ArriveCAN FAQ's

Why is the ArriveCAN app mandate being put in place?

The Government of Canada has utilized various tools at its disposal to help limit the spread of COVID-19 across the border. Since the beginning of the pandemic, the Canada Border Services Agency (CBSA) has been working closely with the Public Health Agency of Canada (PHAC) and other federal and provincial partners to ensure that the required measures to limit and reduce the spread of the virus into Canada were put into place.

The Agency has continued to increase these measures on the advice of PHAC to help mitigate and contain the spread of the virus to ensure the health and safety of all border crossers such as truck drivers.

Accordingly, as of February 22, 2021 it will be required for all travellers to submit their information electronically before or when entering Canada through ArriveCAN.

More information regarding the ArriveCAN app can be found [here](#).

How do I comply with this new policy?

Truck drivers, for the time being, will have three options to comply: (i) ArriveCan App (ii) ArriveCAN webpage (iii) oral declaration. However, the oral declaration is only being allowed to facilitate the movement of cross-border trade until a reasonable transition timeframe has elapsed for the industry, which is still to be determined.

How long will the interim verbal declaration policy be in place?

CTA is working with CBSA to ensure that there is a smooth transition that does not delay truck drivers or the movement of trucks into Canada. CTA is also working jointly with the Government of Canada on developing solutions or additional compliance options to ensure that truck drivers can meet the ArriveCAN requirements moving forward. CTA will inform the industry when the oral declaration option will elapse as soon as a date/timeframe is communicated by federal authorities.

Where can I download or access the ArriveCAN app?

The mobile app is free on the Google Play Store and the Apple App Store. It also 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 via an internet web browser (not Internet Explorer) to submit your information. The site is supported by all recent internet browser versions other than Internet Explorer. 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.

The Government of Canada has provided a comprehensive guide to troubleshooting ArriveCAN app issues which can be accessed here.

What if I don't have access to a smartphone, computer/tablet etc.?

To accommodate drivers who do not have access to a smartphone, drivers have the option to sign-in online on any personal computing device (e.g. tablet) to use the non-app version of ArriveCAN. This option can be done from your employer's home terminal with access to a computer prior to leaving on your trip.

This process also requires the driver to have an e-mail address. If a driver does not have an e-mail address such as Gmail, creating an email is free of charge, and you can follow the instructions to setup an account here.

I've encountered glitches using Apple ipad/tablets:

After further investigation, the operating systems (OS) on Apple ipads/tablets doesn't work the same as other devices at this time. Therefore:

- Mobile phone users should use the mobile app;
- Tablet users should use the sign in online platform;
- Computer users should use the sign in online platform.

Will my entry into Canada be delayed if I am not using the ArriveCAN app?

There are potential for delays for truck drivers that have not submitted their ArriveCAN requirements prior to or when crossing the border into Canada, but CBSA has confirmed that no Canadian driver will be denied entry into the country.

The ArriveCAN app has optional document scanning technology to make it easier and faster for you to input your travel and contact information, and to expedite border processing to avoid potential delays. The following documents can be scanned:

- Passport
- FAST card
- NEXUS card
- Enhanced driver's licence

Do I need to submit the ArriveCAN information each time I cross into Canada?

Yes. ArriveCAN currently requires you to submit this information each time you are crossing the border, even if your health status remains unchanged.

I currently make multiple trips across the border each day, am I required to submit ArriveCAN information prior to each entry into Canada?

At this current time, CBSA is accepting verbal declarations at the border which will allow truck drivers that cross the border multiple times daily to meet compliance requirements under these rules. CTA is working with CBSA and the Government of Canada on developing a potential solution to this issue.

Are U.S. drivers subject to the same entry requirements under ArriveCAN?

Yes, U.S. drivers entering Canada are also required to submit their information through ArriveCAN to satisfy admissibility requirements.

What if I work as a team driver? Are we both required to submit this information?

Since ArriveCAN asks for information which is unique to each individual border crosser (health status), team drivers are responsible to individually complete their ArriveCAN information to meet requirements.

If I arrive at the border without submitting my ArriveCAN information what will happen?

No Canadian drivers will be denied entry into Canada under this new requirement, but there may be additional delays for drivers that do not submit their ArriveCAN declarations electronically beforehand.

Although the intent of this requirement is not to be punitive, individual border officers have the discretion to enact legislation or take action based on each individual admissibility decision they are presented with at the border.

As a long-haul truck driver, I often leave the country for multiple days at a time and don't have access to a smartphone while in the U.S. Is it possible to submit my declaration through ArriveCan prior to leaving on my trip?

Yes. CTA has clarified that drivers can submit ArriveCan information in advance of their trip. For example, a driver leaving from Montreal to Los Angeles, can submit the required information from their carriers Montreal terminal before they leave for their trip to Los Angeles via the ArriveCAN webpage or a smartphone.

Drivers can submit this information well in advance (365 days prior) of their travel plans.

Am I able to create one login/email for all of my drivers so I can submit all of their information through one account?

Each individual truck driver will need to have their own unique login/email account for security and privacy related reasons. Some personal data will be securely entered/stored, allowing for ease of use to meet these requirements, along with the reporting of health symptoms/status that each person must declare individually.

ArriveCAN currently asks for the date, time and port of arrival prior to re-entry into Canada. There are multiple reasons why any of these items may change before I cross the border. Is it possible to resubmit this information to meet compliance?

All information that is submitted can be updated on entry. If the port of entry, date and time requirements differ from when you first entered them, they will be updated automatically upon arrival at the border.

As long as the ArriveCAN information has been submitted, drivers are considered in compliance by CBSA.

Can I have my employer/manager, or another individual submit ArriveCAN information on my behalf?

The ArriveCAN data contains personal information and requires each border crosser to provide their updated health status. Truck drivers must submit this information on their own behalf, or with the assistance of their employer being present if required.

Why isn't the ArriveCAN app linked through a single channel to reduce burden, such as CBSA's Advanced Commercial Information (ACI) portal?

ACI relates to the commodity and conveyance risk being managed, which is why the company submits this information. The carrier will continue to be accountable for the cargo requirements from CBSA moving forward.

By contrast, the ArriveCan information required is coming from an individual to manage the pandemic health risk. It is the individual who is responsible for informing of their health status (and the other information required) to PHAC.

The data submitted through ArriveCan is therefore subject to entirely different protocols in terms of who has access to it and for what purpose, including strict privacy protocols.