



## Cruise Ship Passengers Fully Vaccinated- How to Use ArriveCAN

**Disclaimer:** *The information provided in this document is valid as of March 30, 2022. It should be used as a guide to completing ArriveCAN. For the most up to date information, please visit [www.canada.ca](http://www.canada.ca)*

The purpose of this document is to show users of ArriveCAN how to create a Saved Traveller Profile in ArriveCAN. Passengers flying or driving to Canada to board their cruise will be required to complete an ArriveCAN submission before arriving to Canada via the air or land mode. Subsequently, passengers embarking on a cruise in Canada will have to create another ArriveCAN submission shortly after arrival. By creating a Saved Traveller Profile for you and your family or travelling companions, you will be able to quickly add your information and complete your submission.

### Creating your ArriveCAN account

To create an ArriveCAN account, download the ArriveCAN app or [sign in to the web version of ArriveCAN](#). It will ask you to:

1. review the privacy notice
2. select "Create an account" below the "Sign in" button
3. enter your email address
4. confirm your email address
5. create a password
6. enter the password again
7. click "Submit"

ArriveCAN will send a 6-digit verification code to your email address. This code is valid for 24 hours. If it expires, request a new code to set up your account.

If you haven't received the code after a few minutes:

- make sure you entered the correct email address in ArriveCAN
- check your spam, junk, and/or promotions email
- return to ArriveCAN and select "Resend code"

When you receive your code, enter it into ArriveCAN to finish creating your account. Your email address and password will work for both the ArriveCAN app and the ArriveCAN website.

It takes between 10 and 15 minutes to create your account and complete your first submission.



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The ArriveCAN app also has optional travel document scanning technology. This makes it easier and faster to enter your travel document information. The following documents can be scanned:

- passport
- FAST card
- NEXUS card
- enhanced driver's license

This technology is only used to scan your travel document information. ArriveCAN doesn't keep an image of your travel document.

### Creating a Saved Traveller Profile

1. The 'saved traveller' feature is optional for all travellers. It saves travel documents and proof of vaccination information in ArriveCAN for re-use on future trips. If you don't use this feature, you'll need to enter this information for each ArriveCAN submission. **You can add, edit or delete travellers at any time.**
2. Once you've saved your travel information, ensure that you continue your submission until you obtain an ArriveCAN receipt.



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9:04  
App Store

Canada


COVID-19 Travel: Checklists for requirements and exemptions

  
Complete your ArriveCAN form  
Continue

Add your travel document and vaccine information before your trip. This feature is optional.  
Add traveller

9:04  
App Store

Add traveller

  
Scan the travel document you will be using to enter Canada  

Passport

NEXUS Proximity Card

Canadian Permanent Resident Card

Enhanced Drivers Licence

US Permanent Resident Card

Certificate of Indian Status

Secure Certificate of Indian Status

Free and Secure Trade (FAST) Card

Enter Manually

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App Store

← Edit traveller

Traveller Details

Add your details here.

\* indicates a required field

\* Document Type

Passport

\* Country of Issue

\* Document Number

\* Surname

Given Names

\* Date of Birth

Year

Month

Day

→

9:05  
App Store

← Proof of vaccination

Will you provide proof that you are fully vaccinated against COVID-19?

! You may need to be fully [vaccinated against COVID-19](#) to be eligible to enter Canada. Your vaccination status may determine applicability of [certain border measures](#) and will be confirmed at the border by a Canadian government official.

Jane Smith

NO

YES

→



9:05  
App Store

9:06  
App Store

← Proof of vaccination

← Proof of vaccination

**Jane Smith**  
Answer each question to provide proof of vaccination

**Jane Smith**  
**Upload your proof of vaccination**  
Upload a file/photo (JPG, JPEG, PNG, PDF),  
or use your phone's camera to take a photo  
of your vaccination receipt.  
**Important note on PDF uploads:** Please  
ensure your uploaded file is not password-  
protected.  
You can upload one image containing proof  
of 2 vaccine doses, or two images each  
containing a separate vaccine dose.  
Bring a paper or electronic copy of your  
proof of vaccination when you travel and  
retain it throughout your quarantine period.  
Your vaccination status will be confirmed at  
the border by a Canada Border Services  
Officer.  
The proof of vaccination must be in English,  
French, or a certified translation. If the proof  
of vaccination is not in English or French,  
upload the certified translation and bring  
the official document when you travel.

**\* Which COVID-19 vaccine did you receive for  
your first dose?**

**\* In which country did you receive your first  
dose of COVID-19 vaccine?**  
Travellers who received their COVID-19 vaccine  
at a Canadian embassy abroad should select  
'Canada'

**\* Date of your first COVID-19 vaccine dose?  
(yyyy-mm-dd)**

→

→



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9:06  
App Store

← Proof of vaccination

Jane Smith

**Upload your proof of vaccination**

Upload a file/photo (JPG, JPEG, PNG, PDF), or use your phone's camera to take a photo of your vaccination receipt.

**Important note on PDF uploads:** Please ensure your uploaded file is not password-protected.

You can upload one image containing proof of 2 vaccine doses, or two images each containing a separate vaccine dose.

⚠

**Are you sure you want to continue without uploading your proof of vaccination?**

You have not added any proof of vaccination for this traveller. You must upload a Proof of vaccination to be considered fully-vaccinated in ArriveCAN.

Upload proof of vaccination

Continue without proof

9:07  
App Store

← Proof of vaccination

**Important note on PDF uploads:** Please ensure your uploaded file is not password-protected.

You can upload one image containing proof of 2 vaccine doses, or two images each containing a separate vaccine dose.

Bring a paper or electronic copy of your proof of vaccination when you travel and retain it throughout your quarantine period. Your vaccination status will be confirmed at the border by a Canada Border Services Officer.

The proof of vaccination must be in English, French, or a certified translation. If the proof of vaccination is not in English or French, upload the certified translation and bring the official document when you travel.

Image 1

Image 2

Add file/photo

Add file/photo

→

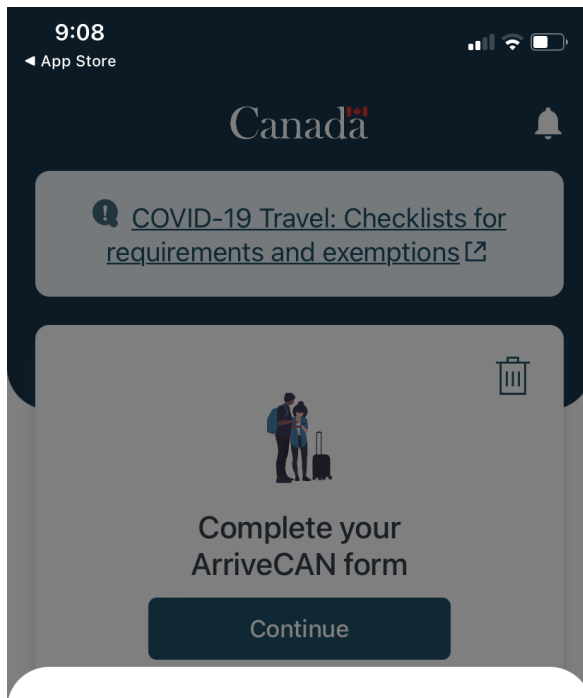


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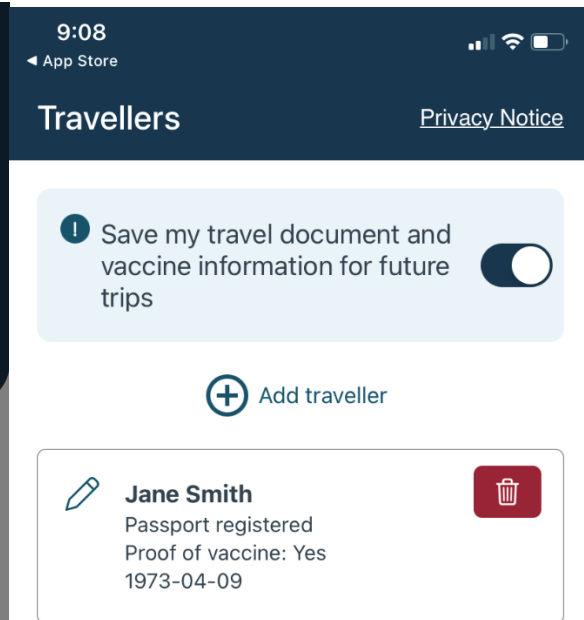


Great, you're all set!  
Would you like to start your  
ArriveCAN form now?

All travellers entering Canada are required to submit their travel and quarantine information, and obtain an ArriveCAN e-receipt prior to entry.

Start your ArriveCAN form

I'll do it later



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## ADDITIONAL INFORMATION

### Using ArriveCAN for someone else

If you're travelling with others, you can include multiple travellers in your ArriveCAN submission.

Including multiple people in your submission

### Families

As the primary traveller, you may provide travel information for yourself and for:

- your spouse or common law partner
- your children (or children for whom you have legal guardianship), aged 18 years or younger
- any other adult for whom you're a legal guardian

You can provide information for up to 8 travellers, including yourself, in a single submission.

Use this when:

- you'll all stay together at the same address for the entire quarantine or isolation period **and**
- you have their permission to collect and share this information

### Travelling with mixed vaccination status or citizenship

Don't include other travellers who aren't travelling for the same purpose of travel or who are not fully vaccinated in a single submission unless they are:

- less than 18 years old or a dependent adult travelling with a fully vaccinated guardian

For example,

- if you are a foreign national entering Canada for discretionary purposes and travelling with another person who is a Canadian citizen, you should complete individual submissions
- if you are travelling with a group of adult foreign nationals with mixed vaccination statuses, do not include unvaccinated travellers in your submission (unless they are





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dependent adults); you will not be issued an ArriveCAN receipt as unvaccinated foreign nationals are not eligible to enter Canada for discretionary travel

**If you're not the traveller**, you can submit travel information on behalf of others who may be unable to use ArriveCAN by [signing in online](#).

You'll need to fill out ArriveCAN with all of the traveller's information.

You'll then be able to print or email the receipt to the traveller.

You must send the receipt to the traveller to show to the Canada border services officer upon arrival to Canada. The traveller is responsible for ensuring they're compliant with the requirements for entry into Canada.

The traveller can't use ArriveCAN to complete their reporting after entering Canada. They must call **1-833-641-0343** each day during their 14-day quarantine, unless exempt from this requirement.

### Getting your ArriveCAN receipt

Once you submit your information through ArriveCAN, a receipt will be displayed and emailed to you.

ArriveCAN won't confirm exemptions from public health requirements. An ArriveCAN receipt shows that you've successfully provided your information. **It doesn't validate your eligibility to enter Canada, vaccination status, or essential travel status.** Your exemptions from public health requirements and/or essential travel status will be determined by a border services officer.

### How to use the ArriveCAN receipt

Show the receipt to your airline carrier or a Canadian border services officer when you enter.

To qualify for the fully vaccinated traveller exemption, you must have an (A), (V) or (I) next to your name.

If there's no (A), (V) or (I) next to your name:

1. you aren't fully vaccinated according to Canada's requirements, or
2. you didn't upload proof of vaccination

You can show your ArriveCAN receipt from:

- the app
- a screenshot
- your email
- a printout



## Get help with ArriveCAN

Find out how to create your ArriveCAN account, troubleshoot problems and contact us on the [ArriveCAN help page](#)

## Videos and helpful links

- [Don't forget to use ArriveCAN before your return to Canada!](#) (Infographic)
- [Don't forget to use ArriveCAN before your return to Canada!](#) (Poster)
- [Travelling to Canada? Use ArriveCAN](#) (video)
- [Find testing and entry requirements](#) (helpful link)
- [COVID-19 vaccinated travellers entering Canada](#) (helpful link)

## TRAVELLER SUPPORT

### Before you contact us

Please check the [ArriveCAN home page](#) and [ArriveCAN help page](#). Popular help topics include:

- [How to sign in online with no smart phone](#)
- [Creating your ArriveCAN account](#)
- [Updating your information](#)
- [Troubleshooting](#)
- [Uploading proof of vaccination](#)

**Timing:** unless you're travelling for an essential reason, you can only submit your information within 72 hours of your scheduled arrival and receive your ArriveCAN receipt.

If you need to change your contact details after arriving in Canada, [fill out the form](#). This type of request can't be handled by phone.

### Phone

We can help with:

- general questions about ArriveCAN
- basic problem solving
- guiding you through ArriveCAN

We can't tell you if:



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- you'll be allowed to enter Canada
  - [find out if you can enter Canada](#)
- your travel is exempt from mandatory requirements
  - [checklists for requirements and exemptions](#)
- you're exempt from the requirement to use ArriveCAN
  - check the [Accessibility notice](#)

### Hours of operation

7 am to 8 pm ET, 7 days a week.

On [statutory holidays](#), calls are answered between 8 am and 8 pm ET.

### Contact information

Services are offered in English and French.

- Telephone: 1-833-283-7403 (toll-free from Canada or the U.S)
- Teletypewriter (TTY): 1-800-465-7735 (Canada and U.S. only)
- From outside Canada or the U.S.: 613-954-8485

### Contact forms

Due to the high number of messages, we may only respond:

- to technical or registration issues
- if we need more information from you

We won't respond to questions about [travel and border restrictions](#).

