

Toys for Tots Frequently Asked Questions

Who Can Register?

- New Mexico Residents **ONLY**
- Parent or legal guardian awarded by the courts can register their children

How old does my child have to be to qualify?

- 6 months to 10 years of age

What will I need to register?

- 1) Valid U.S. Government issued Photo ID (it cannot be expired)
- 2) Birth Certificate(s) for **YOUR** Children (6 months to 10 years old)
- 3) Proof of Address – Dated within the last 30 days of registration
 - Utility Bill (PNM, NM Gas or Phone) Mortgage or Lease (cannot be expired)
 - Bill **MUST** have the parent/legal guardian name and current address
 - No solicitation or advertisement mail will be accepted

When and Where can I register?

Online registration will start on Monday, October 11th through Saturday, December 4th 2021.

<https://www.surveymonkey.com/r/ToysforTots2021-NewMexicoRegistration>



****** Registering online is more convenient and less time consuming**

Drive through registration starts:

<u>Date</u>	<u>Time:</u>
Thursday, October 14, 2021	9am-2pm
Tuesday, October 26, 2021	9am-2pm
Monday, November 8, 2021	9am-2pm
Friday, November 19, 2021	9am-2pm
Saturday, December 4, 2021	9am-2pm

Location: 6311 San Mateo NE, Albuquerque, NM 87109 (from San Mateo head west on Academy follow the long road to the back, north of Olive Garden).

******MASKS ARE MANDATORY** when interacting with staff.


Will I be able to choose a time to pick up the toys?


This year a time and date will be given to you. You will be allowed to authorize someone 18 or over who has a valid U.S. Government issued ID to go in your place.

What are the steps for the online registration?

- Step 1 Gather all required documents
- Step 2 Click the link or scan the QR code
- Step 3 Complete the registration, upload all required documents, and submit!
- Step 4 Check your email for your confirmation email with your appointment date, time and location (this may take up to 7 days to receive).
- Step 5 Open the attached letter and print it out or save it to your phone. You will need your confirmation email to check in when picking up your toys at your designated appointment.

How do I upload my documents?

COMPUTER: click the  button on your screen which will give you the option to upload a document from your computer. Once the document is uploaded a green check mark will appear next to the "choose file" button along with the name of your uploaded file.

MOBILE DEVICE: select the  button on your screen, which will then give you the option to upload a document from your mobile device or take a picture of your document and upload it. Once the document is uploaded a green check mark will appear next to the "choose file" button along with the name of your uploaded file

Will I receive an email confirmation and when?

Yes.

You will receive an email confirmation **within 7 days** of successfully completing your online registration. It will contain your appointment date, time and location. The confirmation will be sent to the email address you provided during the online registration. If you did not receive an email within 7 days please check your junk/spam folder. After the 7th day of not receiving your confirmation, you can send an email to toysfortotshssc@cabq.gov. **DO NOT** submit an additional registration.

Will I be able to choose the toys for my child?

No.

Due to COVID-19 restriction, this year's Toys for Tots event will be a drive-thru event. The Marines will preselect the toys.

If I do not have a car will I still be able to pick up my child's toys?

Yes.

If you are picking up and do not have personal transportation you may pick up your toys in at the designated walk-up area. All clients will be required to follow COVID-19 social distancing practices and guidelines. **MASKS ARE MANDATORY** while interacting with staff.

When do we pick up the toys?

Online registrations: Your confirmation email will include your appointment date, time and location to pick-up the toys.

Drive-through registrations: A ticket will be issued to you with your appointment date, time and location to pick-up the toys.

What do I need to bring to my appointment?

- A Valid U.S Government issued photo ID.
- For those who registered online you will need to bring your confirmation email
- For those who registered through drive-through you will need to bring your ticket

Can I change my scheduled appointment date or time?

No.

We are unable to change appointment dates and or times. **If an attempt is made to submit an additional registration you will be disqualified for the 2021 Toys for Tots program.**

Can I send someone else in my place to my appointment?

Only during the registration process you will have the opportunity to add **ONE** authorized adult who has a Valid U.S. Government ID to pick up your toys at your scheduled appointment. No changes can be made once the registration has been submitted. If you **DO NOT** add an authorized person during the time of your registration you will be the only one allowed to pick up the toys.

Can more than one parent and/or legal guardian register a child?

No.

If a child is register more than once, all appointments will be canceled and you will be disqualified for the 2021 Toys for Tots program.

Can I register my grandchild?

No.

Only the child's parent or court appointed legal guardian can register their child. Caregiver Affidavit will not be accepted.

Can I register my foster child?

Yes.

To register your foster child, you will have to submit a copy of your current, signed placement agreement in place of the birth certificate.

When is the last date I can register online for the 2021 Toys for Tots season?

Saturday, December 4th before midnight.

For additional questions, you can send an email to toysfortotshssc@cabq.gov.

HAPPY HOLIDAYS!!!!