

## What clients can do in MyMSD

This page explains access and actions available for different clients in MyMSD

On this Page:

### Actions in MyMSD

Most information in MyMSD is real-time, but in some cases it may update overnight.

MyMSD also provides access to the Woman's Refuge Shielded Site portal on both the login page and for logged in clients. All a client needs to do is click on the Shielded Site icon. Visit <https://shielded.co.nz/> to learn more.

### Apply or Re-apply for:

Main benefit and New Zealand Superannuation	Including providing evidence (document upload), E-signature, agree to obligations
Hardship assistance	Food, Dental, School Uniforms, and Stationery can be submitted online if the client is eligible to. For other hardship flows, or when the client is not eligible, MyMSD will instruct clients to call the contact centre.
Extra help (Non-Beneficiary assistance)	Accommodation Supplement, Temporary Additional Support, and Disability Allowance  Right now, clients apply for these using the Main Benefit Application form in MyMSD.
52-week Reapplications	Once clients have completed this application they can book an appointment in MyMSD to talk to a case manager
Temporary Additional Support Reapplications	Once clients have completed this application, a task will be created for processing.

### Provide Evidence (document upload):

During an application for Benefit, Hardship or Temporary Additional Support	Available automatically until they choose "I have uploaded all I can" in the Current Application under 'Next Steps'
On one-off occasions when the client calls to have upload function is enabled	Requires a staff member to enable from CMS

### Tell us about changes in circumstances:

Contact Details	Change of address, phone numbers, email
Income	Declare wages
Overseas Travel	Clients can tell us when they're going overseas through MyMSD, however cannot declare online that they have returned.
Request their payments be stopped	Clients must fill in a form telling us why they are stopping their payments, a case manager may call them back to discuss further.
Declare they are Ready for Work	If the client is getting Jobseeker Support and they don't need to renew their

	medical certificate
Update accommodation costs	

### Check on or review:

Community Service Card details	Including their children's cards
SuperGold app details	
View some letters	In some cases, clients will be sent a hard-copy letter. Eg. manually created letters, forms, or letters from our Integrity teams
View Payment card balances and expiries	
Costs included in their Accommodation Supplement, Disability Allowance, and Temporary Additional Support	
Who is included in their benefit	Partner and children
Deductions or Redirections of their payment	
Medical Certificate details	Including the expiry date
Eligibility	Check What You Might Get
Jobseeker Profile details	Clients can update and/or change their profile to display jobs in MyMSD based on their profile preferences.
Latest jobs	Clients can access and view available jobs listed by Work and Income. They can apply for these by calling the Job Search Line and quoting the Job ID. Jobs displayed to the client in MyMSD are based on their jobseeker profile preferences (location and job type).
Review Rights and Obligations	
My Financial Information	Clients can check debt balances. Financial information is available as a PDF download

[My Financial Information - Screenshots and further details \(Word 1.03MB\)](http://doogie/documents/resources/helping-clients/products-services/service-delivery/mymsd/my-financial-information-screenshots.docx) [http://doogie/documents/resources/helping-clients/products-services/service-delivery/mymsd/my-financial-information-screenshots.docx]

### Be notified of

Upcoming Medical Certificate Expiry	Including a 'to-do' about renewing, requesting an extension (if they need more time to get it renewed due to exceptional circumstances) or declaring themselves work ready
Changed payment dates	Due to public holidays, through additional messaging in MyMSD
Annual General Adjustment or other payment rates changes	Through additional messaging in MyMSD
A current application where they have 'Next Steps' to complete	Upload evidence and identification, agree to obligations

### Get ready for Employment

Create or Update their Jobseeker Profile	
Find courses by providers to support job search	Known as Click to Enrol
Access job search websites	
Access and view jobs listed by Work and Income	Known as Latest Jobs on MyMSD homepage
Access one-on-one support to find work	Known as Rapid Return to Work (RRtW)

## Access to MyMSD

To be able to use MyMSD, the client must have a current CMS record.

Working age, seniors, clients living overseas, and clients not on main benefit but still receiving financial assistance all have full access to MyMSD as long as they are not also in a group that is restricted.

Some parts of MyMSD are limited to specific groups of clients, or are unavailable due to other restrictions.

In some cases, a client may be able to navigate to a part of MyMSD but is then directed to call us. Other client groups may not have the option to access that area at all.

Client Status	Access type
Youth Service	Can login, declare wages, view and change details but can't apply for anything
Remote Services Unit	Can't see letters or appointments
Low Trust Case Managed	Can't apply, re-apply, upload evidence, update contact details, address, or relationships. Also can't declare overseas travel, declare income, stop their payments, or update their jobseeker profile Will be directed to call us if applying for Hardship
Staff with a client number	Unable to apply for Hardship
Clients not getting any financial assistance	Can't declare wages

### Key:

LTCM = Low Trust Case Managed clients

MAWP = Mosque Attack Welfare Payment

RSU = Remote Services Unit

RSS/RCS = Residential Care or Residential Support Subsidy

YS = Youth Service clients

Assistance type or Action	Not available to
TAS and 52-week reapplications	Trespassed, LTCM, MAWP, or RSU clients
Letters and View Appointments	RSU clients

Apply online	YS, LTCM, or MAWP clients
Hardship	MSD staff Food grants are not available to RSS/RCS clients (directed to contact us) LTCM will be directed to call us RSU will be required to call the unit
Document upload (evidence)	LTCM
Declare wages	Trespassed, LTCM, MAWP, or RSU Note: clients declaring wages can only declare the current week, and need to do this by 6pm Friday, for processing.
Job Seeker Profile	LTCM, RSU, MAWP, clients 65+ years old, or clients with no CMS/SWIFTT record
Stop my payment	Trespassed, LTCM, MAWP, or RSU clients
Change address	LTCM and MAWP clients
Update contact details	LTCM clients
Registration: Get PIN via text	overseas mobile numbers (NZ mobile numbers only)
Declare overseas travel	LTCM, RSU, MAWP
Update relationship status	LTCM and MAWP

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