ArriveCAN V.4 Screenshots
March 2021
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ArriveCAN Screenshots
Account Registration
Privacy Notice

Your required personal information

Travellers entering Canada via all modes (air, land, marine, or rail) are mandated to provide information, including contact and travel information, quarantine plan, information related to their arrival at their quarantine/isolation location as well as whether they have symptoms of COVID-19 when entering Canada and during their 14-day quarantine/isolation period. In the air-mode, the quarantine plan including contact information must be provided before a traveller boards a flight to Canada. This personal information is mandatory information required under the Quarantine Act and the Emergency Orders that apply to persons entering Canada and/or to fulfill a request by a screening officer, quarantine officer or other public health official on behalf of the Chief Public Health Officer.

PRIVACY NOTICE

The personal information provided is governed in accordance with the Privacy Act. This personal information is being collected as part of the Government of Canada’s response to the COVID-19 pandemic and at this time the relevant Personal Information Bank may not yet reflect this activity. This information is required in order for the Public Health Agency of Canada to administer and enforce the Quarantine Act and the Emergency Orders made under it, the Quarantine Program (authorized under the Quarantine Act), and for programs or activities of the Public Health Agency of Canada authorized by the Quarantine Act and/or section 4 of the Department of Health Act.

How your information is used and disclosed

The information will be used and disclosed for the following purposes:

1. for public health follow-up (including disclosure for this purpose to the Province or Territory where you will be in quarantine/isolation); and
2. for monitoring and verifying compliance with the Quarantine Act and the Emergency Orders made under it (including disclosure for this purpose to law enforcement including, in particular, peace officers).

Once collected, personal information may also be used for program evaluation, and may be disclosed to the following entities: other government institutions as well as remunerated consultants and contractors.

COVID-19 pandemic and at this time the relevant Personal Information Bank may not yet reflect this activity. This information is required in order for the Public Health Agency of Canada to administer and enforce the Quarantine Act and the Emergency Orders made under it, the Quarantine Program (authorized under the Quarantine Act), and for programs or activities of the Public Health Agency of Canada authorized by the Quarantine Act and/or section 4 of the Department of Health Act.

How your information is used and disclosed

The information will be used and disclosed for the following purposes:

1. for public health follow-up (including disclosure for this purpose to the Province or Territory where you will be in quarantine/isolation); and
2. for monitoring and verifying compliance with the Quarantine Act and the Emergency Orders made under it (including disclosure for this purpose to law enforcement including, in particular, peace officers).

Once collected, personal information may also be used for program evaluation, and may be disclosed to the following entities: other government institutions as well as remunerated consultants and contractors.

Providing false information

Providing a false or misleading statement is also an offence under the Quarantine Act for which you could be charged. Alternatively, a ticket may be issued under the Contraventions Act.

Your rights under the Privacy Act

In addition to protecting personal information, there is a right to request access to and request correction of one’s own personal information as provided for under the Privacy Act and to file a complaint with the Privacy Commissioner of Canada concerning the handling of your information. For more information about these rights, or about our privacy practices, please contact the Privacy Commissioner of Canada.

Once persons have entered Canada, if mandatory information has not been provided when it is legally required, additional measures under the Quarantine Act may be applicable, such as a requirement to undergo a health assessment. Individuals could also be charged with an offence under the Quarantine Act for failing to provide the required information. Alternatively, enforcement authorities also have discretion to issue a ticket under the Contraventions Act.
Account Verification

Welcome to ArriveCAN
Create an account

Email Address

Password

CREATE ACCOUNT

Verify your account
Privacy and security is our top priority. Please confirm your account by entering the verification code sent to your email.

Verification Code

VERIFY

Already have an account? Login

Resend code?
Login

ArriveCAN Screenshots
Onboarding Screens

Let’s get started
This tool is used to facilitate the collection of information needed to administer and enforce legislation to help contain COVID-19 and keep Canadians safe and healthy. You will only need to fill this out once per household.

Skip
Next

Finish as you go
Fill in your details to reduce wait times at Canadian ports of entry and limit points of contact. You can also save your information as you go to submit at a later time.

Skip
Next

Submit your form
To submit your form, you will need to enter your travel information, along with answering our COVID-19 self assessment questionnaire.

Skip
Next
Onboarding Screens

By clicking on the 3 bars on the top left hand corner, the traveller can:
• View the Terms of Use or Privacy Notice
• Access the get help page on canada.ca/ArriveCAN, which provides information and troubleshooting advice
• Download or find out more information about the COVID Alert app and the Canada COVID-19 app, and
• Log out.

By scrolling to the bottom of the main page, travellers can access handouts with important travel information.
Exempt Travellers Entering Canada via Air

Exempt travellers are individuals who are entering Canada for cross-border work, essential services, medical support, trade or transport. Because they are not required to quarantine, they do not have to provide an address or answer quarantine questions in the app.
The traveller acknowledges that travel requirements may be applicable to them, including:

- Proof of a valid molecular COVID-19 test required for boarding a flight to Canada
- Suitable quarantine plan for 14 days
- Molecular COVID-19 testing requirements upon entry and on Day 10 of their quarantine period
- Booking and prepayment for 3-nights at a government-authorized accommodation (hotel)
Entry by Air - Exempt Travel

The traveller answers ‘no’. They proceed to the next screen.

The traveller answers ‘yes’. They are provided with more information before proceeding to the next screen.
The traveller answers that their travel is exempt by selecting ‘yes’. They are then asked about the type of exempt travel that they will be performing on this trip.
Entry by Air - Exempt Travel

Register your Travel Document

- Passport
- NEXUS Card (PASSED)
- Permanent Resident Card
- Enhanced Drivers License
- US Permanent Resident Card
- Certificate of Indian Status (CIS)
- FAST Card
- CBS Card

Place your card on a dark background. Tap screen to focus.
*The traveller details (name, date of birth, and travel document information) is saved in the app. For future trips, you do not need to re-enter this information.
ArriveCAN Screenshots

Travellers entering Canada for the purpose of performing cross-border work, essential services or medical support have the option of providing an address for where they can be reached while in Canada.
Entry by Air - Exempt Travel - Symptom Self-Assessment

Are you or any of the travellers listed on this form experiencing any of the following symptoms?

Symptoms are defined as:
- Fever and cough
- Fever and difficulty breathing

Judy Smith

Save & Close
Entry by Air - Exempt Travel - Receipt

The traveller shows this receipt prior to boarding the aircraft and to the Border Services Officer at the Canadian port of entry.

If it is deemed the the traveller is not travelling for the purpose of exempt travel, they would complete their quarantine plan and be processed as a regular non-exempt traveller.

The receipt can be accessed on the home page of ArriveCAN after initial submission.

*This is a valid ArriveCAN receipt with a confirmation code. When the Border Services Officer at the Canadian port of entry validates the travel as exempt, they will provide the exempt traveller with a 3-digit code to input into ArriveCAN.
Travellers Entering Canada via Air (non-exempt, multi-traveller submission)
The traveller acknowledges that travel requirements may be applicable to them, including:

- Proof of a valid molecular COVID-19 test required for boarding a flight to Canada
- Suitable quarantine plan for 14 days
- Molecular COVID-19 testing requirements upon entry and on Day 10 of their quarantine period
- Booking and prepayment for 3-nights at a government-authorized accommodation (hotel)
Entry by Air - Non-exempt Travel

Have you, or any traveller listed in this submission, tested positive for COVID-19 on a sample collected between 14 and 90 days before the scheduled departure of your flight into Canada?

NO  YES

The traveller answers ‘no’. They proceed to the next screen.

The traveller answers ‘yes’. They are provided with more information before proceeding to the next screen.

ArriveCAN Screenshots

Travellers 5 years of age or older must show proof of a molecular COVID-19 test result prior to boarding a flight to Canada. For more information, see COVID-19 pre-departure testing.

I acknowledge that I, or the travellers listed in this submission, will not be allowed to board the flight to Canada if I/we cannot show proof of a valid COVID-19 test. You must keep the proof of your COVID-19 test for your entire quarantine period.
The traveller answers that their travel is not exempt by selecting ‘no’. They are then asked about the purpose of their travel.
Entry by Air - Non-exempt Travel

[Images of mobile screens showing the process of registering travel documents for entry by air]

- Airport: Vancouver International Airport (YVR)
- Airline: Air Canada (AC)
- Flight Number: AC12345
- Date of Arrival: 2021-03-05 13:04

Register your Travel Document:
- Passport
- NEXUS Card (PASSID)
- Permanent Resident Card
- Enhanced Drivers License
- US Permanent Resident Card
- Certificate of Indian Status (CIS)
- FAST Card
- CSIS Card

Scan passport and tap screen to focus.
Entry by Air - Non-exempt Travel

*The traveller details (name, date of birth, and travel document information) is saved in the app. For future trips, you do not need to re-enter this information.

Multi-traveller submission is an option. To add another traveller, the user must select the button to the left and enter the other traveller’s document type; country of issuance; document number; surname; first name; and date of birth.
Entry by Air - Non-exempt Travel

ArriveCAN Screenshots
Entry by Air - Non-exempt Travel - Quarantine Plan Questionnaire

Question 1 of 6

Do you have accommodation where you can quarantine for 14 days or possibly longer?

Quarantine means staying home and avoiding situations where you could come in contact with others who did not travel with you. This important step helps reduce the spread of COVID-19 in our country, our communities and our families. You must have a quarantine plan for the next 14 days.

Joseph Smith  NO  YES
Maggie Smith  NO  YES

Question 2 of 6

Can you avoid all contact with other people in the household with whom you did not travel and have no guests?

Joseph Smith  NO  YES
Maggie Smith  NO  YES
Entry by Air - Non-exempt Travel - Quarantine Plan Questionnaire

**Question 3 of 6**

Will you have access to the necessities of life, including water, food, medication and heat without leaving quarantine?

- **Joseph Smith**: No
- **Maggie Smith**: Yes

**Question 4 of 6**

Are there at-risk people at the location where you plan to quarantine?

- At-risk people are those who are at risk of more severe disease, specifically those who:
  - are 65 years or older;
  - have underlying medical condition(s); or
  - have a compromised immune system

- **Joseph Smith**: No
- **Maggie Smith**: Yes
Entry by Air - Non-exempt Travel - Quarantine Plan Questionnaire

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?

This includes:
- Nurses, doctors, other healthcare professionals, personal support workers, social workers, and developmental services support staff
- First responders such as paramedics, police officers, firefighters
- Cleaning and maintenance staff, receptionists and administrative staff, food services staff, volunteers, essential visitors to those living in long term care settings

Joseph Smith

Maggie Smith

Is your place of quarantine a group living environment (e.g. group home or senior residence) or does it currently house different families?

A group living environment is a setting where you cannot separate yourself from others. This may include a home, group or co-living setting such as:
- A shelter, group home, group residence, hostel, industrial camps, construction trailers or other group setting
- A student residence (unless you've received prior authorization)
- An apartment you share with others
  - A shared household with a large family or families or many people
  - Shared living spaces with housemates who haven't travelled with you that you cannot avoid interacting with

For a full list of examples, visit the [congregate living settings section](#).
Travellers are asked if they have booked at a government-authorised hotel. The traveller answers ‘Yes’ and enters in their reference code.

The traveller answers ‘No’ and is provided with more information.

The traveller enters in the address where they will finish their quarantine.
Entry by Air - Non-exempt Travel - Symptom Self-Assessment

Last step, complete this Covid-19 Self-Assessment

Are you or any of the travellers listed on this form experiencing any of the following symptoms?

Symptoms are defined as:
- Fever and cough
- Fever and difficulty breathing

Joseph Smith: NO
Maggie Smith: YES
This is a multi-traveller submission. Travellers have not reported any symptoms, have a suitable quarantine plan, and have booked and pre-paid for accommodation at government-authorized accommodation (hotel).
Travellers have reported symptoms (S), do not have a suitable quarantine plan (Q), and have not booked and pre-paid for accommodation at government-authored accommodation (hotel) (H).

The receipt can be accessed on the home page of ArriveCAN after initial submission.
Travellers Entering Canada via Land (non-exempt, multi-traveller submission)
Entry by Land - Non-exempt Travel

The traveller acknowledges that travel requirements may be applicable to them, including:

- Proof of a valid molecular COVID-19 test required for boarding a flight to Canada
- Suitable quarantine plan for 14 days
- Molecular COVID-19 testing requirements upon entry and on Day 10 of their quarantine period
Entry by Land - Non-exempt Travel

The traveller answers ‘no’. They proceed to the next screen.

The traveller answers ‘yes’. They are provided with more information before proceeding to the next screen.
Entry by Land - Non-exempt Travel

The traveller answers that their travel is not exempt by selecting ‘no’. They are then asked about the purpose of their travel.
Entry by Land - Non-exempt Travel

ArriveCAN Screenshots
Entry by Land - Non-exempt Travel

*The traveller details (name, date of birth, and travel document information) is saved in the app. For future trips, you do not need to re-enter this information.

Multi-traveller submission is an option. To add another traveller, the user must select the button to the left and enter the other traveller’s document type; country of issuance; document number; surname; first name; and date of birth.
Entry by Land - Non-exempt Travel

ArriveCAN Screenshots
Entry by Land - Non-exempt Travel - Quarantine Plan Questionnaire

Do you have accommodation where you can quarantine for 14 days or possibly longer?

Quarantine means staying home and avoiding situations where you could come in contact with others who did not travel with you. This important step helps reduce the spread of COVID-19 in our country, our communities and our families. You must have a quarantine plan for the next 14 days.

Joseph Smith
Maggie Smith

Can you avoid all contact with other people in the household with whom you did not travel and have no guests?

Joseph Smith
Maggie Smith
Entry by Land- Non-exempt Travel - Quarantine Plan Questionnaire

Question 3 of 6
Will you have access to the necessities of life, including water, food, medication and heat without leaving quarantine?

Joseph Smith
- NO
- YES

Maggie Smith
- NO
- YES

Save & close

Question 4 of 6
Are there at-risk people at the location where you plan to quarantine?

At-risk people are those who are at risk of more severe disease, specifically those who:
- are 65 years or older;
- have underlying medical condition(s); or
- have a compromised immune system

Joseph Smith
- NO
- YES

Maggie Smith
- NO
- YES

Save & close
Entry by Land - Non-exempt Travel - Final Quarantine Location and Symptom Self-Assessment

ArriveCAN Screenshots
This is a multi-traveller submission. Travellers have not reported any symptoms and have a suitable quarantine plan.
Travellers have reported symptoms (S) and do not have a suitable quarantine plan (Q).

The receipt can be accessed on the home page of ArriveCAN after initial submission.
Examples of ArriveCAN receipts with and without suitable quarantine plans and symptoms
Examples of Receipts - no symptoms and suitable quarantine plans

**Entry by air, exempt**

**Entry by air, non-exempt**

**Entry by land, non-exempt**
Examples of Receipts - symptoms and no suitable quarantine plan

ArriveCAN Screenshots

Entry by air, exempt (symptoms)

Summary
Ottawa International Airport (YOW)
2020-11-27 08:36
Traveller (1)

8XT20U
2020-11-27 08:36:15

The Border Services Officer will give you a 3-digit code once your exempt travel status is confirmed.

Entr 3-digit code ENTER

Traveller (1)

Judy Smith 8XT20U-1

Entry by air, non-exempt (symptoms, no suitable quarantine plan, no hotel booking)

Summary
Vancouver International Airport (YVR)
Feb, 17, 2021, 9:41AM
2 Travellers

RB1234
Feb, 17, 2021, 10:26:01

Travellers (2)
Joseph Smith RB1234-1
Maggie Smith RB1234-1

Entry by land, non-exempt (symptoms, no suitable quarantine plan)

Summary
Cornwall, Ontario
Feb, 17, 2021, 9:41AM
2 Travellers

RB1234
Feb, 17, 2021, 10:26:01

Travellers (2)
Joseph Smith RB1234-1
Maggie Smith RB1234-1

(S) Symptoms
(Q) Quarantine Plan
(H) Hotel
Post-border Reporting
(non-exempt)
Within 24 hours of entry, travellers receive a “Welcome to Canada” notification (email and mobile).

All non-exempt travellers receive a daily email asking them to complete their reporting during their quarantine period. Mobile app users also receive a push notification.

Travellers are only required to report their symptoms if they are asymptomatic.

E.g., if a traveller reports symptoms on Day 2, they do not receive prompts to report their symptoms on Day 3 onwards.

As long as one traveller is asymptomatic, the post-border prompts continue.

Symptomatic and asymptomatic travellers receive compliance promotion emails on days 4, 7 and 10.
48-hour Check in and Day 2 Symptom Reporting

You are requested to read the following requirements about your mandatory 14-day quarantine or isolation period, and acknowledge that you have read and understood them.

Requirements for 14-day Quarantine/Isolation

Here are important requirements for your mandatory 14-day quarantine or isolation period.

- You must stay at your place of quarantine or isolation rather than in the exceptions listed in the Isolation Order (e.g., to seek medical attention).
  - If you do not have signs and symptoms of COVID-19, you can use a private outdoor space at your place of quarantine such as a yard or balcony.
  - You cannot go for a walk in your neighbourhood, or go to shared public spaces like parks and grocery stores.
- You are not permitted to have any visitors during your 14-day quarantine or isolation period. This means family and friends cannot visit you at your place of quarantine or isolation even if it is in your private outdoor space and even if you stay 2 meters apart.
- You must limit your contact with others who are living with you at your place of quarantine or isolation. If you have signs and symptoms of COVID-19, stay in a separate room, use a separate bathroom and limit contact with others.

You are required to follow all of the above requirements.
48-hour Check in and Day 2 Symptom Reporting

Thank you for completing the check-in and for helping limit the spread of COVID-19.

If you have developed symptoms:

- Isolate yourself from others;
- Immediately contact the public health authority specified by a screening or quarantine officer to describe your symptoms and travel history, and follow their instructions;
- Start your 14-day quarantine period over from the time you developed symptoms.

Thank you for helping limit the spread of COVID-19.

Additional information:
Pursuant to the Emergency Order under the Quarantine Act, you must isolate or quarantine yourself for 14 days in accordance with the instructions provided to you by a screening officer, or quarantine officer, and available here:

Symptomatic:
[link to symptoms]

Important travel information:
The Government of Canada has put in place an Emergency Order under the Quarantine Act that applies to all travelers arriving in Canada in order to slow the introduction and spread of COVID-19 in Canada.

Traveling with Symptoms:
This applies to all incoming travellers arriving in Canada. Please use the tools...
Symptom Reporting - Days 3 through 14 (asymptomatic)

Complete your daily check-in
As a traveler that recently entered Canada, you must complete the following symptom reporting daily during your 14-day quarantine period to support public health compliance follow-up.

Important travel information
The Government of Canada has put in place an Emergency Order under the Quarantine Act that applies to all travelers arriving in Canada in order to allow the introduction and spread of COVID-19 in Canada.

You are asked to report your signs and symptoms during your 14-day quarantine/isolation period.

Are you or any of the traveler listed on this form experiencing any of the following symptoms?

Symptoms are defined as:
- Fever and cough
- Fever and difficulty breathing

John P. Smith
Maggie Smith
Edward J. Smith
Stephanie Smith
Symptom Reporting - Days 3 through 14 (asymptomatic)

Thank you for completing the check-in and for helping limit the spread of COVID-19.

If you have developed symptoms:

- Isolate yourself from others;
- Immediately contact the public health authority specified by a screening or quarantine officer to describe your symptoms and travel history, and follow their instructions; and,
- Start your 14-day quarantine period over from the time you developed symptoms.

Thank you for helping limit the spread of COVID-19.

Additional Information:
Pursuant to the Emergency Order under the Quarantine Act, you must isolate or quarantine yourself for 14 days in accordance with the instructions provided to you by a screening officer, or quarantine officer, and available here:

Symptoms
Asymptomatic

Important travel information
The Government of Canada has put in place an Emergency Order under the Quarantine Act that applies to all travelers arriving in Canada in order to slow the introduction and spread of COVID-19 in Canada.

Traveling with Symptoms

This applies to all incoming travelers arriving in Canada. Please use the tool...
Thank you.
Example of Receipt from Sign in Online Platform

*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 air carrier before boarding and to the Border Services Officer upon entry to Canada.