**Canadian Immigration, Refugees & Citizenship Department**

**Passport Automation System**

**1.0 Introduction**

The **Passport Automation System** is designed to simplify and digitize the passport application process for Canadian citizens. This guide provides step-by-step instructions on how to use the system efficiently.

**2.0 System Requirements**

**2.1 Supported Devices**

* Web Browser: Google Chrome, Mozilla Firefox, Microsoft Edge
* Mobile App: Android (Version 8.0+), iOS (Version 12.0+)

**2.2 Internet Requirements**

* Minimum **3 Mbps** internet speed recommended.
* Secure internet connection for payments and document uploads.

**3.0 User Registration**

**3.1 Creating an Account**

1. Visit the **Passport Automation System** website or mobile app.
2. Click **Register** and enter:
   * Full Name
   * Email Address
   * Phone Number
   * Date of Birth
   * Secure Password
3. Verify your email by clicking the confirmation link sent to your inbox.
4. Log in using your registered email and password.

**4.0 Submitting a Passport Application**

**4.1 Steps to Apply**

1. Log in to the system.
2. Navigate to **Apply for a Passport**.
3. Enter required details:
   * Personal Information
   * Address & Contact Details
   * Previous Passport Details (if applicable)
4. Upload required documents:
   * Proof of Citizenship
   * Identity Verification (Driver’s License, ID Card, etc.)
   * Digital Passport Photo
5. Review your application for accuracy.
6. Click **Submit Application**.
7. Pay the application fee via **secure payment gateway**.

**5.0 Tracking Application Status**

**5.1 How to Track**

1. Log in to your account.
2. Navigate to **My Applications**.
3. View current status:
   * **Submitted**: Application received.
   * **In Review**: Processing by authorities.
   * **Verified**: Police verification completed.
   * **Dispatched**: Passport sent via Canada Post.
4. Click **Track Shipment** to get real-time delivery updates.

**6.0 Payment Processing**

* The system supports **Credit Card, Debit Card, PayPal, and Interac e-Transfer**.
* Payments are securely processed using **SSL encryption**.
* A digital receipt is generated after payment completion.

**7.0 Common Issues & Solutions**

| **Issue** | **Solution** |
| --- | --- |
| Forgot Password | Click **Forgot Password** on the login page to reset. |
| Document Upload Failure | Ensure the file is in **PDF/JPG/PNG** format and under **5MB**. |
| Payment Failure | Verify card details, retry, or contact support. |
| Verification Delay | Contact support if no update after 7 business days. |

**8.0 Contact Support**

* **Email:** [support@passpo\*\*\*nada.](mailto:support@passpo***nada.)ca
* **Phone:** +1 236-\*\*\*-09\*\*
* **Live Chat:** Available on the website (9 AM - 6 PM EST)

**9.0 Security & Privacy**

* User data is stored securely using **AES-256 encryption**.
* All transactions are **compliant with Canadian Privacy Laws**.
* No personal information is shared with third parties.

**10.0 Conclusion**

This guide provides a complete overview of the **Passport Automation System**. For additional questions, visit our **FAQ section** on the website or contact customer support.

**11.0 Appendices**

* Frequently Asked Questions (FAQs)
* Step-by-step Screenshots of the Application Process
* Privacy Policy