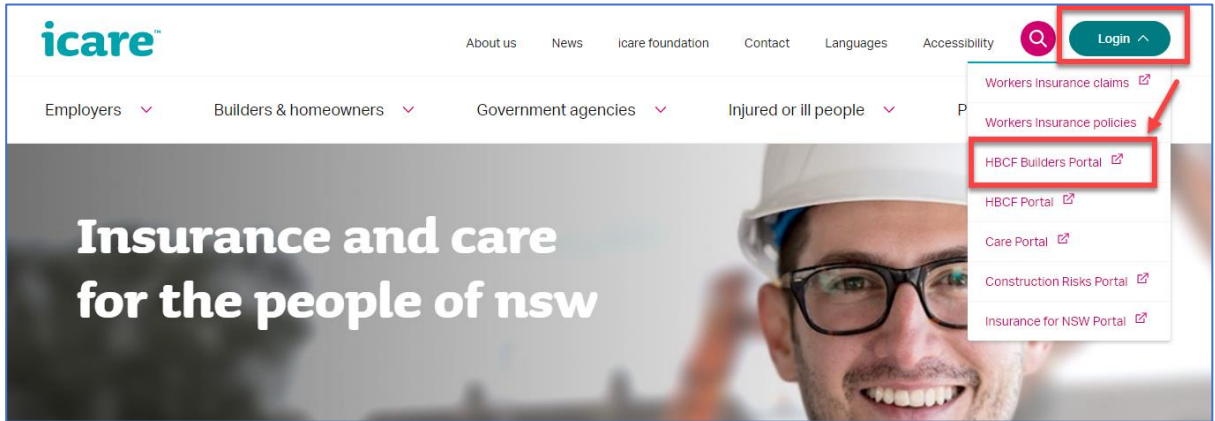
There are two levels of user access: **manager** and **clerical**. Portal managers manage your company's access and also have access to the business' pricing and profile information. Clerical users will be able to carry out policy functions without having access to profile and pricing information.

Builders must first nominate a person to act as BSSP portal manager for their organisation. HBCF will require the Portal managers contact details: first name, last name, email address, and a mobile phone number.

Registration to the portal begins when the portal manager receives a notification email from icare hbcf and follows the activation link in that email. The link takes the user to a portal registration wizard. Once the portal manager is registered and logged in they can invite and manage other users from the company.

## How to log in to the Builders Self Service Portal

- 1 Visit the **icare** website and select the **Login** button
- 2 Select the **HBCF Builders Portal** link



3 Enter your **email address** and **password** and accept the terms and conditions and select **Login**.

A screenshot of the icare hbcf login form. The form is titled 'icare hbcf' and contains the following elements: an 'Email address' field with a red asterisk and an information icon; a 'Password' field with a red asterisk; a 'Remember me' checkbox; a 'Forgot your password?' link; an 'Accessibility information' link; a paragraph stating 'You are entering a NSW Government transaction application that contains personal and private information about homeowners and builders.'; another paragraph stating 'You are required to confirm your continuing agreement to the terms and conditions of access to this site.'; a 'Portal Terms and Conditions' section with a scrollable area containing text about NSW Self Insurance Corporation ('SICorp'); and a checkbox for 'I agree to the terms and conditions of use'. A 'Login' button with a right-pointing arrow is at the bottom.

### BSSP Dashboard

The dashboard is the home page of the BSSP. When you first log in it opens automatically. It displays a snapshot of your data organised into panels.

*Dashboard Portal Manager view*

**Builder self-service portal** Joe Builder ▾

**icare hbcf** → **dashboard** | builder details | policies | pricing calculator | help | contact

### Hello Joe Builder

Builder name: **BUILDING PTY LTD**  
Licence number: **98**  
Next review date: **04 Dec 2019**

#### policy overview

[Submit a new policy >](#)

<b>1</b> Not submitted	<b>0</b> With distributor (broker)	<b>0</b> Being reviewed
<b>15</b> Open jobs	<b>0</b> Completed jobs (last 30 days)	<b>16</b> Combined view

#### Open Job Limits

Value	Jobs
<b>\$5,000,000</b> Approved construction limits ⓘ	<b>24</b>
<b>\$3,878,380</b> Current usage amount ⓘ	<b>16</b>
<b>\$1,121,620</b> Amount available	<b>8</b>

77% | 66%

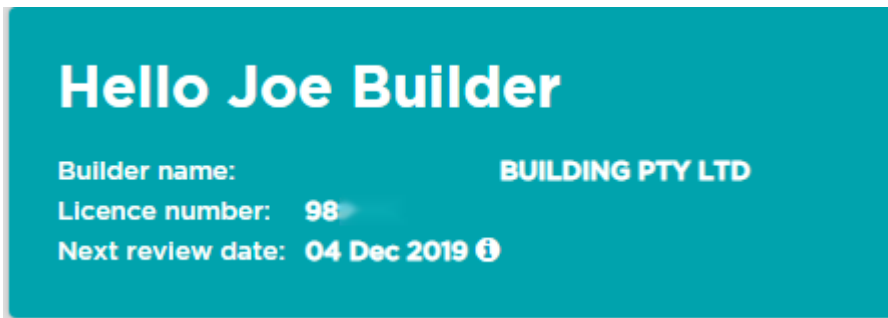
**Profile limits ⓘ** ▾  
**Distributor (broker) details** ▾  
**Your pricing profile ⓘ** ▾

The dashboard differs by user type, i.e. Portal Manager or Clerical User.

**Portal manager:** User and builder details, Policy Overview, Open Job Limits, Profile Limits, Distributor (broker) details, Pricing Profile

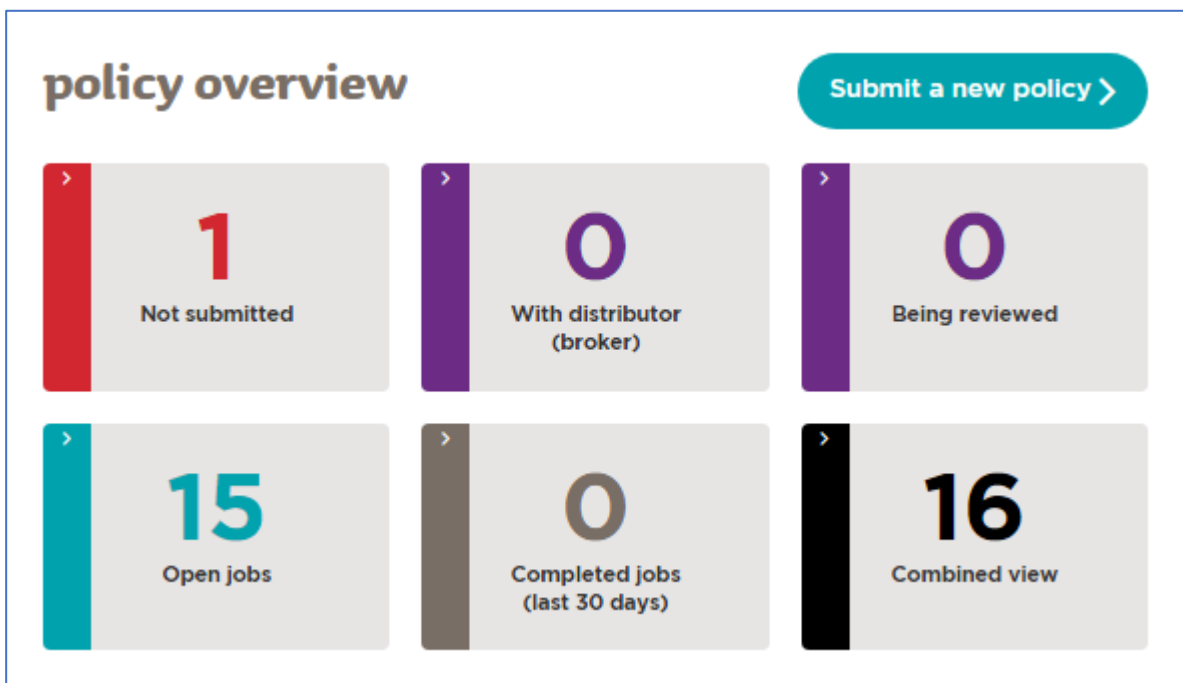
**Clerical user:** User and builder details, Policy Overview, Open Job Limits, Distributor (broker) details. Note the Clerical User does not get access to the builder's eligibility profile limits and pricing profile

**The Builder Details panel**



The Builder Details panel displays: the username of the builder logged in to the portal, the registered name and licence number of your building entity, and the next eligibility assessment review date if a review has been scheduled. If no review has been scheduled "Not scheduled" is displayed. If a review is not required "Not required" is displayed.

**The policy overview panel**




The policy overview panel presents a summary view of the policies you have with HBCF, the policies are filtered by policy status to make it easier to browse the policies.

Policy Status	Description
Not submitted	This is the current count of policies you have saved as a draft but are yet to submit. Click in the box to open a display of policies with that status.
With distributor (broker)	This is the current count of policies you have referred to your Distributor (Broker) for completion and submission. Click in the box to open a display of policies with that status.

Policy Status	Description
Being reviewed	This is the current count of policies that you have been submitted and which are being reviewed by an underwriter. Click in the box to open a display of policies with that status.
Open jobs	This is the current count of policies that have been approved and for which Certificates of Insurance have been issued. Click in the box to open a display of policies with that status.
Completed jobs (last 30 days)	This is the current count of projects that were completed in the last 30 days. Click in the box to open a display of policies with that status.
Combined view	All of your policies. Click in the box to open a display of all your policies.

**Note:** If you have nine or less approved jobs in your open job limits, the policy overview is displayed in a list format.

*The Policy Overview list:*

Customer Name	This is the home owner name you supplied when you created the policy.
Job Number	This is your internal reference number for the job being insured. It is your choice whether you use this field or not.
Policy/Transaction number	The transaction number is the system generated reference number for the policy. For open jobs or completed jobs, the policy number is displayed.
Site address	This is the site address you supplied when you created the policy.
Status	This is the current status of the policy. The view buttons are colour coded by status 



**The Open job limits panel**

The screenshot shows the 'Builder self-service portal' for 'Joe Builder'. The main navigation includes 'dashboard', 'builder details', 'policies', 'pricing calculator', 'help', and 'contact'. The user is greeted as 'Hello Joe Builder' with their details: 'Builder name: BUILDING PTY LTD', 'Licence number: 98', and 'Next review date: 04 Dec 2019'. A red arrow points from the 'Hello Joe Builder' section to the 'Open job limits' panel on the right. The 'Open job limits' panel displays:

Value	Jobs
<b>\$5,000,000</b>	<b>24</b>
Approved construction limits ⓘ	
<b>\$3,878,380</b>	<b>16</b>
Current usage amount ⓘ	
<b>77%</b>	<b>66%</b>
<b>\$1,121,620</b>	<b>8</b>
Amount available	

Below the 'Open job limits' panel are three expandable sections: 'Profile limits ⓘ', 'Distributor (broker) details', and 'Your pricing profile ⓘ'. The 'policy overview' section on the left includes a 'Submit a new policy >' button and six cards showing job counts: 'Not submitted' (1), 'With distributor (broker)' (0), 'Being reviewed' (0), 'Open jobs' (15), 'Completed jobs (last 30 days)' (0), and 'Combined view' (16).

The open job limits panel displays:

- your approved construction limits in contract value and the number of approved jobs
- your current usage amount in contract value and number of active jobs
- a graphic representing the percentage usage for contract value and number of jobs (more than 80% displays in red)
- the available balances before your limits are met or exceeded.

### The Profile limits panel

The Profile limits panel displays the construction types and dollar value of the buildings you have eligibility to build and is based on your eligibility assessment.

**Note.** This panel is only visible to Portal Managers.

**Hello Joe Builder**

Builder name: BUILDING PTY LTD  
 Licence number: 96  
 Next review date: 04 Dec 2019

**policy overview** [Submit a new policy >](#)

1 Not submitted	0 With distributor (broker)	0 Being reviewed
15 Open jobs	0 Completed jobs (last 30 days)	16 Combined view

**Open job limits**

**Profile limits**

C01 New Single Dwelling Construction	\$900,000
C02 Multiple Dwellings Alterations/Additions - Structural	\$0
C03 New Multiple Dwelling Construction (<= 3 storeys)	\$900,000
C04 Single Dwelling Alterations / Additions - Structural	\$900,000
C05 Swimming Pools	\$50,000
C06 Single Dwelling Renovations - Non Structural	\$150,000
C07 Other	\$0
C08 Multiple Dwellings Renovations - Non Structural	\$0
C09 New Duplex, Dual Occupancy, Triplex &/or Terrace(Attached) Construction	\$0

**Distributor (broker) details**

**Your pricing profile**

### The Distributor details panel

Displays the contact details for your currently registered distributor (broker).

**Distributor (broker) details**

Your distributor (broker) details:

Broker LTD  
 Ph. 0407  
 email@email.com.au

### The Pricing profile panel

The pricing profile panel displays your pricing profile based on your eligibility assessment. The builder's eligibility assessment is used to calculate your policy premiums.

**Hello Joe Builder**

Builder name: BUILDING PTY LTD  
Licence number: 98  
Next review date: 04 Dec 2019

**policy overview** [Submit a new policy >](#)

1 Not submitted	0 With distributor (broker)	0 Being reviewed
15 Open jobs	0 Completed jobs (last 30 days)	16 Combined view

**Your pricing profile**

**Overall discount = 17%**

Pricing factors

Entity/Licence	Discount applied
ANTA in entity	Discount applied
Net margin before tax	Discount applied
Past history	No impact
Reviews not current	No impact
BCRP participation	No impact
Audited accounts	No impact

**Note.** This panel is only visible to portal managers.

### Builder Details

The builder details page contains a comprehensive overview of the builder’s entity details including: the entity name, entity details, distributor's contact details, pricing profile, open job limits, profile limits, approved eligibility history, next scheduled review, eligibility status and limits and downloadable copies of the certificate of eligibility and last assessment summary.

**Builder self-service portal** Joe Builder ▾

icare™ hbcf dashboard builder details policies pricing calculator help contact

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**builder details**

dashboard / builder details Download your assessment summary > Download certificate of eligibility >

## BUILDING PTY LTD

**Licence number:**  
98

**Next review date:**  
04 Dec 2019 ⓘ

**Eligibility status:**  
Active

For help, please contact:

**LTD** P. PTY

Ph. 99 9999 9999  
masked@masked.com

[View a list of all distributors \(brokers\)](#)

**Your pricing profile ⓘ**

Overall discount = 17%

Pricing factors

Entity/Licence	Discount applied
ANTA in entity ⓘ	Discount applied
Net margin before tax	Discount applied
Past history	No impact
Reviews not current	No impact
BCRP participation	No impact
Audited accounts	No impact

**Open job limits**

Value	Jobs
\$ 5,000,000	24
Approved construction limits ⓘ	
\$ 3,878,380	16
Current usage amount ⓘ	
<div style="display: flex; justify-content: space-around; margin: 5px 0;"> <div style="text-align: center;"> <div style="border: 2px solid teal; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 1.5em; color: teal;">77</span> %                             </div> </div> <div style="text-align: center;"> <div style="border: 2px solid teal; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <span style="font-size: 1.5em; color: teal;">66</span> %                             </div> </div> </div>	
\$ 1,121,620	8
Amount available	

**Profile Limits ⓘ**

C01 New Single Dwelling Construction	\$900,000
C02 Multiple Dwellings Alterations/Additions - Structural	\$0
C03 New Multiple Dwelling Construction (<= 3 storeys)	\$900,000
C04 Single Dwelling Alterations / Additions - Structural	\$900,000
C05 Swimming Pools	\$50,000
C06 Single Dwelling Renovations - Non Structural	\$150,000
C07 Other	\$0
C08 Multiple Dwellings Renovations - Non Structural	\$0
C09 New Duplex, Dual Occupancy, Triplex &/or Terrace(Attached) Construction	\$0

**Note** The builder details page can only be accessed by the portal manager.

### Claims Quoting System

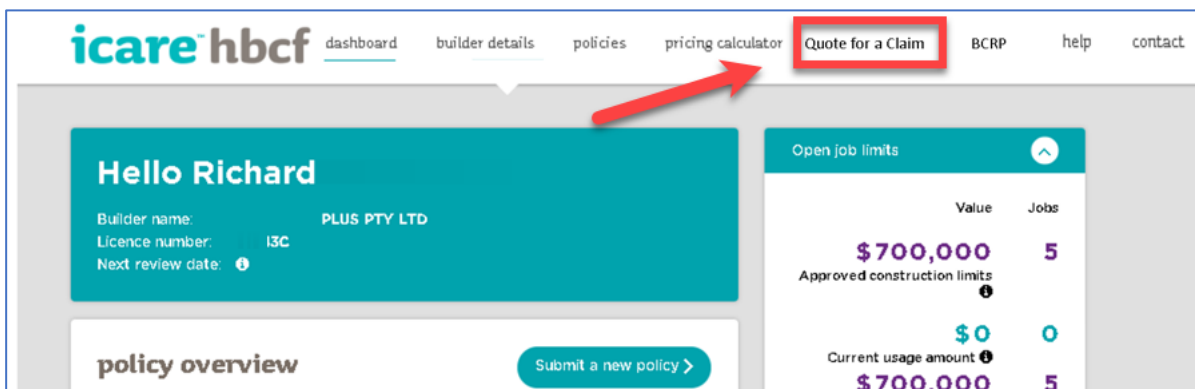
The HBCF Claims Quoting System (CQS) displays available jobs arising from a current HBCF claim. Through the CQS eligible Builders can register their interest in tendering to complete available jobs. The CQS is a standalone HBCF system which is usually accessed through the icare HBCF public page but can now also be accessed through the BSSP.

**How it works**

- CQS displays jobs arising from a HBCF claim
- If interested in tendering the builder can register their interest in the available job
- The system evaluates the builder and shortlists that builder if they meet the eligibility criteria
- The HBCF claims manager will contact shortlisted builders and ask them to submit a tender (*non CQS process*)
- Tender submissions are reviewed and acknowledged (*non CQS process*)
- Homeowner chooses builder (*non CQS process*)

**How to access the Claims Quoting System on the BSSP**

- 1 Select **Quote for a Claim** from the menu



The **Quote for a claim** page contains the following:

- The builder's name (your entity name), and your broker's details.
- The builder's licence number and the number of remaining jobs that you can register interest in.
- The list of available rectification Jobs.
- The date you registered interest in a job.

2 To view the details of a rectification job, select the **View** button

Postcode	Suburb	Type	Stage	Orig. Contract Value	Registered Date	
2479	Bungalow	New Single Dwelling Construction	Fit out	\$466,093.00		<a href="#">View</a>
2479	Bungalow	New Single Dwelling Construction	Fit out	\$210,000.00		<a href="#">View</a>
2035	Maroubra	New Single Dwelling Construction	Fit out	\$530,000.00		<a href="#">View</a>
2479	Bungalow	New Single Dwelling Construction	Fit out	\$210,000.00		<a href="#">View</a>
2479	Bungalow	New Single Dwelling Construction	Fit out	\$100,000.00	20/04/2020	<a href="#">View</a>
2035	Maroubra	New Single Dwelling Construction	Fit out	\$340,000.00	16/04/2020	<a href="#">View</a>
2035	Maroubra	New Single Dwelling Construction	Fit out	\$230,000.00	11/04/2020	<a href="#">View</a>

Showing 1-8 of 8 results

### How to register interest in a job

1 To register interest in the job, select the **Submit** button

**Register Interest**

Policy: HBCF180666  
 Construction Type: New Single Dwelling Construction  
 Stage Of Completion: FitOut  
 Original Contract Value: \$466,093.00  
 Claim Number: HBCF-CL-003726  
 Builder Name: Commercial Constructions Pty Ltd  
 Claim Type: Failure to complete  
 Suburb: 2479

\*DUPLEX\* HBCF-CL-003726 & HBCF-CL-003727\* INCOMPLETE WORKS: approximately 90% completed DEFECT RECTIFICATION: Defective Waterproofing - all wet areas. (En-suite, Bathroom, Laundry, Powder Room) and deck. Stained brick work and blocked weepholes. Damaged / soft particleboard flooring

[Submit](#)

2 A **Registered Date** column records/displays the date you have registered interest.

3 The CQS evaluates the builder's registration of interest. If they meet the job's eligibility criteria they will be shortlisted and contacted by the Claims Manager.

### Pricing (Premium) calculator

The pricing calculator provides an accurate quote on an insurance premium.

To calculate a premium:

1 Select the pricing calculator tab in the menu bar.

Builder self-service portal SIRA Project Test1

icare hbcf [dashboard](#) [builder details](#) [policies](#) [pricing calculator](#) [help](#) [contact](#)

Enter all relevant information and select the **Calculate Premium** button.

### pricing calculator

[dashboard](#) / pricing calculator

Type of cover \*  
C01 - New Single Dwelling Construction

Policy issued date \*  
29/06/2017

Contract value (inc. GST) \* ⓘ  
\$ 1,000,000

Postcode of works \*  
2011

[Calculate premium >](#)

Base premium = \$6,615.00  
GST(10%) = \$661.50  
Stamp duty (9% on Base + GST) = \$654.88

**Premium = \$7,931.38**

\*Based on your risk profile, excludes any distributor fees and is based on the latest published price.

[Postcode Guide](#)

When satisfied with the information you have selected or entered into the calculator fields, select the **Calculate Premium** button.

The Total Premium value is displayed followed by the Base Premium value, the GST applicable, and the Stamp Duty applicable.

If the building is a multi-unit construction then the average premium and tax values per unit are also displayed.

**Note** the quoted premium does not include the brokers fee.

## Policies

The policies page allows you to manage and view your draft submissions, pending applications, issued policies, and certificates of insurance.

The user can:

- filter and sort a display of policies
- export the list of policies
- view the details of a particular policy
- create, save, edit, and submit a new policy submission
- download a certificate of insurance
- mark a job as completed

### How to view policies

From the dashboard select a status box on the policy overview panel or select **Policies** from the menu bar.

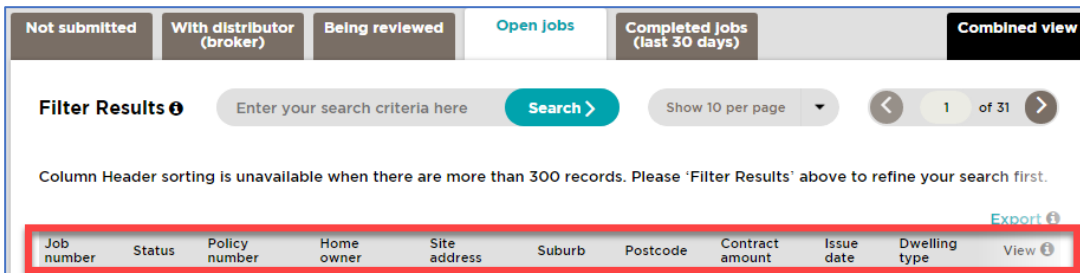
The screenshot shows the 'policies' page in the icare hbcf system. The navigation menu at the top includes 'dashboard', 'builder details', 'policies' (highlighted with a red box), 'pricing calculator', 'help', and 'contact'. Below the navigation, the page title 'policies' is displayed, along with a 'Submit a new policy' button. A row of status tabs is visible: 'Not submitted' (highlighted with a red dashed box), 'With distributor (broker)', 'Being reviewed', 'Open Jobs', 'Completed Jobs (last 30 days)', and 'Combined view'. Below the tabs is a search bar with the text 'Filter Results 0', a search input field, a 'Search' button, and pagination controls showing '1 of 1' results. A table of results is displayed with columns: Job number, Status, Transaction number, Home owner, Site address, Suburb, Postcode, Contract amount, Created date, Dwelling type, and View. Two rows of results are shown, both with a status of 'Not Submitted' and a transaction number. The first row has a transaction number of 343590 and a contract amount of \$0. The second row has a transaction number of 106031 and a contract amount of \$0. Both rows have a 'View' button with a red arrow icon. The table footer indicates 'Showing 1-2 of 2 results' and an 'Export' button.

The policies page has six tabs, one for each policy status, and a combined view tab.

This close-up screenshot shows the status tabs at the top of the policies page. The tabs are: 'Not submitted', 'With distributor (broker)', 'Being reviewed', 'Open Jobs', 'Completed Jobs (last 30 days)', and 'Combined view'. The 'Open Jobs' tab is currently selected and highlighted with a blue background. A red box highlights the entire row of tabs. Below the tabs is a search bar with the text 'Filter Results 0', a search input field, a 'Search' button, and pagination controls showing '1 of 31' results.



All Policies are listed in a table format with each Policy's details listed in a row (see image below).



The policy details displayed for each policy are:

Job number	This is your internal reference number for the job being insured. It is your choice whether you use this field or not.
Status	This is the current status for the policy.
Transaction/ policy number	The transaction number is the system generated reference number for the policy. For open jobs or completed jobs, the policy number is displayed.
Home owner	This is the home owner name you supplied when you created the policy.
Site address	This is the site address you supplied when you created the policy.
Suburb	This is the site suburb you supplied when you created the policy.
Postcode	This is the postcode you supplied when you created the policy.
Contract amount	This is the total amount (inclusive of GST and Stamp Duty) for the contract being insured.
Created date/ Issue date	This is the date on which you first created the policy application. For open jobs or completed jobs, the date when the policy was issued is displayed.
Dwelling type	This is the type of construction for the job.

### Filter or Sort Policies

By default, the policies are sorted with the most recent policies displayed first. Each column in the display can be used **to sort** the data displayed in ascending or descending order.

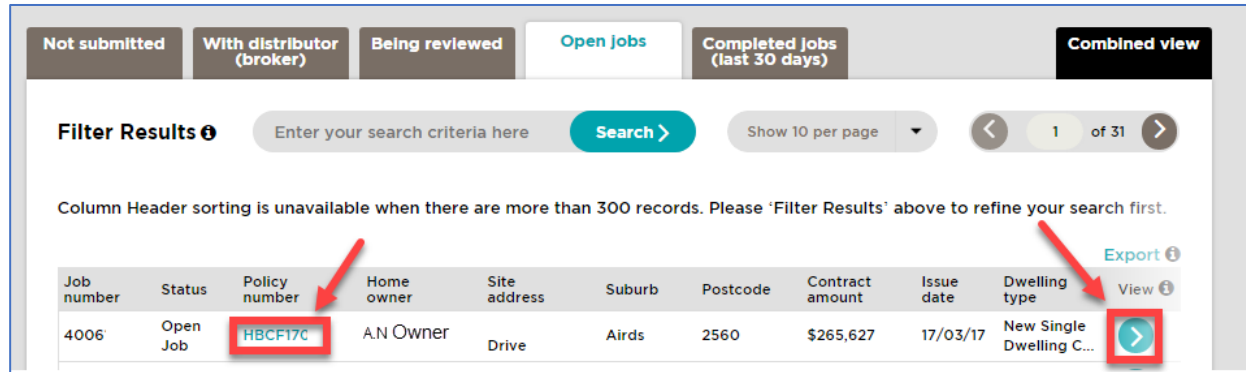
To **sort** a column, select the column header, e.g. Created Date. Note if the current display shows more than 300 records, the Sort function is disabled.

To filter the list of policies, enter part of a Policy Number, Transaction Number, Site Address, or Suburb in the filter bar and select the **Search** button to limit the display of policies to those matching your entered criteria.

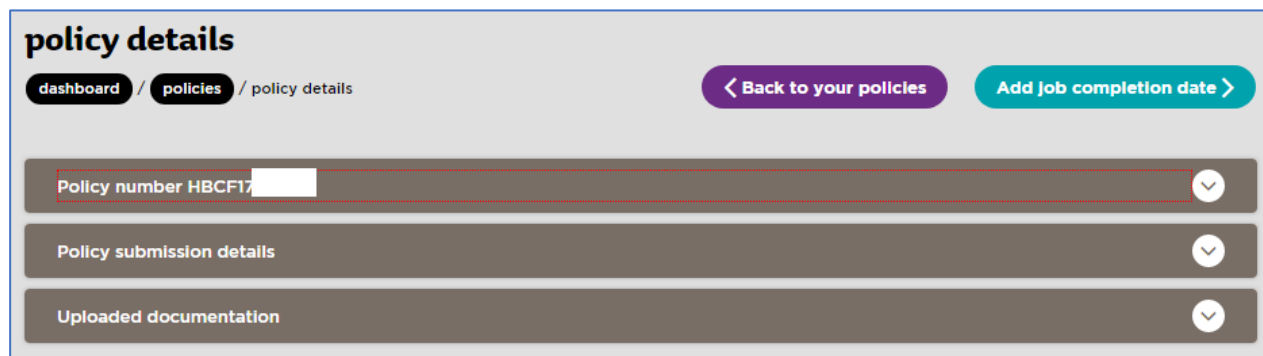


### Viewing a Policy

Select the **View Policy** button or the **Policy Number** link



When you view a policy, you can view the Policy number, status and date of issue, the certificate of insurance and the policy submission details and any associated uploaded documentation



The **policy number** pane provides details on the listed policy and includes the Certificates of Insurance (COI) issued for that policy.

The **policy submission details** pane contains a read-only view of all the builder, owner/developer, finance, and construction details of the project, as they were entered at the time of policy submission.

The **uploaded documentation** pane contains a view of all the documentation that was attached at the time of policy submission. The categories of document include: Building contract, Scope of works, Certificate of title, Project plans, Proof of funding, Builder experience, Insurance proof, Indemnity cover, BCRP document. **Note** if you do not see any of the above listed documents in this pane they will have been submitted by the Distributor through the HBCF Policy Centre system

Export Policies

You can export a list of policies in .csv format by selecting the **Export** button. The export function downloads only those policies in your current display. If you have used a filter (e.g. part of a street name) to reduce the number of policies in the display then only policies matching that filter are exported.

The screenshot shows the 'policies' dashboard. At the top right is a 'Submit a new policy >' button. Below it are filter tabs: 'Not submitted', 'With distributor (broker)', 'Being reviewed', 'Open Jobs', 'Completed Jobs (last 30 days)', and 'Combined view'. A search bar contains 'Filter Results ⓘ' and 'Enter your search criteria here' with a 'Search >' button. To the right of the search bar are 'Show 10 per page' and '1 of 1' navigation controls. Below the search bar is a table with columns: Job number, Status, Transaction number, Home owner, Site address, Suburb, Postcode, Contract amount, Created date, Dwelling type, and View ⓘ. Two rows of data are visible, both with 'Not Submitted' status and '18/12/18' created date. At the bottom right of the table area, an 'Export ⓘ' button is highlighted with a red box and a red arrow points to it from the left.

Submit a new policy

- 1 To start a new policy application, select the **Submit a new policy** button on the dashboard or select the **Policies** tab on the menu bar.

The screenshot shows the 'Hello onbase24 test' dashboard. It displays user information: 'Builder name: [redacted] PTY LTD', 'Licence number: [redacted] C', and 'Next review date: 16 Sep 2022 ⓘ'. Below this is a 'policy overview' section with a 'Submit a new policy >' button. The overview consists of three cards: 'Not submitted' with a count of 1, 'With distributor (broker)' with a count of 2, and 'Being reviewed' with a count of 2. A red arrow points from the 'policy overview' text to the 'Submit a new policy >' button.

- 2 Complete all mandatory questions regarding warranty claim and builder's licence

The screenshot shows the 'submit a new policy' form at the 'Policy info' step. The breadcrumb trail is 'dashboard / policies / submit a new policy'. A 'Save as draft >' button is in the top right. A progress bar shows five steps: Policy info (active), Project details, Dwelling units, Document upload, and Review. The 'Policy information' section contains the following fields:

- Builder name:** Pty Ltd
- Builder licence number:** 2 C
- Does the builder's licence cover all work being contracted and included in this application? \*** (Buttons: Yes, No)
- Is this project application arising from a HBCF claim? \*** (Buttons: Yes, No)

At the bottom, there is a 'cancel submission' link on the left and a 'Next >' button on the right.

- 3 Select Construction Type (H01-05)

Refer HBCF Eligibility Manual or contact your broker if you need assistance with construction types.

The screenshot shows the 'submit a new policy' form at the 'Project details' step. The breadcrumb trail is 'dashboard / policies / submit a new policy'. A 'Refer to distributor (broker) >' button with an information icon is in the top right. A progress bar shows five steps: Policy info, Project details (active), Dwelling units, Document upload, and Review. The 'Project details' section contains the following fields:

- Construction type \*** (Dropdown menu):
  - Select
  - Select
  - H01 - New Dwelling Construction
  - H02 - Building Work to an Existing Residential Apartment Building
  - H03 - New Residential Apartment Building Construction
  - H04 - Building Work to an Existing Dwelling
  - H05 - Swimming Pools
- ABN** (Text input field)

**H01 New dwelling Construction**

Select H01 for construction of new Class 1a buildings. For example, single dwellings, duplex, townhouses, terraces. For H01 type projects that have more than one dwelling and are subject to strata or community title you have the option to add multiple dwellings in one project submission.

Project details

**Construction type \***

H01 - New Dwelling Construction
▼

!

**Description**

New Dwelling Construction of a Class 1a building (single, duplex, triplex, terrace) and any associated Class 10 buildings or structures.

**Is there an intention that this dwelling will be part of a strata or community title development? \***

Yes

No

Selecting **Yes** in the title question allows you to add more class 1a dwellings to your submission, e.g. if you have more than one dwelling in the project such as a strata titled duplex or town houses.

*Example*

Construction type

**Please provide a description of the building work to be undertaken \***

10 new townhouses
✓

**No. of storeys \***

2
▼

**One bedroom \***

**Two bedrooms \***

**Three bedrooms \***

10
✓

**Four bedrooms \***

**Other \***

**Total number of dwellings \***

10

Note It is not possible to have separate contract values (build cost) for each dwelling in a H01 submission with multiple dwellings. If you need separate pricing for each dwelling you will have to submit a separate application for each dwelling.

**H02 - Building Work to an existing residential apartment building**

The H02 category is for structural and non-structural work to common areas of existing class 2 buildings. **H03 - New Residential Apartment Building Construction**

The H03 category is for new construction of Class 2 buildings with 3 or less residential storeys (or a mixed-use building with a Class 2 component with 3 or less residential storeys). H03 also includes new construction of any associated Class 10 buildings or structures when built in conjunction with the new class 2 building.

### H04 - Building Work to an Existing Dwelling

The H04 category is for structural and non-structural work to existing class 1a dwellings and category 10 buildings. H04 is also for work to the common property of class 1a dwellings.

H04 also covers work wholly within an existing dwelling/s (unit/apartment) in a Class 2 building (where the scope of work does not include work on common areas of class 2 building which will be covered by H02). For H04 type projects that involve work to the common property of class 1a dwellings you must select the **Yes** button for both the strata/community title and common property questions. This enables the *Total number of dwellings* field.

**Project details**

**Construction type \***

H04 - Building Work to an Existing Dwelling
▼

**Description**

Structural and non-structural Residential building work to an existing Class 1a building and any associated Class 10 buildings or structures, or work within one existing dwelling in a Class 2 building that does not include work on common property.

**Is the dwelling part of a strata or community title scheme? \***

Yes

No

**Does the project involve work to the common property of the strata or community title scheme? \***

Yes

No

**Total number of dwellings in the strata or community title scheme \***

←

### H05 - Swimming Pools

The H05 category is for the construction, renovation, alteration, repair, extension, maintenance, or decorative or protective treatment of a swimming pool associated with a Class 1a or Class 2 building (excluding construction or installation of a swimming pool that will be located within a Class 2 or mixed-use building, such as a roof-top or basement swimming pool).

#### 4 Enter **Project details**

Enter all Project details including owner/developer, construction type and contract details. Note all fields marked with a red asterisk\* are mandatory fields.

5 Review **Dwelling Units** details

*Example*

Policy info    Project details    **Dwelling units**    Document upload    Review

### Dwelling units

**Owner name:** test  
**Contract value:** \$450,000  
**Limit of insurance:** \$340,000

**House number:** 321  
**House number suffix:**  
**Lot number:**  
**Street name:** kent  
**Suburb:** sydney  
**Postcode:** 2000

We have recorded the number of units in this construction project based on the number you entered in the previous page and assigned some default unit numbers. If required, please enter the actual unit numbers below.

Unit type	Default unit number	Actual unit number
-	1	-

[cancel submission](#)    [Previous](#)    [Next](#)

6 **Upload Documents**

The Construction Type(H01-H05), you select determines the type of documents you are required to submit in the application. An application cannot proceed if a required document is not provided (uploaded). Examples of required documents are: signed Building contract, Scope of works, Certificate of title, Project plans. The file types you are permitted to upload include: .zip, .pdf, .doc(x), .jpeg, .jpg, .png, .tiff, .mpp, and .xls(x). The maximum file size upload is **5mb**.

To upload a file, select the **Select Files** button and navigate to the correct file and select and upload it. Or use the drag & drop method by locating the file in your file management application and drag the

file icon into the correct area of the **Document Upload** page. The uploaded file name is listed adjacent to a delete icon in case you later wish to remove the file.

**Document upload** ⓘ

We require the below documentation to accompany your policy. Accepted file types: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pdf, .jpeg, .jpg, .png, .tiff, .msg. Maximum file size limit is 5MB.

**Building contract \***

Drop files here or

Select files

Ⓢ Copy of Contract -

**Other**

Drop files here or

Select files

Ⓢ Other -

cancel submission

Previous Next

- 7 **Review** the application before submitting
- 8 **Read and Sign** the Privacy statement and **Submit** the application

**Privacy statement, builder declaration and consents**

**Privacy Statement**

NSW Self Insurance Corporation (SICorp) is a statutory corporation constituted under the "NSW Self Insurance Corporation Act 2004" (NSW) and is responsible for carrying on the business of providing insurance under the Home Building Compensation Fund (HBCF Insurance) for residential building work done in New South Wales which requires such insurance under the "Home Building Act 1989" (NSW). Insurance and Care NSW (icare) provides the services and facilities of SICorp under the "State Insurance and Care Governance Act 2015". For the purposes of this Privacy Statement, SICorp and icare together are **icare hbcf**.

icare hbcf is regulated by the "Privacy and Personal Information Protection Act 1998" (NSW) and is required to provide the following information to you in relation to your personal information.

**Purpose of Collection**

icare hbcf, through its agents, contractors and associated entities, collects and holds personal information (information or an opinion about an individual whose identity is apparent or can reasonably be

**Agreement, declaration and consent \***

I have read and agree to the above notices and give the required declarations and consents

cancel submission

Previous Submit

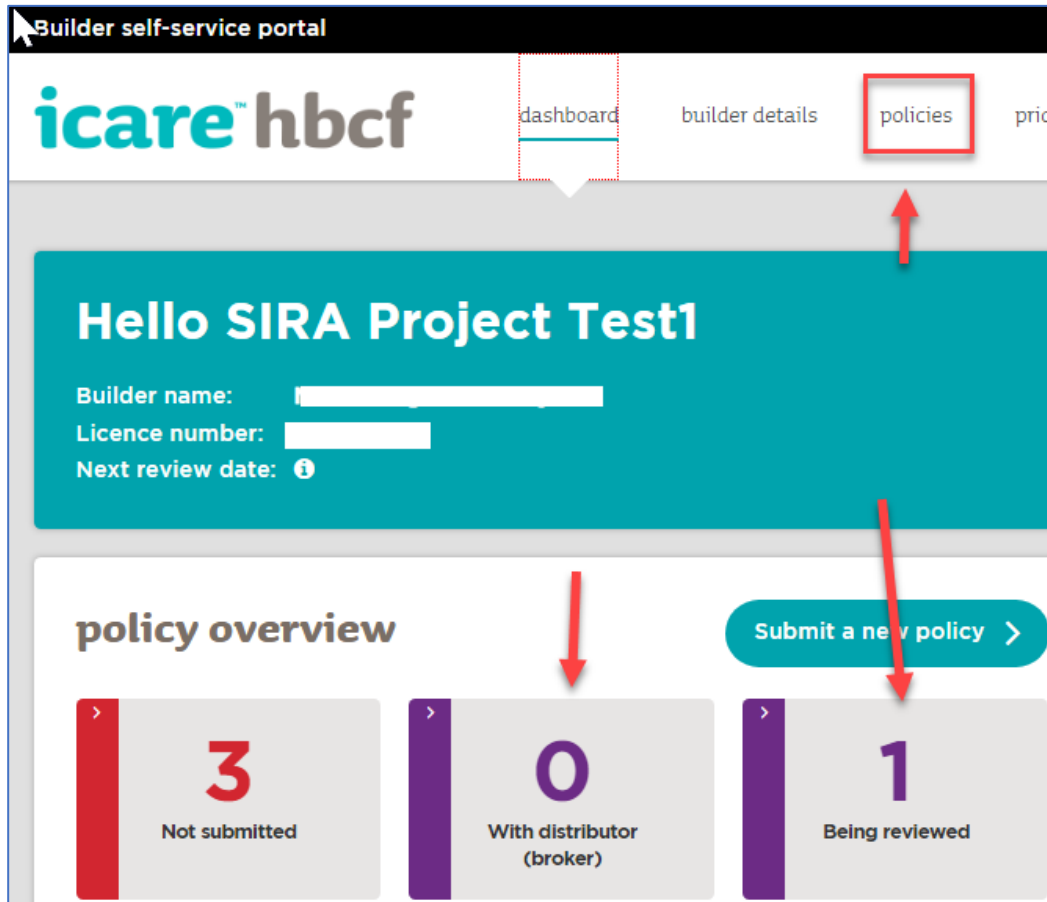
Once you have submitted an application it gets checked for any underwriting issues. If it passes the review it gets forwarded to your HBCF broker for processing. If there are any problems with the application it will be reviewed by a HBCF underwriter.

### Download a copy of the policy submission

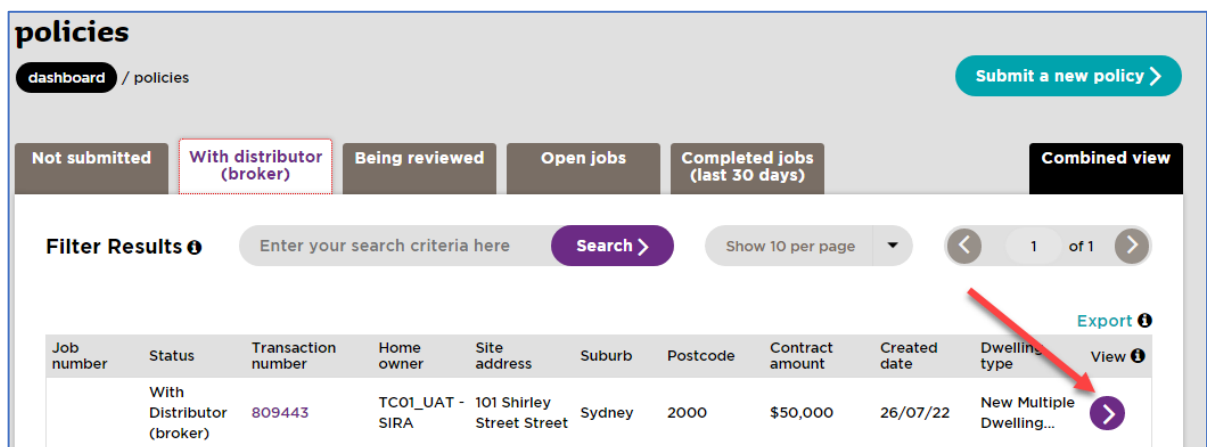
Note if you have a BCRP condition on your eligibility the BCRP provider will ask you for a copy of the project details.



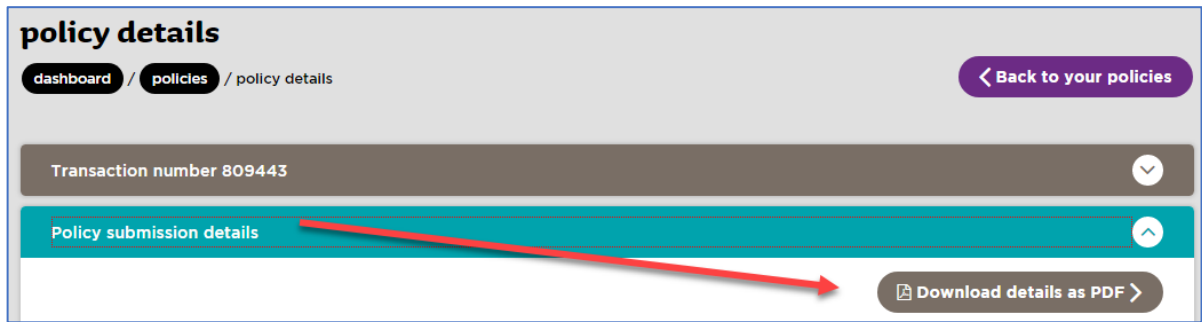
- 1 From the Dashboard select the **Policies** menu tab or directly select the **With Distributor** tab. If the submission was referred to a risk manager for review select the **Being Reviewed** tab.



- 2 Select the **Policy Details** View Arrow

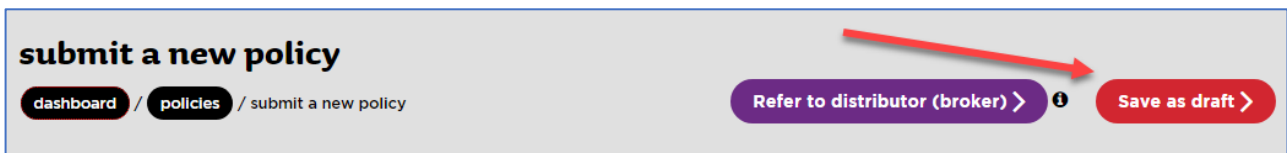


3 Select **Policy Submission Details** view and download



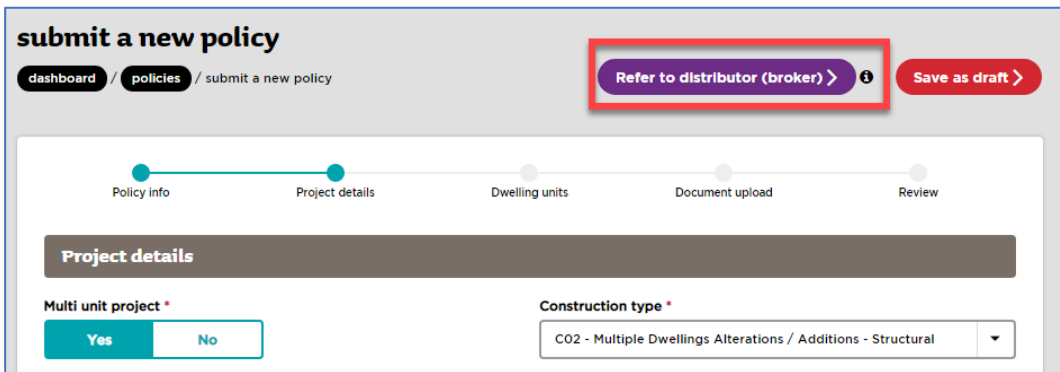
### Save draft policy submission

If required you can save your application in progress as a **draft**. The draft policy can be accessed later for completion via the **Not submitted** display.



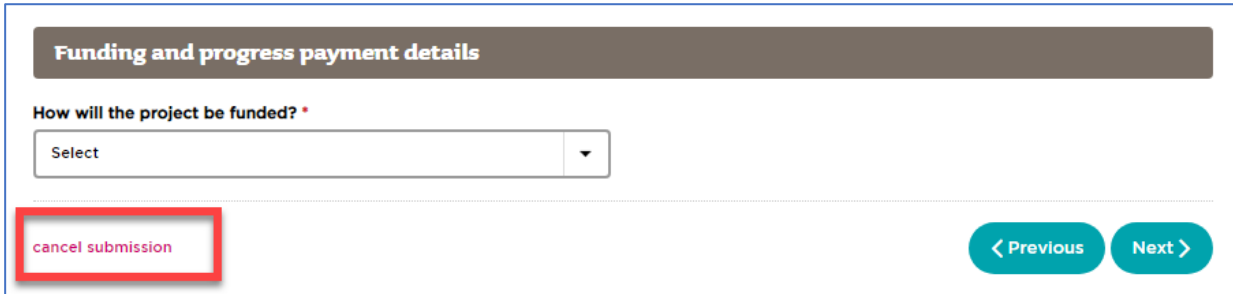
### Refer an application to a Distributor

If you need assistance in applying for the certificate of insurance you can refer the application to your distributor. If you do so you will no longer be able to edit the submission but can view it in the **Policies** view under the **With distributor** tab. When an application is referred to a Distributor they are notified by email that the application is awaiting review.



### Cancelling a policy submission

You can only cancel a draft policy submission (application) in the BSSP if you have not yet submitted the application. To cancel a submission, open the **policy** you wish to cancel and select the **cancel submission** button.

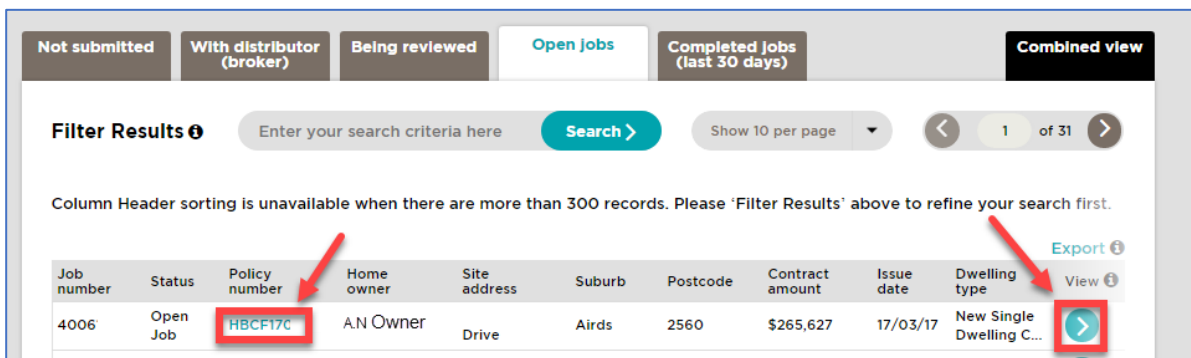


This option is only available on the **policy** page and allows you to cancel the submission and return to the policies display. Note Policy applications that progress beyond the first page but are not completed will accumulate in your **Not Submitted** display. To remove the submissions you wish to cancel, contact your distributor and advise them of the transaction numbers of those submissions.

### Complete a job

Builders can close completed jobs on the BSSP.

- 1 To complete a job, select the **Open Jobs** tab in **Policies** view and **open** the job/policy you wish to complete.



2 Select the **Add job completion date** button

**policy details**

dashboard / policies / policy details

< Back to your policies

Add job completion date >

Policy number HBCF17013491

Job number: 4006187  
Status: open  
Date of issue: Mar 17, 2017

COI number	Unit type	Actual unit number	House number	House number suffix	Street	Suburb	Postcode	Download
HBCF170	-	NA	##		RIVERSIDE	AIRDS	2560	

Policy submission details

Uploaded documentation

3 Choose **Yes** from the practical completion question. You can only choose **NO** if there are outstanding exceptions as to why the incomplete job should be closed. Please refer to your Distributor (broker).

**complete a job**

dashboard / policies / complete a job

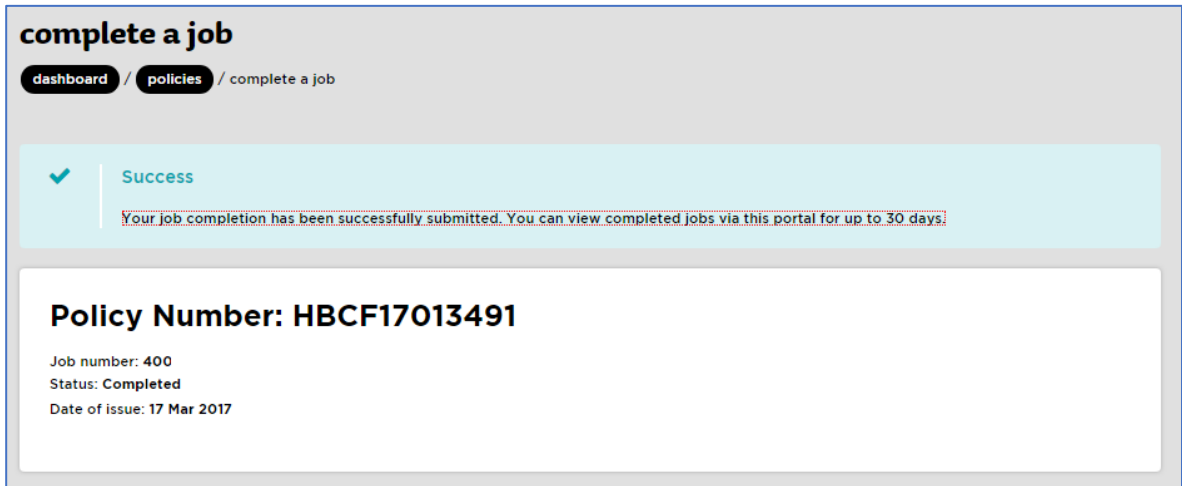
**Policy Number: HBCF17013491**

Job number: 4006187  
Status: open  
Date of issue: 17 Mar 2017

Has this job reached practical completion? \*

Yes No

- 4 Answer all mandatory questions in the completion form and select the **Submit** button. A confirmation of completion view opens.



**Note** if you cannot validate the address you will not be able to complete the job. If this is the case please check and update the address in the current site address section. If you continue to get an address validation error it is usually because the address has not been registered on the land property registration system and you will need to ask your broker to close the job for you.

**Site address** ⓘ

House number known? \*

House number \*

House number suffix

Address site name (property/estate)

Building name

Street name \*

Street type \*

Suburb \*

Postcode \*

State

**Warning**

Do you really want to proceed with the manually entered Site Address?

**Please select an address row from the ones offered as possible matches. If only one address is offered, select it.**

House number	House number suffix	Street name	Street type	Suburb	Postcode	State
53		Ryde	Road	Hunters Hill	2110	NSW

**What happens after a job is closed?**

The Owner, the Distributor, and the key Business Contact are alerted by email that a Job Completion date has been submitted. The warranty period of the policy commences its six-year countdown. The builder's total number of jobs and total value of contracts is adjusted to allow them to commence new jobs.

## Building Contract Review Program (BCRP)

The BCRP is a transitional program that helps residential builders in NSW take on new or larger, more complex projects. The BCRP is a mentorship program that is overseen and managed by HBCF. It is delivered to builders by nine authorised service providers. These service providers are responsible for reviewing builders' ability to quote and deliver particular projects as well as provide mentoring.

As part of the BCRP program, service providers:

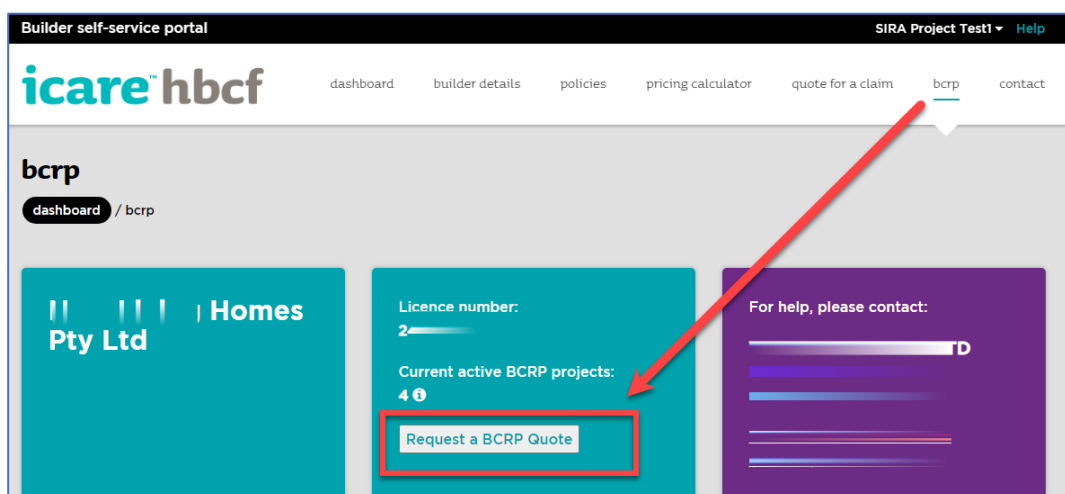
- Review contract documents for a project to ensure that the builder provides a detailed budget that includes a gross margin that is reasonable for the project type, size, value and other project requirements.
- Determine a schedule of performance reviews, including site inspections, to ensure supervision and contract administration is appropriate.
- Make sure the project is running to budget and contracted completion date.
- Undertake reviews and report on the progress or development of the builder's competence relating to specific areas that have been reviewed.

Via the BSSP, Builders on the BCRP program can request quotes from a provider for a project, view their BCRP projects, and also view and download any associated BCRP project documents/files.

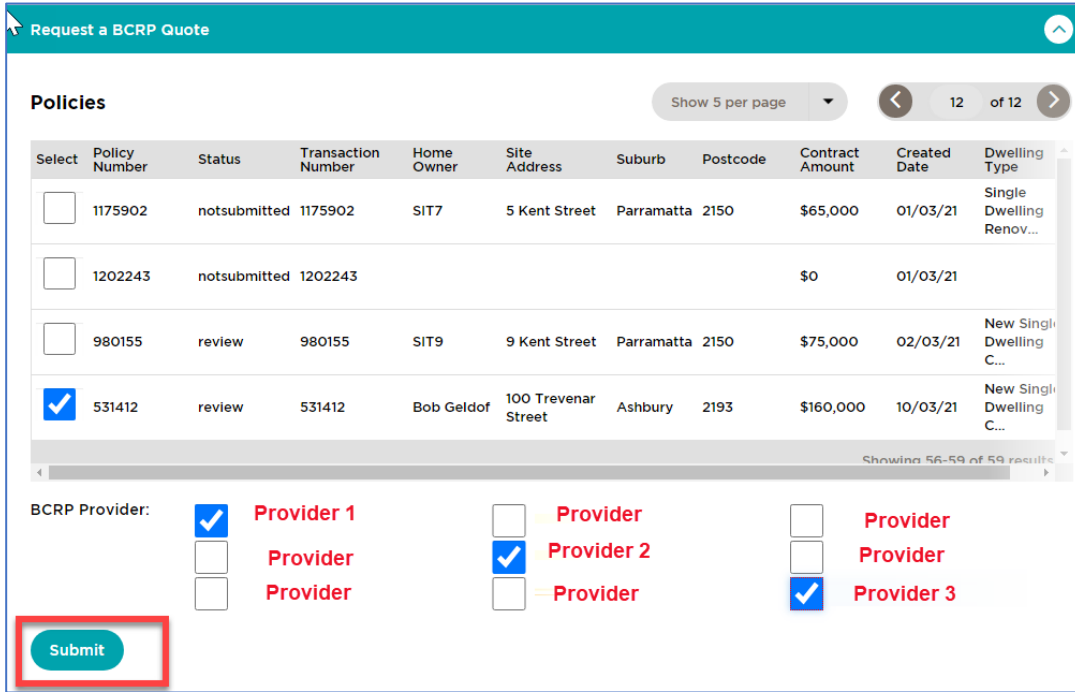
### Request a BCRP quote

Note the project must be in our systems for it to appear in the BCRP quote view, i.e. the builder must have submitted the project application (via BSSP or via their broker)

- 1 Open the BCRP view and select the **Request a BCRP Quote** button.



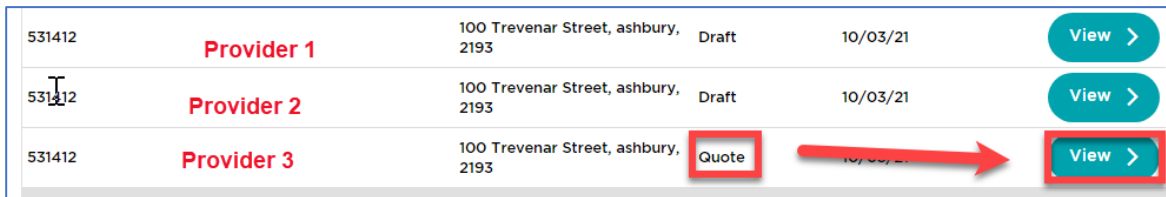
- 2 Select the **project** you wish to request a quote for.
- 3 Select the **BCRP providers** you wish to quote for the project.
- 4 **Submit.**



**Accept a BCRP provider quote**

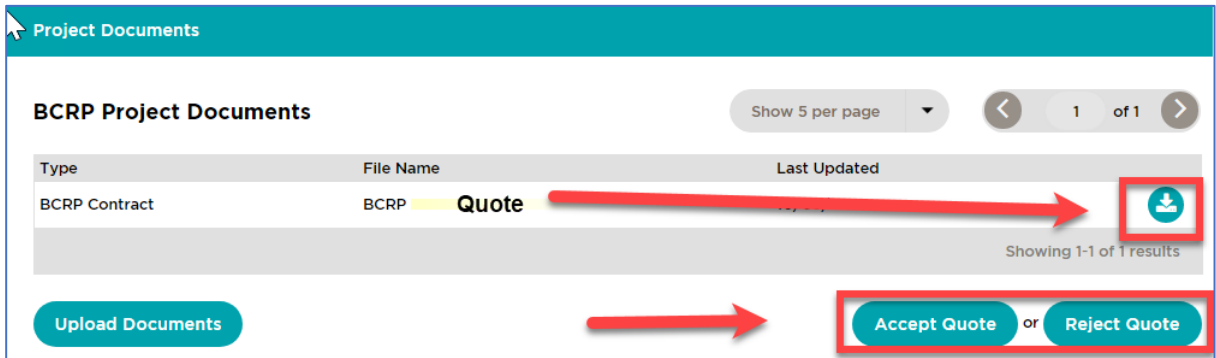
When a builder submits a **Request for Quote** the BCRP provider is notified and they will prepare a quote for the project. Once they have submitted the quote the project’s status is updated to **Quote**. Note the quote will be in the form of a **BCRP Agreement** which you will be required to sign and return to the BCRP provider.

- 1 To view the quote and accept or reject it select the **View** button.

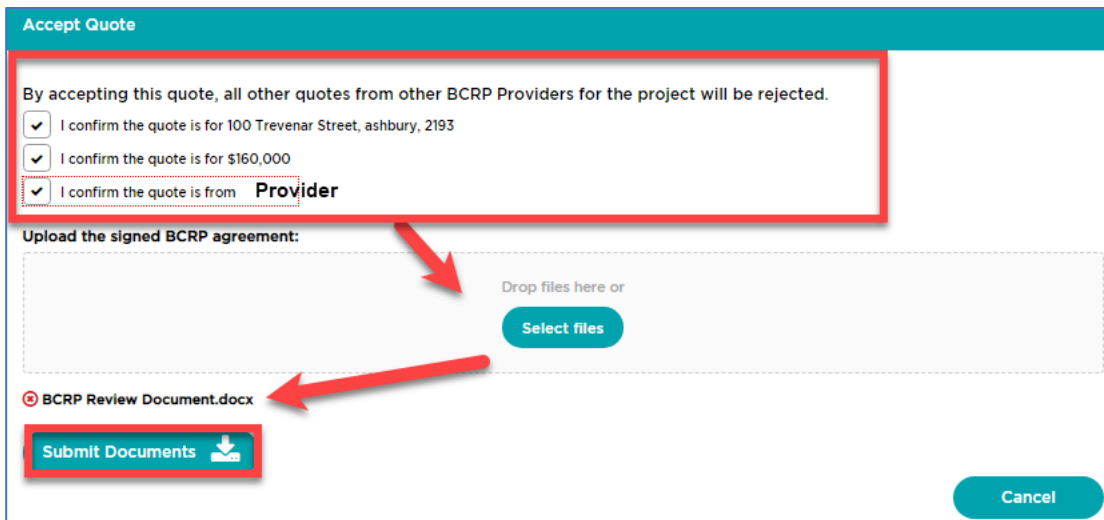




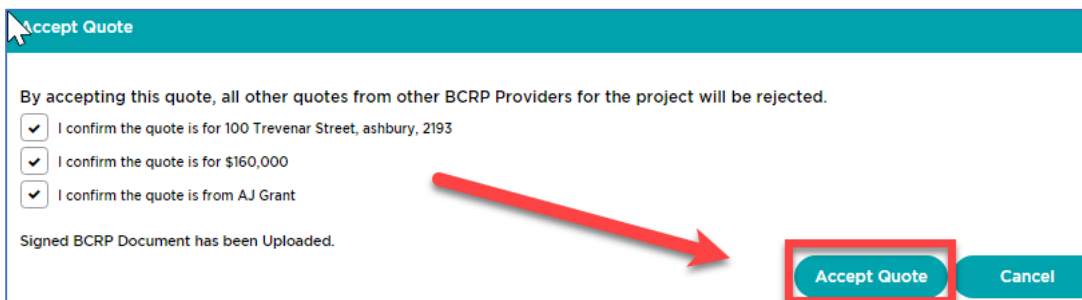
- 2 Download the quote (agreement) to review and select either **Accept Quote or Reject Quote** once you have made your decision.



- 3 If you accept the quote you must select all of the check boxes to confirm and upload a signed copy of the BCRP Agreement for this project. Note once you have uploaded the agreement you must select the **Submit Documents** button to complete the upload.



- 4 Select the **Accept Quote** button to accept the quote.



Note once the builder accepts the quote they are contracted with that provider for the project.

The project status of the successful provider is updated to contracted. The project status for the unsuccessful providers is updated to cancelled.

**BCRP Projects** Show 10 per page 1 of 1

Job Number	Provider	Address	Status	Created Date	
947275					<a href="#">View &gt;</a>
947275					<a href="#">View &gt;</a>
892668					<a href="#">View &gt;</a>
892668					<a href="#">View &gt;</a>
700728					<a href="#">View &gt;</a>
700728					<a href="#">View &gt;</a>
531412	Provider	100 Trevenar Street, ashbury, 2193	Cancelled	10/03/21	<a href="#">View &gt;</a>
531412	Provider	100 Trevenar Street, ashbury, 2193	Cancelled	10/03/21	<a href="#">View &gt;</a>
531412	Provider	100 Trevenar Street, ashbury, 2193	<b>Contracted</b>	10/03/21	<a href="#">View &gt;</a>

Showing 1-9 of 9 results

**Reject a Quote**

- 1 Select the **BCRP** tab to view your BCRP projects
- 2 Select the relevant project's **View** button.
- 3 To review the quote, download the quote in the Project Documents pane.
- 4 To reject a quote, select the **Reject Quote** button. Note if you have accepted a different quote this step is not necessary.

**Project Documents**

**BCRP Project Documents** Show 5 per page 1 of 1

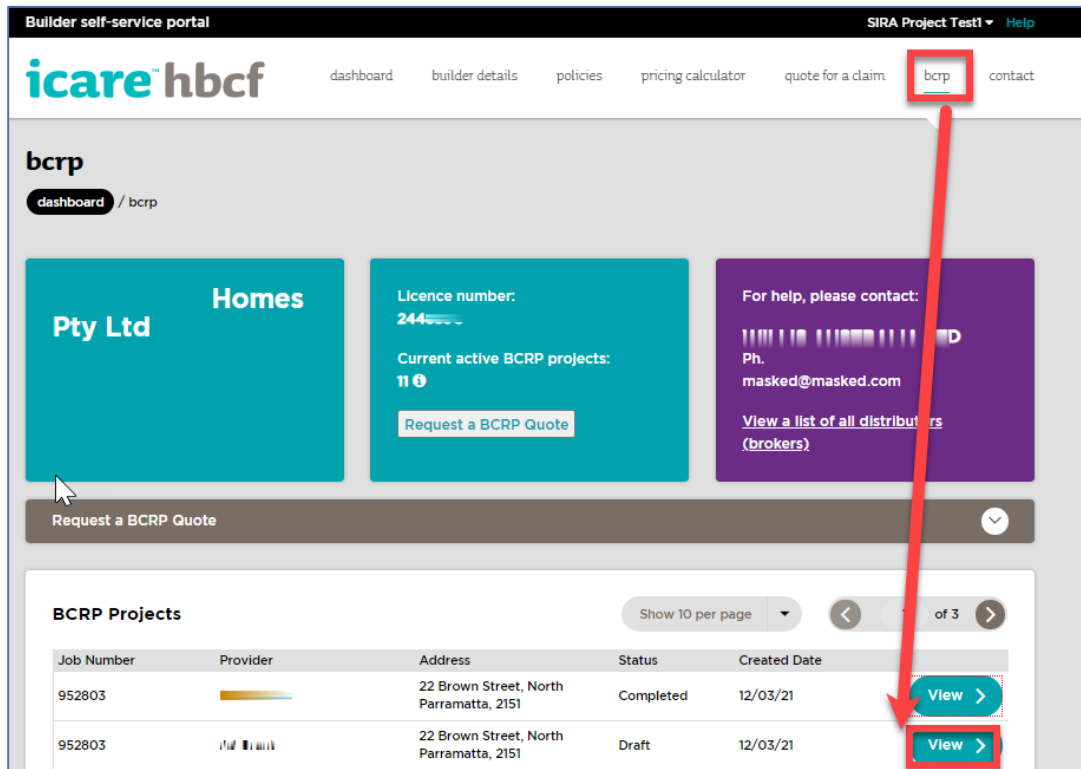
Type	File Name	Last Updated	
BCRP Contract	BCRP Phase 2 - BSSP testcases (002).xlsx	11/03/21	<a href="#">Download</a>

Showing 1-1 of 1 results

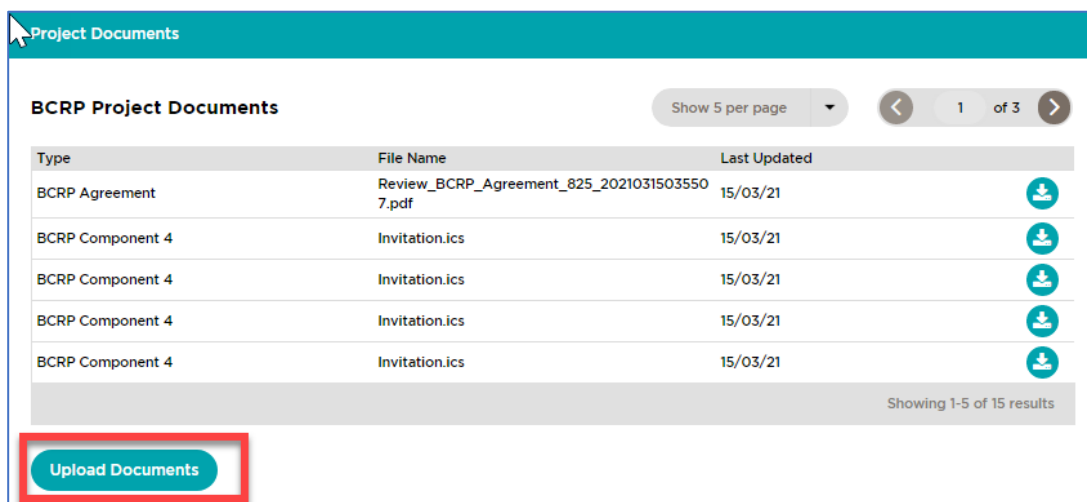
[Upload Documents](#) [Accept Quote](#) or [Reject Quote](#)

### Upload BCRP Documents

- 1 Open a BCRP project.
  - Select the BCRP tab
  - Select the Project View button



- 2 Select **Upload Documents** in the Project Documents pane.



3 Upload the relevant file and classify the document.

The screenshot displays the 'Project Documents' section of the icare HBCF portal. At the top, there's a header 'Project Documents' and a sub-header 'BCRP Project Documents'. Below this is a table with columns 'Type', 'File Name', and 'Last Updated'. The table lists five documents, all dated 15/03/21. Below the table is an 'Upload Documents:' section with a dashed border and a 'Drop files here or Select files' button. A red arrow points from the 'Select files' button to the 'Document Classification' dropdown menu. The dropdown menu is open, showing options: 'Not Sensitive', 'Sensitive - Commercial In Confidence', 'Sensitive - Personal', 'Sensitive - Health', and 'Sensitive - Legal'. Another red arrow points from the 'Select files' button to the 'Not Sensitive' option.

Type	File Name	Last Updated
BCRP Agreement	Review_BCRP_Agreement_825_20210315035507.pdf	15/03/21
BCRP Component 4	Invitation.ics	15/03/21
BCRP Component 4	Invitation.ics	15/03/21
BCRP Component 4	Invitation.ics	15/03/21
BCRP Component 4	Invitation.ics	15/03/21

Showing 1-5 of 15 results

**Upload Documents:**

Upload Documents

Drop files here or  
[Select files](#)

**Document Classification \***

- Not Sensitive
- Sensitive - Commercial In Confidence
- Sensitive - Personal
- Sensitive - Health
- Sensitive - Legal

Refresh the page to view the uploaded document

### View BCRP Projects

1 To view BCRP projects select the **BCRP** tab on the menu bar

The screenshot shows the top navigation bar of the icare hbcf portal. The bar includes the text 'Builder self-service portal Help' on the left and 'Project Test1' on the right. The main navigation menu contains the following items: 'dashboard', 'builder details', 'policies', 'pricing calculator', 'quote for a claim', 'bcrp', and 'contact'. The 'bcrp' tab is highlighted with a red box.

The BCRP tab displays any projects the builder currently has in the BCRP program and also displays who the BCRP provider is for that project and the status of that project.

2 Select the **View** button on a project to view the project's BCRP documents/files.

The screenshot shows a dashboard with three main sections at the top: a teal box with 'PTY LTD', a teal box with 'Licence number: 61' and 'Current active BCRP Projects: 4', and a purple box with 'INSURANCE' and contact information. Below these is a table titled 'BCRP Projects' with columns for Job Number, Provider, Address, Status, and Created Date. Each row has a 'View' button. A red box highlights the table and its pagination controls (Show 10 per page, 1 of 1).

Job Number	Provider	Address	Status	Created Date	
B122	Architrave	Maroubra, 2035	Awaiting Quote	20/1/2020	<a href="#">View</a>
B100	Architrave	Maroubra, 2037	Quoted	10/1/2020	<a href="#">View</a>
B095	Architraves	place, Kingsford, 2145	Contracted	1/1/2020	<a href="#">View</a>
B122	Architrave	street, Maroubra, 2035	Awaiting Quote	20/1/2020	<a href="#">View</a>
B100	Architrave	street, Maroubra, 2037	Quoted	10/1/2020	<a href="#">View</a>
B095	Architraves	place, Kingsford, 2145	Contracted	1/1/2020	<a href="#">View</a>

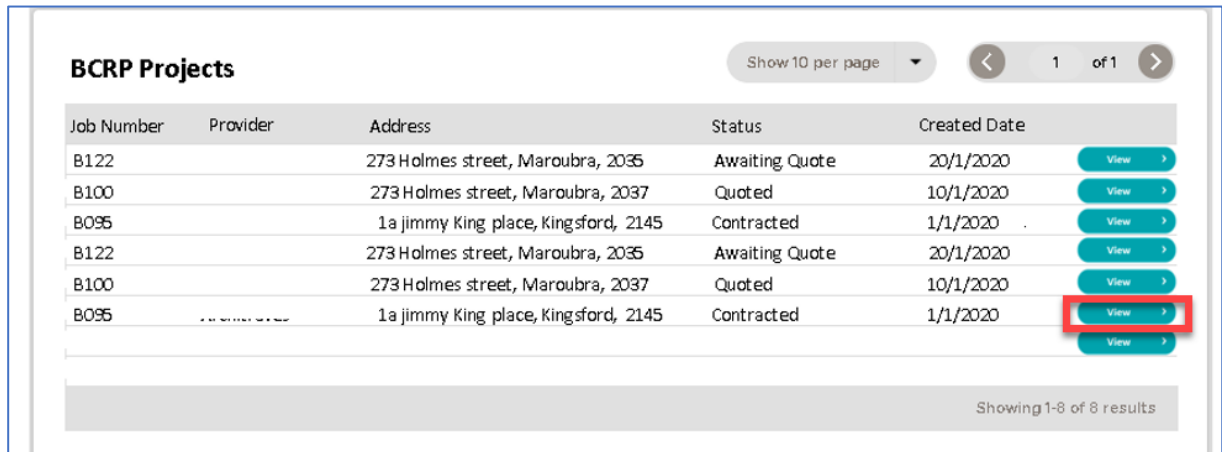
3 Select the **Download** button on a project to view a BCRP document.

The screenshot shows a page titled 'BCRP Project Documents' for project B122 at 'mes street, Maroubra, 2035'. It features a table of BCRP Documents with columns for Type, File Name, and Uploaded Date. Each row has a 'Download' button. A red box highlights these buttons, and a red arrow points to them from the bottom right.

Type	File Name	Uploaded Date	
BCRP Agreement	20200120_BCRPContract	20/1/2020	<a href="#">Download</a>
BCRP Comp 1,2,3	20200120_BCRP Comp 1,2,3	25/1/2020	<a href="#">Download</a>
BCRP Comp 4	20200120_BCRP Comp 4 Review 1	3/4/2020	<a href="#">Download</a>
BCRP Comp 4	20200120_BCRP Comp 4 Review 2	5/5/2020	<a href="#">Download</a>

### Mark a review as ready to proceed

- 1 Select the BCRP tab to view your list of BCRP projects and select the relevant project **View** button – a list of reviews is displayed

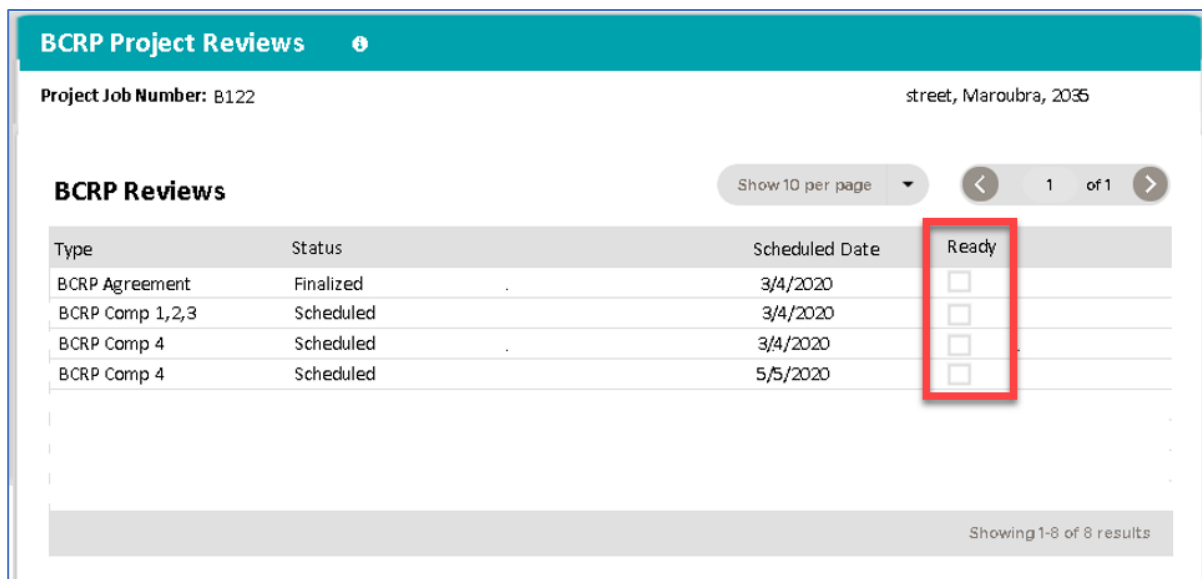


The screenshot shows a table titled "BCRP Projects" with columns for Job Number, Provider, Address, Status, and Created Date. Each row has a "View" button to its right. The "View" button for the row with Job Number B095 is highlighted with a red box.

Job Number	Provider	Address	Status	Created Date	View
B122		273 Holmes street, Maroubra, 2035	Awaiting Quote	20/1/2020	View
B100		273 Holmes street, Maroubra, 2037	Quoted	10/1/2020	View
B095		1a jimmy King place, Kingsford, 2145	Contracted	1/1/2020	View
B122		273 Holmes street, Maroubra, 2035	Awaiting Quote	20/1/2020	View
B100		273 Holmes street, Maroubra, 2037	Quoted	10/1/2020	View
B095		1a jimmy King place, Kingsford, 2145	Contracted	1/1/2020	View

Showing 1-8 of 8 results

- 2 The builder selects the relevant review box to mark it as ready to proceed. This notifies the BCRP provider who will contact you to organise the review.



The screenshot shows a table titled "BCRP Project Reviews" with columns for Type, Status, Scheduled Date, and Ready. The "Ready" column contains checkboxes. The checkbox for the row with Type "BCRP Comp 4" and Scheduled Date "5/5/2020" is highlighted with a red box.

Type	Status	Scheduled Date	Ready
BCRP Agreement	Finalized	3/4/2020	<input type="checkbox"/>
BCRP Comp 1,2,3	Scheduled	3/4/2020	<input type="checkbox"/>
BCRP Comp 4	Scheduled	3/4/2020	<input type="checkbox"/>
BCRP Comp 4	Scheduled	5/5/2020	<input type="checkbox"/>

Showing 1-8 of 8 results

## Manage BSSP User Details

On the **My Details** page you can:

- view your distributor's contact details
- manage your details
- reset your password
- add new users (you can have multiple users with manager access)
- manage other users if you are the portal manager.

Users with Manager access can: add new users from your business, edit the access level of existing users, and deactivate users. If a user has been deactivated and needs to be reactivated they will have to be added as a new user again.

To access the **My Details** page, select your **login name** in the top right of the portal and select **my details** from the menu.

The screenshot shows the 'Builder self-service portal' for 'icare hbcf'. The user is logged in as 'Joe Builder'. The navigation menu includes 'dashboard', 'builder details', 'policies', 'pricing calculator', 'my details', and 'logout'. The 'my details' page is active, showing a breadcrumb 'dashboard / my details'. On the left, there is a purple box with contact information for 'P. PTY LTD', including a phone number and email. The main content area shows 'My details' with a table of user information:

Name	Joe Builder
Email	s@gmail.com
Mobile number	0418- [redacted] <a href="#">Edit</a>
Access level	Manager

Below the table are three buttons: 'Reset my password', 'Manage users', and 'Add new user', each with a dropdown arrow.

## Contact

The contact page is provided to assist you to communicate with your distributor or, if necessary, with icare HBCF.

**contact**  
dashboard / contact

Your first point of contact is your distributor:  
DISTRIBUTION AUSTRALIA LTD  
Ph: 02 7890 4567  
get.Help@da.com.au

**Other contact options**

**To contact HBCF directly:**  
General Enquiries  
Ph. 02 9216 3224  
enquiries.hbcf@icare.nsw.gov.au

**System specific enquiries:**  
Technical/System Enquiries  
Ph. 02 9216 3223  
HBCFSupport@icare.nsw.gov.au

**Websites:**  
www.hbcf.nsw.gov.au  
www.icare.nsw.gov.au

**Address:**  
Level 15, 321 Kent Street Sydney

**Postal Address:**  
GPO Box 4052, Sydney NSW 2001

Send a message to your distributor (broker) using this form:

**Name**  
Andy Builder

**Email**  
andy.builder@MyMail.com.au

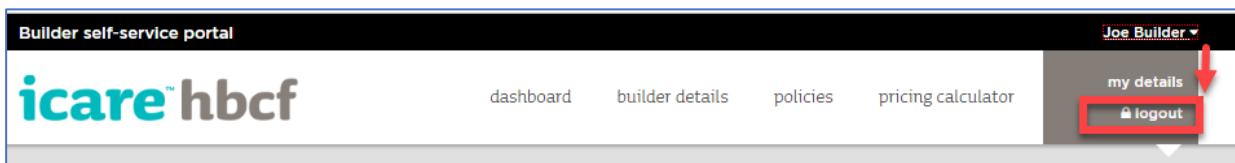
**Phone**  
+61416324478

**Message \***

Send >

## Log Out

To log out of the BSSP go to your username on the portal menu bar and select **logout**






## Trouble Shooting

### Unable to access the BSSP

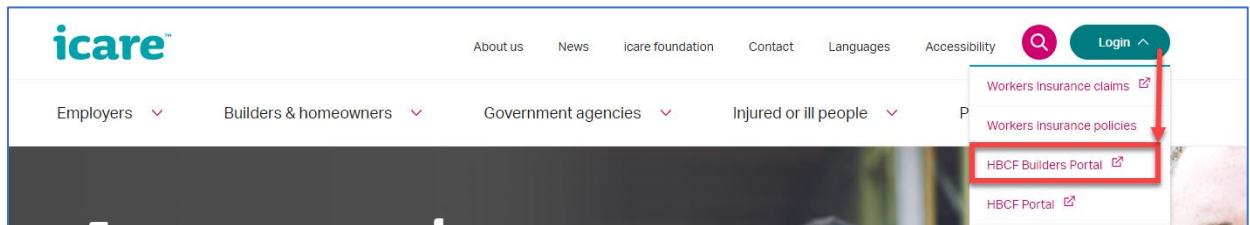
If the **Forgot My Password** link does not work you may not have activated your account. You have 24 hours to activate your access to the BSSP after receipt of the registration email. If you do not activate your access within 24 the registration key expires. If this happens please contact [hbcfsupport@icare.nsw.gov.au](mailto:hbcfsupport@icare.nsw.gov.au) to reissue the activation email.

### Browsers

We recommend Chrome .

### Logging in

When logging in ensure you are accessing the correct portal (refer to - How to Log in)



### Login fails after Sole Trader transfer

Contact [hbcfsupport@icare.nsw.gov.au](mailto:hbcfsupport@icare.nsw.gov.au)

### Unable to complete a Job

If the site address has changed from when the original submission was made you may not be able to complete a job. If so contact [hbcfsupport@icare.nsw.gov.au](mailto:hbcfsupport@icare.nsw.gov.au)

### Address validation error when submitting an application

If you cannot validate a site address you will not be able to submit the application. Check and update the address if required. If you continue to get an address validation error the BSSP may offer you a possible

match, Select this address and ask your broker to update the address manually once the application has been submitted.

The screenshot shows an address validation form with the following fields and values:

- House number \***: 53-55 (with a checkmark)
- House number suffix**: 4 (with a red error icon)
- Address site name (property/estate)**: (empty)
- Building name**: (empty)
- Street name \***: (empty)
- Street type \***: Street (with a dropdown arrow)
- Suburb \***: (empty)
- Postcode \***: 2110 (with a checkmark)
- State**: New South Wales (with a dropdown arrow)

Below the form is a **Validate address** button. A red error message box contains the text: **Error** Your Suburb is not valid. Please re-validate.

Below the error message is a table of possible matches:

House number	House number suffix	Street name	Street type	Suburb	Postcode	State
53			Road		2110	NSW

Below the table is a **Please accept to proceed \*** section with a checkbox for **Accept non-listed address**. A red arrow points to this checkbox.

At the bottom of the form is a **Contract details** button.

If the BSSP does not offer you a possible match you will have to refer the application to your Broker for processing.

The screenshot shows the **submit a new policy** form. The breadcrumb navigation is **dashboard / policies / submit a new policy**. A red box highlights the **Refer to distributor (broker) >** button. To its right is a **Save as draft >** button.

The form progress bar shows five steps: **Policy info**, **Project details**, **Dwelling units**, **Document upload**, and **Review**. The **Project details** step is currently active.

Under the **Project details** section, there are two fields:

- Multi unit project \***: Radio buttons for **Yes** and **No**.
- Construction type \***: A dropdown menu with the selected option **C02 - Multiple Dwellings Alterations / Additions - Structural**.

### Address validation error when closing a job

If you cannot validate the site address you will not be able to complete the job. Check and update the address in the current site address section. If you continue to get an address validation error it is usually because the address has not been registered on the land property registration database and you will need to ask your broker to close/complete the job for you.

**Forgotten Password – standard user only**

If a clerical user (non portal manager) has never activated their account after the portal manager has sent the activation email, the **Forgot my password** link will not work. Therefore, the portal manager will need to resend a new activation email to the sub user.

**Unable to close/complete a BCRP project**

If components 4 and 5 of a BCRP project have not been completed you will not be able to close/complete that job. If the BCRP provider has not completed components 4 and 5 contact them to discuss.

**Error**

If you get an error message such as the example below at any time when using the BSSP you will need to contact HBCF Support.

