



# **GUIDE**

**DENOMINATION:**

CNIB CARD PHOTO SPECIFICATIONS

**DATE OF VERSION:**

July 9<sup>th</sup>, 2025



## **TABLE OF CONTENTS**

<b>CONSIDERATIONS .....</b>	<b>3</b>
<b>HOW TO TAKE THE PHOTO .....</b>	<b>3</b>
<b>iPhone .....</b>	<b>3</b>
<b>Android .....</b>	<b>4</b>
<b>Unable to take photo .....</b>	<b>4</b>
<b>PHOTO SPECIFICATIONS .....</b>	<b>5</b>
<b>Photo style .....</b>	<b>5</b>
<b>Age of the photo .....</b>	<b>5</b>
<b>Where to take the photo .....</b>	<b>6</b>
<b>Glasses, hats and clothing .....</b>	<b>6</b>
<b>How to position yourself for the photo .....</b>	<b>6</b>
<b>SENDING THE PHOTO .....</b>	<b>7</b>
<b>Digital photos .....</b>	<b>7</b>
<b>Printed photos .....</b>	<b>7</b>



Your CNIB Card is unique to you and therefore needs to include a passport-style identification photo. CNIB asks that you take this photo yourself and send it attach to an email to [CNIBcards@cnib.ca](mailto:CNIBcards@cnib.ca) for English speakers and to [CartesINCA@inca.ca](mailto:CartesINCA@inca.ca) for French speakers.

Always include the first & last name and/or EVRR client ID number.

## **CONSIDERATIONS**

### **HOW TO TAKE THE PHOTO**

If possible, we would ask that you have someone take the photo for you. You could ask a family member, partner, roommate, friend, colleague, or personal social worker to assist you.

If you are comfortable using a smartphone, you can take the photo yourself. Below are some instructions for iPhone and Android users.

#### **iPhone**

Tell Siri "Siri, Take a Selfie". This should open your Camera app with the front facing camera. When VoiceOver is enabled on your phone, it will tell you the orientation of your camera.

VoiceOver will then use face detection to tell you how many people are in the frame. It will also say if a face is small, and where in the frame a face is located in case you want to try and better center it. When you move, it will tell you the new framing, so you can figure out if you are getting closer to the shot you want. To take the photo, you must press the volume bottom, located on the left side of your iPhone.

You can check your photo by asking Siri to "Launch photos". From there VoiceOver will inform you when a photo was taken, the orientation and whether or not the image is in focus and correctly exposed. It will also give you a brief description of the photo.

You can then email this photo to us.



#### **Android**

Ensure Ok Google is enabled on your device, then say “Ok Google take a selfie” or if you need some time to prepare “Ok Google take a selfie in 5 seconds”.

#### **Unable to take photo**

If you and/or someone else are unable to take the photo, please let CNIB know. We will be happy to discuss some of the following options:

**First Option** - Some, but not all, CNIB Smartlife locations may be able to assist by appointment to have the photo taken and emailed to us. If there's a Smartlife location in the participant's region, they can request an appointment at a local CNIB Smartlife.

**Alternative Option** - VLR appointment. An appointment generally should not be made exclusively for the purpose having a CNIB CARD photo taken. Some, but not all, VLR providers may be able to assist by taking a photo and emailing to us, if the participant has a VLR appointment.

**Last Resource** - Only for renewals and when all other options are not possible and the participant has an urgent need of the CNIB CARD, compose an email with the next structure:

- To [CNIBcards@cnib.ca](mailto:CNIBcards@cnib.ca)
- Bcc: [CCleads@cnib.ca](mailto:CCleads@cnib.ca)
- Subject: Photo search request - EVRR Client ID
- Body: Link to participant CNIB ID Card form with the details of the request, including confirmation that all other options have been exhausted.

Advise the participant that the Cards team **will attempt** to locate the participant's previously submitted photo. If it's found, the card can be created. If the photo isn't found, the participant will receive a call or email to advise the photo could not be found and the card can only be created once a head & shoulders photo is sent to CNIB by email or mail.

**Exceptional Circumstances:** ONLY if participant is **absolutely unable** to provide a photo, change the form status to “On Hold”, then create a Note with a short comment and do not proceed with payment.

- On the Card Form, expand the Activity section
- Select Log a call
- In Comments field add note “Participant unable to provide photo at this time, will contact us when ready.”
- Hit Save button
- **Please Note:** Card request will remain on hold 1 year and then will be Cancelled.

## **PHOTO SPECIFICATIONS**

### **Photo style**

The photo must be a head and shoulders photo, with the head in the middle and both shoulders at a white or light-colored background.



### **Age of the photo**

CNIB asks that you send a current photo of yourself. Try to use a photo that is no more than roughly a year old. The more recent the better.



## **Where to take the photo**

**The photo must be taken against a plain white or light-colored background with enough contrast between the background,** your facial features, and your clothing, so that you are clearly distinguishable against the background. Please do not take the photo with furniture, objects, or scenery in the background.

**Please take the photo in a well-lit room.** It is preferable to take the photo during the day and with a source of light in front of you and not behind you. A source of light could be a window, a lamp or the flash from your camera.

**Please be alone in the photo.** Please do not submit a photo where any other person is visible or has been partially cropped out. Please do not include guide dogs in the photo.

## **Glasses, hats and clothing**

**Non-prescription glasses should not be worn in the photograph.** However, if the Card holder feels uncomfortable removing these glasses, the photo can proceed with them on.

**Hats, not worn for religious purposes, should be removed for the photo.** Clients may continue to wear hats and head coverings worn for religious purposes such as, but not limited to, a kippah, dastar, turban, or hijab.

## **How to position yourself for the photo**

**Please center yourself in the photo and face the camera directly.** Your face should take up about one third to one half of the picture. Your shoulders should just be visible at the bottom of the photograph, as in photos used for other official documentation.

Please show a neutral facial expression (no smiling, mouth closed) and look straight at the camera.



## **SENDING THE PHOTO**

### **Digital photos**

Please email us the photo at [CNIBcards@cnib.ca](mailto:CNIBcards@cnib.ca) for English speakers or to [CartesINCA@inca.ca](mailto:CartesINCA@inca.ca) for French speakers. You should send us the photo in the highest resolution possible. To assist with our processing, please include your first and last name in the email.

The format of the photo must be a JPEG (JPG) file. iPhones automatically save photos as a JPEG. You can tell what type of file a photo is by its name. A JPEG will have ThePhotoName.jpg or ThePhotoName.jpeg

**For iPhone users**, to send a photo from the Photos app, open the Photos app (or ask Siri to Open the Photos app) on your iPhone, tap "Select," and then choose the photo you want to share.

Next, tap the "Share" button and select "Mail". Enter the email destination address in the "To" field and enter any message you wish to include in the body of the email, along with your first and last name. When you click send, a pop-up will ask if you want to scale the images down to reduce the message size. CNIB asks that you select "Actual Size," as it sends the photos in full resolution.

### **Printed photos**

Email photos are preferred as they come through in a higher resolution and result in a better quality photo on your card. However, if you are unable to email the photo or are submitting professional passport photos, please mail them to the following address:

CNIB Cards c/o CNIB  
1929 Bayview Avenue,  
Toronto, ON M4G 3E8