



# ArriveCAN 101

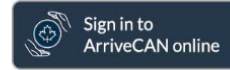
Download the mobile app or sign in online to provide mandatory travel information required for entry into Canada

Enhancements to support new border measures  
February 21, 2021



# What is ArriveCAN?

- Whether you are entering Canada by air, land, or sea, ArriveCAN enables all incoming travellers to Canada to submit mandatory information quickly, easily, and securely in order to meet Government of Canada requirements.
- ArriveCAN launched in April 2020 and is available on the [Apple iOS](#) and [Google Play](#) stores.
- Travellers can also submit their information by signing in online at [Canada.ca/ArriveCAN](https://Canada.ca/ArriveCAN)
- ArriveCAN is available in English, French and Spanish (mobile) and English and French (web).

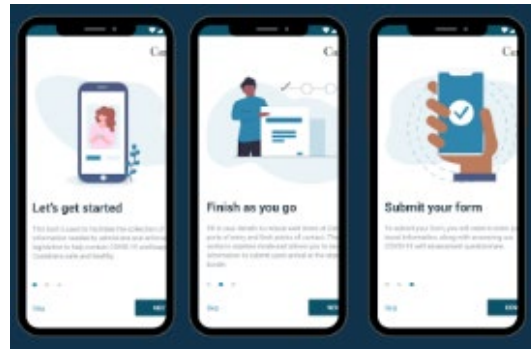


So far, 1,021,870 **travellers** submitted their info via ArriveCAN (47% of air travellers, 2% of land travellers)

**86% of air travellers** submitted via ArriveCAN (Feb. 8-14)

# Purpose of ArriveCAN

- ArriveCAN provides a digital way for travellers to submit mandatory information to the Government of Canada in advance of their arrival at a Canadian port of entry (POE).
- ArriveCAN speeds up traveller processing at the border and protects travellers and government officials by reducing points of contact.
- ArriveCAN improves information sharing with the Provinces and Territories, helping to better support public health and reduce the spread of COVID-19.



# Evolution of ArriveCAN

## ArriveCAN V.1 – April 2020

- Digitized the collection of mandatory information from incoming travellers to Canada
- Allowed travellers to enter information in advance, but they could only submit at the border upon entering a token
- No information was collected from travellers exempt from the mandatory quarantine requirement

## ArriveCAN V.2 – July 2020

- Launch of the sign-in online feature (web app)
- Expanded collection of information to include travellers exempt from the mandatory quarantine requirement
- Allowed travellers to voluntarily submit their information within the 48-hours before their arrival to Canada
- Enabled travellers to voluntarily provide information after they've entered Canada, including confirmation they've arrived at their quarantine/isolation location and daily symptom self-assessments

# Evolution of ArriveCAN

## ArriveCAN V.3 – November 2020

- Mandatory digital submission required for air travellers prior to boarding their flight to Canada
- Expand allowance for travellers to submit their information up to one year in advance
- Increase in accessibility features for travellers (working towards AAA compliance) and stabilization of ArriveCAN
  - Support for accessible devices
  - Improving visual presentations
  - Improve links
  - Unusual words explained
  - Usability Enhancements

# ArriveCAN V.4 – MANDATORY DIGITAL SUBMISSION

[Quarantine, Isolation and Other Obligations](#) (Annexe B) was updated on February 14, 2021 to include new requirements for travellers to provide information digitally. There is a delayed coming into force of some requirements until February 21, 2021 at 23:59.

## BEFORE TRAVELLERS ENTER CANADA



Travellers entering Canada via **air or land** are required to submit their information via ArriveCAN. A Border Services Officer (BSO) will check the receipt at the POE.



Travellers entering Canada via **sea** will be strongly encouraged to use ArriveCAN to submit their information in advance of arriving at the POE. Use of ArriveCAN will continue to be voluntary for these travellers.

Individuals 5 years of age or older are required to have and provide proof of a molecular (e.g., PCR or RT-LAMP) COVID-19 test prior to boarding a flight to Canada or arriving at a land crossing.

## Exceptions to Mandatory Digital Submission

- Travellers who are in-transit and whose final destination is not Canada are not required to provide their information
- Unless they are in a class of persons who, as determined by the Minister of Health, are unable to submit their quarantine plans by electronic means for a reason such as a disability, inadequate infrastructure, a service disruption or a natural disaster, in which case the quarantine plan may be provided in a form and manner and at a time specified by the Minister of Health.

# ArriveCAN V.3 – MANDATORY DIGITAL SUBMISSION



## AFTER TRAVELLERS ENTER CANADA

All travellers (except otherwise exempt from the requirement to quarantine) via **all modes** (air, land or sea) are **required** to report information during their 14-day quarantine period.

Travellers must use ArriveCAN or a toll-free number to:

- Confirm they have arrived at their quarantine/isolation location within 48-hours of their entry into Canada
- Complete daily symptom self-assessments throughout their quarantine period.

Travellers can call 1-833-641-0343 to provide this information through an interactive voice recognition system. While this reporting can take seconds within ArriveCAN, the process takes approximately 5 minutes through the toll-free line.

If a traveller used ArriveCAN to submit their information before they entered Canada, they can continue to use ArriveCAN for their reporting after their entry. They may also use the toll-free line.

If a traveller submitted their information verbally to a BSO or through the paper form, they must use the toll-free number for reporting after their entry to Canada. They cannot use ArriveCAN.



# ArriveCAN V.4 – ENHANCED MEASURES



## AFTER TRAVELLERS ENTER CANADA

All Travellers entering Canada by land or air, unless exempt, will also be required to take a molecular COVID-19 test on arrival in Canada and on day 10 of their quarantine period. This is a self-administered test, and for the requirement on day 10 the traveller will be provided with a take-home kit to conduct their test.

For travellers entering Canada by **air**, unless exempt, individuals must stay at a Government of Canada authorized accommodation (GAA) (hotel) until they receive the result of their day 1 test. This must be pre-booked and prepaid for their 3-night hotel reservation.

Should a traveller arriving by **air** receive a positive test during their GAA hotel stay, they will be sent to a Quarantine Facility operated by the Government of Canada for the remainder of their quarantine or until a Quarantine Officer confirms they are able to leave. Travellers who have received a negative result can continue on to their final quarantine location.

# Information Provided in ArriveCAN

Incoming travellers to Canada submit the following mandatory information through ArriveCAN (see Annexe A for a list of all data fields):

- **Travel Information**

- Mode of entry (entry by air, land, or marine)
- Port of entry
- Date and time of arrival
- Airport, airline and flight number (if applicable)
- Type of exempt travel
- Purpose of travel

- **Contact Information**

- Name
- Date of birth
- Travel document type, number and country of issuance
- Email address
- Phone number(s)

The image displays two screenshots of the ArriveCAN mobile application interface. The left screenshot, titled "Your Flight into Canada", shows a form with the following fields: Airport (Vancouver International Airport (YVR)), Airline (Air Canada (AC)), Flight Number (AC123), and Date of Arrival (2021-03-09 12:11). The right screenshot, titled "Add Traveller", shows a form with the following fields: Document Type (Passport), Country of Issue (Canada), Document Number (RY123456), Surname (Smith), Given Names (Jane), and Date of Birth (2001-01-01). Both screens feature a "Save & Close" button and a right-pointing arrow at the bottom.

To submit their information, travellers register for an ArriveCAN account using their email address and by creating a password.

# Information Provided in ArriveCAN – Cont'd

Incoming travellers to Canada submit the following mandatory information through ArriveCAN (see Annexe A for a list of all data fields):

The image displays two screenshots of the ArriveCAN mobile application interface. The left screenshot, titled 'Self-Assessment', shows a list of symptoms: 'Fever and cough' and 'Fever and difficulty breathing'. Below the list, there are two rows of response buttons for 'Jane Smith' and 'Ben Smith', each with 'NO' and 'YES' options. The right screenshot, titled 'Question 3 of 6', asks: 'Will you have access to the necessities of life, including water, food, medication and heat without leaving quarantine?'. It also shows response buttons for 'Jane Smith' and 'Ben Smith' with 'NO' and 'YES' options. Both screenshots have a 'Save & Close' button at the bottom right.

- **Quarantine Plan Information**

- Address where the traveller will stay during their 14-day quarantine/isolation period
- Yes or no responses to the following questions:
  - Do you have a place where you can safely quarantine for 14 days or possibly longer?
  - Can you avoid all contact with other people in the household with whom you did not travel and have no guests?
  - Will you have access to the necessities of life, including water, food, medication and heat without leaving quarantine?
  - Are there at risk vulnerable people at the this location where you plan to quarantine?
  - Is there a person at the location where you plan to quarantine who works or assists in a facility, home or workplace that includes at-risk populations?
  - Is it a group living environment or does it house different families?
- Adverse Answers to these questions result in flags

- **COVID-19 Symptom Self-Assessment**

- Yes or no response to whether the traveller is experiencing symptoms of fever and cough or fever and difficulty breathing

# Travellers Exempt from Mandatory Requirements

- Travellers who are entering Canada to perform trade or transport, essential services, cross-border work, or medical support are considered exempt travellers. E.g. airline crew members, truck drivers.
- These travellers are considered to be exempt because they are exempt from the requirement to quarantine for 14 days after entering Canada.
- These travellers only have to provide the following through ArriveCAN:
  - Travel information
  - Contact information
  - COVID-19 symptom self-assessment
- These travellers do not need to answer quarantine plan questions or provide a location where they will stay in Canada.

12:19

←

Is your travel exempt?

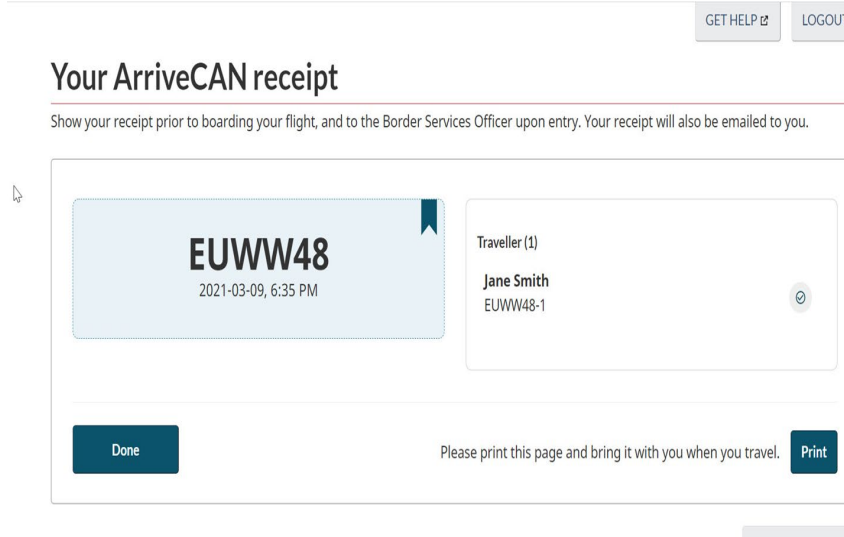
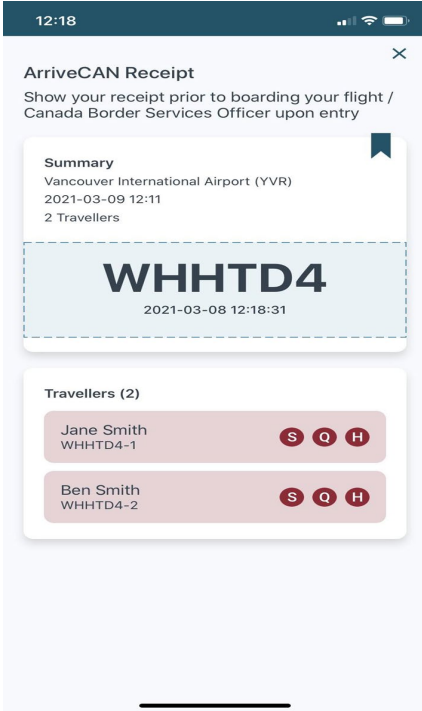
Your exempt travel status will be evaluated at the border by a Border Services Officer. This is for information collection purposes only and is in no way designating this travel as exempt

NO YES

→

? Exempt travel is travel for the purpose of performing cross border services, essential services, medical support services or trade/transport services ↓

# Information Provided in ArriveCAN – Cont'd



If you use the mobile app, you can retrieve your receipt within the app.

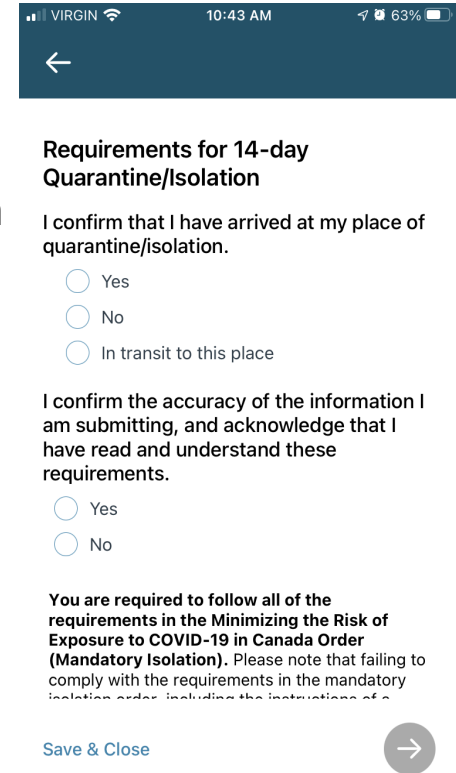
If you sign in online, you can take a screenshot or print your receipt and show it to the BSO.

See Annexe D for more examples of ArriveCAN receipts

# Information Provided in ArriveCAN – After Entry

After travellers enter Canada, they must:

- Confirm that they have arrived at their place of quarantine/isolation within 48-hours of their arrival to Canada
- Complete a COVID-19 symptom self-assessment on a daily basis during their 14-days of quarantine (days 2 through 14).



The screenshot shows a mobile app interface with a dark blue header containing a back arrow, signal strength, 'VIRGIN', Wi-Fi, time '10:43 AM', location, and battery '63%'. Below the header is a white section with the title 'Requirements for 14-day Quarantine/Isolation'. The first question is 'I confirm that I have arrived at my place of quarantine/isolation.' with radio button options for 'Yes', 'No', and 'In transit to this place'. The second question is 'I confirm the accuracy of the information I am submitting, and acknowledge that I have read and understand these requirements.' with radio button options for 'Yes' and 'No'. Below this is a bolded warning: 'You are required to follow all of the requirements in the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation). Please note that failing to comply with the requirements in the mandatory isolation order, including the instructions of a...'. At the bottom left is a blue 'Save & Close' button, and at the bottom right is a grey circular button with a white right-pointing arrow.

# Barriers Travellers may Encounter in Complying



Unwilling to provide information digitally



No access to a smartphone or computer



No access to Internet / wifi



Needs support in using ArriveCAN



No data on phone while travellers



Unaware of new requirements



Identifies as a person with disability



Language barrier

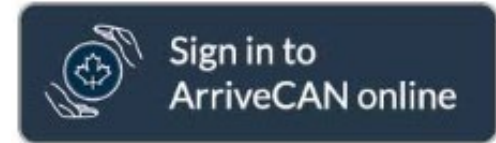
# How We Support Travellers in Complying with the new Requirements

## Board/No-Board

- Effective January 7, travellers who do not have proof of a Molecular Covid-19 test result prior to boarding are not allowed to board a flight to Canada. As of February 22, Land travellers also need a test result to enter the country. Some exemptions exist.

## Sign in online to submit your information

- AA compliant
- Submit on behalf of other travellers, even if you are not traveling with them



Submit your information up to a year before your arrival date – including at the time of ticket purchase.

## Support for Travellers

- [Canada.ca/ArriveCAN](https://Canada.ca/ArriveCAN); Get Help page
- Toll-free support line for general inquiries, basic technical troubleshooting and navigational support





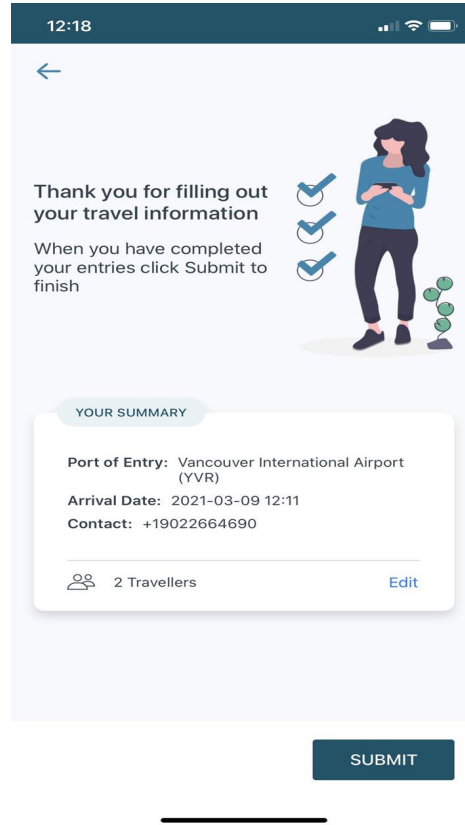
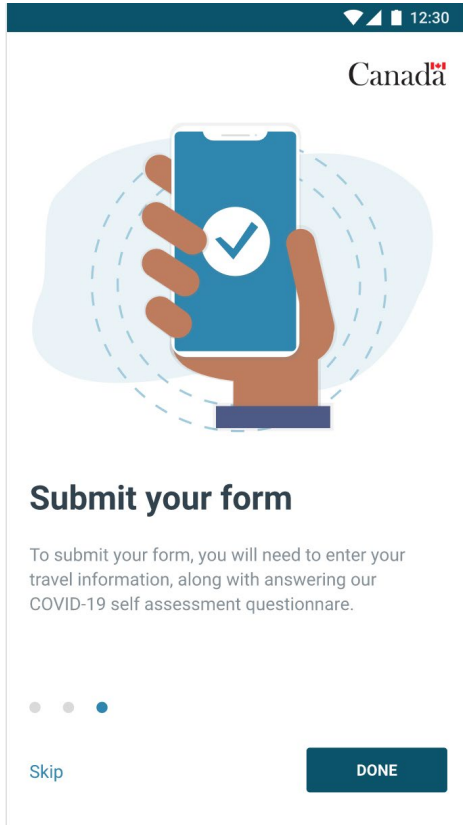
# Communications

## Objectives

To generate awareness about the mandatory requirement to electronically submit information pre- and post-border.

## Recent Communications Activities

- **Announcement (Feb. 12):** News release and Backgrounder issued, highlighting new testing and quarantine requirements for international travellers arriving to Canada's air and land ports of entry (including mention of ArriveCAN).
- **Canada.ca/ArriveCAN:** Updates to ArriveCAN landing page with information about the new travel requirements, including specifics about mandatory submission for travellers arriving at land ports of entry.
- **Social Media:** Roll-out of messaging through Facebook, Twitter and LinkedIn.
- **Signage at land POEs & airports:** Digital screens to highlight ArriveCAN and the mandatory requirements at airports and land POEs.
- **Stakeholder and partner engagement:** Communications materials have been shared broadly through OGD Program and Communications working groups, with PTs through PHN Communications Working Group, Communications Working Group with Air Operators. (Products included Media Lines, Key Messages, News Release, Backgrounder, Infographics and social media.)
- **Marketing:** Marketing to reach out to travel industry with updated key messages on new travel requirements to continue outreach to their stakeholders.



**Thank you.**

**For more information,  
visit:**

**[canada.ca/ArriveCAN](https://canada.ca/ArriveCAN)**

# Annexe A: Full List of ArriveCAN data fields

- Surname and First name
- Day/Month/Year of birth
- Travel document information (type: passport, NEXUS Card (PASSID), Permanent Resident Card, Enhanced Drivers License, US Permanent Resident Card, Certificate of Indian Status (CIS), Secure Certificate of Indian Status (CSIS), FAST Card; country of issuance; travel document #)
- Date and time of arrival in Canada
- Canadian port of entry (air, land or sea; and name of the port of entry)
- Conveyance information (Airport, Airline, Flight number, Flight arrival date and time)
- Is your travel exempt? If yes, select: cross-border work; medical support; essential services; trade or transport.
- Purpose of travel: family reunification, foreign worker, study (international student), study (US-CAN cross-border student), compassionate grounds, none of the above
- Address where the traveller can be reached during the 14-day quarantine/isolation period while in Canada (street number and street name, apt/unit #, city, province, postal code) and Destination type (returning with home, staying with friends or family, hotel/motel/rental accommodation, other)
- Telephone Numbers (primary and optional secondary) and email address where they can be reached while in Canada
- Official language of choice (English, French)
- Self-assessment on symptoms (yes/no question on whether traveller is showing signs of a fever and cough, or fever and difficulty breathing)
- Identify if you or any listed travellers have tested positive for Covid-19 between 14 and 90 days before the scheduled departure? (Yes/No)
- Quarantine plan (yes/no to the following questions– Do you have a place where you can safely quarantine for 14 days or possibly longer? Can you avoid all contact with other people in the household with whom you did not travel and have no guests? Will you have access to the necessities of life, including water, food, medication and heat without leaving quarantine? Are there at risk vulnerable people at the this location where you plan to quarantine? Is there a person at the location where you plan to quarantine who works or assists in a facility, home or workplace that includes at-risk populations? Is it a group living environment or does it house different families?)

# Annexe B: Mandatory Isolation Order and Transport Canada Interim Order

February 14, 2021 [Mandatory Isolation Order](#)

Entering by means other than aircraft — COVID-19 molecular test and quarantine plan

1.1 (1) Every person, before or when entering Canada by a mode of transport other than an aircraft, must

(a) subject to subsection (2), if the person enters Canada by land and is five years of age or older, provide to the Minister of Health, screening officer or quarantine officer, as the case may be, evidence containing the following elements that they received either a negative result for a COVID-19 molecular test that was performed in the United States on a specimen collected no more than 72 hours before entering Canada or a positive result for the test that was performed either in or outside of the United States on a specimen collected at least 14 days and no more than 90 days before entering Canada:

- (i) the person's name and date of birth,
- (ii) the name and civic address of the laboratory that administered the test,
- (iii) the date the specimen was collected and the test method used, and
- (iv) the test result;

(b) subject to subsection (3), provide to the Minister of Health, screening officer or quarantine officer a quarantine plan that includes the civic address of the place where they plan to quarantine themselves during the 14-day period that begins on the day on which they enter Canada and their contact information for that period;

(c) retain the evidence referred to in paragraph (a) for the 14-day period that begins on the day on which they enter Canada or that begins again under subsection 3(2) or 4(4), if applicable.

# Annexe B: Mandatory Isolation Order and Transport Canada Interim Order

February 14, 2021 [Mandatory Isolation Order](#)

Entering by aircraft — pre-arrival COVID-19 molecular test, suitable quarantine plan and prepaid accommodation

1.2 (1) Every person who enters Canada by aircraft must meet the following requirements:

(a) before boarding the aircraft for the flight to Canada, they must

(i) subject to subsection (2), if the person is five years of age or older, provide to the aircraft operator evidence containing the following elements that they received either a negative result for a COVID-19 molecular test that was performed on a specimen collected no more than 72 hours, or not after the end of a period set out under the Aeronautics Act, before the aircraft's initial scheduled departure time or a positive result for the test that was performed on a specimen collected at least 14 days and no more than 90 days before the aircraft's initial scheduled departure time:

(A) the person's name and date of birth,

(B) the name and civic address of the laboratory that administered the test,

(C) the date the specimen was collected and the test method used, and

(D) the test result,

(ii) subject to subsection (3), provide to the Minister of Health, screening officer or quarantine officer

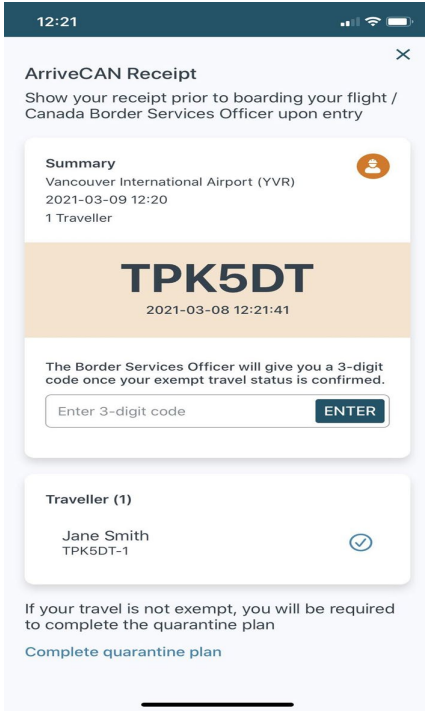
(A) a suitable quarantine plan, and

(B) evidence of prepaid accommodation that enables the person to remain in quarantine at a government-authorized accommodation for a three-day period that begins on the day on which they enter Canada, and

(iii) provide the suitable quarantine plan referred to in clause (ii)(A) and the evidence of prepaid accommodation referred to in clause (ii)(B) by electronic means specified by the Minister of Health, unless they are a member of a class of persons who, as determined by the Minister, are unable to submit their quarantine plan by electronic means for a reason such as a disability, inadequate infrastructure, a service disruption or a natural disaster, in which case the quarantine plan may be provided in the form and manner and at the time specified by the Minister of Health; and

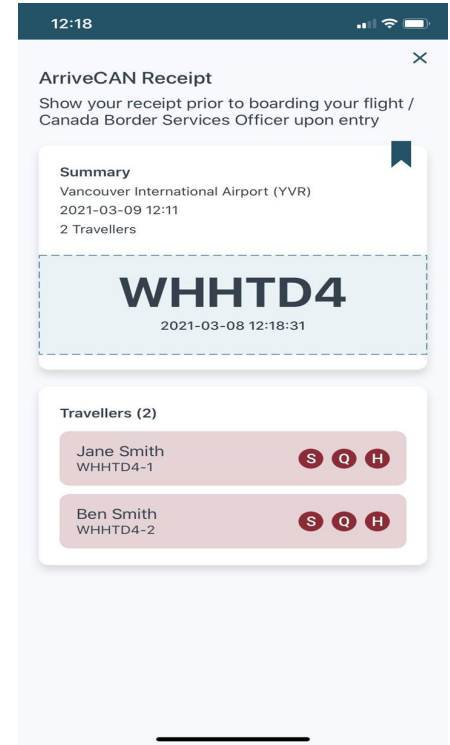
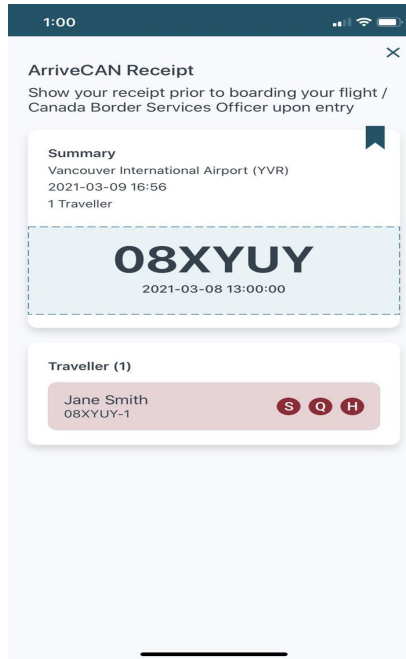
(b) retain the evidence referred to in subparagraph (a)(i) for the 14-day period that begins on the day on which they enter Canada or that begins again under subsection 3(2) or 4(4), if applicable.

# Annexe C: Examples of Valid ArriveCAN Receipts



This is a valid ArriveCAN receipt for an exempt traveller entering Canada via air. After the Canada Border Services Officer confirms their exempt status, they are provided a 3-digit code to enter into the app.

This is a valid ArriveCAN receipt. The letters next to the traveller's name means that they will be referred to PHAC upon entry for additional questioning and does not mean they would be denied entry to Canada.



This is a valid ArriveCAN receipt for a group submission. The two travellers will be referred to PHAC upon entry for additional questioning.

## Annexe C: ArriveCAN receipt from signing in online

GET HELP [?](#) LOGOUT

### Your ArriveCAN receipt

Show your receipt prior to boarding your flight, and to the Border Services Officer upon entry. Your receipt will also be emailed to you.

**EUWW48**  
2021-03-09, 6:35 PM

Traveller (1)  
**Jane Smith**  
EUWW48-1

Done

Please print this page and bring it with you when you travel. **Print**

\*This is an example of an ArriveCAN receipt from a traveller who submitted their information by signing in online. The receipt is similar to the mobile app receipt and contains a summary of the travel and confirmation code. Travellers are asked to screenshot or print this page and present it to the BSO upon entry to Canada.

## Annexe D: Why Mandatory Digital Submission?

- The provision of this information has been mandated since March 2020. This information is used to ensure that persons coming into Canada are abiding by the Mandatory Isolation Emergency Order and by PTs for public health follow-up activities. This helps limit the spread of COVID-19 and helps keep Canadians and travellers safe.
- By mandating the digital collection of this information,
  - The timeliness of our responses will be improved
  - Contact points are reduced at POEs, further supporting public health efforts
  - Faster processing at the border is facilitated
- There are different requirements for symptomatic and asymptomatic persons after their entry to Canada. During a traveller's 14-day period, PHAC needs to know their symptomology to:
  - Verify the traveller is following the correct set of instructions
  - Inform the PTs where the traveller is located for public health follow up (e.g., if a traveller's status switches from asymptomatic to symptomatic).