

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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<p>5. When did the App become available?</p>	<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>
<p>6. Does it cost money to use the App?</p>	<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>
<p>7. I've already paid for "passport-style" photos for my application. Can I be reimbursed?</p>	<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>
<p>8. What do I need to use the App?</p>	<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>
<p>14. Can I use the App to apply for a Certificate of Indian Status (CIS)?</p>	<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>
<p>15. Can I use the App to apply on behalf of my child/dependent adult?</p>	<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>
<p>16. Do I need a guarantor to use the App?</p>	<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>
<p>17. Does Indigenous Services Canada (ISC) share my photos or personal information submitted through the App?</p>	<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>