Application Help Guide

This three-part guide will help you correctly complete your application form for an Electronic Travel Authorization (eTA).

- **Part 1**: for parent/guardians or representatives applying on behalf of someone.

- **Part 2**: for all applicants. What you need to know to complete the form accurately. Includes instructions for lawful permanent residents of the United States.

- **Part 3**: What to expect after you have submitted your application.

Before you submit your application, review it carefully. Make sure it is complete and accurate. **Entering incorrect information could lead to a delay or even a refusal of your eTA application, and/or prevent you from boarding your flight.**
PART 1: Parent/Guardian or Representative Details

If you are not a parent/guardian or representative applying for an eTA for someone else, go to Part 2 of this guide to find out how to complete the form for yourself.

The first question asks if you are a parent/guardian or a representative applying for an eTA on behalf of someone.

A representative is a person who has the permission of someone wanting to travel or immigrate to Canada to conduct business with Immigration, Refugees and Citizenship Canada (IRCC) on their behalf. The representative can be paid or unpaid and also constitutes parents or guardians applying on behalf of a child.

When someone appoints a representative, they may also authorize IRCC to share information from their case file with this person. Canada's immigration law covers representatives and defines the terms of their services.

In the fields below, select YES or NO.

![Application for an Electronic Travel Authorization (eTA)](image)
PART 1 (A): Parent/Guardian or Representative Details.

You indicated that you want to apply on behalf of someone. Please enter information about yourself in this section.

Once you have entered your information, select NEXT. This will take you to the part of the form where you will need to enter information about the person you are applying for.
PART 2: How to complete the application for an Electronic Travel Authorization (eTA)

If you are applying for yourself, you need to answer NO to the first question.

If you are a parent/guardian or representative applying for an eTA for someone else, you will need to answer YES. Please also see Part 1 of this guide.

Once you click NEXT, you will arrive at the section of the form where you need to enter details about the applicant (yourself or the person you are applying for).

What travel document do you plan to use to travel to Canada?
Select the travel document you will use to travel to Canada from the following options:

**Passport - ordinary/regular**
A passport issued to citizens for occasional travel, such as vacations and business trips.

**Passport – diplomatic**
A passport issued to citizens who are high-ranking government officials, diplomats, and representatives and delegates of a government.

**Passport – official**
A passport normally issued to citizens, such as non-diplomatic government officials, traveling on official government business.
Use if the front cover of your passport says ‘official’.

**Passport – service**
A passport normally issued to citizens, such as non-diplomatic government officials, traveling on official government business.
Use if the front cover of your passport says ‘service’.

**Emergency/temporary travel document**
A travel document or passport issued to citizens in urgent cases where the issuance of a temporary passport is not possible. These documents are often valid for a short period of time.

**Refugee travel document**
A travel document issued to non-citizens with protected-person status, including Convention refugees and persons in need of protection. *Note: you are not eligible to apply for an eTA using this document. You may need a visa or other type of travel document to travel to Canada.*

**Alien passport/travel document issued to non-citizens**
A passport or travel document issued to non-citizens who live either permanently or temporarily in the country that issued the document, but are *not* citizens of that country. *Note: you are not eligible to apply for an eTA using this document. You may need a visa or other type of travel document to travel to Canada.*

**Permit to re-enter the United States (I-327)**
A travel document issued by United States (U.S.) Citizenship and Immigration Services to U.S. lawful permanent residents to allow them to travel abroad and return to the U.S. without having to get a returning resident visa.

**United States refugee travel document (I-571)**
A travel document issued by United States (U.S.) Citizenship and Immigration Services to non-citizens who have been recognized as refugees or granted asylum. If you hold an I-571, you are eligible to apply for an eTA only if you are a lawful permanent resident of the U.S.
**Which country issued your passport?**

Select the country that issued your passport. Select the country code that matches the one on your passport. Find this three letter code on your passport information page – see the field named “Code”, “Issuing country” or “Authority”.

![Image of passport with country code highlighted]

**What is the nationality noted on your passport?**

Select the nationality field on your passport information page.

![Image of passport with nationality highlighted]

**IMPORTANT:**

If you are a national of a visa-required country, you are not eligible to apply for an eTA. Exceptions include lawful permanent residents of the United States (US LPR).

- Based on your answers, you cannot apply for an eTA. You may need a visa or other type of travel document to travel to Canada.
**Important Information for Holders of an Israeli, Taiwanese or Romanian Passport:**

**For nationals of Israel only.**

Applicants who hold a national Israeli passport are eligible to apply for an eTA. Before you continue with your eTA application, please answer the following additional questions to determine your eligibility.

**For Taiwanese travellers only.**

Applicants who hold a passport issued by the Ministry of Foreign Affairs in Taiwan are eligible to apply for an eTA. Before you continue with your eTA application, please answer the following additional questions to determine your eligibility. If you will be travelling on a passport issued by the Ministry of Foreign Affairs in Taiwan, enter your personal identification number as it appears on your passport.
For Romanian travellers only

Applicants who hold a Romanian electronic passport are eligible to apply for an eTA. Citizens of Romania who hold a non-electronic passport, such as a temporary passport, require a temporary resident visa (TRV) to travel to or transit through Canada. Before you continue with your eTA application, please answer the following additional questions to determine your eligibility.

PART 2 (A) Questions for Lawful permanent residents of the United States

The following section is to be completed by lawful permanent residents of the United States (US LPRs) only. Once you answer these questions, you can proceed to the next part of the form by clicking NEXT.
If you are not a US LPR, proceed to the next page to continue with your eTA application.

### PART 2 (B): Passport details of applicant

Be extra careful when you enter your passport information.

**If you enter the wrong passport number, you may not be able to board your flight to Canada.**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which country issued your passport?</td>
<td>AFG (Afghanistan)</td>
</tr>
<tr>
<td>Are you a lawful permanent resident of the United States with a valid alien registration card (Green Card)?</td>
<td>Yes</td>
</tr>
<tr>
<td>Green Card Number or Alien Documentation Identification and Telecommunications System (ADIT) Stamp Number</td>
<td>Enter the number as it appears on your permanent resident card (Green Card) or ADIT stamp. The number sometimes has an A in front of it. Simply enter the numbers. You cannot apply for an eTA with an expired Green Card or ADIT stamp. If your card or stamp is no longer valid, you may need a visa to enter Canada. If you have a valid eTA and an expired Green Card or ADIT stamp, you will not be allowed to enter Canada.</td>
</tr>
<tr>
<td>United States lawful permanent resident alien registration card (Green Card) number</td>
<td></td>
</tr>
<tr>
<td>United States lawful permanent resident alien registration card (Green Card) number (re-enter)</td>
<td></td>
</tr>
<tr>
<td>Date of expiry</td>
<td></td>
</tr>
<tr>
<td>What is the nationality noted on this passport?</td>
<td>Afghanistan</td>
</tr>
</tbody>
</table>
You may only find out at the airport if you made a mistake.
You’ll have to reapply for an eTA.
Depending on your situation, it may not be possible to get an eTA at the last minute.

Tips to enter your passport number correctly:

- Enter the passport number that is at the top of the passport information page (the page with your photo).
  - Do not enter the number on the first page of your passport, or the number at the bottom of the page with your photo.
- Most passport numbers are 8 to 11 characters long. If the number you plan to enter is much shorter or longer than this, check that you are using the right number.
- Passport numbers are made up of a combination of letters and numbers. Be extra careful with the letter O and the number 0, and the letter I and the number 1.
- Don’t enter any special characters (like a hyphen) or spaces.

French passport holders
Last name is also known as family name.

First name is also known as given name.

Enter ALL name(s) as they appear on your passport.

Amended name
If your passport includes a manual amendment to your name(s) in the observations section of your passport, enter your name(s) as it appears in that section. An observations page refers to a section of your passport where authorized immigration officials can make important notes (observations).
Apostrophes

If your name has an apostrophe, enter it on the form. Example: D'Orsay, O'Neil.

Order of names

Refer to the machine-readable zone on your passport (the portion below your photo and biographic information, sometimes called a "barcode") to confirm in what order you should enter your names on the application. On the first line of that portion of your passport, you will most likely see a letter, a chevron (<), an abbreviation of your nationality, your family name, two chevrons (<<) and your given name(s).

If your name(s) is/are shortened or cut off in this portion of your passport, but the full name(s) is spelled out in the upper portion of your passport, enter your name(s) as it/they appear(s) in the top portion. But always rely on the bottom portion to determine the order of your name(s).

Filial relationships

If your passport includes "son of" or "daughter of," or "bin" or "bint" and your father's name in the top or bottom portions of your passport, do not enter this text or your father's name in either of the name fields of the application form.

For example, if your passport indicates Ahmad bin Husain bin Muhammad in one field, please enter the Family Name as Husain and the Given Name as Ahmad.

If your passport indicates a filial relationship with "ibn," "ben" or "ould wuld," and your father's name in the upper or lower portions of the page, please do not enter this or your father's name in either name field when you are completing the application form. For example, if your passport indicates Husain Ould Ahmad Ould Muhammad in one field, please enter the Family Name as Ahmad and the Given Name as Husain.

Hyphens

If your name has a hyphen, enter it on the form. Example: Mary-Anne, Smith-Hansen.

Only one name on passport

If there is only one name line on the passport, put the whole name in this answer field. Also known as "surname" or "family name".

Use of mother's, father's or ancestor's name

If the name on your passport includes the name of your mother, father, grandfather or earlier male ancestor in the machine-readable zone on your passport (the portion below your photo and biographic information, sometimes called a "barcode"), enter that spelling of your name on the application form.
**Spousal relationships**

If your passport shows "épouse de", "epse" or "ep." ("spouse of"), "wife of" or "husband of" in the top or bottom portions of your passport, **do not enter** this or the name of your spouse in either the last name or first name fields of the application form.

Example: if your passport shows *Smith EP. Paul Sajan* in the family name field, and *John William* in the given name field, enter Smith in the last name field and John William in the first name field.

**Titles, prefixes, degrees, decoration**

If your passport shows a title, prefix, suffix, professional or academic qualification, decoration, honour, award, or hereditary status, **do not enter this on the application form**, unless it is in the machine-readable zone of your passport (the portion below your photo and biographic information, sometimes called a "barcode").

**Characters of non-Roman alphabet:** Only characters from the Roman script/alphabet can be entered on your application form. Example: Aa, Bb, Cc and French accents such as é, è, ê, ë, û.

Your country of nationality is responsible for making your name appear in Roman script on your passport.
Provide your date of birth, gender, country or territory and the city where you were born.

If you do not know your exact date of birth, give as much information as possible. Select your date of birth, as it appears on your passport.

From the drop-down menu, select the name of the country shown in the Place of birth field on your passport. Enter the name of the city/town/village shown in the place of birth field on your passport. If there is no city/town/village on your passport, enter the name of the city/town/village where you were born.

Select the date of issue and the date of expiry of your passport. You can find this information on the page in your passport that shows your photo and date of birth (also known as the biodata page).
PART 2 (C): Personal details of applicant

This section of the form asks you about personal details such as your marital status and whether you have previously applied to enter or remain in Canada.

Personal details of applicant

Additional nationalities
Indicate which countries/territories you are a citizen of.

<table>
<thead>
<tr>
<th>Country/territory</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Afghanistan</td>
<td></td>
</tr>
</tbody>
</table>

Marital status

<table>
<thead>
<tr>
<th>Please select</th>
</tr>
</thead>
</table>

Have you ever applied for or obtained a visa, an eTA or a permit to visit, live, work or study in Canada?

Yes

Unique client identifier (UCI) / Previous Canadian visa or permit number (optional)

Unique client identifier (UCI) / Previous Canadian visa, eTA or permit number (re-enter)

I am:

Married
A marriage must be recognized under the laws of the country where it was performed and under Canadian law.

Legally Separated
Separated means that two people are married but no longer living together, and they do not wish to live together again.

Divorced
Divorced means that a court has granted a divorce and that a marriage has ended. The two people are no longer married.

Annulled Marriage
An annulled marriage is a marriage that is legally declared not valid. When a marriage is annulled, it means that the marriage was not valid from the beginning.

Widowed
This means that your spouse has died and that you have not re-married or entered into a common-law relationship.

Common-law
A common-law partner is a person of the opposite or same sex with whom you have lived in a marital-type relationship continuously for a minimum of one (1) year and with whom you are not married. Once you have lived together for the first year, temporary separations will not end the relationship.

Never Married/Single
Never been married nor in a common-law relationship.

Unique Client Identifier (UCI)/Previous Canadian visa or permit number

If, in the past, you submitted an application to come to Canada such as a study permit or work permit, you will have a Unique Client Identifier (UCI).

Look for this number on letters you received from us or on the immigration document that was issued. Example: study permit, work permit, or visitor visa.

If you do not know what your UCI is:
- enter "NA" in the field, or
- enter your immigration document number (for example: study permit, work permit or visitor visa number).
PART 2 (D): Employment information

This section of the form asks you to enter your occupation and related details. Use the translated list of options provided below to select your occupation. If there is nothing identical to your occupation, select something similar.

**Occupation**

- Art, culture, recreation and sport occupation
- Finance and administration occupations
- Education, law and social community and government services occupation
- Health occupations
- Homemaker
- Management occupations
- Manufacturing and utilities occupations
- Military/armed forces
- Natural and applied sciences and related occupations
- Natural resources, agriculture and related production occupations
- Retired
- Sales and service occupations
- Student
- Trades, transport and equipment operators and related occupations
- Unemployed
PART 2 (E): Contact information

This section of the form asks you to enter your contact information. Make sure that your email address is valid. It will be used to communicate with you about your application.

Parents applying for minors may enter their own e-mail address if preferred.

PART 2 (E): Residential address

This section of the form asks you to enter your residential details. Enter your permanent home address. Do not enter an address where you live temporarily. Do not enter a post office box – your application will be refused.

a.) Apartment number/Unit (if applicable)
Enter the apartment, unit or suite number, if applicable.
b.) Street/civic number or house name
Enter the civic number or the house name of the address, as applicable. Do not enter apartment, unit or suite numbers in this field. These should be entered in the "apartment/unit number" field.
c.) Street address/name
Enter the name of the street, along with the standard identifier (such as "Street," "Road," "Avenue," "Boulevard," etc.). For example, "Maple Avenue" is acceptable, but an abbreviation such as "Maple Ave." is not.
d.) Street address/name line 2 (if applicable)
Enter additional street address information, if necessary.
e.) City/town
Enter the name of the city or town where you live.
f.) Country/territory
Select the name of the country or territory where you live.
g.) Province/state (if applicable)
Select the province or state where you live.
h.) Postal/ZIP code
Enter your postal/zip code.
i.) District/Region (if applicable)
Enter the district or region where you live.
PART 2 (F): Travel information

If you know the date you will travel, answer YES to the question “Do you know when you will travel to Canada?”. Enter the year, month, and day you plan to travel. If you have confirmed flight details, enter the time of departure. If you do not know when you will travel to Canada, please select NO.

PART 2 (G): Background questions

This section of the form asks you about your previous travel and immigration history. If you answer YES to any of the following questions, please provide as many details as possible to help with processing.

Background Questions

Have you ever been refused a visa or permit, denied entry to, or ordered to leave Canada or any other country/territory?

Please select

Have you ever committed, been arrested for, been charged with or convicted of any criminal offence in any country/territory?

Please select

Have you or a family member ever had or been in close contact with a person with tuberculosis?

Please select

Do you have a serious health condition for which you are receiving regular medical treatment?

Please select

Please briefly indicate if there are additional details pertinent to your application. For example, an urgent need to travel to Canada. Provide relevant details to avoid delays in the processing of your application.
Question 1: Have you ever been refused a visa or permit, denied entry to, or ordered to leave Canada or any other country/territory?

Select YES if you have ever been refused a visa or permit, denied entry to, or ordered to leave Canada or any other country/territory. If you selected YES, for each refusal indicate the country that refused you a visa or permit or denied you entry, as well as the reasons provided to you by the country.

Question 2: Have you ever committed, been arrested for, been charged with or convicted of any criminal offence in any country/territory?

Select YES if you have ever committed, been arrested for, been charged with or convicted of any criminal offence in any country/territory. If you selected YES, for each arrest, charge, or conviction, please indicate where (city, country), when (month/year), the nature of the offence, and the sentence.

Question 3: In the past two years, were you diagnosed with tuberculosis or have you been in close contact with a person with tuberculosis?

Select YES if in the past two years you have been diagnosed with tuberculosis, or were in close contact with a person who has tuberculosis. If you select YES, an additional question(s) will pop up.

Question 3 a): Is your contact with tuberculosis the result of being a health care worker?

Select YES if your contact with tuberculosis is the result of being a healthcare worker. If you select YES, a new question will pop up.

Question 3 b): Have you ever been diagnosed with tuberculosis?

Select YES if you have ever been diagnosed with tuberculosis.

Question 4: Do you have one of these conditions?

If you have one of these conditions- untreated syphilis, untreated drug or alcohol addiction, or untreated mental health condition with psychosis, please select it from the drop down menu. Select NONE OF THE ABOVE if you do not have one of these conditions.
PART 2 (H): Consent and declaration

In the “Signature of applicant” box below, provide your electronic signature by typing your full name. If you are applying for someone else, enter that person’s name in the “Signature of applicant” box.

After you enter your name or the name of the person you are applying for, click the “Proceed to Payment” button. You will then be asked to pay the $7 CAD fee.
PART 3 - What to expect after you submitting your application

After you pay for your application, you should get a confirmation of receipt email from IRCC within minutes. In most cases, applicants will also get an email confirming the approval of their eTA shortly after application submission.

However, some applications may need several days to process. If this is the case for your application, you can expect a confirmation of receipt email and another email from IRCC shortly after that tells you what your next steps are.

**Confirmation of receipt e-mail from IRCC**

If you received an email confirmation, you can use the eTA Check status tool to follow the progress of your application. To do so, you will need:

- the application number which begins with the letter V that can be found at the top of the email, and
- details from the passport you used to apply for your eTA.
Once your application has been approved, you will get the following email.

Your application for an Electronic Travel Authorization (eTA) has been approved. You are now authorized to travel to Canada by air.

When you travel to Canada, you will need to bring the passport you used to apply for your eTA, as the eTA is electronically linked to it. Should you obtain a new passport, you will need to apply for a new eTA.

Airline check-in staff and the Canada Border Services Agency will have electronic access to your eTA status using your passport.

In the future, you can verify the status and expiration of your eTA by using the eTA Check Status Tool. To do this, you will need the eTA number noted above and details from the passport you used to apply for your eTA.

For information on what to see and do in Canada, visit www.Canada.travel. See you in Canada!

Do you plan on visiting the United States? You may require authorization through the Electronic System for Travel Authorization (ESTA). Find out more on the ESTA website.

Check your passport number

Check that the passport number included in the eTA approval email matches exactly the number in your passport. If it’s not the same, you should apply again.

If you entered the wrong passport number, you may not be able to board your flight to Canada.

- You may only find out at the airport if you made a mistake.
- You’ll have to reapply for an eTA.
- Depending on your situation, it may not be possible to get an eTA at the last minute.
Some Tips:

1. You can only apply and pay for one person at a time. For example, for a family of three, you will need to complete and submit the form three times.

2. Make sure to check the junk mail folder of the email address you provided on your eTA application form. Some spam filters may block automated emails from IRCC. Check the folder regularly as emails may at times be moved from your inbox to the junk mail folder.

3. Your confirmation e-mail can be used as a reference, however, you do not need to print it in order to travel. An eTA is electronically linked with your passport or travel document and is valid for five years or until passport expiry.

4. If your eTA was approved but you entered the wrong passport details such as the wrong passport number on the eTA application form, you will not be able to board your flight. To avoid potential travel delays, make sure to enter your passport number correctly.

5. Your information can’t be saved and you have limited time to complete the form. Review the help document to make sure you have everything you need to complete the form.