



“Register for Help”

Online Application Instructions

Welcome!

We're excited to help your family apply for **Christmas assistance** safely and easily online, so no line-ups needed!

You can complete your application using a:

- **smartphone**
- **tablet,**
- **or computer**

Please read the instructions carefully before starting your application.

Am I Eligible to Register?

We want to make sure our help reaches the families who need it most.

You are **eligible to register** only if you:

- **Currently live in Surrey**, and
- Have **at least 1 child aged 18 or younger** living in your household.

If you don't meet these criteria, you unfortunately **cannot apply** at this time.

What You'll Need

Have **photos or scanned copies** of these ready before you begin:

- ID for everyone in your household
- Proof of address
- Proof of income (if available)

You can **save your progress** and come back to your application anytime.

After You Apply

Once your application is approved:

- You'll receive an **email confirmation**.
- You'll get an **appointment time** to pick up your toys and food hamper.

If you applied for the **Adopt-a-Family Program**, we'll contact you once you're matched with a sponsor.

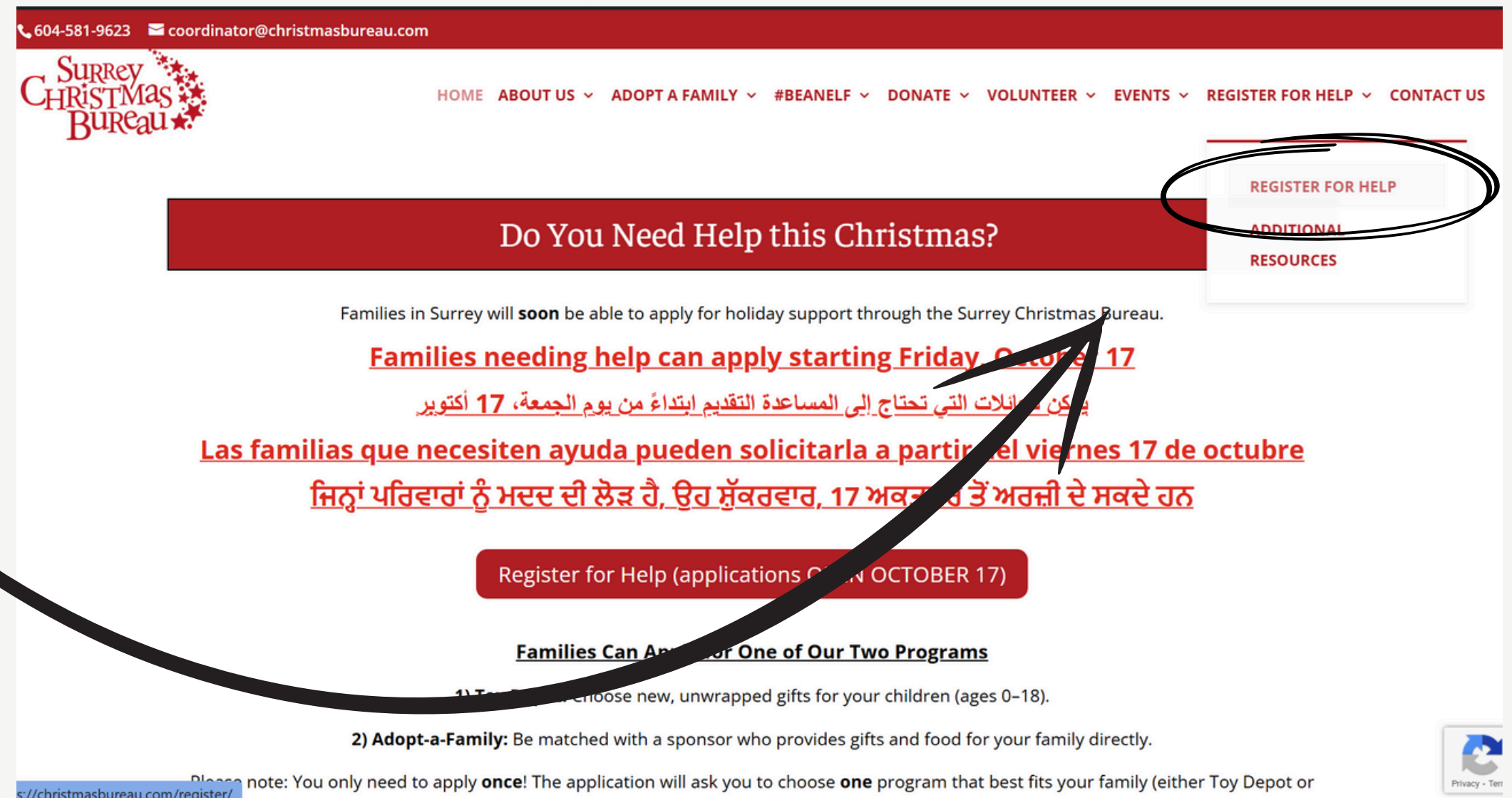
Need Help?

If you have any questions or run into technical issues, please email:
coordinator@christmasbureau.com

If possible, include a **screenshot** of the problem to help us assist you quickly.

Step 1: Start Your Online Registration

1. Go to: christmasbureau.com
2. Click: “Register for Help”



Step 1: Start Your Online Registration

3. Scroll down and click this **red button**
4. You can register using a smartphone or computer



604-581-9623 | coordinator@christmasbureau.com

Surrey Christmas Bureau

HOME ABOUT US ADOPT A FAMILY #BEANSELF DONATE VOLUNTEER EVENTS REGISTER FOR HELP CONTACT US

Registration for families needing help will open on Friday, October 17th.

Click here to apply for holiday help (OPENS OCTOBER 17)

يمكن للعائلات التي تحتاج إلى المساعدة التقديم ابتداء من يوم الجمعة، 17 أكتوبر

Las familias que necesiten ayuda pueden solicitarla a partir del viernes 17 de octubre

ਜਿਨ੍ਹਾਂ ਪਰਿਵਾਰਾਂ ਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ, ਉਹ ਸ਼ੁੱਕਰਵਾਰ, 17 ਅਕਤੂਬਰ ਤੋਂ ਅਰਜ਼ੀ ਦੇ ਸਕਦੇ ਹਨ

Step 1: Start Your Online Registration

Before You Begin

- You will need to **upload photos** of:
 - Your **photo ID**
 - **Proof of income**
 - **Proof that you live in Surrey**



- You can **take photos with your phone** and upload them during registration.

Tip: Have your documents ready before you start — it will make the process faster!

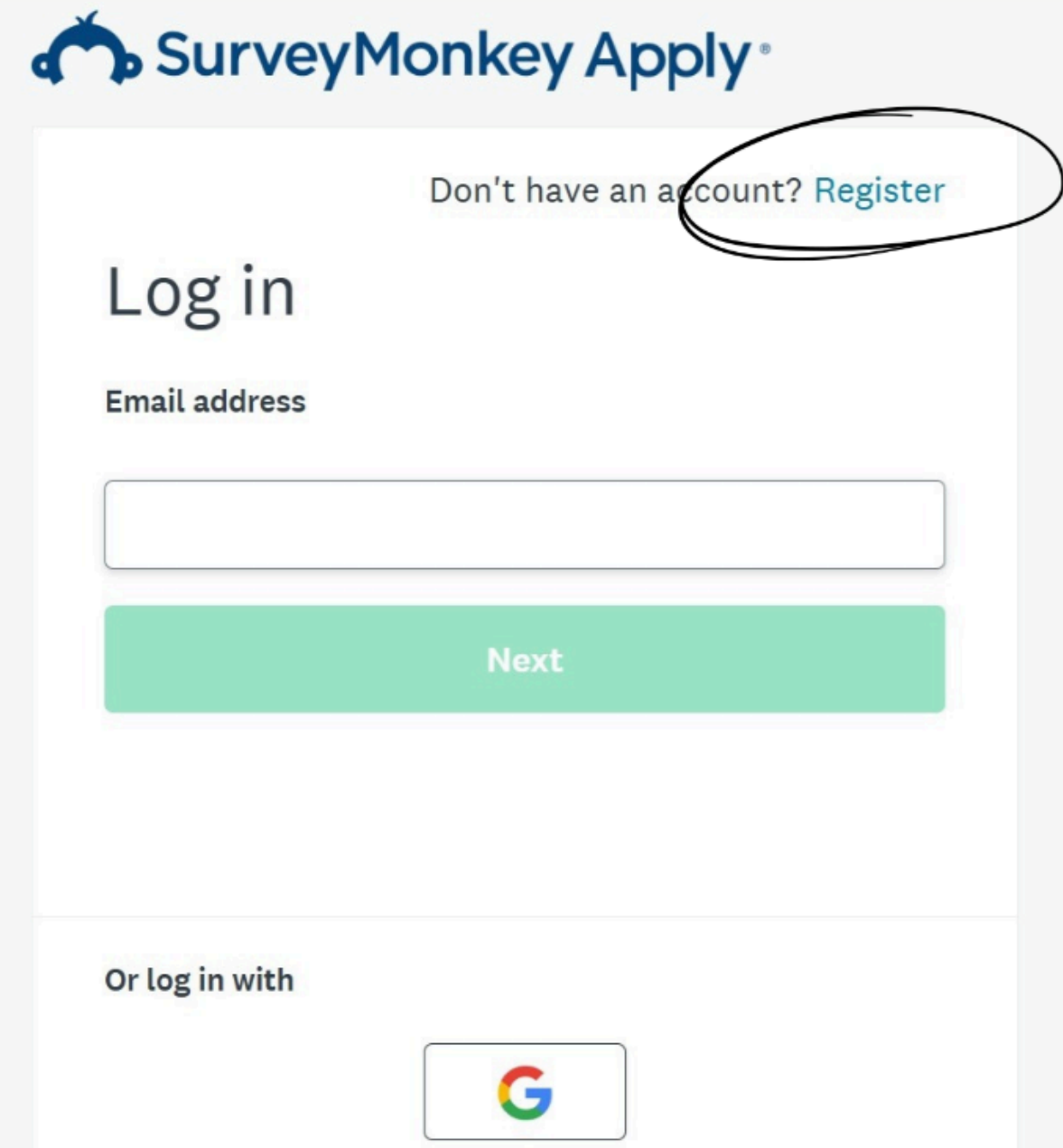
Step 2: Create Your Account

You will now register for a **SurveyMonkey Apply** account.

This is the Surrey Christmas Bureau's **secure online system**.

1. Click "**Register**"
2. **Enter your email address** and **choose a secure password**.

Note: For **returning** users, simply log in.



The screenshot shows the SurveyMonkey Apply login page. At the top, the SurveyMonkey Apply logo is displayed. Below the logo, there is a link that says "Don't have an account? Register", which is circled in black. Underneath this, the text "Log in" is visible. Below "Log in", there is a label "Email address" followed by a text input field. Below the input field is a green button labeled "Next". At the bottom of the page, there is a section titled "Or log in with" followed by a Google logo icon.

Step 2: Create Your Account

3. Check your email for a confirmation message.

- The email will come from **noreply@smapply.mail.net**
- Add this address to your safe list so you don't miss it.

4. Open the confirmation email and **click the verification link.**

- This will take you back to the registration page.

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

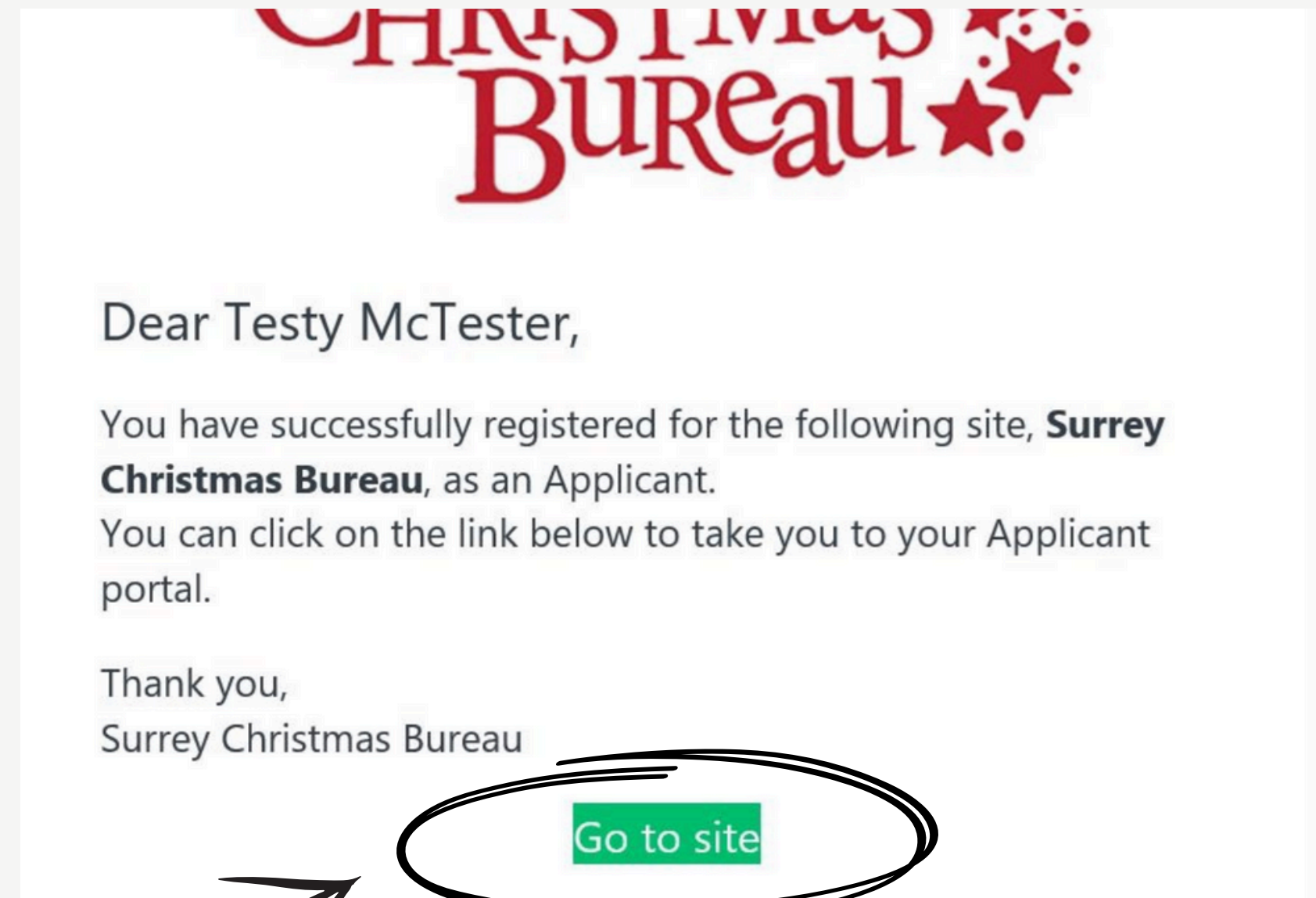
Confirm email address

5. Click “Apply” to begin your application.

Step 2: Create Your Account

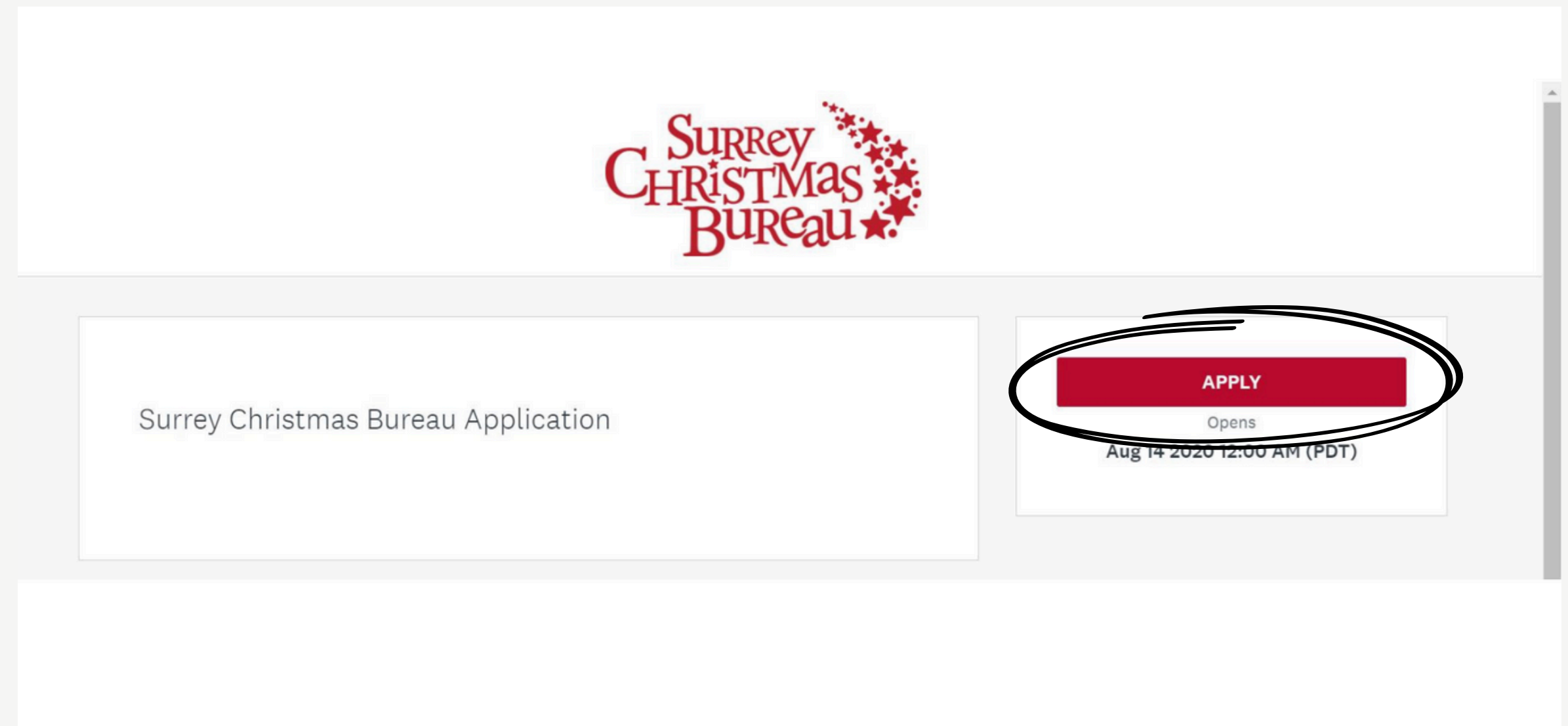
After you confirm your email, you will see **this**.

Click the green “**Go to site**” button to continue.



Step 3: Begin Your Application

1. Go to the **Online Application** page.
2. Click the “**Apply**” button.



Step 4: Check Your Eligibility

1. You will see a page titled “**Eligibility.**”

2. Click “**Fill out eligibility profile**” to continue.



To get started, fill out your eligibility profile

Fill out eligibility profile

Step 5: Complete the Eligibility Quiz

The quiz has **two simple questions**.

The Surrey Christmas Bureau helps:

- Families who **live in Surrey**, and
- Have **children aged 18 or younger** living in the household.

Do you live in Surrey, British Columbia?

☐ Yes

☐ No

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

☐ Yes

☐ No

If You Are an Adult Without Children

If you are an adult with **no children** and need **Christmas help in 2025**, please contact your **local Salvation Army branch**.

Programs and registration for adults **vary by location** and may be **different from family programs**.

How to Register:

- Visit [Salvationist.ca](https://salvationist.ca) to find your local branch.
- Check their **website or social media** for registration dates and required documents.
- Have ready:
 - **Photo ID**
 - **Proof of income** (e.g., pay stub, bank statement)

Step 6: After Passing the Eligibility Quiz

[Return to admin](#)

Once you pass the Eligibility Quiz, click the **red “MORE”** button to continue.

Programs

Surrey Christmas Bureau Application

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

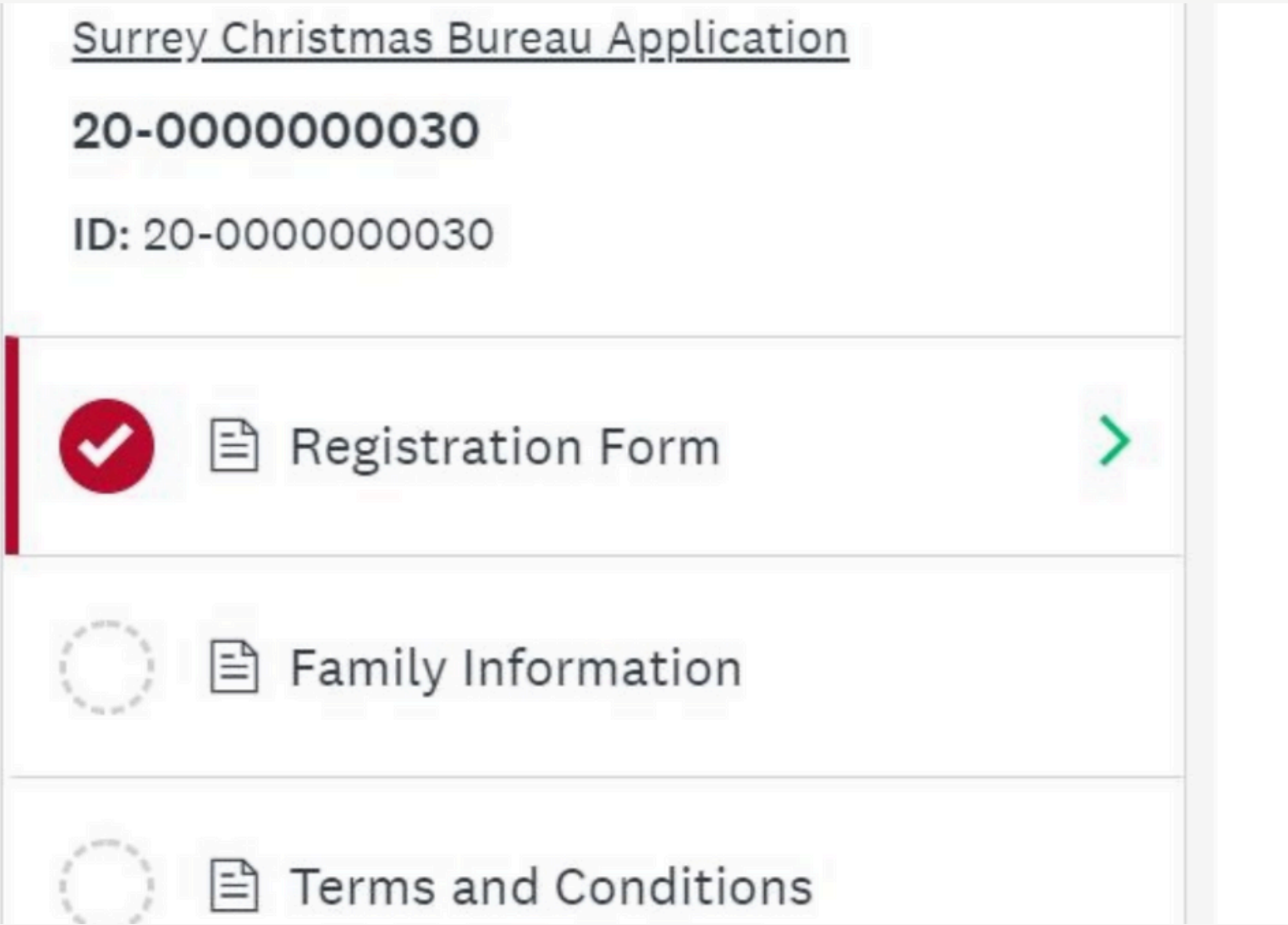
MORE >

Step 7: Tasks Overview

What You Will See

On the side of your screen, you will see a list of all the tasks you need to complete.

- Click each task to open it.
- When a task is **done**, you will see a **red checkmark**.
- You can save your progress anytime and come back later.



Step 8: Summary of All Tasks

Here is a list of all the steps you will complete:

- **Registration:** Enter your personal information such as name, address, and phone number.
- **Family Information:** Add your children’s names and ages. You can also include toy preferences or special needs.
- **Terms and Conditions:** Read and agree to the terms.

APPLICATION

ACTIVITY

Your tasks

Registration Form

Family Information

Terms and Conditions

Financial Forms

Parent(s) Photo ID

Proof of Residency in Surrey, B.C.

Step 8: Summary of All Tasks

Here is a list of all the steps you will complete (continued):

- **Financial Forms:** Upload photos of your pay stubs, assistance letters, or other income documents.
- **Parent’s Photo ID:** Upload a photo of your government-issued ID. *This must be the same ID you bring to your appointment.*
- **Proof of Residency:** Upload a bill (such as a utility bill) that shows your Surrey address.

APPLICATION

ACTIVITY

Your tasks

Registration Form

Family Information

Terms and Conditions

Financial Forms

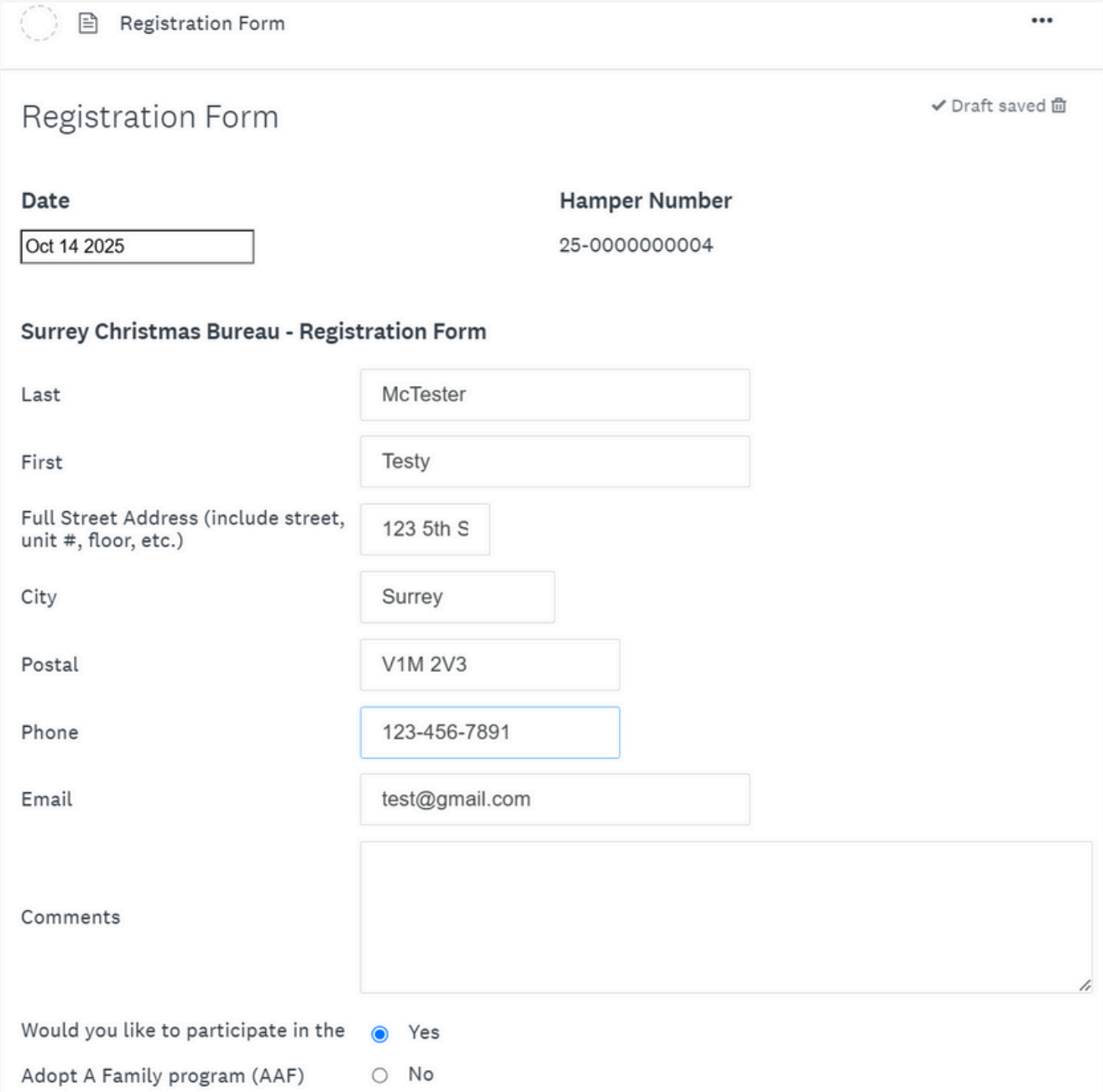
Parent(s) Photo ID

Proof of Residency in Surrey, B.C.

Step 9: Registration Form

This is the **first task**.

- Fill out all fields with your personal information.
- Make sure to include a phone number where we can reach you if we need to confirm details.



The screenshot shows a web-based registration form titled "Registration Form" with a "Draft saved" status. The form includes fields for "Date" (Oct 14 2025) and "Hamper Number" (25-0000000004). Below these is a section titled "Surrey Christmas Bureau - Registration Form" containing fields for "Last" (McTester), "First" (Testy), "Full Street Address (include street, unit #, floor, etc.)" (123 5th S), "City" (Surrey), "Postal" (V1M 2V3), "Phone" (123-456-7891), and "Email" (test@gmail.com). There is also a "Comments" text area. At the bottom, there are two radio button options: "Would you like to participate in the Adopt A Family program (AAF)" with "Yes" selected, and "No".

Date	Hamper Number
Oct 14 2025	25-0000000004

Surrey Christmas Bureau - Registration Form

Last	McTester
First	Testy
Full Street Address (include street, unit #, floor, etc.)	123 5th S
City	Surrey
Postal	V1M 2V3
Phone	123-456-7891
Email	test@gmail.com
Comments	

Would you like to participate in the Adopt A Family program (AAF) ☒ Yes ☐ No

Step 9: Registration Form

Would you like to participate in the ☒ Yes
Adopt A Family program (AAF) ☐ No

If you selected “**Yes**” to participate in the Adopt-a-Family program, additional information will appear, including the **Terms and Conditions** you’ll need to sign.

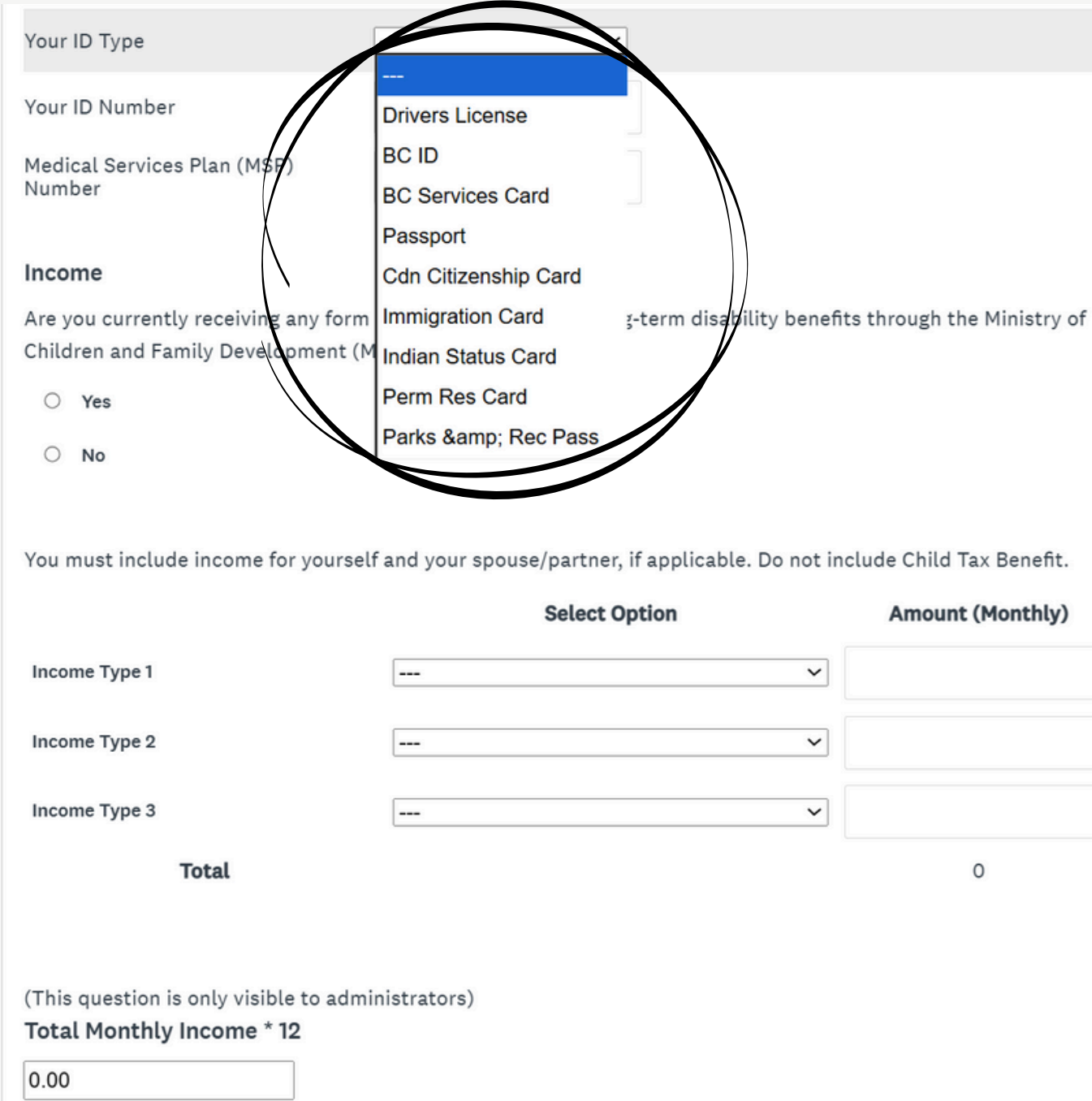
Important

- You **must be able to communicate in English** by phone and email with your sponsor.
- We hope to offer more language options in the future, but for now, **English is required** to participate.

Step 9: Registration Form

- Click “**Your ID Type**” to open the dropdown menu.
- Select the type of ID you have.
- Enter your **ID number** and **MSP number**.
- Answer **Yes** or **No** to:

“Do you receive social assistance or long-term disability benefits from the Ministry of Children and Family Development (MCFD)?”

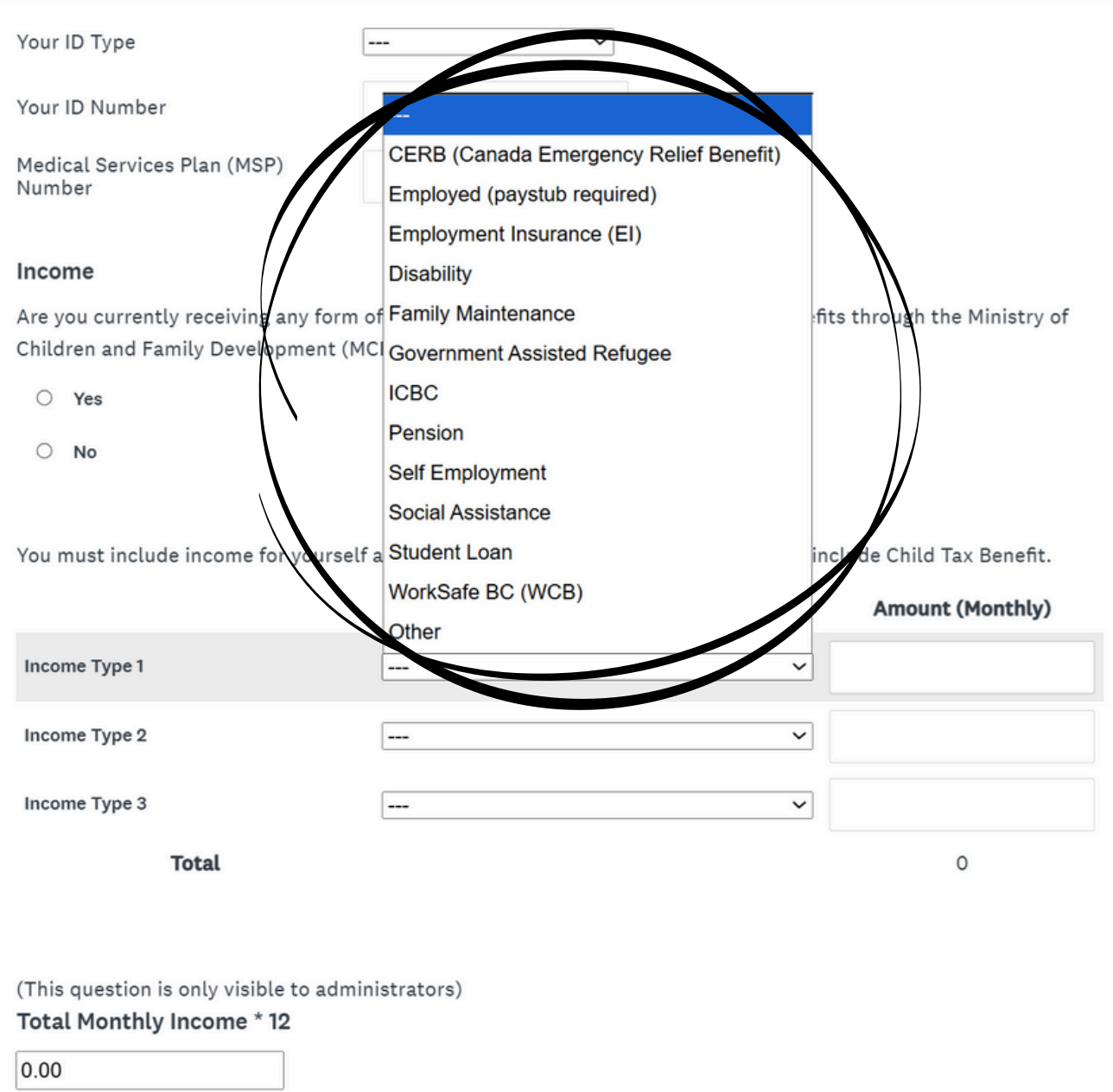


The screenshot shows a registration form with the following sections:

- Your ID Type**: A dropdown menu is open, showing options: Drivers License, BC ID, BC Services Card, Passport, Cdn Citizenship Card, Immigration Card, Indian Status Card, Perm Res Card, and Parks & Rec Pass. A blue bar is at the top of the dropdown.
- Your ID Number**: A text input field.
- Medical Services Plan (MSP) Number**: A text input field.
- Income**: A section with a question: "Are you currently receiving any form of social assistance or long-term disability benefits through the Ministry of Children and Family Development (MCFD)?" with radio buttons for Yes and No.
- Income Table**: A table with columns "Select Option" and "Amount (Monthly)". It has three rows for "Income Type 1", "Income Type 2", and "Income Type 3", each with a dropdown menu and a text input field. A "Total" row shows "0".
- Footer**: A note "(This question is only visible to administrators)" and a field for "Total Monthly Income * 12" with the value "0.00".

Step 9: Registration Form

- Enter income for **yourself** and your **spouse/partner** (if applicable).
- **Do not include** Child Tax Benefit.
- Click ▼ to open the list of income types.
- Select the correct income type for each person.
- Enter the **monthly amount** beside each selection.



Your ID Type

Your ID Number

Medical Services Plan (MSP) Number

Income

Are you currently receiving any form of Family Maintenance benefits through the Ministry of Children and Family Development (MCFD)?

☐ Yes

☐ No

You must include income for yourself and your spouse/partner if applicable.

Income Type 1 Amount (Monthly)

Income Type 2 Amount (Monthly)

Income Type 3 Amount (Monthly)

Total 0

(This question is only visible to administrators)

Total Monthly Income * 12

0.00

Step 10: Marking Tasks as Complete

After Filling Out Each Task

- Click “**Mark as Complete.**”
- If you missed a field, you will see an error message.
- Scroll up to find the green highlighted area, fill it in, and click “**Mark as Complete**” again.



SAVE & CONTINUE EDITING

MARK AS COMPLETE

Step 11: Uploading Files

When you need to upload files, you will see this screen:



- Click the **red “Attach File”** button.
- If you are using a phone, choose your photo from your photo library.
- If you are using a computer, you can upload a scanned document (PDF format).
- Accepted file types: **.jpeg** or **.pdf**.




Step 12: Upload Your Photo ID


This is the **second task**.

- **Parent #1** is the person completing this application
- Upload **Parent #1's photo ID** — front and back as two **separate** files
- You must upload **at least 2 files** for this step
- Click the **green “MARK AS COMPLETE”** button when finished

 Upload Your Photo ID (Parent #1, Front and Backside of ID) 

 Task instructions [Hide](#)

Please upload a photo of both the front and back side of your chosen Photo ID. Please attach the photos as two separate files, as this step requires minimum 2 files. E.g. front side = 1 upload, back side = 1 upload.



ATTACH FILE

[Show accepted formats](#)

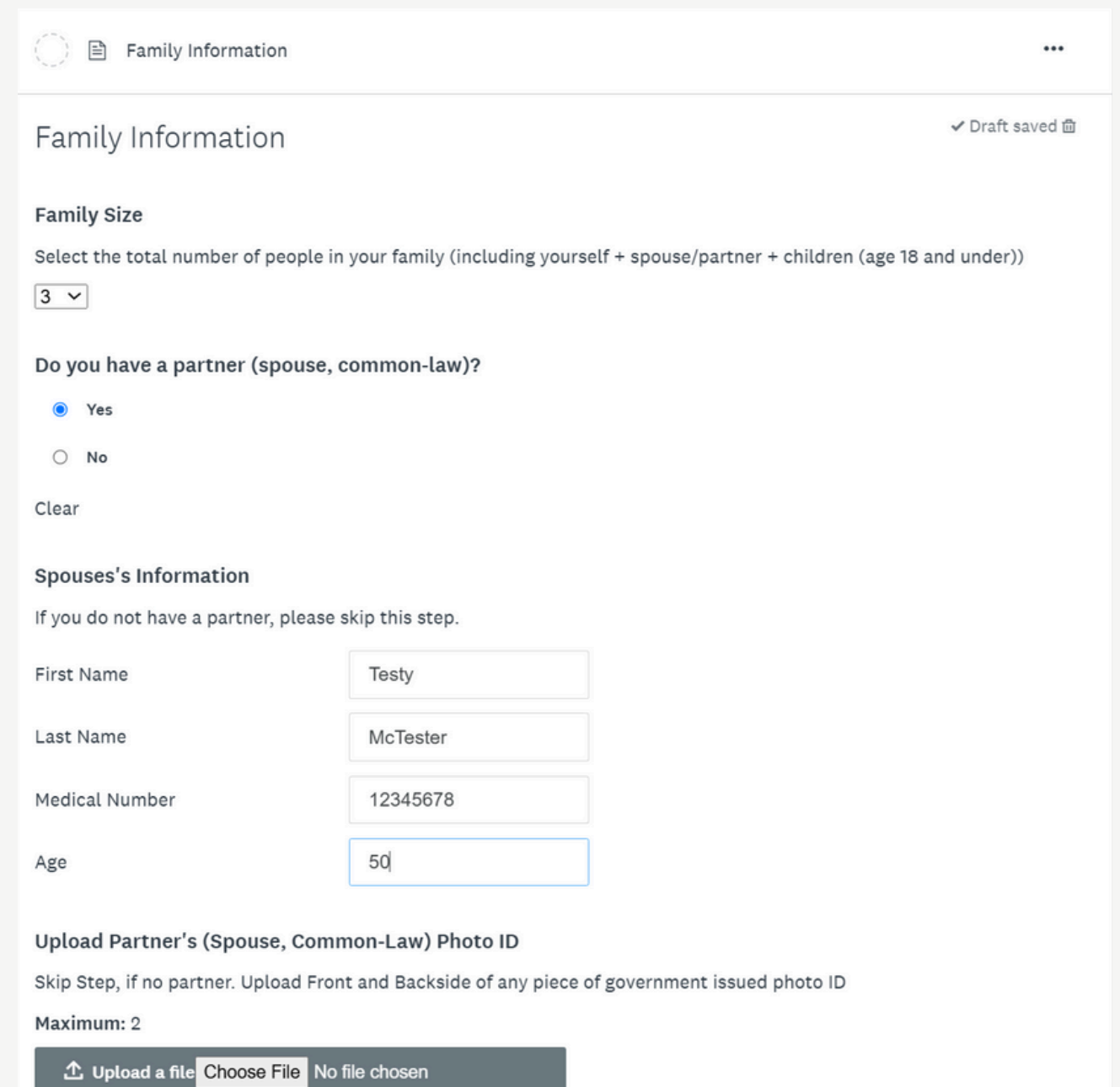
Minimum: 2

MARK AS COMPLETE

Step 13: Family Information

This is the **third task**.

- Enter the **total number of people** in your household.
- Select **Yes** or **No** for “*Do you have a partner?*”
- If you choose **Yes**, more fields will appear:
 - Partner’s **full name**
 - **Medical number**
 - **Age**
 - Upload **front and back** of their **government-issued ID**



The screenshot shows a web application interface for 'Family Information'. At the top, there's a header bar with a circular icon, a document icon, the text 'Family Information', and a three-dot menu icon. Below the header, the main content area is titled 'Family Information' with a 'Draft saved' status and a trash icon. The form is divided into sections: 'Family Size' with a dropdown menu set to '3'; 'Do you have a partner (spouse, common-law)?' with radio buttons for 'Yes' (selected) and 'No', and a 'Clear' link; 'Spouses's Information' with a note to skip if no partner, and input fields for 'First Name' (Testy), 'Last Name' (McTester), 'Medical Number' (12345678), and 'Age' (50); and 'Upload Partner's (Spouse, Common-Law) Photo ID' with instructions to skip if no partner, a maximum of 2 uploads, and a file upload bar showing 'Upload a file', 'Choose File', and 'No file chosen'.

Step 13: Family Information

- Use the **dropdown** to select how many children you have.
- For each child, enter their **full name, medical number, age, gender, and toy preference.**
- Be **specific and reasonable** with toy requests (up to **\$75–\$80 per child**) and **avoid high-value electronics.**
- Upload **both sides** of each child’s **personal health card** showing the medical number.

How many children do you have? (Only include children age 18 AND under)

1 ▾

Please be specific and reasonable in your toy requests (up to \$75–\$80 per child). We kindly ask that you avoid requesting items like laptops, phones, or other high-value electronics.

First Child's Information

Last Name	McTester
First Name	Testy
Medical Number	12345678
Age	8
Gender	Female
Preference of toys:	Stuffed toys

Please upload photo both sides of this child's personal health care card (for example B.C's Services card showing the health care number)

Minimum: 2 Maximum: 2

Upload a file

Step 13: Family Information

Use this space to share **any additional details**, such as:

- More than **8 children** (include full name, medical number, age, gender, and toy preferences)
- If your child has **special needs**
- **Unique family circumstances**

When finished, click the **green “MARK AS COMPLETE”** button.

Preference of toys:

Stuffed toys

Please upload photo both sides of this child's personal health care card (for example B.C's Services card showing the health care number)

Minimum: 2 Maximum: 2

Upload a file

Additional Information or Clarifications:

If you have more than 8 children: Please use this space to list their information (full name, medical number, age, gender, and toy preferences).

If your child has special needs: Include any details you'd like us to know (for example: autism, physical disability, or vision/hearing challenges).

If your family has special circumstances: You may share any information that would help us better understand your situation.

If you wish to clarify anything else in your application: Please include it here.

I do not need to clarify anything else in my application

SAVE & CONTINUE EDITING

MARK AS COMPLETE

Step 14: Terms & Conditions

This is the **fourth task**.

- **Read** the Terms and Conditions carefully.
- **Check** “I have read and agree to all the above terms and conditions.”
- **Sign** your name.
- Click the **green** “**MARK AS COMPLETE**” button.

Terms and Conditions

✓ Draft saved

Terms and Conditions

I hereby apply to the Surrey Christmas Bureau Society (the "SCB") for benefits under its Christmas Hamper program or Adopt-a-Family program. I release the SCB from any and all liability for damages incurred in providing service to me and my family. I understand the need for full disclosure of the information requested on this application form, which the SCB collects and verifies to ensure that:

- a) only one application for this family has been submitted to the Surrey Christmas Bureau or any other Surrey-area charitable organization, school, church or other entity providing Christmas assistance
- b) the family meets the SCB's criteria for financial need
- c) the family resides in Surrey, BC
- d) the applicant has provided complete information

I permit the SCB to release information contained in this application and any information discovered during verification of this application, to the following:

Groups providing Christmas hampers in Surrey and the surrounding area (may include churches, schools and non-governmental organizations), the BC Ministry of Social Development and the Human Resources Department of Canada.

This application may be denied if it is not complete and accurate, or if criteria is not met.

I also allow the SCB to have and to hold this application information and to use it for statistical, promotional and informational purposes.

If I apply for the Adopt-a-Family Program and request the SCB to seek a sponsor for my family, SCB may release the information contained in this application to parties interested in sponsoring my family for the Christmas season.

☒ I have read and agree to all of the above terms and conditions

Signature

Oct 14 2025

SAVE & CONTINUE EDITING MARK AS COMPLETE

Step 15: Financial Forms

This is the **fifth task**.

- List **all household income** (monthly).
- If you are **employed**: upload **2 recent pay stubs** showing **year-to-date (YTD)** earnings.

Financial Forms

Task instructions

Hide

Please list all sources of household income on a monthly basis.

- If you are employed: attach your two most recent pay stubs showing year-to-date (YTD) earnings.
- If you receive assistance, disability, or similar benefits: provide proof such as a screenshot of your Social Services or Disability account (confirmation of assistance, monthly statements, cheque/stub).
- For all applicants: attach your two most recent bank statements for *all accounts* (chequing, savings, etc.) for both yourself and your spouse/partner/common-law, if applicable.

Please note: Failure to provide the required financial documents may result in significant delays in processing your application and/or denial of your file.

ATTACH FILE


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Minimum: 2

MARK AS COMPLETE

Step 15: Financial Forms

- If you receive **assistance, disability, or similar benefits**: upload **proof**, such as a **screenshot or statement** from your account (e.g., Social Services or Disability).
- Upload your **2 most recent bank statements** for all accounts (chequing, savings, etc.) for **yourself and your partner**, if applicable.


 Financial Forms ...

 Task instructions [Hide](#)

Please list all sources of household income on a monthly basis.

- If you are employed: attach your two most recent pay stubs showing year-to-date (YTD) earnings.
- If you receive assistance, disability, or similar benefits: provide proof such as a screenshot of your Social Services or Disability account (confirmation of assistance, monthly statements, cheque/stub).
- For all applicants: attach your two most recent bank statements for *all accounts* (chequing, savings, etc.) for both yourself and your spouse/partner/common-law, if applicable.

Please note: Failure to provide the required financial documents may result in significant delays in processing your application and/or denial of your file.



ATTACH FILE



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Minimum: 2

MARK AS COMPLETE

Step 15: Financial Forms

- **Important:** Missing documents may **delay** your application or result in **denial**.
- When finished, click the **green “MARK AS COMPLETE”** button.


 Financial Forms 

 Task instructions [Hide](#)

Please list all sources of household income on a monthly basis.

- If you are employed: attach your two most recent pay stubs showing year-to-date (YTD) earnings.
- If you receive assistance, disability, or similar benefits: provide proof such as a screenshot of your Social Services or Disability account (confirmation of assistance, monthly statements, cheque/stub).
- For all applicants: attach your two most recent bank statements for *all accounts* (chequing, savings, etc.) for both yourself and your spouse/partner/common-law, if applicable.

Please note: Failure to provide the required financial documents may result in significant delays in processing your application and/or denial of your file.


ATTACH FILE
[Show accepted formats](#)


Minimum: 2 **MARK AS COMPLETE**

Step 16: Proof of Residency in Surrey

This is the **sixth (and final) task**.

Accepted Documents Include

- Phone, utility, or internet bill
- Rental or lease agreement
- Bank or credit card statement
- Government letter (CRA, Service Canada, MCFD, etc.)
- Property tax or mortgage document

 Proof of Residency in Surrey, B.C. ... ×


Task instructions [Hide](#)

Please provide proof that you currently live in Surrey. Upload a recent document (dated in 2025) that clearly shows both your name and your Surrey residential address.

Acceptable documents include (but are not limited to):

- Phone bill
- Rental or lease agreement
- Utility bill (electric, hydro, cable, gas, internet)
- Bank or credit card statement
- Government-issued letter or notice (e.g., CRA, Service Canada, MCFD)
- Property tax statement or mortgage document
- Insurance policy or statement (home, tenant, auto/car)
- Pay stub from employer (must include your address)
- School registration letter/report card for children
- Official correspondence from medical, legal, or financial institutions

Please note: The document must be recent (2025) and must show both your name and your Surrey address.



ATTACH FILE
[Show accepted formats](#)

MARK AS COMPLETE

Step 16: Proof of Residency in Surrey

Accepted Documents Include (continued)

- Insurance policy or statement
- Pay stub with address
- School letter or report card for children
- Official document from a medical, legal, or financial institution

 Proof of Residency in Surrey, B.C. ... ×


Task instructions [Hide](#)

Please provide proof that you currently live in Surrey. Upload a recent document (dated in 2025) that clearly shows both your name and your Surrey residential address.

Acceptable documents include (but are not limited to):

- Phone bill
- Rental or lease agreement
- Utility bill (electric, hydro, cable, gas, internet)
- Bank or credit card statement
- Government-issued letter or notice (e.g., CRA, Service Canada, MCFD)
- Property tax statement or mortgage document
- Insurance policy or statement (home, tenant, auto/car)
- Pay stub from employer (must include your address)
- School registration letter/report card for children
- Official correspondence from medical, legal, or financial institutions


Please note: The document must be recent (2025) and must show both your name and your Surrey address.


ATTACH FILE
[Show accepted formats](#)

MARK AS COMPLETE

Step 16: Proof of Residency in Surrey

- Please upload **one recent document (dated 2025)** that shows your **name** and **Surrey address**.
- **Document must be from 2025** and clearly show your **name** and **Surrey address**.
- When finished, click the **green “MARK AS COMPLETE”** button.

 Proof of Residency in Surrey, B.C. ... ×


Task instructions [Hide](#)

Please provide proof that you currently live in Surrey. Upload a recent document (dated in 2025) that clearly shows both your name and your Surrey residential address.

Acceptable documents include (but are not limited to):

- Phone bill
- Rental or lease agreement
- Utility bill (electric, hydro, cable, gas, internet)
- Bank or credit card statement
- Government-issued letter or notice (e.g., CRA, Service Canada, MCFD)
- Property tax statement or mortgage document
- Insurance policy or statement (home, tenant, auto/car)
- Pay stub from employer (must include your address)
- School registration letter/report card for children
- Official correspondence from medical, legal, or financial institutions

Please note: The document must be recent (2025) and must show both your name and your Surrey address.


ATTACH FILE
[Show accepted formats](#)

MARK AS COMPLETE

Step 17: Completing All Tasks

When **all tasks are complete**, your screen will show this:



✓

Registration Form

✓

Family Information

✓

Terms and Conditions

✓

Financial Forms

✓

Parent(s) Photo ID

✓

Proof of Residency in Surrey, B.C. >

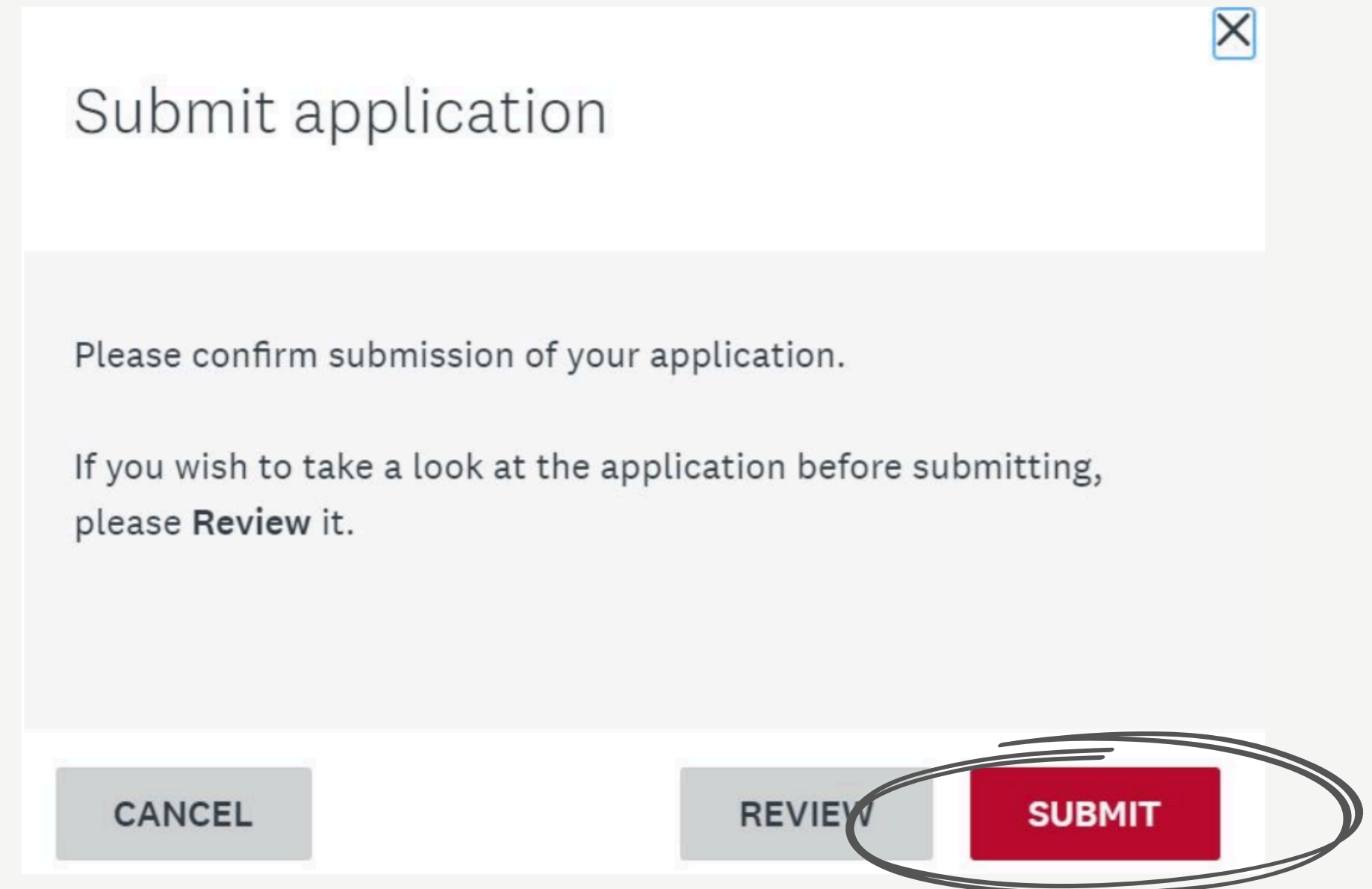
6 of 6 tasks complete

Step 17: Completing All Tasks

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

Once submitted:

- You **cannot make any changes**, but
- You can still view your application and download a copy from your dashboard.



Submit application

Please confirm submission of your application.

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

CANCEL REVIEW **SUBMIT**

Step 18: All Done!

After submitting, you will see a confirmation page. Our volunteers will review your application.

You will receive an **email** with:

- The decision on your application
- Your next steps or appointment details



Application Submitted!

Thank you for submitting your application.

Go to My Applications

Step 18: All Done!

If you applied for the **Toy Depot** program:

- You'll receive your toy pick-up appointment details in the same email.

If you applied for the **Adopt-a-Family** program:

- We will contact you when a sponsor is matched.
- If no sponsor is found, we will give you a regular appointment time.



Application Submitted!

Thank you for submitting your application.

Go to My Applications

Step 19: Important Pickup Information

You will **receive a confirmation email** once we get your application.

You can check your application status **anytime** from your dashboard.

If you are picking up toys at the **Toy Depot**:

- Only **one adult** per family is allowed inside.
- **No children**, please.
- Volunteers will be available to assist you.

Surrey Christmas Bureau Application

20-0000000030



SUBMITTED

VIEW

Thank You!

- We appreciate your patience as we all learn this new system together.
- If you have questions, please email coordinator@christmasbureau.com (email is the fastest way to reach us).
- If you experience a technical problem, please take a **screenshot** of the issue and send it with your email so we can help you faster.
- **Remember:** This system may feel new at first, but it's easy once you get started — and you don't have to wait in line in the rain anymore!

