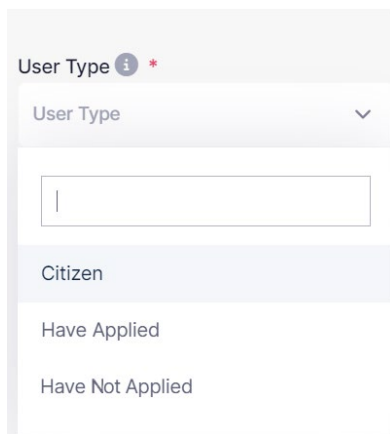# Sign-Up Help

Please see the tips below for creating an account on the MNBC Hub.

Signing up for MetisHub.ca

User Types

There are 3 types of users that can be created in the Hub:

- Citizen – Choose this if you are an existing MNBC Citizen that already has a Citizenship ID. If you are a Citizen and you select another user type, your Citizenship information be not connected and the renewal and applications that require citizenship will not be visible.

- Have Applied – Choose this if it has been 6 months or more since you have applied.

- Have Not Applied – Choose this if you are applying for MNBC Citizenship for the first time or if you are a parent applying on behalf of a child (this is available to Métis and non-Métis parents)

Signing Up

The information required to sign up as well as link to an existing Citizen or application is:

Sign Up

First Name:
This must match your Citizenship ID, birth certificate, or change of name certificate.

Middle Name:
This must match your Citizenship ID, birth certificate, or change of name certificate. If you do not have a middle name, you must enter N/A into this field.

Last Name:
This must match your Citizenship ID, birth certificate, or change of name certificate.

Maiden Name:
This field is required if your last name changed when you were married.

Email:
This must match the email address you provided when applying. This could be an email no longer used or even a parent's email if they assisted with the initial application. If you do not know the email or you no longer have access to it, please contact citizenship@mnbc.ca.

Date of Birth:
This must match your birth certificate and requires the day, month, and year. If you select the year and type it manually, you can then select the month and day. When using the arrow keys to move from December to January they year will advance and from January to December, they year will decrease.

City of Birth:
Your city of birth must match your birth certificate. Do not include the province.

Password:
Your choice of password must be a minimum of 8 characters including uppercase and lowercase letters, numbers, and the following symbols: @ $! % * ? &

Confirm Password: This must match the password field.

User Type:
See above descriptions.

Citizenship ID:
For Citizens only. If the Citizen user type is not selected, this field will not appear.

Username:
Your choice of username.

Verifying Your Account

Once you have submitted the sign up form, you will receive an email to the email address provided which will include a verification link. You must click on that link within one hour to complete the setup of your account. All future communications, including reminders, will be sent to this verified email address.

Common Concerns

- **Information Mismatch**

You receive the error: *"We were unable to validate the input! Your information does not match the information we have in the Citizenship Registry. Please enter the correct information or contact us at citizenship@mnbc.ca for assistance."* Please refer to the sign up information above to ensure you are filling out all required fields correctly.

- **Unable to see children's applications**

If you and your minor aged children are existing Citizens or applicants, you will be unable to see their application status in your Hub account at this time. However, if you are a parent with an account and you create new applications for your minor aged children, you will be able to see the status of their applications through your account. The functionality to link existing parents and children is coming soon.

- **Past incomplete application**

If your application was submitted previously but was incomplete, it may have been archived and will generate an error. Please sign up with the user type About to Apply and submit a new application.

If you are still encountering an issue signing in, please reach out to Citizenship at citizenship@mnbc.ca.