Using the ArriveCAN app

The mobile app is free on the Google Play Store and the Apple App Store. It lets you save your submission and finish it later.

To download and install the app, you'll need to have one of the following:

- an Apple device running iOS 12 or above
- an Android device running OS 6 or above

If your phone has an older operating system, sign in online to submit your information.

Once you've installed the app, you'll be able to use it in airplane mode. You'll need an internet connection to submit your information once it's filled out.

Sign in online at https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca/auth

You can also sign in online to submit your information. You can access the site on any personal or public device, like a:

- tablet
- laptop
- smartphone
- desktop computer

The site is supported by all recent internet browser versions other than Internet Explorer. The site:

- is accessible for people with disabilities
- requires a constant connection to the internet to work

Creating your ArriveCAN account

To create an ArriveCAN account, download the ArriveCAN app or sign in online. It will ask you to:

1. agree to the privacy notice
2. select "Create an account" from below the "Login" button
3. enter your email address
4. create a password
5. enter the password again
6. click "Submit"

ArriveCAN will send a 6-digit character confirmation code to your email address. If you haven't received the code after a few minutes:

- check your junk email **or**
- return to ArriveCAN and select "Request a new code"

When you receive your code, enter it into ArriveCAN to finish creating your account. This code is valid for 24 hours. Once it expires, you'll need to request a new verification code to set up your account.

Your email login and password will work for both the ArriveCAN mobile app and when you sign in online.

It takes less than 10 minutes to create your account and complete your first submission. ArriveCAN saves your contact information for future travel, so future submissions will take less than 3 minutes to complete.

The ArriveCAN app also has optional document scanning technology to make it easier and faster for you to input your travel and contact information. The following documents can be scanned:

* passport
* FAST card
* NEXUS card
* enhanced driver's licence

Submission and receipt

Once you successfully complete your ArriveCAN submission, you'll receive an ArriveCAN receipt. It includes a summary of your travel (port of entry and date of arrival) and a list of travellers. At the bottom of the receipt, there's a 6-digit confirmation code.

This code is proof that you've successfully completed your submission. Your ArriveCAN receipt doesn't provide confirmation that you're eligible to enter Canada or of your exempt travel status.

You may see a flag or house icon beside your name on your receipt. If this is the case, upon arrival, you'll need to discuss your COVID-19 symptom self-assessment or quarantine plan with a:

* screening officer **or**
* quarantine officer

ArriveCAN doesn't ask for a COVID-19 test result.

Print or screenshot your receipt to show a Canada border services officer. No other action is required on your part, unless you're an exempt traveller arriving by air. In that case, you must enter a code in the app. This will be provided to you by a Canada border services officer after your exempt traveller status is confirmed. If you signed in online to submit your exempt travel information, the Canada border services officer will input the code for you.

If the Canada border services officer determines that your travel is not exempt, you'll be asked to provide information on your quarantine plan.

Travel exempt from quarantine

If you're entering Canada specifically to work, the following are some of the work types that are exempt from the requirement to quarantine. Access the full list of travel exempt from quarantine.

Trade or transport
You work in the trade or transportation sector, such as:

* truck drivers
* crew members on any aircraft, shipping vessel or train

Cross border workEssential servicesMedical support

* Vancouver International Airport (YVR)
* Montreal-Trudeau International Airport (YUL)
* Terminals 1 and 3 at Toronto Pearson International Airport (YYZ)

Updating your information

To update your information before you travel to Canada, simply resubmit in ArriveCAN. We'll discard your previous submission and accept your most recent submission.

To update your contact information or quarantine address after crossing the border, contact us. You must provide:

- your full name
- date of birth
- date of arrival
- previous contact information
- new contact information or quarantine address

A change in quarantine location should only happen in exceptional circumstances. Examples of exceptional circumstances include:

- the unexpected arrival of an elderly family member at your place of quarantine
- being unable to obtain the necessities of life at your place of quarantine