



Neighbours, Friends & Families

www.neighboursfriendsandfamilies.ca

HOW TO ORDER BROCHURES

1. Go to the [Service Ontario website](#) and click on your preferred language.
2. Along the right side of the Service Ontario site, below “My Account” and “Help”, there is a list of catalogues to select from. Please select Neighbours, Friends and Families.
3. Select the language you wish to order from the list.
4. If this is your first time ordering brochures, you will be required to create a Service Ontario User Name and Password, otherwise login to continue your order. Please login to Service Ontario if you already have an account.
5. Place your order and continue to check out. Enter the quantities required. Notice the “Price” is zero dollars for NFF materials.
6. Confirm your delivery address that populates from your account login. You can change the address should you wish to ship brochures to another address. Or Add a reference... Select PROCEED when you are satisfied.
7. Another opportunity to review your order. Notice there is “No Charge” for the brochures or the shipping. If you are satisfied with this order select PROCEED.
8. You will be provided with an order number. This number is important should you wish to trace your order due to delivery issues.
9. A confirmation email will be sent to you (or whoever setup the Service Ontario account)
10. Instructions on how to track your order are contained in the confirmation email. However you can also track your order by selecting “Track your order” from the menu below the login. You will require your order # in order to track your order.
11. When the order ships from Service Ontario, an email will be sent to the contact person when the Service Ontario account was created.