



# ArriveCAN step-by-step process



**The Government of Canada is attempting to limit and contain the spread of COVID-19 across the border. On the advice of public health officials, the government is now requiring digital reporting to CBSA through its ArriveCAN platform, including for essential workers. As of Feb. 22, oral declarations are permissible, but the use of ArriveCAN receipts is likely to be made mandatory at any time – it's best to be prepared!**

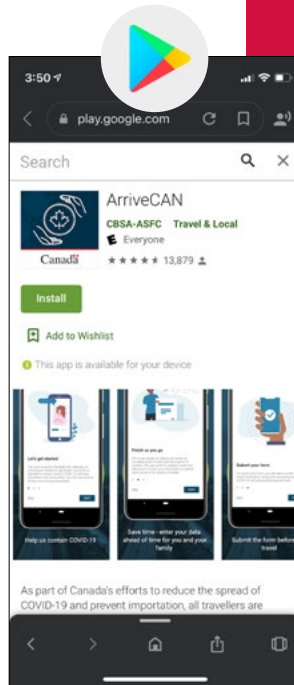
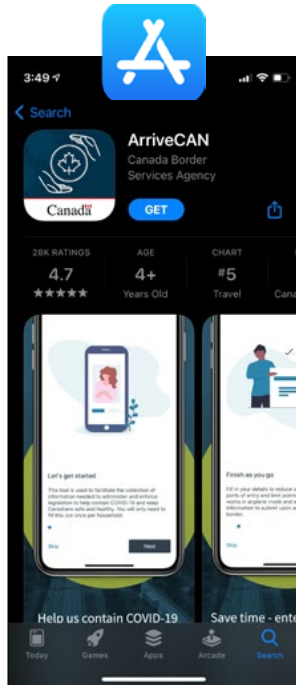
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### **GETTING STARTED: ARE YOU A CROSS-BORDER TRUCK DRIVER?**

- **Mobile phone** users should download the ArriveCAN app.
  - **Tablet** users should use the sign in online platform.
- **Computer** users should use the sign in online platform. (ArriveCAN will not work on Internet Explorer)

# Getting Started

## GETTING STARTED: SMART PHONE OR TABLET USERS

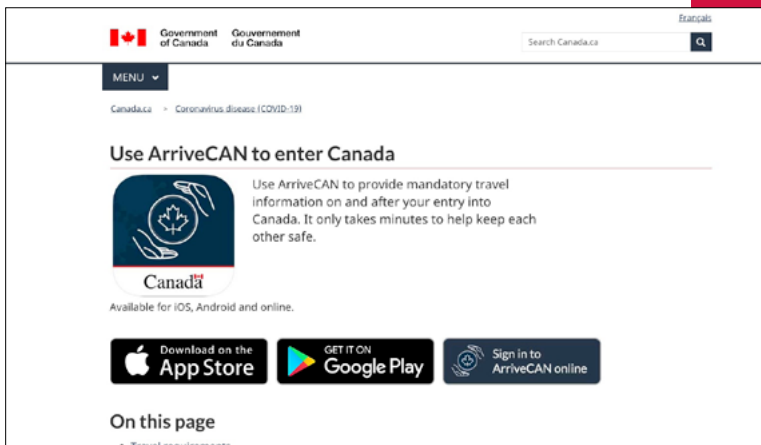


For smart phone or tablet users:

- If using Apple smartphone, open the App store icon
- If using an Android device, open Google Play icon

On your device's App store, keyword search: ArriveCAN

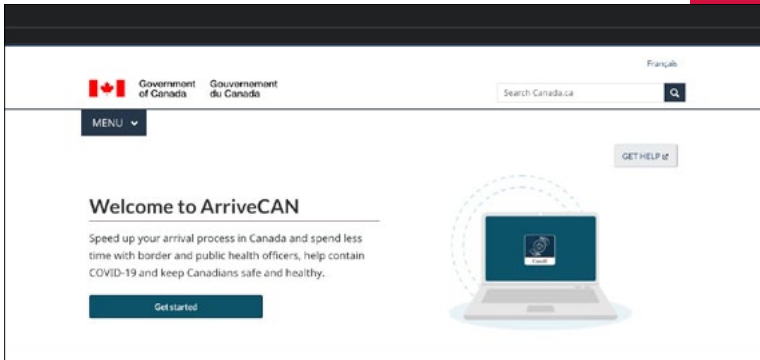
- Look for this icon (icon referenced) and tap 'get' or 'download'
- Then open the app to begin the process



Alternatively, smartphone or tablet users can also go to:  
[Canada.ca/ArriveCAN](https://Canada.ca/ArriveCAN)

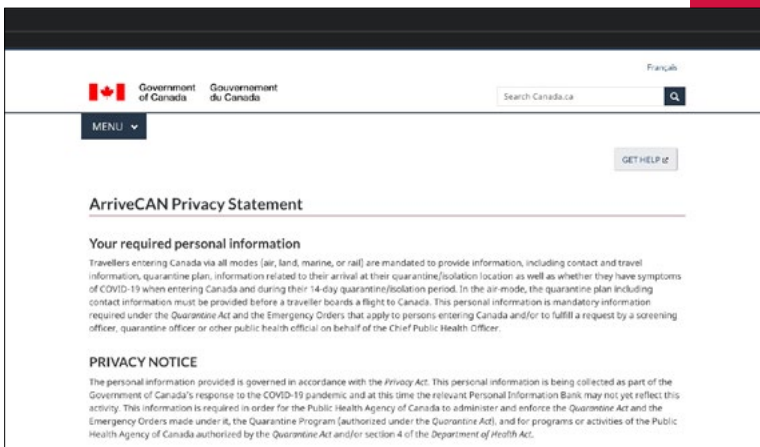
- If using Apple smartphone, select "Download on the App Store"
- If using an Android device, select "Get it on Google Play"
- Then open the app to begin the process

## GETTING STARTED: COMPUTER OR TABLET INTERNET BROWSER USERS

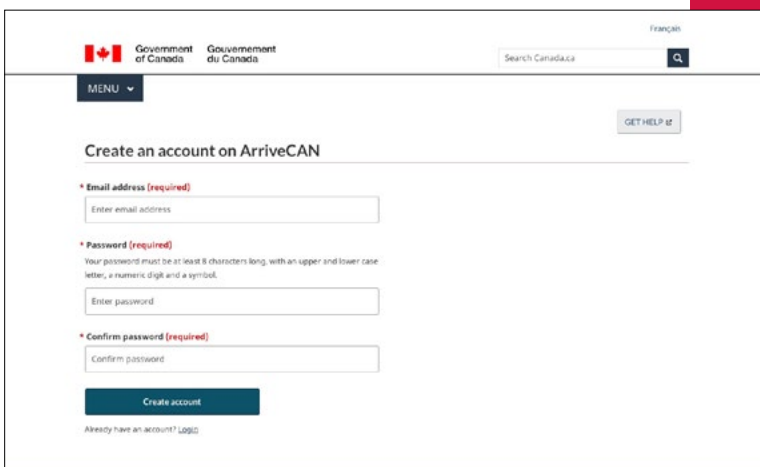


Go to website ArriveCAN For computer internet browser users go to:

- Select “Get started”
- Getting started: Read the following privacy statement and select “Next”.
- Read the following privacy statement
- Select “Next”



## GETTING STARTED: LOGGING IN



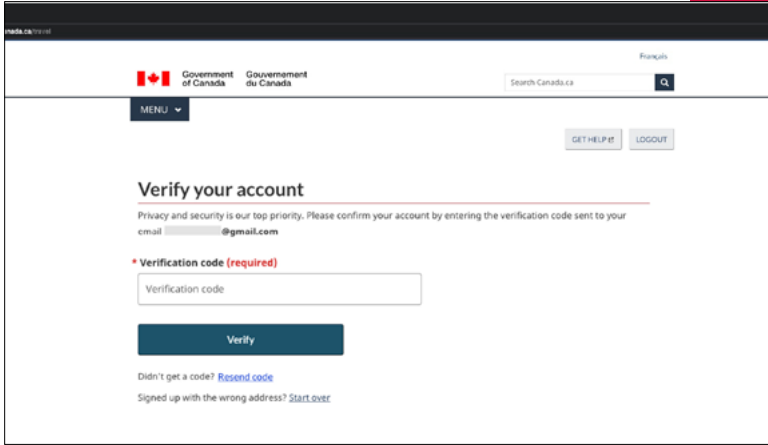
If this is your first time logging into ArriveCAN you will need to create an account. Enter your email address and password. Select Create Account when complete.

- If you have an account, enter your email address and password.
- If this is your first-time logging into ArriveCAN you will need to create an account.
- Select “Create an account”

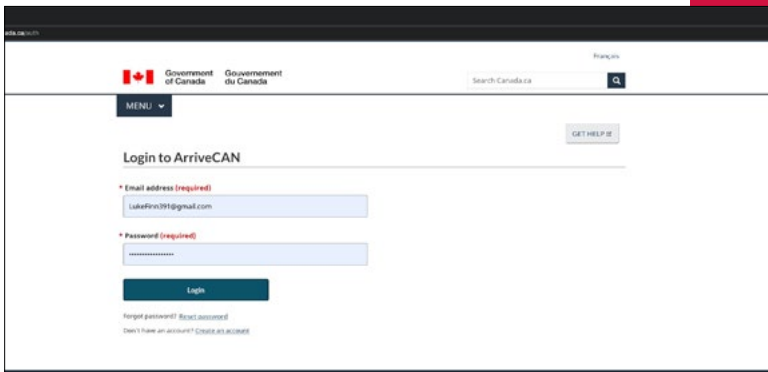


ArriveCAN will send a verification code to your email. Enter the code in the Verify Account page. If the code does not appear in your main inbox, check your junk or spam folders.

- ArriveCAN will send a verification code to your email.
- Check your email for a verification code.
- Copy the verification code.
- If the code does not appear in your main inbox, check your junk or spam folders.



- Paste the code in the Verify Account page.
- Select "Verify"



- Congratulations! Once you have activated your account, you are able to login to the web portal and/or mobile app to complete the 9 steps.
- Enter your email & password.
- Select "Login"

# Steps 1-9: Entry into Canada travel form

## STEP 1:

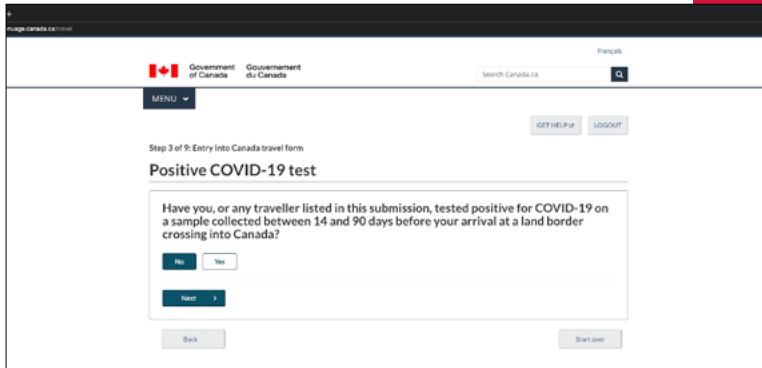
- Select “Entry by land”
- Please note that selecting other options could lead to increased delays in border crossing

## STEP 2:

This is the Mandatory Travel Requirements Acknowledgement. Drivers are currently part of the ‘exemption’ detailed in the second point – quarantine plans are not required when you are crossing the border on duty. Select “acknowledge”. Select Next.

- Review the Mandatory Travel Requirements.
- Select “Acknowledge”
- Select “Next”

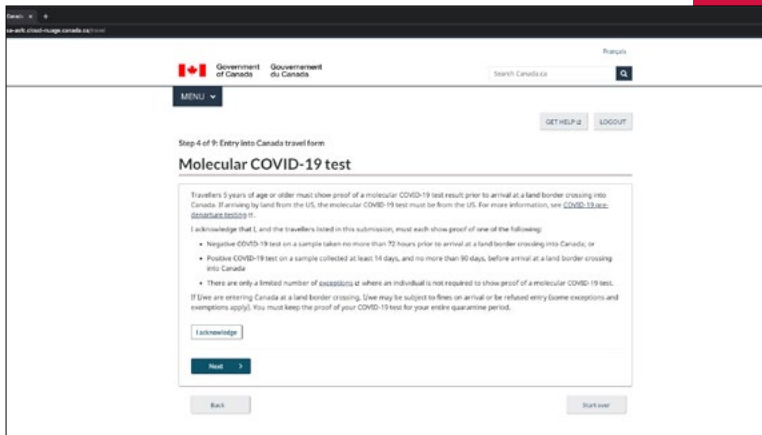
### STEP 3:



This is the entry into Canada travel form. Select YES or NO. Please note that selecting YES or NO, does not impact your ability to cross the border. Once you have selected YES or NO, click NEXT.

- Review question.
- Select "YES" or "NO"
- Select "Next"

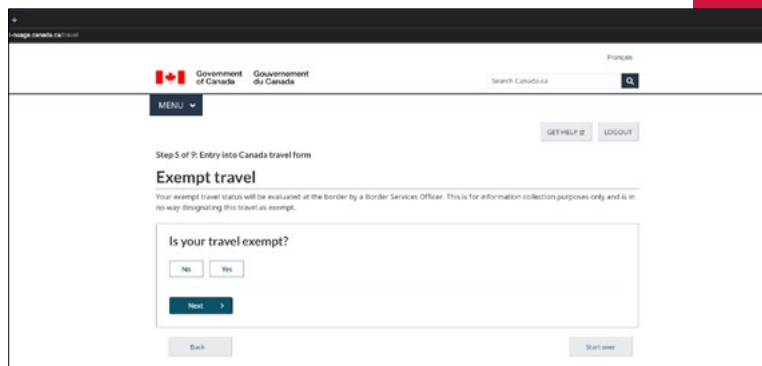
### STEP 4:



This is the acknowledgement of testing results. Drivers are currently part of the 'exemption' detailed in the third point where an individual is not required to show proof of a molecular COVID 19 test when crossing the border on duty. Select acknowledge. Select next. Review question.

- Review acknowledgement of testing results.
- Select "Acknowledge"
- Select "Next"

### STEP 5:



Select YES to exempt your travel.

- Select "YES"
- Select "Next"

5A. Select "Trade or Transport". Click next.

- Select "Trade or transport"
- Select "Next"

## STEP 6:

The screenshot shows the 'Your port of entry' section of the ArriveCAN travel form. It includes the following fields:

- Port of entry (required):** A text input field with 'Abbotsford' entered.
- Date of arrival (required):** A date picker showing '2021-03-23'. A note below states: 'Note: Date of arrival must be between 2021-03-23 and 2022-03-24'.
- Time of arrival (required):** A time picker showing '01:22 AM'.

Navigation buttons include 'Next', 'Back', and 'Start over'. The top of the page shows the Government of Canada logo and search bar.

Enter the following information: Your Port of entry, your date of arrival and your time of arrival.

- Enter your Port of entry.
- Enter your date of arrival.
- Enter your time of arrival.
- Select "Next"

## STEP 7:

The screenshot shows the 'Add traveller' section of the ArriveCAN travel form. It includes the following fields:

- Document type (required):** A dropdown menu with 'Select a document type'.
- Surname (required):** A text input field with 'Enter your surname'.
- Given names (required):** A text input field with 'Enter your given names'.
- Date of birth (required):** A date picker with the format 'yyyy-mm-dd'.

Navigation buttons include 'Next', 'Back', and 'Start over'. The top of the page shows the Government of Canada logo and search bar.

To complete the Entry into Canada travel form, you will need to fill out your traveller section.

- Click one of the following options for the document type.
- Enter any additional information (ex. Country of issue, document number for passport.)
- If using the mobile app, ArriveCAN will remember all this traveller information for your future trips.

This screenshot shows the 'Add traveller' form with the 'Document type' dropdown set to 'Passport'. The form includes the following fields:

- Country of issue (required):** A text input field with 'Country of issue'.
- Document number (required):** A text input field with 'Document number'.
- Surname (required):** A text input field with 'Enter your surname'.
- Given names (required):** A text input field with 'Enter your given names'.

Navigation buttons include 'Next', 'Back', and 'Start over'. The top of the page shows the Government of Canada logo and search bar.

7A. Click one of the following options for the document type.

- For FAST card (PASSID):
- Document number is the 9 digit number starting with 9. Found on the back of the FAST card under PASSID.
- Enter surname.
- Enter given name.
- Enter date of birth.
- Select "Next"
- Review info and select "Next".





## STEP 8:

The screenshot shows the 'Enter your contact information' form. It includes fields for: Primary phone number (required), Primary phone number type (required), Secondary phone number, Secondary phone number type, Email address (required), and 'What is your official language of choice?' (required) with radio buttons for English and French. There are 'Back', 'Next', 'GET HELP?', and 'LOGOUT' buttons.

- Enter primary phone number.
- Enter primary phone type.
- Enter secondary phone number (optional).
- Enter primary phone type (optional).
- Enter email address.
- Select official language of choice.
- Select "Next".

## STEP 9:

This is an identical screenshot to Step 8, showing the 'Enter your contact information' form with the same fields and navigation buttons.

## Symptom self-assessment

- Review question and driver listed.
- Select "YES" or "NO".
- Select "Next" to submit declaration.

## RECEIPT

The screenshot shows the 'Your ArriveCAN receipt' page. It displays a receipt code '188RMH' with a timestamp '2021-03-01, 11:11 AM'. Below this, it says 'Traveller (1) Test Test 188RMH-1'. There is a link to 'Complete quarantine plan' and buttons for 'Done' and 'Print'. A note at the bottom says 'Please print this page and bring it with you when you travel.' There are also 'GET HELP?', 'LOGOUT', and 'Start over' buttons.

## Receipt

- Declaration submitted.
- This is your receipt with an entry code.
- This will be emailed to you. You can show it as an email or it can be physically printed or saved on your phone/mobile device via screenshot.
- This will need to be shown at the border when you cross.
- Select "Done"

**ARRIVECAN PROCESS COMPLETE! YOU ARE NOW ALL SET!**