

Mandatory Use of ArriveCAN to Enter Canada

Hello,

The purpose of this email is a reminder that Temporary Foreign Workers (TFWs) must use ArriveCAN to provide mandatory travel information before their arrival to Canada and can do so up to 72 hours before arrival.

ABOUT ARRIVECAN

- [ArriveCAN mobile app](#) is free and available in English, French and Spanish (displayed in the language of your device) and can be downloaded in Google Play or the Apple App store.
- All travellers – whether entering Canada by air, land, rail or marine vessel – must use ArriveCAN unless they are exempt from this requirement for a reason such as a disability, inadequate infrastructure, a service disruption or a natural disaster.
- If a TFW has an accessibility need, they can use the web version of ArriveCAN (www.canada.ca/arrivecan) as it supports the use of assistive devices such as screen readers and magnifiers.
- The ArriveCAN website is accessible on any personal or public device, such as tablets, laptops, smartphones and desktop computers. The web version of ArriveCAN is accessible only on recent versions of all other web browsers (it does not work on Internet Explorer).
- **ALERT:** A proof of vaccination will also need to be uploaded to ArriveCAN in English, French or certified translation (must include a stamp or membership number of a professional translation association). Ensure to have both the original proof of vaccination and the certified translation (if required) with you for review when entering Canada and for use while in Canada.

Once TFWs submit their information through ArriveCAN, including their vaccination information and evidence, a receipt will be displayed and emailed to them. While TFWs who do not submit their information through ArriveCAN, may not be denied boarding or entry into Canada, they:

- will not be eligible for the fully vaccinated traveller quarantine exemption;
- may experience increased quarantine and testing requirements;
- may face additional delays at the border regarding public health questioning; and/or,
- may be subject to fines or enforcement action.

If TFWs did not use ArriveCAN, and submitted their information when entering Canada, including by paper form, they can't use ArriveCAN to complete their mandatory reporting. They must call 1-833-641-0343 instead.

ALERT: TFWs should be cautious of third party, fraudulent webpages and apps that may be posing as ArriveCAN and asking for payment. ArriveCAN is free and secure and is the official Government of Canada platform to provide information when entering Canada.

More details on ArriveCAN can be found at the following [link](#). For any questions with respect to ArriveCAN, please [contact us](#).

Thank you in advance for your collaboration and understanding.

The Temporary Foreign Worker Program

Employment and Social Development Canada