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ONLINE REGISTRATION APPLICATION INSTRUCTIONS

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# SURREY CHRISTMAS BUREAU APPLICATION

Hello and welcome to the new online Surrey Christmas Bureau registration system. This system has been put into place to eliminate the need for long line ups and protect our clients, staff and volunteers during these uncertain COVID19 times. We have worked hard to make this application as simple as possible. You can use your smartphone or a computer to apply. Please note the instructions to have photos or scanned copies of the required documentation ready, that will make this process very simple for you. You can stop and save and return to your application at any time. The best part of this system .... NO LINE UPS!!! Wooo hooo! You can apply safely from home.

Once approved, you will be notified via email and provided an appointment time to pick up your toys and hamper. If you opt to participate in the Adopt a Family program, you will be notified as soon as you are matched.

If you have questions or need help, please EMAIL us at [coordinator@christmasbureau.com](mailto:coordinator@christmasbureau.com), if it is a technical issue and you are able to attach a screenshot of the issue, that would be very helpful.

Thank you for your patience as we all navigate this new system! We are determined to make sure everyone is able to have a very safe, healthy and Merry Christmas.

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# STEP ONE:

- Visit [www.christmasbureau.com](http://www.christmasbureau.com) and click “Register for Help
  - Scroll to the bottom of the page and click Register Now
  - 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, proof of residency in Surrey etc. You can take photos of these documents with your phone and upload them.
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# STEP ONE

You will be asked to register for a Survey Monkey Apply account. This is our secure server application. Simply register with your email and a secure password of your choice. You will receive a confirmation email, be sure to add [noreply@smapply.mail.net](mailto:noreply@smapply.mail.net) to your trusted email list to ensure you do not miss the confirmation. Click the confirmation email and you will be taken to this page. Here is a sample of what the email verification looks like:

Click Apply.

Dear Testy McTester,

In order to validate your SurveyMonkey Apply account we need to verify your email address.

Please click the following link in order to validate the email address on the account.

Thanks,

The SurveyMonkey Apply Team

[Confirm email address](#)

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After you confirm your email, you will see this.

Click the green “Go to Site” button to continue.

Dear Testy McTester,

You have successfully registered for the following site, **Surrey Christmas Bureau**, as an Applicant.  
You can click on the link below to take you to your Applicant portal.

Thank you,  
Surrey Christmas Bureau

[Go to site](#)

If the button is not clickable, please copy and paste this URL into your browser's address bar.

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# BEGINNING YOUR APPLICATION

Click Apply.



Surrey Christmas Bureau Application

**APPLY**

Opens

Aug 14 2020 12:00 AM (PDT)

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# ELIGIBILITY

The next stage is to confirm you are eligible to apply to the Christmas Bureau. You will see this page:

Click fill out eligibility quiz to continue



To get started, fill out your eligibility profile

[Fill out eligibility profile](#)

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# ELIGIBILITY

The eligibility quiz consists of two simple questions. Returning clients will remember these questions were asked to folks in line before numbers were handed out in the past.

The Surrey Christmas Bureau is only able to serve clients who live in Surrey and who have children age 18 and under that live in their household.

If you are an adult seeking Christmas support, please register with the Salvation Army. Registration for the Salvation Army is on Oct 20<sup>th</sup> and 22<sup>nd</sup> from 1:00pm to 3:00pm and Oct 26<sup>th</sup> from 10:00am to 3:00pm

**Do you live in Surrey, British Columbia?**

- Yes
- No

**Do you have children under the age of 18 who reside with you?**

- Yes
  - No
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Once you have passed the Eligibility Quiz,  
click the red “MORE” button.

← Return to admin

Programs

Search programs..

**Surrey Christmas Bureau Application**

Accepting applications on Aug 14 2020 12:00 AM (PDT)

**MORE >**

The screenshot shows a web application interface. At the top left, there is a link '← Return to admin'. The main heading is 'Programs'. On the right side, there is a search bar with the placeholder text 'Search programs..'. Below the heading, there is a card for 'Surrey Christmas Bureau Application'. The card contains the text 'Accepting applications on Aug 14 2020 12:00 AM (PDT)' and a red button with the text 'MORE >'.

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# TASKS

On the right, you will see a list of the steps you need to complete. Click each one to proceed. As each one is done, you will see a red checkmark.

You are able to stop and save your application and return to it at a later time if you need to.

The screenshot shows a mobile application interface for a 'Surrey Christmas Bureau Application'. At the top, the title 'Surrey Christmas Bureau Application' is underlined, followed by the application number '20-0000000030' and the ID 'ID: 20-0000000030'. Below this is a list of three tasks, each with a document icon and a status indicator:

- Registration Form**: Status is 'Completed', indicated by a red circle with a white checkmark and a green arrow pointing right.
- Family Information**: Status is 'Not Started', indicated by a dashed grey circle.
- Terms and Conditions**: Status is 'Not Started', indicated by a dashed grey circle.

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# SUMMARY OF TASKS

Here is a better look at all of the steps.

“Registration” is your basic information including your address, phone etc.

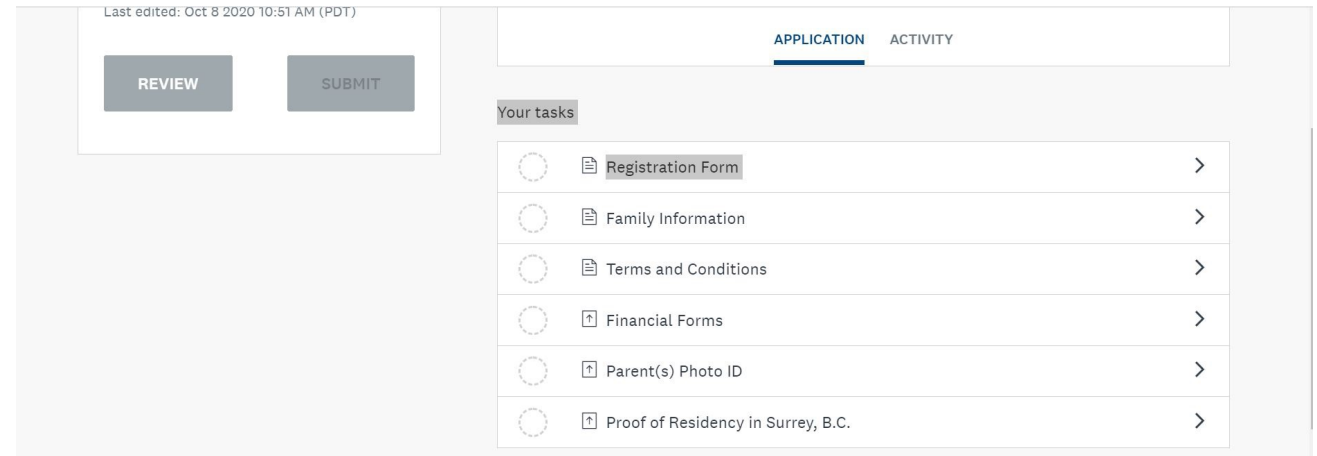
“Family Information” is where you will enter the names and ages of your children. We also have a field for any toy preferences or special needs.

The “terms and condition” page is self explanatory.

The “Financial Forms” page is where you will upload photos of your pay stubs, confirmation of assistance, etc. Have those ready!

“Parent’s Photo ID” upload a photo of your government issued ID – this must be the SAME ID you will bring to your pick up appointment.

“Proof of Residency” is where you will upload a photo of a bill, such as a utility bill, showing your registered address in Surrey.



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# REGISTRATION PAGE

This is the first “task” you will see. Simply fill out all of the fields as listed.

Be sure to include a telephone number you can be reached at in case our volunteers need to confirm any information.

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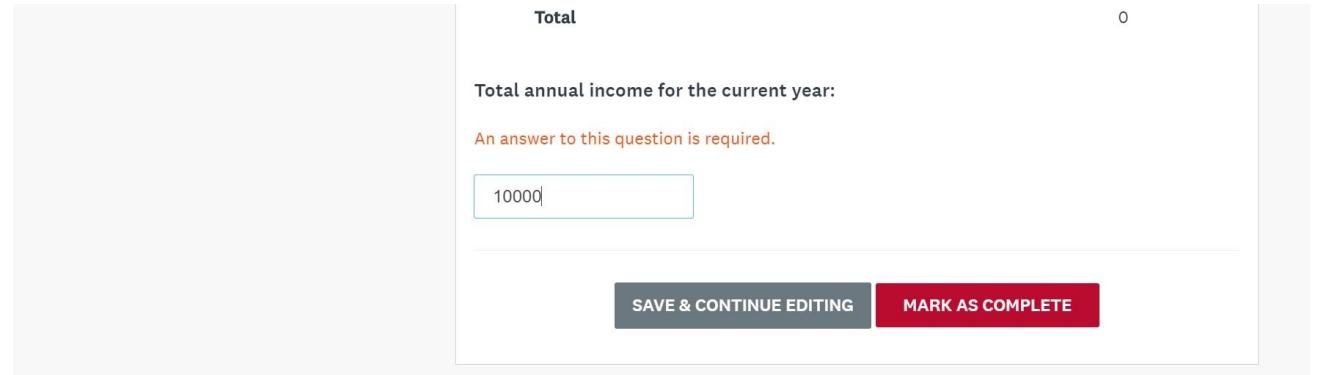
Date	Hamper Number
<input type="text" value="Oct 08 2020"/>	20-0000000030
<b>Surrey Christmas Bureau - Registration Form</b>	
Last	<input type="text" value="McTester"/>
First	<input type="text" value="Testy"/>
Unit	<input type="text"/>
House	<input type="text"/>
Street	<input type="text"/>
Floor	<input type="text"/>

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Once you fill in all of the fields in each task, click “Mark as Complete”

If you have missed a field, you will get an error message, scroll back up to see the area in red that was missed, fill it in and click Mark as Complete.



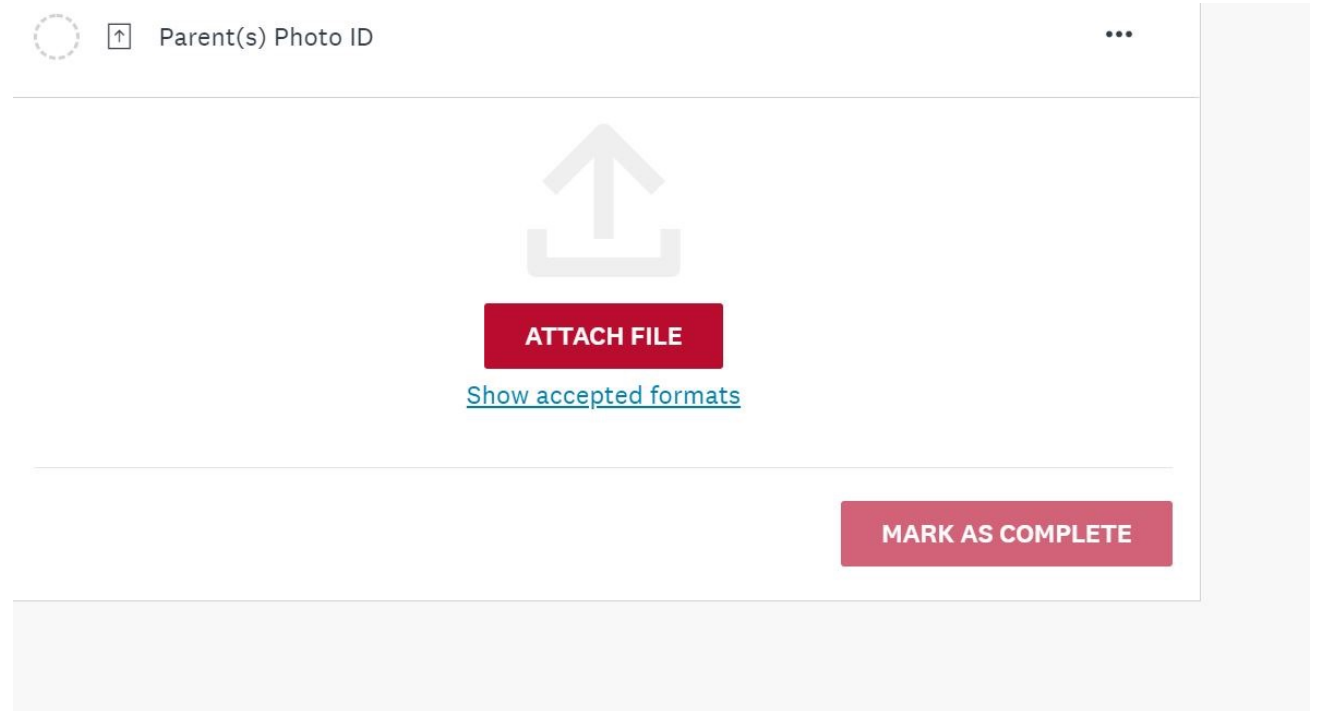
The screenshot shows a form interface. At the top right, the word "Total" is displayed next to a "0". Below this, the text "Total annual income for the current year:" is followed by a red error message: "An answer to this question is required." A text input field contains the value "10000". At the bottom of the form, there are two buttons: "SAVE & CONTINUE EDITING" and "MARK AS COMPLETE".

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# UPLOADING FILES

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

Click the red "Attach 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 format. Both jpeg and pdf formats are fine to upload.



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When all tasks are complete, you will see this:

A vertical list of six tasks, each with a red checkmark icon and a document icon. The tasks are: Registration Form, Family Information, Terms and Conditions, Financial Forms, Parent(s) Photo ID, and Proof of Residency in Surrey, B.C. The last task has a green arrow icon to its right. Below the list is a progress bar showing '6 of 6 tasks complete' with a red bar extending across the width of the list.

- ✓ Registration Form
- ✓ Family Information
- ✓ Terms and Conditions
- ✓ Financial Forms
- ✓ Parent(s) Photo ID
- ✓ Proof of Residency in Surrey, B.C.

6 of 6 tasks complete

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## Submit application

When all tasks are complete, you can review your application or click Submit.

Once you Submit, you cannot make any changes but you will still be able to see your application on your dashboard and download a copy if you wish.

Please confirm submission of your application.

If you wish to take a look at the application before submitting, please **Review** it.

CANCEL

REVIEW

SUBMIT

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# ALL DONE!

After you submit, you will see this page. You are done!

Our team of volunteers will review all applications. You will receive an email regarding the decision and an appointment time to come and select toys for your children.

If you have opted to participate in the Adopt a Family program, our team will be in touch once you are matched. If we are not able to find you a sponsor, you will be given an appointment time to come in.

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## Application Submitted!

Thank you for submitting your application.

[Go to My Applications](#)

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You will receive an email confirming that we have received your application. You can also check on the status of your application throughout the process.

If you are picking up at the Toy Depot, please note that only one adult will be allowed to enter the building per family, we cannot allow more than one adult in to choose toys due to COVID19 restrictions.

No children please.

We will have volunteers on hand to help you.

Surrey Christmas Bureau Application  
**20-0000000030**

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 **SUBMITTED**

[VIEW](#)

Submitted on: Oct 8 2020 11:03 AM (PDT)

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# THANK YOU!!

- We understand this is a new system and we ask for your cooperation and patience as we all navigate the new processes together.
  - If you have questions, please email [coordinator@christmasbureau.com](mailto:coordinator@christmasbureau.com) for help. We have limited staff and volunteer capacity for telephone inquiries, email is the best way to reach out!
  - If you have an issue with the online system, it would be helpful if you could screenshot the area you are having difficulty with and email that to us as well. That will help us with a prompt and accurate response.
  - Once again .... this system is new and new things may seem hard at first, but it is actually a pretty easy system and best of all you do not have to line up for hours in the rain! Woohoo!
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