



MISSION COMMUNITY SERVICES

2022 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 2nd to November 30th**.
- In-person registration runs from **November 23rd to November 30th**.

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 Toy 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 7th - December 16th.**

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 23rd - November 30th**. Call 604-826-3634 or email cbwc@missionmcscs.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- 4pm, between **November 23rd - November 30th**. Call 604-826-3634 or email cbwc@missionmcscs.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.

The screenshot shows two parts of the registration form. The top part is titled 'APPLICANT'S MONTHLY INCOME' and contains two columns: 'Income Source' and 'Monthly Amount'. Each column has a text input field. A red box highlights a '+' icon in the bottom right corner of the 'Monthly Amount' field. A red-bordered text box below it says: "Click (+) to add more Income Sources and their Monthly Amounts."

The bottom part of the screenshot shows the 'Picture ID type' field, which is a dropdown menu. The dropdown is open, showing a list of options: "-- Select --", "BC ID", "Driver's License", "Indian Status Card", "Secure Indian Status Card", "Nexus Card", "Passport", and "Permanent Resident Card". A red box highlights the dropdown arrow. A red-bordered text box below it says: "Click the arrow to the right of 'select' and select one of the options in the drop down menu."



MISSION COMMUNITY SERVICES

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.

Choose File No file chosen

Document type: *
Utility Company

Type:

Phone: *

Medical Card Number: *

Picture ID type: *

- Select --
- BC ID
- Driver's License
- Indian Status Card
- Secure Indian Status Card
- Nexus Card
- Passport
- Permanent Resident Card

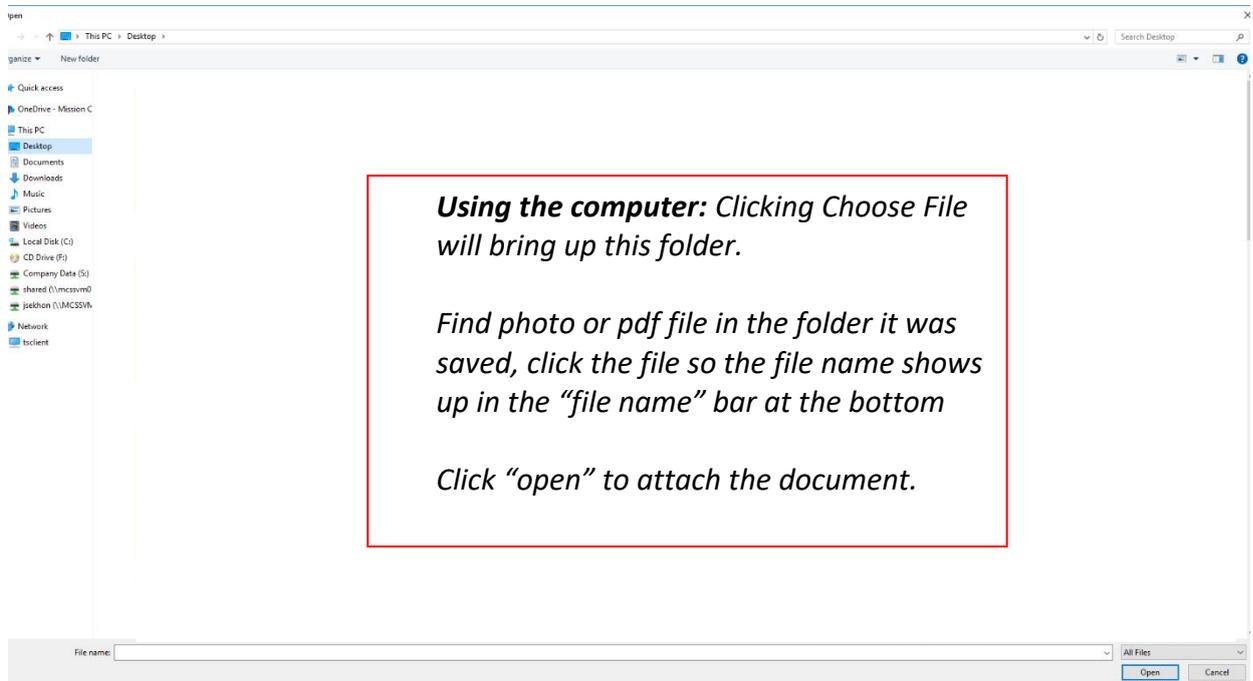
ID Number: *

Age	Gender	Medical ID



MISSION COMMUNITY SERVICES

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 note 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 or call 604-826-3634.



MISSION COMMUNITY SERVICES

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

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 for help.