



# MISSION COMMUNITY SERVICES

## 2021 Online Registration Application FAQs & Instructions

### FAQs

**1. Who can register?**

Food hampers for families, single adults, and senior citizens who find it difficult to make ends meet during this time of year. Christmas gifts for families with children from newborn to 17 years.

**2. When is the deadline to register?**

Online registration runs from November 8<sup>th</sup> to November 30<sup>th</sup>. In-person registration runs from November 23<sup>rd</sup> to November 30<sup>th</sup>.

**3. Where and when do I pick up the toys and food hampers?**

Food Hamper pick-up location: 32618 Logan Ave Unit 3, Mission, BC V2V 6C7

Christmas Bureau pick-up location: Unit #142 - 32555 London Ave, Mission, BC V2V 6M7 (The Junction Mall right beside The Source).

Pick-up for food hampers and toys will be between December 8<sup>th</sup> - December 17<sup>th</sup>.

**4. What do I need to register online?**

- **Proof of income:** (i.e. pay-stub or if you get Social Assistance, upload a cheque stub or other proof, like two months bank statements clearly showing Province of BC deposit or a screenshot of your online Ministry account.)
- **Photo Identification:** BC ID/Driver's License
- **BC Medical Card** for you and dependents

**5. What if I don't have access to a computer to register online?**

If you have absolutely no internet access or you are having difficulty completing the online application - there will be a call-in option Monday through Friday, 9am- 4pm, between November 8<sup>th</sup> - November 30<sup>th</sup>. Call 604-826-3634 or email [cbwc@missionmcss.com](mailto:cbwc@missionmcss.com).

The Mission Library located on 33247 2nd Ave, Mission, BC V2V 1J9 has public computers for use as well.

**6. What if I can't scan my documents?**

If you have absolutely no internet access or you are having difficulty completing the online application - there will be a call-in option Monday through Friday, 9am- 5 pm, between November 8<sup>th</sup> - November 30<sup>th</sup>. Call 604-826-3634 or email [cbwc@missionmcss.com](mailto:cbwc@missionmcss.com).



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7. **What do I need to bring when coming to pick-up the toys and food hamper?**  
For pick-up the registered pick-up contact is required to bring photo ID.

## Online Registration Instructions

### Step 1: Accessing the registration form

1. [Click here](#) to visit the Christmas Bureau page on our website.
2. Scroll to the Registration Section and click Register Now
3. You can register with your smartphone or a computer

**\*BEFORE YOU BEGIN:** You will be asked to upload photos of your ID and all of your supporting documents such as proof of income and medical card. You can take photos of these documents with your phone and upload them or you can scan them and upload them from your computer.

### Step 2: Completing the form

1. Fill out all of the fields as listed. Be sure to include a telephone number you can be reached at in case any of your information needs to be confirmed.
2. If you have any questions about any of the fields, please call 604-826-3634 or email [cbwc@missionmcss.com](mailto:cbwc@missionmcss.com).

The screenshot shows two sections of the registration form. The first section is titled "APPLICANT'S MONTHLY INCOME" and contains a table with two columns: "Income Source" and "Monthly Amount". A red box highlights a plus sign (+) in the bottom right corner of the "Monthly Amount" input field. A red-bordered text box next to it says "Click (+) to add more Income Sources and their Monthly Amounts." The second section is titled "Picture ID type: \*" and "ID Number: \*". The "Picture ID type" field is a dropdown menu with a red box around it and a red-bordered text box that says "Click the arrow to the right of 'select' and select one of the options in the drop down menu." The dropdown menu is open, showing options: "-- Select --", "BC ID", "Driver's License", "Indian Status Card", "Secure Indian Status Card", "Nexus Card", "Passport", and "Permanent Resident Card". The "ID Number" field is an empty text input box. A plus sign (+) is visible in the bottom right corner of the form area.

### Step 3: Uploading Files

1. When you are asked to upload files, this is what you will see:

**Proof of address: \***  
Upload a document displaying proof of address.

No file chosen

**Document type: \***

Utility Company

Type:

**Phone: \***

**Medical Card Number: \***

**Picture ID type: \***

-- Select --

-- Select --

BC ID

Driver's License

Indian Status Card

Secure Indian Status Card

Nexus Card

Passport

Permanent Resident Card

**ID Number: \***

**Age**

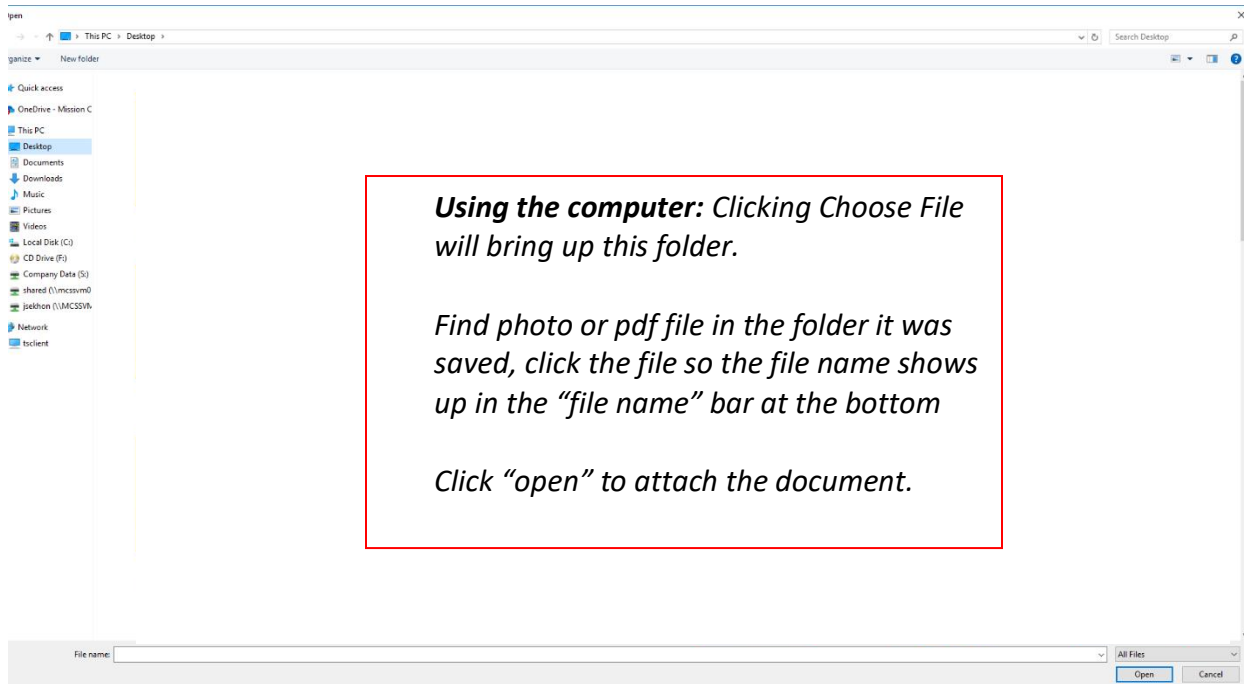
**Gender**

**Medical ID**



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2. Click the “Choose File” button. If you have taken photos of the documents, you need to upload, find them in your photo library. If you are using a computer and have scanned documents, they will likely be in a .pdf or .jpeg format. Both jpeg and pdf formats are fine to upload.



## Step 4: Submitting the Application

1. When all the fields are complete, please review your application or click submit. Please not you cannot make any changes to the online application after you submit it, so please review your application before submitting.
2. For the e-signature, use the mouse when using a computer to register. Use your finger when using your phone to register.
3. Once you Submit your application and you wish to make any changes to your application, please email [cbwc@missionmcss.com](mailto:cbwc@missionmcss.com) or call 604-826-3634.




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## AUTHORIZATION

- I/We declare that the above information is true and give Mission Community Services Society and the Mission Food Centre/Christmas Bureau permission to verify this information.
- I/We would like our information to be shared with MCSS Christmas Bureau for registration purposes only.

**Applicant's E-Signature: \***



**Date: \***

10/26/2020



Submit

### Step 5: All Done!

1. After you submit your application, you are done!
2. Our team of staff and volunteers will review all applications. You will receive a confirmation email that we have received your application and regarding pick-up information.

**Thank you!**

**We understand this is a new system and we ask for your patience as we all navigate the new processes together.**

**If you have any questions or need assistance with the process, please email [cbwc@missionmcss.com](mailto:cbwc@missionmcss.com) for help.**