

FAQs regarding the Secure Certificate of Indian Status (SCIS) Photo App –
For distribution to all Regional Offices and IRAs
Updated July 2019

Question	Answer
1. What is the SCIS Photo App?	The SCIS Photo App is a digital application created by the Government of Canada that allows applicants to take a photo with a smartphone and submit it online as part of their Secure Certificate of Indian Status (SCIS) application. Available to download for free on both Apple and Android smartphones, the SCIS Photo App eliminates the cost of photos and offers a convenient way to provide the photo required to apply for the secure status card for the first time or for a renewal or a replacement.
2. What is the benefit of using the App?	You no longer have to pay or travel to have passport-style photos taken for your Secure Certificate of Indian Status application. The App is an accessible, cost-free and secure way to take and submit your photo and guarantor's name, email address and signature as part of the application process for a secure status card.
3. How does the App work?	<p>The SCIS Photo App can be downloaded for free on your smartphone from the Apple App Store or Google Play Store.</p> <p>The App is easy to use and provides step-by-step instructions to take and submit your photo and provide your guarantor's name, email address and signature. This information will be securely transmitted to Indigenous Services Canada (ISC) through the App and stored in a protected database. Once the information is submitted, the data will no longer exist on the smartphone.</p> <p>To complete your application for the Secure Certificate of Indian Status (SCIS), you must submit a complete application (Form 83-169E), a Guarantor Declaration (Form 83-170E) and supporting documentation. To find out how to apply, visit canada.ca/indian-status.</p> <p>The information you submitted through the App will be automatically linked with your complete application and supporting documentation. You do not need to contact Indigenous Services Canada (ISC) to inform us that you submitted your photo through the App.</p>
4. How can I get the App?	You can download the SCIS Photo App for free on your smartphone by simply searching "SCIS Photo App" in the Apple App Store or Google Play Store .

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5. When did the App become available?	<p>The App was publicly launched in the Apple App Store and Google Play Store in July 2019.</p> <p>Prior to the launch, the SCIS Photo App was piloted across Indigenous Services Canada (ISC) Regional Offices from November 2018 to June 2019.</p>
6. Does it cost money to use the App?	<p>No, the SCIS Photo App is free to download and it is free to submit your photos using the App. You will need a smartphone and internet access.</p> <p>To complete your application for the Secure Certificate of Indian Status (SCIS), you must submit a complete application (Form 83-169E), a Guarantor Declaration (Form 83-170E) and supporting documentation. The Government of Canada does not charge applicants any fees to apply for a secure status card; however, there may be a cost associated with providing supporting documentation as part of their application. To learn more, visit canada.ca/indian-status.</p>
7. I've already paid for "passport- style" photos for my application. Can I be reimbursed?	<p>No, Indigenous Services Canada (ISC) does not provide reimbursement for the cost of obtaining "passport-style" photos or supporting documentation as part of an application for the secure status card.</p> <p>We understand the process of getting your photos may have been difficult. The SCIS Photo App has been designed to allow applicants to take their own photo, eliminating the cost of a photographer and making the application process more accessible and convenient.</p>
8. What do I need to use the App?	<p>Before you submit your photo through the SCIS Photo App, ensure you have the following:</p> <ul style="list-style-type: none"> • Smartphone (Apple or Android mobile device) to download the App • Access to the internet or a public/private Wi-Fi network • Registration number • Valid email address • Guarantor present with a valid email address <p>To complete your application for the Secure Certificate of Indian Status (SCIS), you must submit a complete application (Form 83-169E), a Guarantor Declaration (Form 83-170E) and supporting</p>

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	documentation. To find out how to apply, visit canada.ca/indian-status .
9. What type of smartphone do I need to use the App?	<p>The App is compatible with the following operating systems:</p> <ul style="list-style-type: none"> • Apple smartphones with iOS 11 or higher • Android smartphones with Nougat 7.0 or higher
10. Can I still use the App if I don't have a smartphone?	<p>No, you need a smartphone to use the SCIS Photo App.</p> <p>If you do not have a smart phone, you can use the SCIS Photo App on a family member or friend's smartphone. Once the information is submitted, the data will no longer exist on the smartphone.</p>
11. Can I still use the App if I don't have internet access?	<p>No, you need internet access to use the SCIS Photo App.</p> <p>If you do not have your own internet access, you may use the SCIS Photo App by connecting to any public or private Wi-Fi network.</p> <p>You can also use the App on a family member or friend's smartphone with internet access. Once the information is submitted, the data will no longer exist on the smartphone.</p>
12. Do I still need to send an application?	<p>Yes. To complete your application for the Secure Certificate of Indian Status (SCIS), you must submit a complete application (Form 83-169E), a Guarantor Declaration (Form 83-170E) and supporting documentation. Once received, the information submitted through the Photo App will be automatically linked with your complete application and supporting documentation. To find out how to apply, visit canada.ca/indian-status.</p>
13. Can I use the App to apply for registration/Indian status?	<p>No. You must already be registered as a Status Indian under the <i>Indian Act</i> to use the SCIS Photo App. If you are not registered, you must provide a complete application (Form 83-168E) and supporting documentation. To find out how to apply, visit canada.ca/indian-status.</p> <p>Unfortunately, you cannot use the SCIS Photo App to submit photos for an application for registration and a secure status card at the same time. However, once you are registered for Indian status, you will</p>

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	<p>be able to use the SCIS Photo App to apply for your first secure status card separately or to renew or replace your secure status card.</p> <p>If you have any questions regarding registration for Indian status or status cards, please visit canada.ca/indian-status or contact the Public Enquiries Contact Centre:</p> <p style="text-align: center;">Public Enquiries Contact Centre Indigenous Services Canada 10, rue Wellington Gatineau QC K1A 0H4</p> <p style="text-align: center;">Email: aadnc.infopubs.aandc@canada.ca Phone (toll-free): 1-800-567-9604 Fax: 1-866-817-3977 TTY (toll-free): 1-866-553-0554</p>
14. Can I use the App to apply for a Certificate of Indian Status (CIS)?	<p>No, the SCIS Photo App cannot be used to submit photos to apply for the Certificate of Indian Status (CIS). The App is only compatible with the system used to issue the Secure Certificate of Indian Status (SCIS).</p> <p>Some band offices continue to issue the Certificate of Indian Status (CIS). Contact your First Nation or band office for more information about this version of the status card.</p> <p>The Secure Certificate of Indian Status (SCIS) is a more secure form of identification to confirm Indian status. To find out how to apply for the secure status card, visit canada.ca/indian-status.</p>
15. Can I use the App to apply on behalf of my child/dependent adult?	<p>Yes, the SCIS Photo App can be used to submit photos to apply for the Secure Certificate of Indian Status (SCIS) on behalf of a child/dependent adult. To complete an application for the Secure Certificate of Indian Status (SCIS) on behalf of a child or dependent adult, you must submit a complete application (Form 83-169E), a Guarantor Declaration (Form 83-170E) and supporting documentation.</p>

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	<p>A parent or legal guardian must have the authority to act for the child or dependent adult in legal or financial matters to apply on their behalf. The most recent legal documents (divorce order, separation agreement, custody or guardianship order) proving custody or guardianship of the child to the applying parent or guardian must be provided with the application form and supporting documentation, if applicable.</p>
16. Do I need a guarantor to use the App?	<p>Yes. You must find a person who can act as your guarantor and they must be present while you're using the SCIS Photo App.</p> <p>The guarantor will be prompted to provide their name, email address and digital signature. The same guarantor must also complete a Guarantor Declaration (Form 83-170E). The Guarantor Declaration (Form 83-170E) should be sent with the completed application (Form 83-169E) and supporting documentation.</p> <p>For more information on who can be a guarantor, visit "About guarantors" under "Most requested" at canada.ca/indian-status.</p> <p>Note: If submitting your application in-person and having your photo taken at a regional office, you may not need a guarantor. If submitting your application in-person at a band office and using the SCIS Photo App, an Indian Registration Administrator (IRA) can act as your guarantor if they have known you personally for 2 years.</p>
17. Does Indigenous Services Canada (ISC) share my photos or personal information submitted through the App?	<p>No, all information provided through the SCIS Photo App is secure and protected under the Privacy Act. The information is encrypted while being sent to Indigenous Services Canada (ISC) and stored in a secure database exclusively for SCIS applications. Once the information is submitted, the data will no longer exist on the smartphone.</p> <p>The information you provide through the App is used to process your application for a secure status card. The collection and use of personal information submitted through the App is in accordance with the Privacy Act.</p>

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<p>18. I used the App and I'm being asked to resubmit my photos. Can you help me?</p>	<p>We apologize for the inconvenience and we appreciate your patience as we work to improve the SCIS Photo App.</p> <p>To resubmit your photo, open the App and follow the step-by-step instructions. Only the last photo submitted will be used to process your secure status card application.</p> <p>Acceptable photos must be:</p> <ul style="list-style-type: none"> • Clear, sharp and in focus • Taken with a neutral facial expression (eyes open and clearly visible, mouth closed) • Taken straight on with face and shoulders centered and squared to the camera • Taken in front of a plain white or a lightly coloured background, with a clear difference between the face and background <p>To find out more about photo requirements, visit canada.ca/indian-status.</p>
<p>19. Can I resubmit my photo?</p>	<p>Yes. To resubmit your photo, open the App and follow the step-by-step instructions. Only the last photo submitted will be used to process your secure status card application.</p> <p>Once your application for secure status card has been processed, you cannot resubmit your photo until you apply for a renewal or a replacement.</p>
<p>20. What happens if I leave the App in the middle of submitting my photo and/or information (e.g. to take a call, answer a text, use another app)?</p>	<p>If you leave the SCIS Photo App for any reason, the information is retained in the background of the App until your photo is submitted or the App is closed. The information that was retained in the background is protected and cannot be read by an outside party. Once the information is submitted, the data will no longer exist on the smartphone.</p>
<p>21. What happens if I made a mistake while using the App (e.g.</p>	<p>Please confirm your information and registration number before submitting your photo through the SCIS Photo App. If you entered any incorrect information, this may lead to delays in processing your secure status card application. If you think you entered incorrect information while using the App, please notify</p>

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<p>entered the wrong registration number or information)?</p>	<p>the Public Enquiries Contact Centre as soon as possible:</p> <p>Public Enquiries Contact Centre Indigenous Services Canada 10, rue Wellington Gatineau QC K1A 0H4</p> <p>Email: aadnc.infopubs.aandc@canada.ca Phone (toll-free): 1-800-567-9604 Fax: 1-866-817-3977 TTY (toll-free): 1-866-553-0554</p>
<p>22. I am having technical difficulties using the App. Who can I contact?</p>	<p>If you are having technical difficulties using the SCIS Photo App, please email aadnc.supportphotocssi-scisphotosupport.aandc@canada.ca.</p> <p>You can also contact the Public Enquiries Contact Centre:</p> <p>Public Enquiries Contact Centre Indigenous Services Canada 10, rue Wellington Gatineau QC K1A 0H4</p> <p>Email: aadnc.infopubs.aandc@canada.ca Phone (toll-free): 1-800-567-9604 Fax: 1-866-817-3977 TTY (toll-free): 1-866-553-0554</p>

QUICK-REFERENCE – SECURE CERTIFICATE OF INDIAN STATUS APPLICATION (SCIS)

Individuals requesting an SCIS card need to go through the following steps:

- 1- Complete the attached **Application for Secure Certificate of Indian Status form** and return it to the Processing unit in Gatineau to the following address:

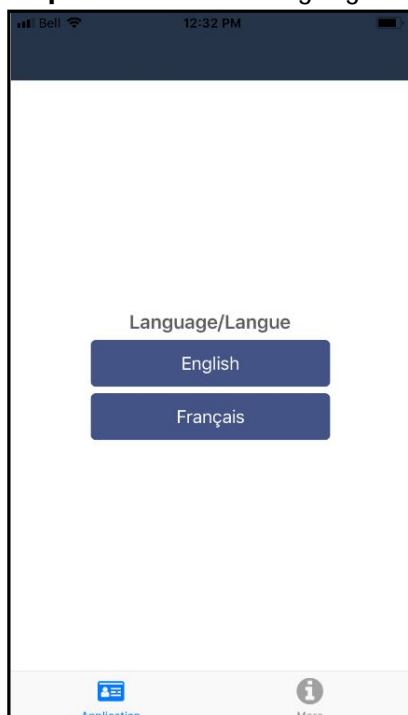
National SCIS Processing Unit
10 Wellington Street
Gatineau, Quebec K1A 0H4

- 2- Take their picture and complete the guarantor form through the SCIS photo app.

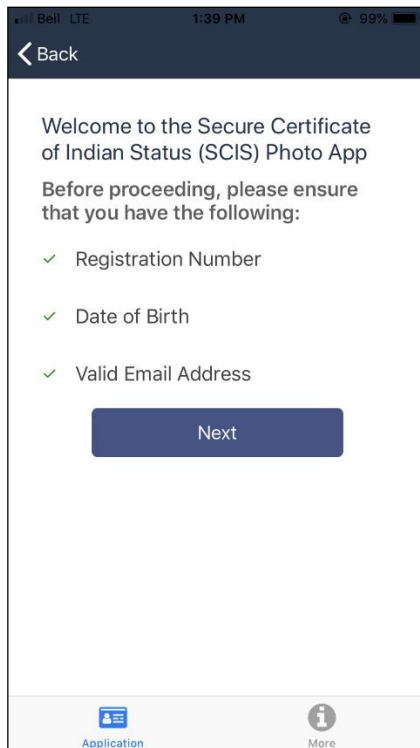
Step 1: Download the SCIS photo application on the App Store or on Google Play.



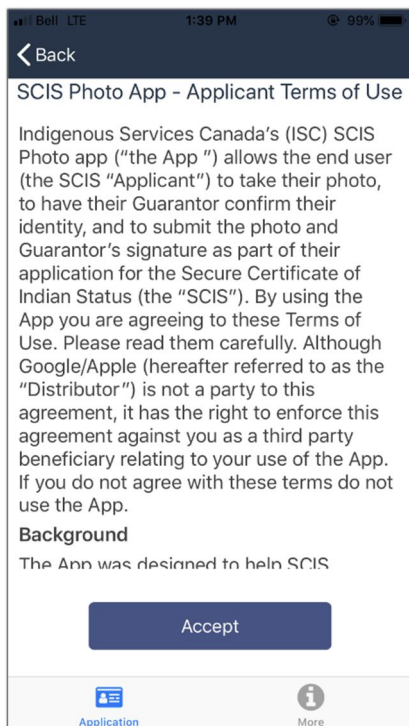
Step 2: Choose the language English or Français



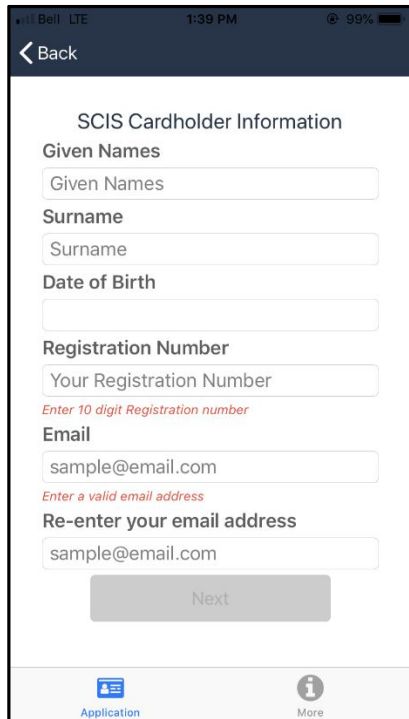
Step 3 : The Welcome page will appear. Click on "Next". **The person acting as guarantor needs to be present.



Step 4: After reading the Applicant Terms of Use, click on "Accept".

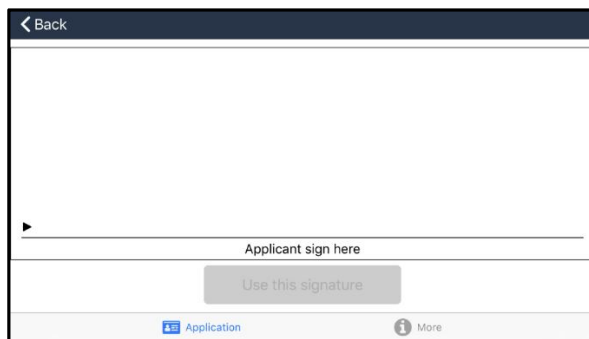


Step 5: The client must complete the SCIS cardholder information table. Please, double-check that all the information provided is valid. ** It is important to check if the Registry number provided is the right one.



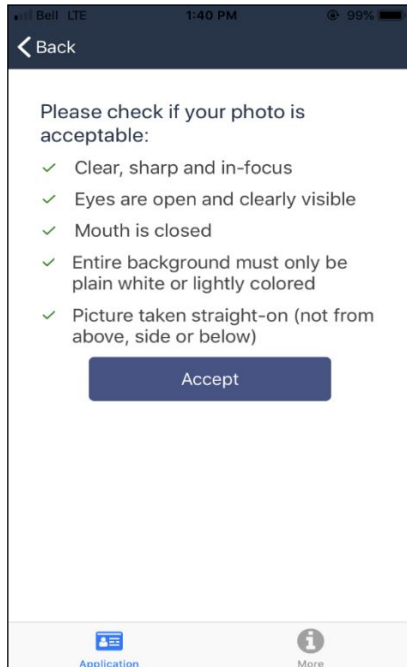
A mobile application screen titled "SCIS Cardholder Information". At the top is a dark blue header with a white "Back" button. Below the header, the title "SCIS Cardholder Information" is centered. The form contains several input fields: "Given Names", "Surname", "Date of Birth", "Registration Number", "Email", and "Re-enter your email address". Each field has a placeholder text. Below the "Registration Number" field, there is a red error message: "Enter 10 digit Registration number". Below the "Email" field, there is a red error message: "Enter a valid email address". At the bottom of the form is a grey "Next" button. The bottom of the screen features a light grey footer with two icons: a blue "Application" icon and a grey "More" icon.

Step 6: The applicant needs to do his/her signature in the designated box using his/her finger.

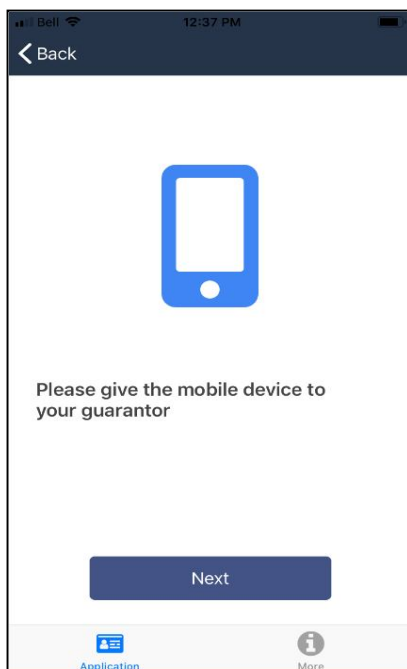


A mobile application screen for signing. At the top is a dark blue header with a white "Back" button. Below the header is a large white area for the signature. At the bottom of this area is a horizontal line with a small black triangle pointing to it. Below the line is the text "Applicant sign here". Below this text is a grey button labeled "Use this signature". The bottom of the screen features a light grey footer with two icons: a blue "Application" icon and a grey "More" icon.

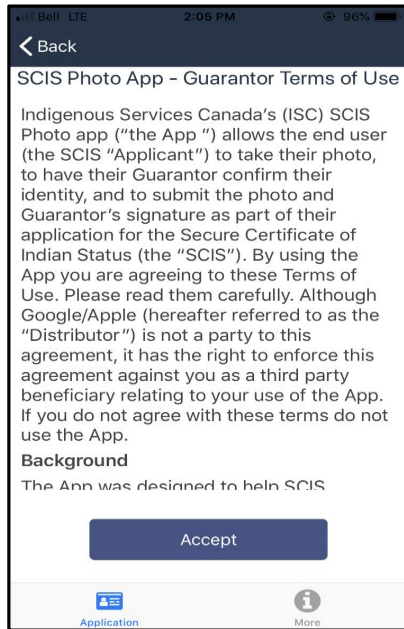
Step 7: Take the picture of the client with a white background. Click on “Next”.



Step 8: Give the mobile/tablet to the person acting as the guarantor.



Step 9: The guarantor needs to read the Guarantor Terms of Use. The click on “Accept”.



The screenshot shows a mobile app interface with a dark blue header bar containing a back arrow and the word "Back". Below the header, the title "SCIS Photo App - Guarantor Terms of Use" is displayed. The main content area contains a paragraph of text explaining the app's purpose and terms of use. At the bottom of the text area is a blue button labeled "Accept". Below the text area, there is a "Background" section with a sub-header and a paragraph. At the very bottom of the screen is a navigation bar with two icons: "Application" and "More".

SCIS Photo App - Guarantor Terms of Use

Indigenous Services Canada's (ISC) SCIS Photo app ("the App ") allows the end user (the SCIS "Applicant") to take their photo, to have their Guarantor confirm their identity, and to submit the photo and Guarantor's signature as part of their application for the Secure Certificate of Indian Status (the "SCIS"). By using the App you are agreeing to these Terms of Use. Please read them carefully. Although Google/Apple (hereafter referred to as the "Distributor") is not a party to this agreement, it has the right to enforce this agreement against you as a third party beneficiary relating to your use of the App. If you do not agree with these terms do not use the App.

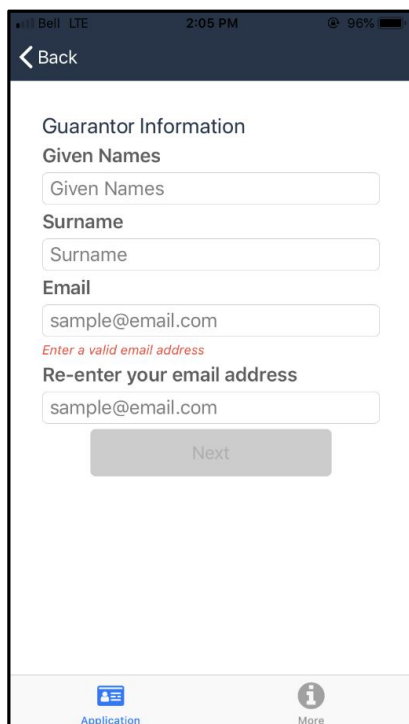
Background

The App was designed to help SCIS

Accept

Application More

Step 10: The guarantor must complete the Guarantor Information table. Please, double-check that all the information provided is valid. Click on “Next”.



The screenshot shows a mobile app interface with a dark blue header bar containing a back arrow and the word "Back". Below the header, the title "Guarantor Information" is displayed. The form contains four input fields: "Given Names", "Surname", "Email", and "Re-enter your email address". The "Email" field has a red error message below it. At the bottom of the form is a grey button labeled "Next". Below the form, there is a navigation bar with two icons: "Application" and "More".

Guarantor Information

Given Names

Given Names

Surname

Surname

Email

sample@email.com

Enter a valid email address

Re-enter your email address

sample@email.com

Next

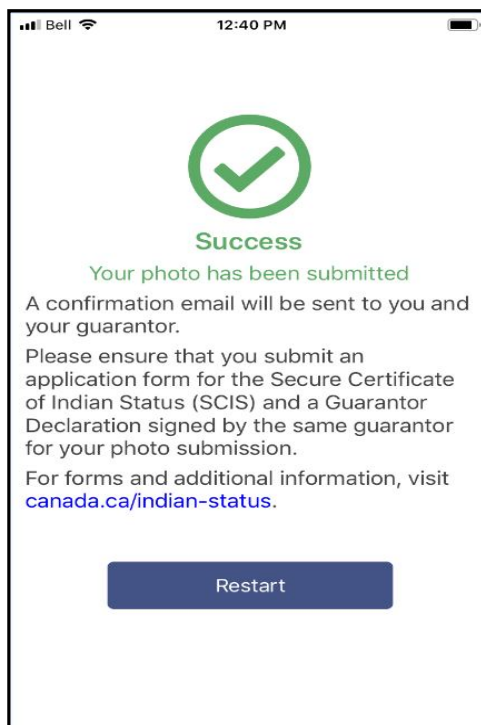
Application More

Step 11: The guarantor must do his/her signature in the designated box using his/her finger. Click on "Use this signature".



Step 12: Review the information from the Submission Details page. Click on "Submit Photo".

Step 13: The "Success" window will open. The mobile application is now **completed**.



Step 14 : Fill out the SCIS application form (83-172SE) and send it to the following address:

**National SCIS Processing Unit
10 Wellington Street
Gatineau, Quebec K1A 0H4**

AIDE-MÉMOIRE – APPLICATION PHOTO POUR CARTE SÉCURISÉE DE STATUT INDIEN (CSSI)

Le demandeur doit;

- 1- compléter le formulaire de Demande de Certificat sécurisé de statut d'Indien et le retourner à l'Unité de traitement CSSI à l'adresse suivante :

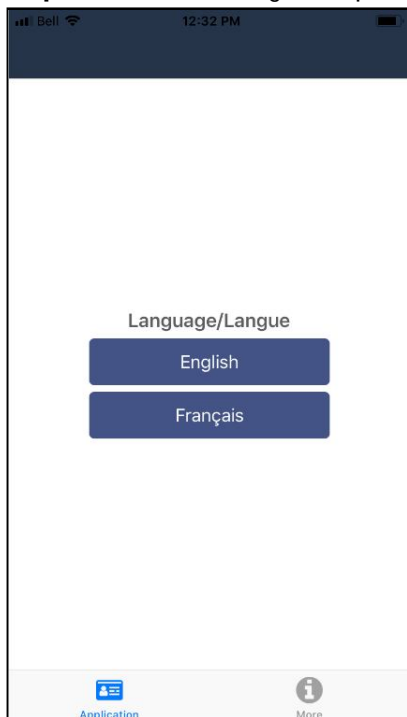
Unité nationale de traitement CSSI
10, rue Wellington
Gatineau (Québec) K1A 0H4

- 2- prendre sa photo et faire remplir le formulaire du répondant directement dans l'application photo CSSI.

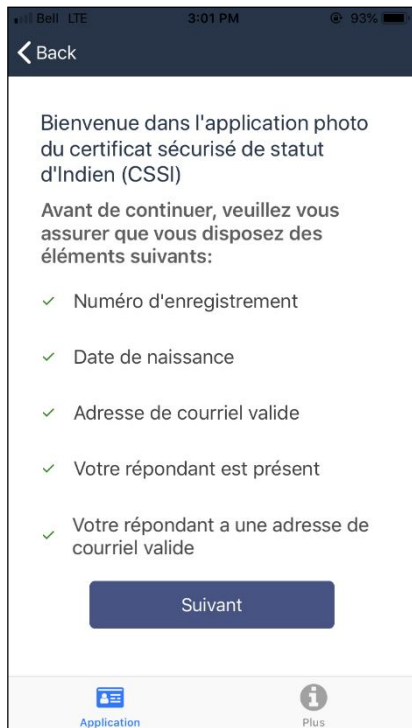
Étape 1 : Télécharger l'application photo CSSI à partir de l'App Store ou de Google Play.



Étape 2 : Choisir la langue de préférence, English ou Français.



Étape 3 : La page d'accueil de l'application photo. Cliquez sur « Suivant ». **La personne qui agira à titre de répondant doit être présent.



Étape 4 : Après avoir lu les Conditions d'utilisation du requérant, cliquez sur « Acceptez ».



Étape 5 : Complétez la fiche d'information du titulaire de carte CSSI. Vérifier que toutes les informations présentes sur cette page sont les bonnes. Cliquez sur « Suivant ».

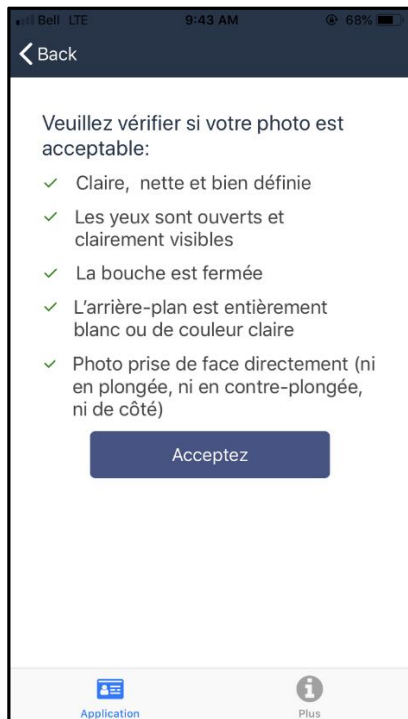
****** Il est important de s'assurer que le numéro de registre de l'individu soit le bon, s'il vous plaît, vous assurez avec le client qu'il n'a pas fait une demande de modification de numéro de registre si celui qu'il vous donne fini par **une autre chiffre que 01**.

The screenshot shows a mobile application interface for entering CSSI card holder information. At the top, there's a status bar with 'Bell LTE', '3:01 PM', and '92%' battery. Below is a dark blue header with a white '< Back' button. The main content area is white and contains the following fields and labels: 'Information du titulaire de carte CSSI', 'Prénoms' (with a text input field), 'Nom de famille' (with a text input field), 'Date de naissance' (with a date picker), 'Numéro d'enregistrement' (with a text input field), 'Numéro d'inscription' (with a text input field), a red error message 'Numéro d'inscription à 10 chiffres', 'Courriel' (with a text input field containing 'exemple@courriel.com'), another red error message 'Saisir une adresse de courriel valide', 'Saisir à nouveau l'adresse de courriel' (with a text input field containing 'exemple@courriel.com'), and a grey 'Suivant' button. At the bottom, there's a light grey bar with two icons: 'Application' (a blue icon with a white 'A') and 'Plus' (a grey icon with a white 'i').

Étape 6 : Demandez au client d'apposer sa signature avec son doigt dans le carré prévu à cet effet

The screenshot shows a mobile application interface for capturing a signature. At the top, there's a dark blue header with a white '< Retour' button. Below is a large white rectangular area for the signature. At the bottom of this area, there's a small black triangle pointing right. Below the signature area, there's a grey button labeled 'Utiliser cette signature'. At the bottom of the screen, there's a light grey bar with two icons: 'Application' (a blue icon with a white 'A') and 'Plus' (a grey icon with a white 'i').

Étape 7 : Prendre la photo du client sur un fond blanc ou d'un beige très pâle. Cliquez sur « Suivant ».



Étape 8 : Remettre l'appareil mobile au répondant.



Étape 9 : Après que le répondant ait lu les Conditions d'utilisation du requérant, cliquez sur « Acceptez ».

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L'application Photo CSSI - Conditions d'utilisation du répondant

L'application Photo CSSI des Services aux Autochtones Canada (SAC) (« l'application ») permet à l'utilisateur de prendre sa photo, de faire confirmer son identité par le répondant et de soumettre la photo et la signature du répondant dans le cadre de sa demande de certificat sécurisé de statut d'Indien (CSSI). En utilisant l'application, vous acceptez ces conditions d'utilisation. Veuillez les lire attentivement. Bien que l'entreprise Google/Apple (ci-après appelé le « distributeur ») ne fait pas partie de (à) l'accord, il a le droit de prendre des mesures exécutoires à votre endroit pour faire appliquer l'accord à titre de tiers bénéficiaire en ce qui concerne votre utilisation de l'application. Si vous ne souscrivez pas aux présentes conditions,

Acceptez

Application Plus

Étape 10 : Complétez la fiche d'information du répondant. Vérifier que toutes les informations présentes sur cette page sont les bonnes.

← Back

Information du répondant

Prénoms

Prénoms

Nom de famille

Nom de famille

Courriel

exemple@courriel.com

Saisir une adresse de courriel valide

Saisir à nouveau l'adresse de courriel

exemple@courriel.com

Suivant

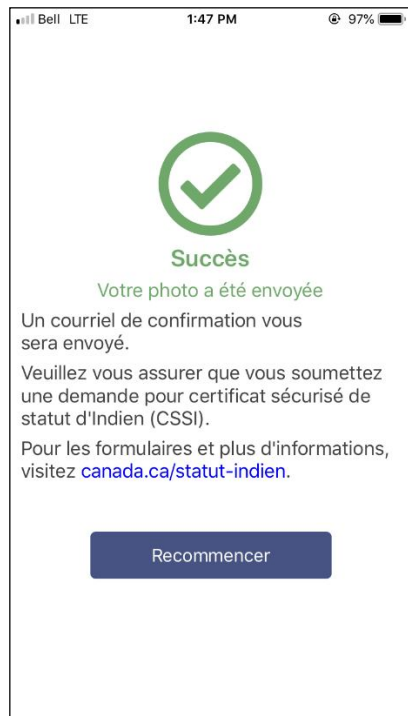
Application Plus

Étape 11 : Demander au répondant d'apposer sa signature avec son doigt dans le carré prévu à cet effet. Cliquez sur « Utiliser cette signature ».



Étape 12 : Révisez les informations sur la page «Détails de la soumission ». Cliquez sur « Soumettre » la photo.

Étape 13 : La fenêtre « Succès » apparaîtra. La demande par application mobile est alors **complète**.



Étape 14 : Compléter le formulaire de demande de carte sécurisée de statut Indien (83-172SF) et l'envoyer par la poste à l'adresse suivante :

Unité nationale de traitement CSSI
10, rue Wellington
Gatineau (Québec) K1A 0H4