CBP One™ Mobile Application Traveler User Guide

Submit Advance Information Capability
For Non-Citizens

U.S. Customs and
Border Protection

# Table of Contents

CBP One™ Mobile Application

Overview

U.S. Customs and
Border Protection

CBP One™ is a mobile application that serves as a single portal to a variety of CBP services. Through a series of guided questions, the app will direct each type of user to the appropriate services based on their needs.
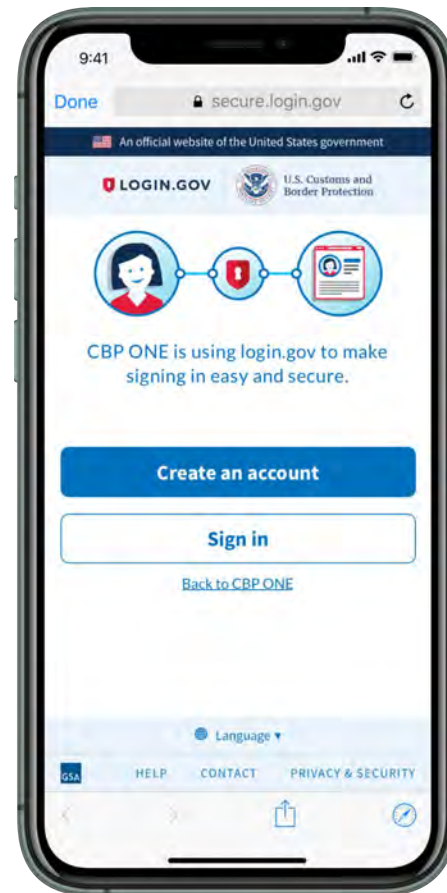
To Access CBP One™

Download CBP One™ from the Apple App Store or Google Play Store.

Questions? Contact us at: CBPOne@cbp.dhs.gov

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U.S. Customs and
Border Protection
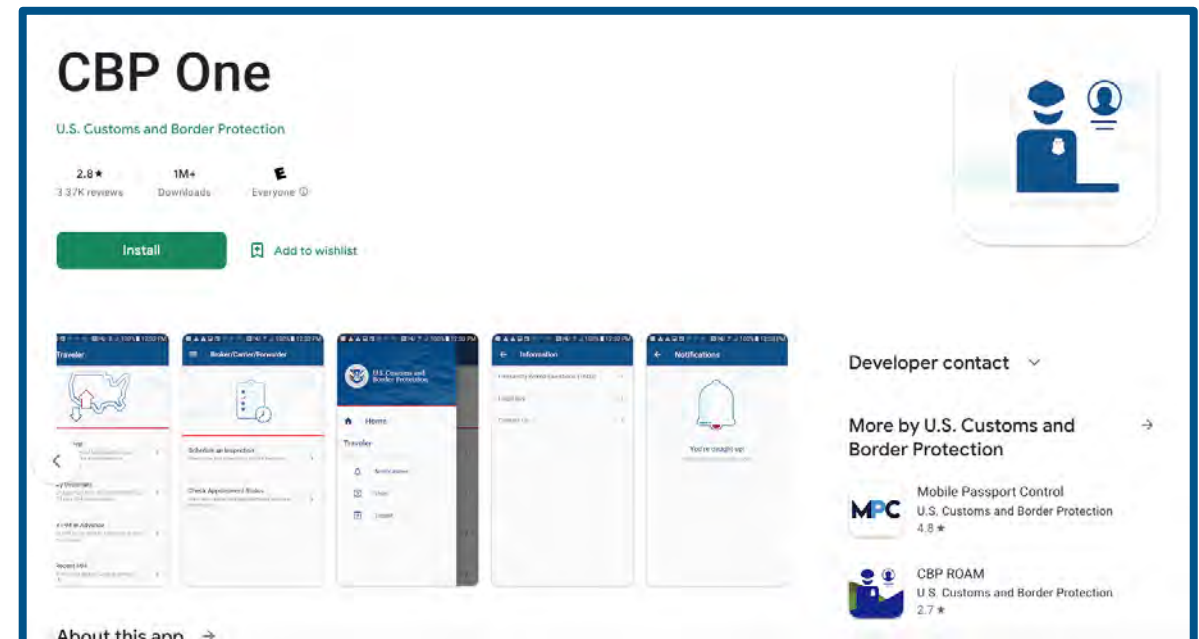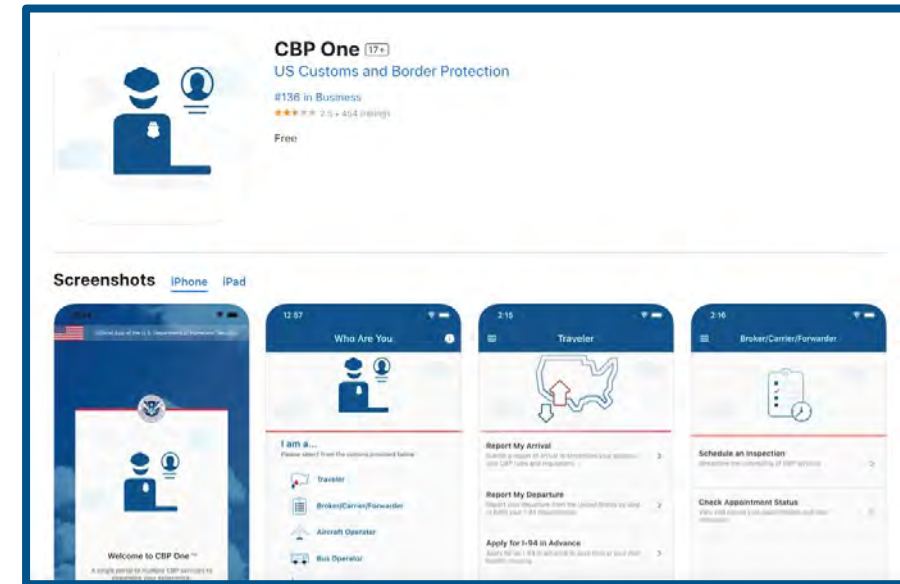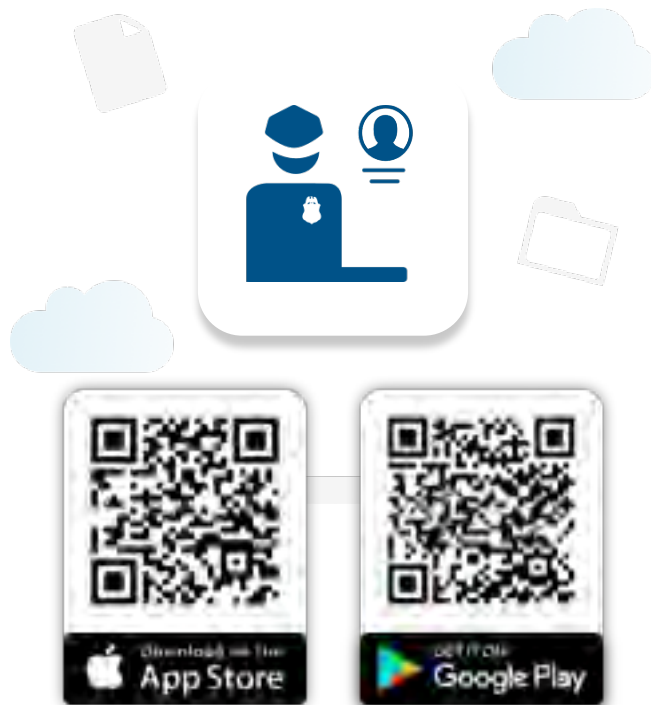
Log In with Login.gov

Select **LOG IN OR SIGN UP.** CBP One™ will redirect you to login.gov, where you can either create an account or log in to an existing account.

Questions? Contact us at: CBPOne@cbp.dhs.gov

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Submit Advance Information

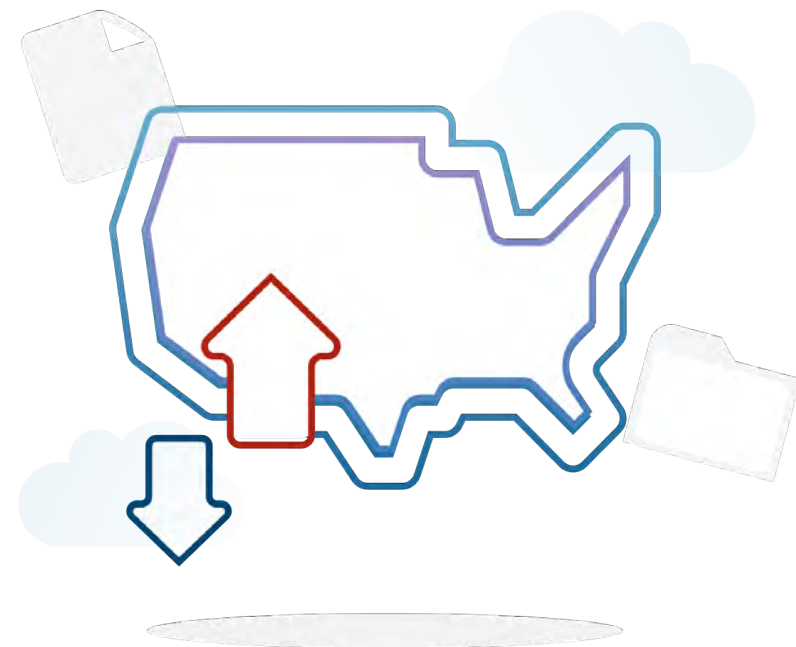Traveler - Land

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Border Protection

Submit Advance Information is a capability available to Travelers in CBP One™.

This capability allows you to submit your information and schedule an appointment to arrive at a southwest Port of Entry for inspection. This is for undocumented non-citizen travelers only.

To submit your advance information and get an appointment at a Port of Entry, you must:

1. **Register Travelers**

2. **Ask for An Appointment**

3. **Accept and Schedule an Appointment**

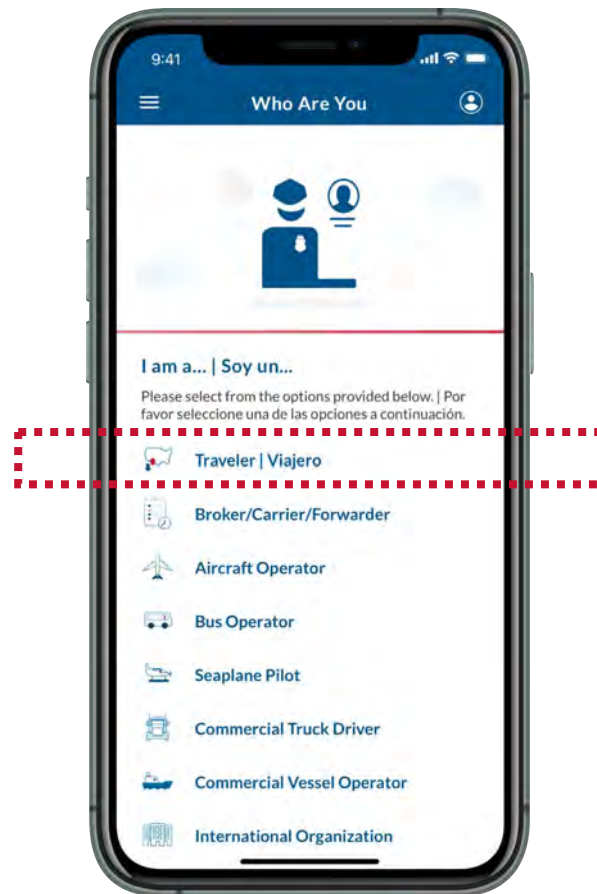4. **Arrive at the Port of Entry**
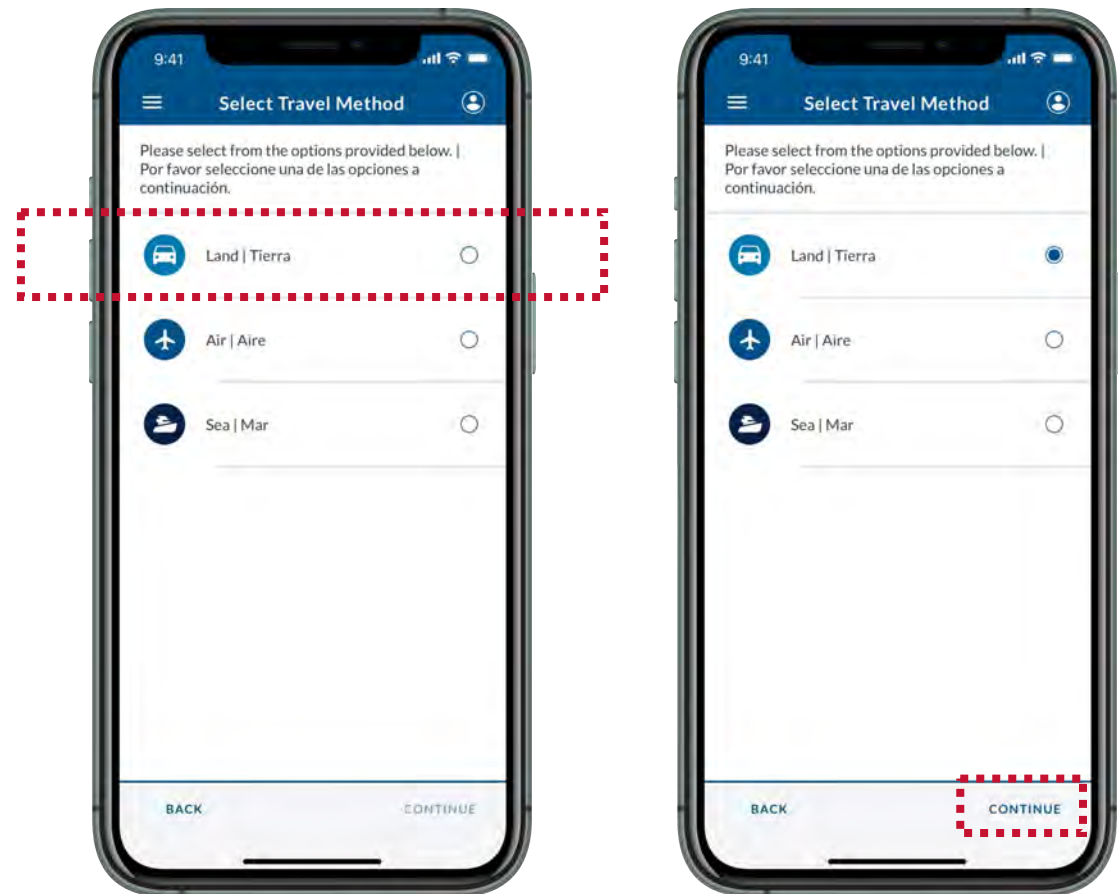
Register Travelers

1. Select Traveler
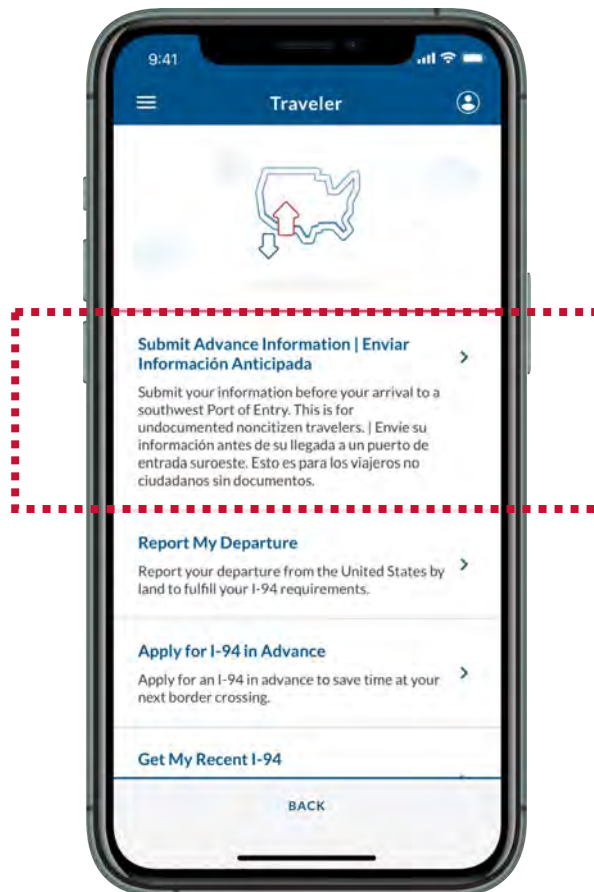
From the home screen, select **Traveler | Viajero**.

2. Select Land

Select **Land | Tierra,** then select **CONTINUE**.

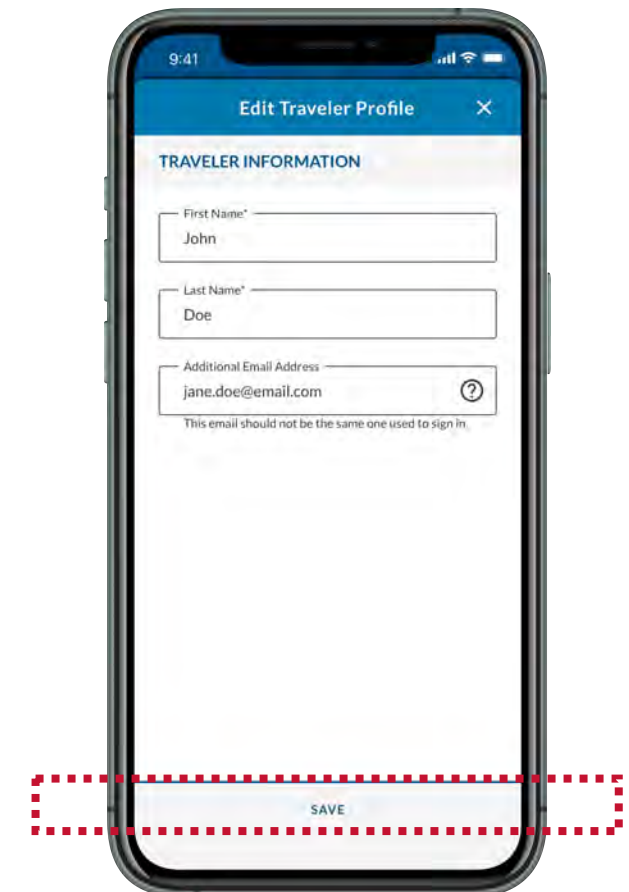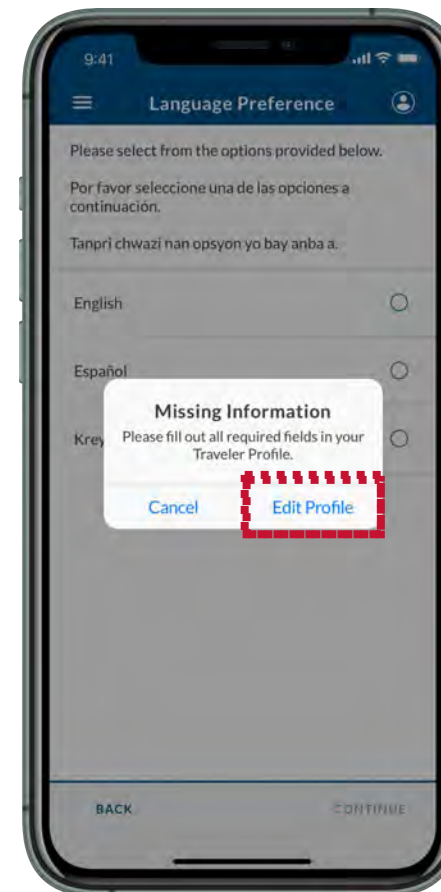Questions? Contact us at: CBPOne@cbp.dhs.gov

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3. Select Submit Advance Information

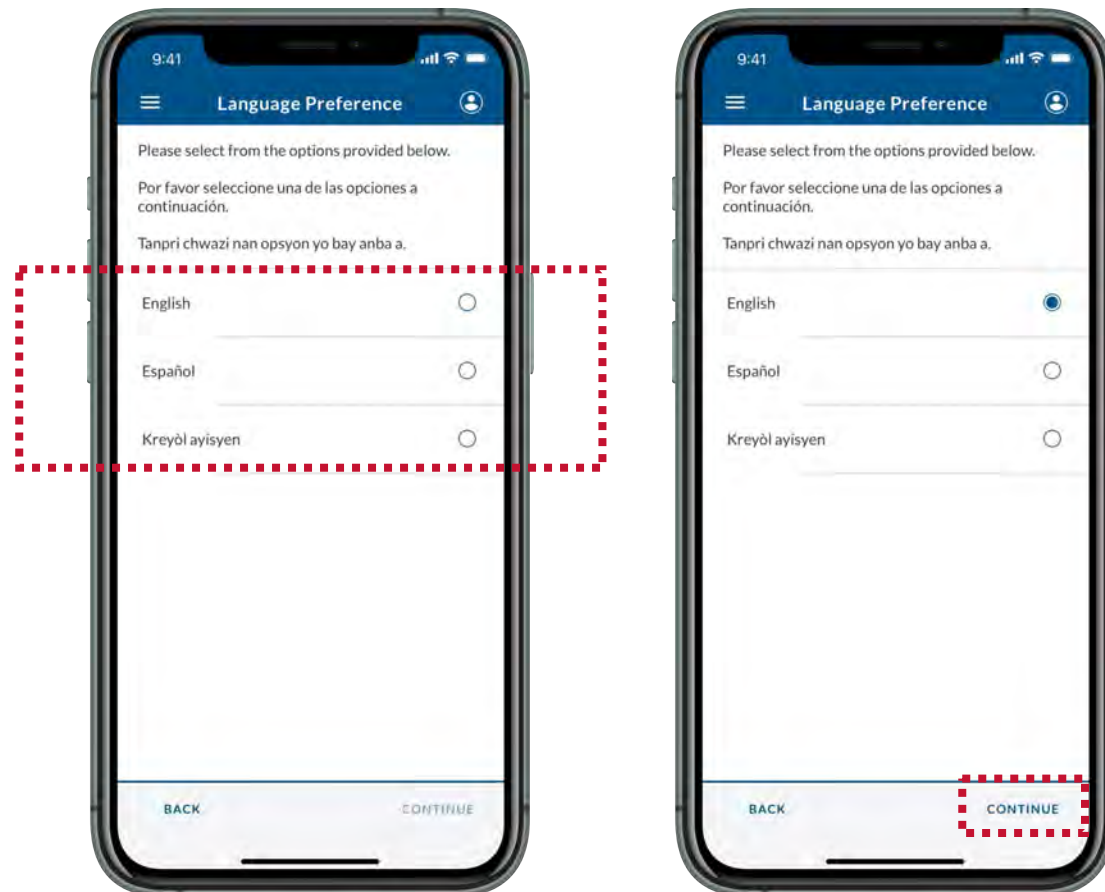Select **Submit Advance Information | Enviar Información Anticipada**.

4. Fill Out Traveler Profile

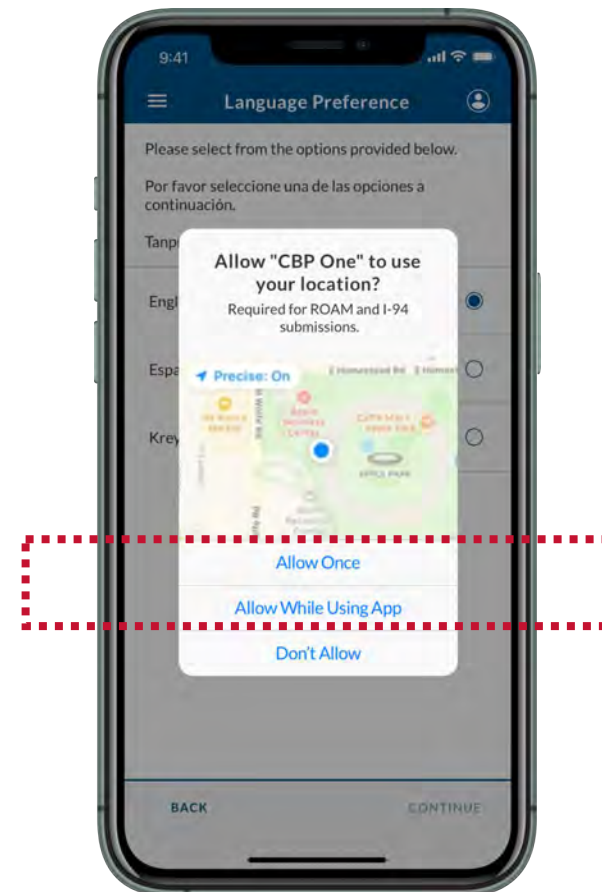If you are a first-time user, a pop-up will appear. Select **Edit Profile**. Fill out the fields and select **SAVE**.

5. Select a Language

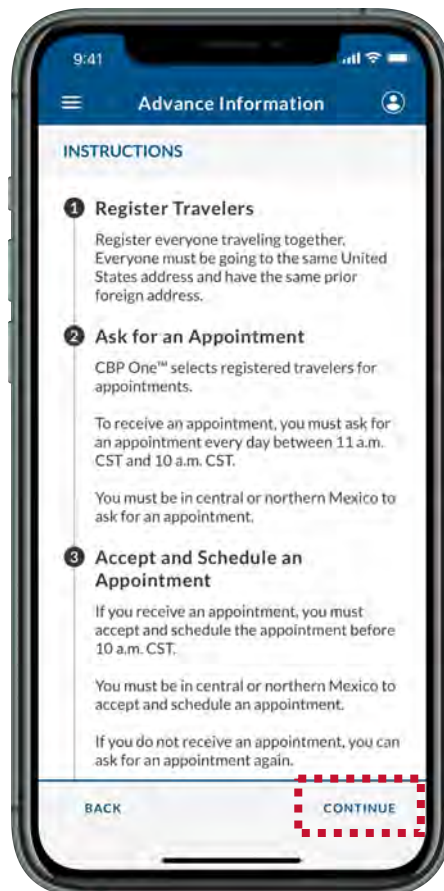Select your preferred language, then select **CONTINUE**.

6. Allow Location Permissions

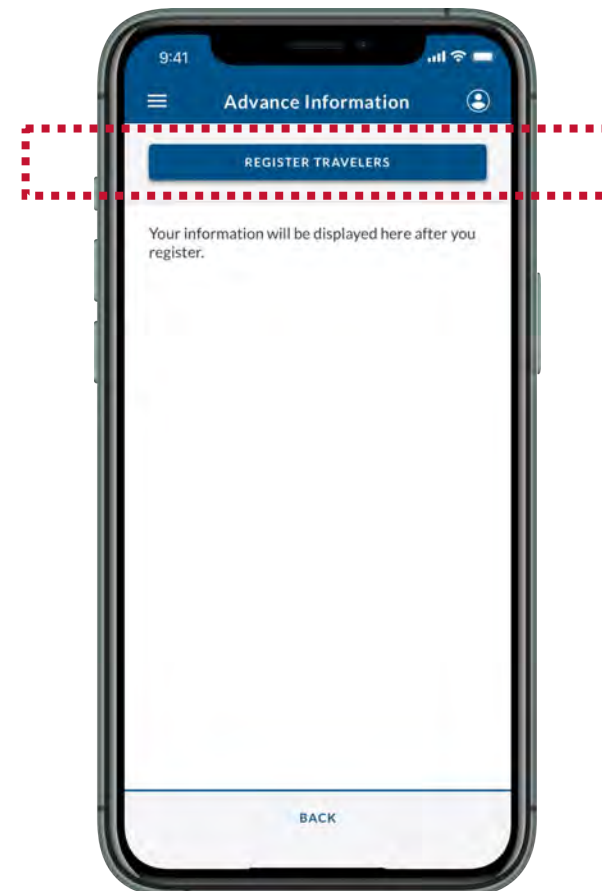A pop-up requesting permission to use location services will appear. Select to allow CBP One™ to use your location.

7. Read Instructions

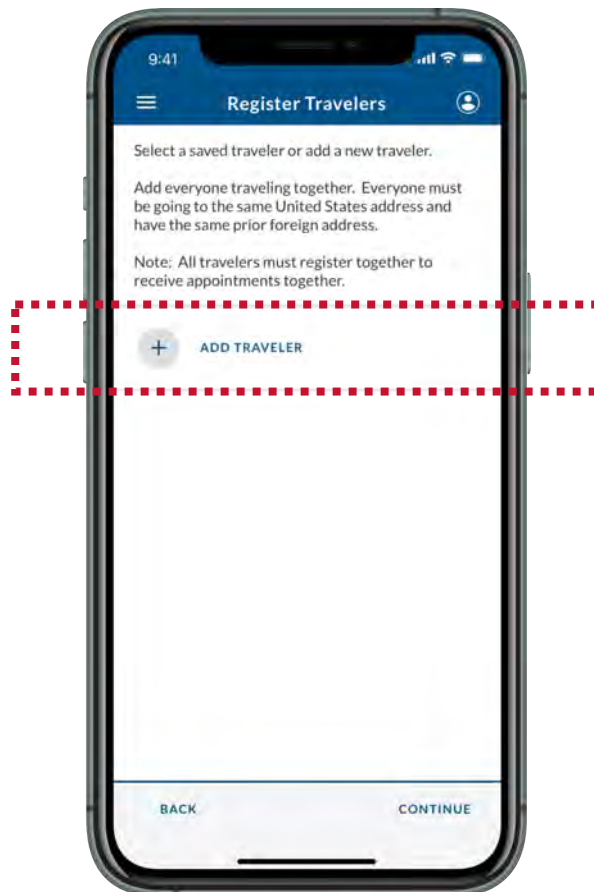Review the instructions on-screen, then select **CONTINUE.**

8. Select Register Travelers
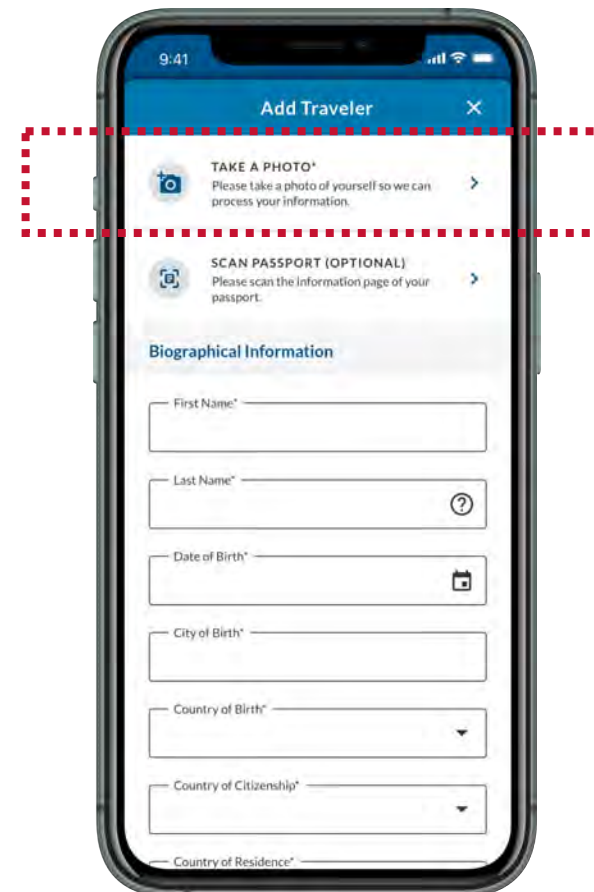
Select **REGISTER TRAVELERS.**

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9. Select Add Traveler

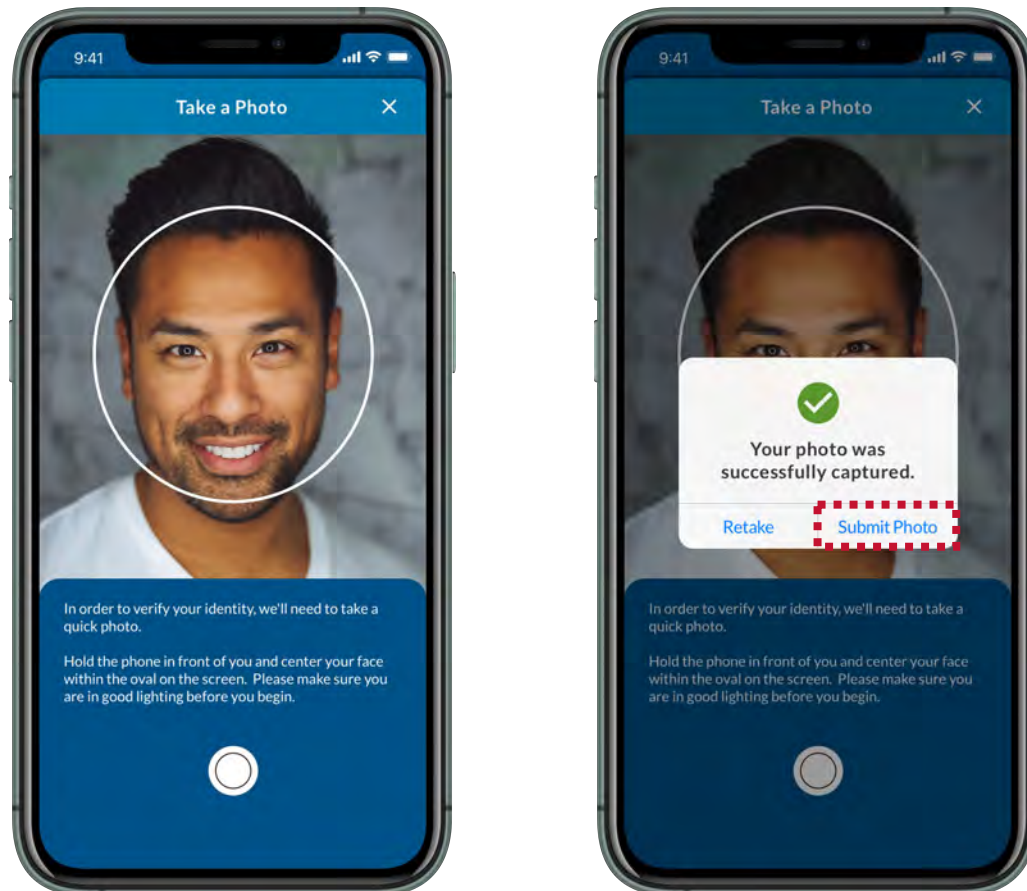Review the instructions on-screen, then select **ADD TRAVELER.**

10. Select Take a Photo

Select **TAKE A PHOTO.**

11. Take a Photo

Follow the instructions on-screen, then select **Submit Photo**. Please make sure that your photo clearly captures your face. This photo will be used later to verify your identity.

12. Select Scan Passport

If you have a passport, select **SCAN PASSPORT (OPTIONAL).** If you do not have a passport, skip to **Step 14**.

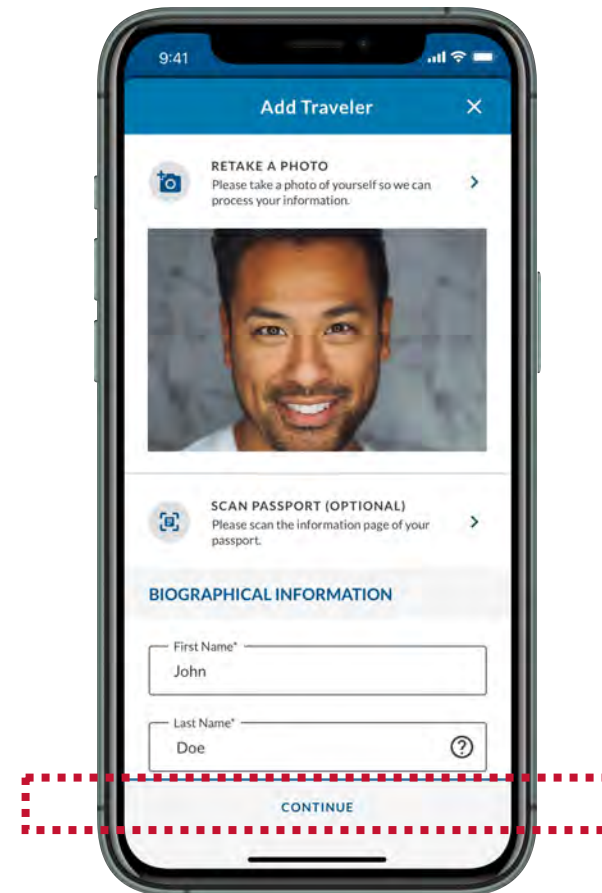Questions? Contact us at: CBPOne@cbp.dhs.gov

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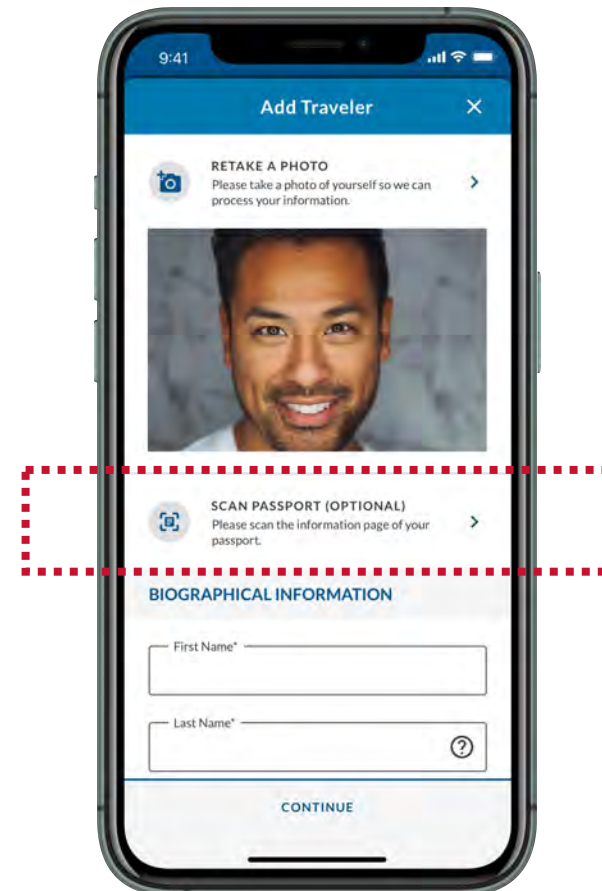
13. Scan Passport

Align the information page of your passport within the rectangle on-screen. Wait for CBP One™ to scan your passport.
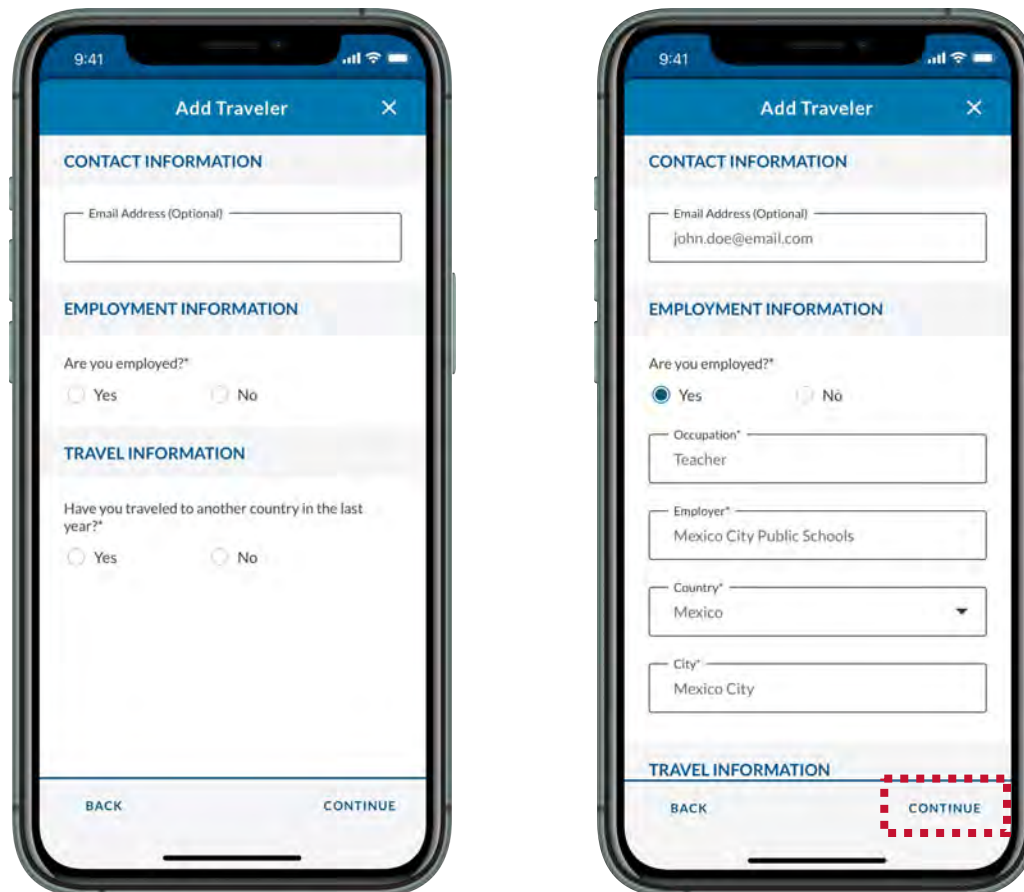
14. Fill Out Biographical Information

Fill out any remaining required fields, then select **CONTINUE.**

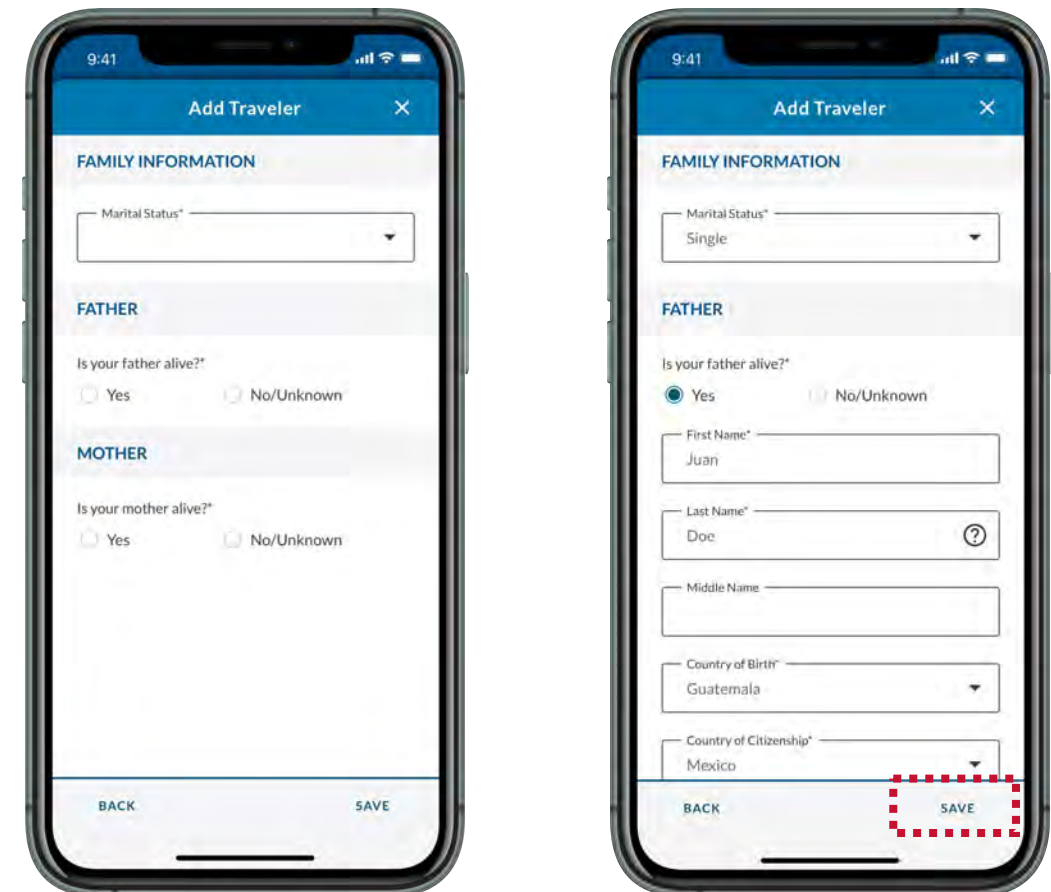## 15. Fill Out Contact, Employment, and Travel Information

Fill out the required fields, then select **CONTINUE**.

16. Fill Out Family Information

Fill out the required fields, then select **SAVE**.

Questions? Contact us at: CBPOne@cbp.dhs.gov

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17. Add Additional Travelers

Repeat **Steps 9-16** for everyone traveling with you. Everyone must be going to the same United States address and have the same prior foreign address. Ensure all travelers are listed, then select **CONTINUE**.
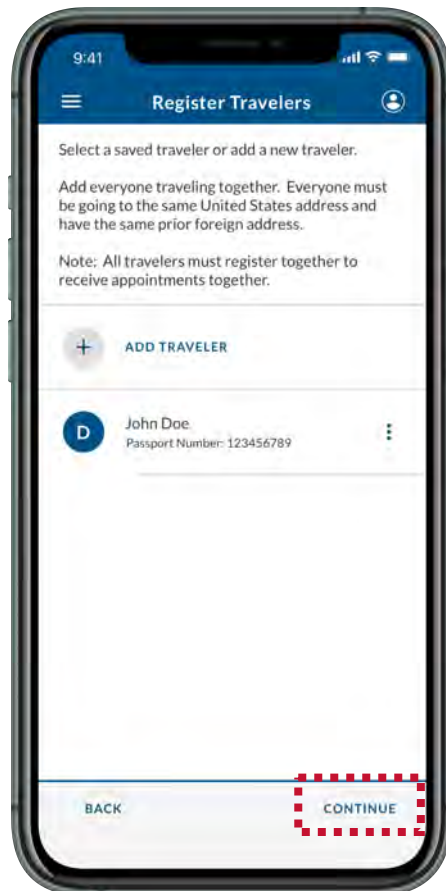
18. Fill Out United States Address and Emergency United States Contact Information

Fill out the required fields, then select **CONTINUE**.

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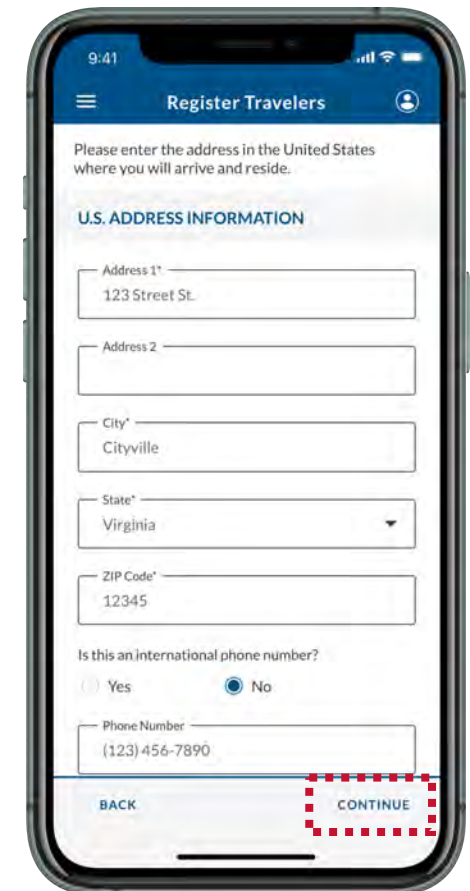
19. Fill Out Prior Foreign Address and Preparer Information

Fill out the required fields, then select **CONTINUE**.

20. Select a Requested Port of Entry

Select a requested Port of Entry from the dropdown list, then select **CONTINUE.** You will have the opportunity to change this when you ask for an appointment, if needed.

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20. Submit Your Registration

Review the screen and ensure that all information is accurate, then select **SUBMIT**. Review the pop-up and select **Yes, Submit.**
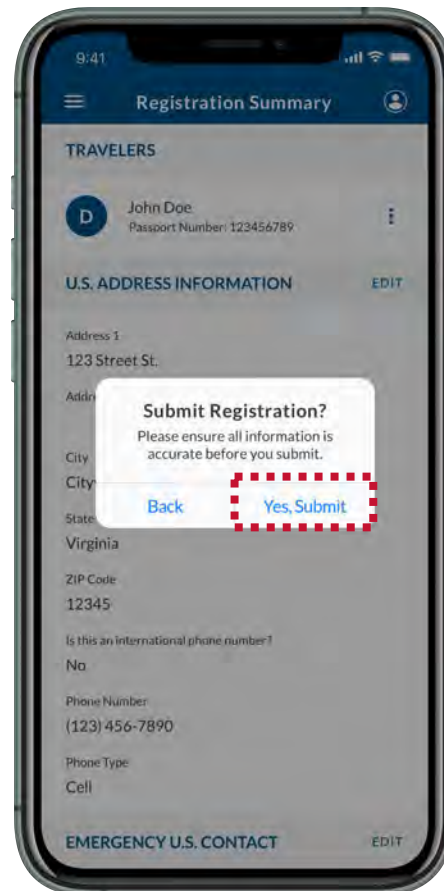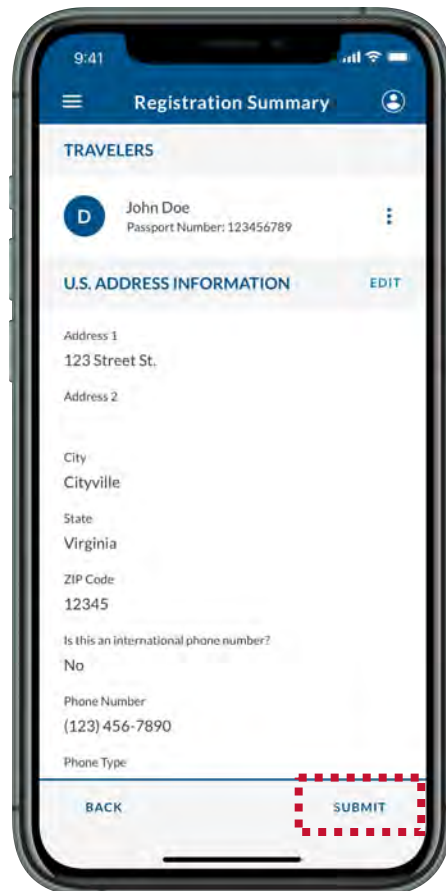
21. Select OK

Review the pop-up and select **OK.** You have successfully registered. You will receive a confirmation email at the email address you used to log in to CBP One™. Please save your confirmation number(s).

Questions? Contact us at: CBPOne@cbp.dhs.gov

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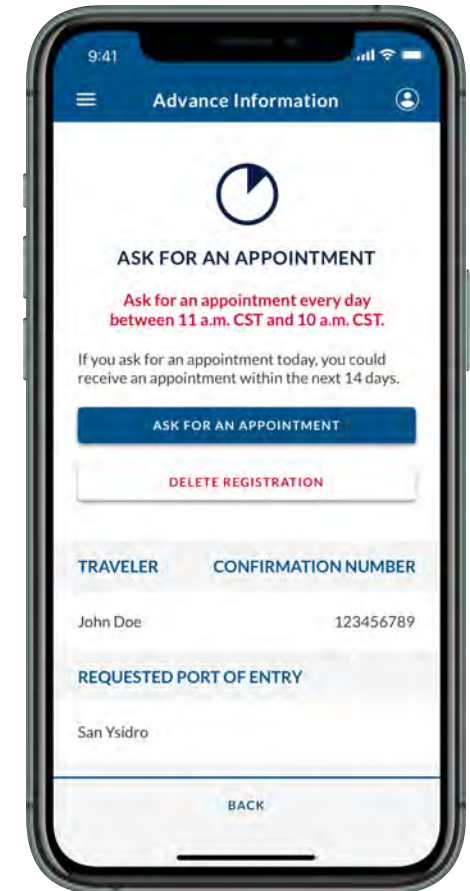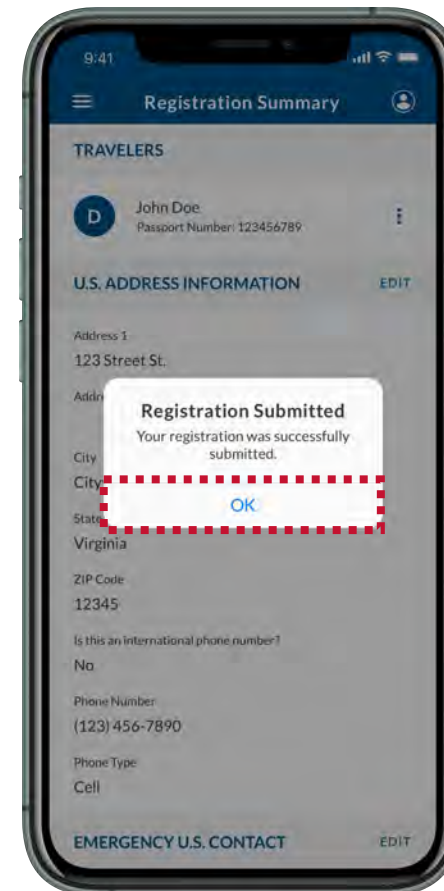
NEXT STEPS

Now that you have registered, **you can ask for an appointment at your requested Port of Entry (See Page 20).** You must be in central or northern Mexico to ask for an appointment.

Ask for an Appointment

1. Select Traveler
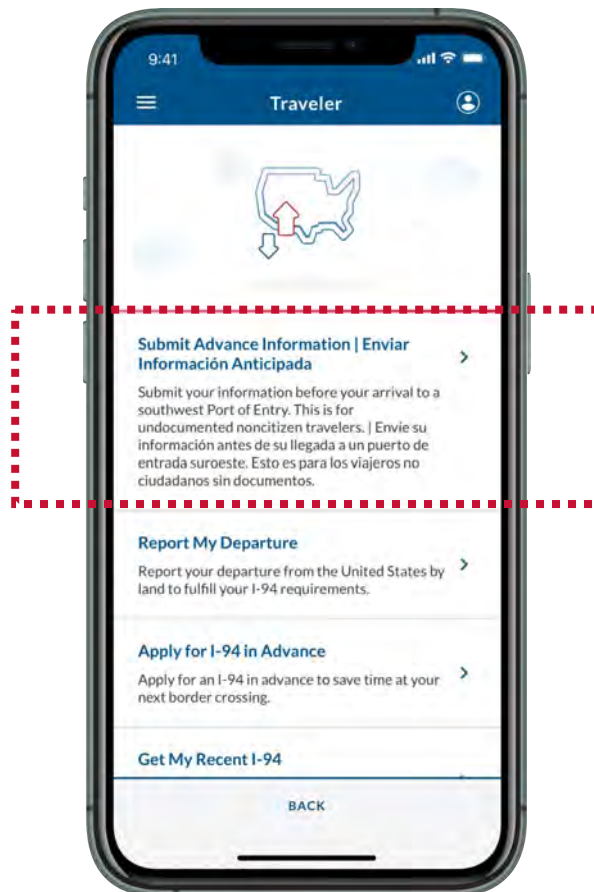
From the home screen, select **Traveler | Viajero**.

2. Select Land

Select **Land | Tierra,** then select **CONTINUE**.

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3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.

4. Select a Language

Select your preferred language, then select **CONTINUE**.

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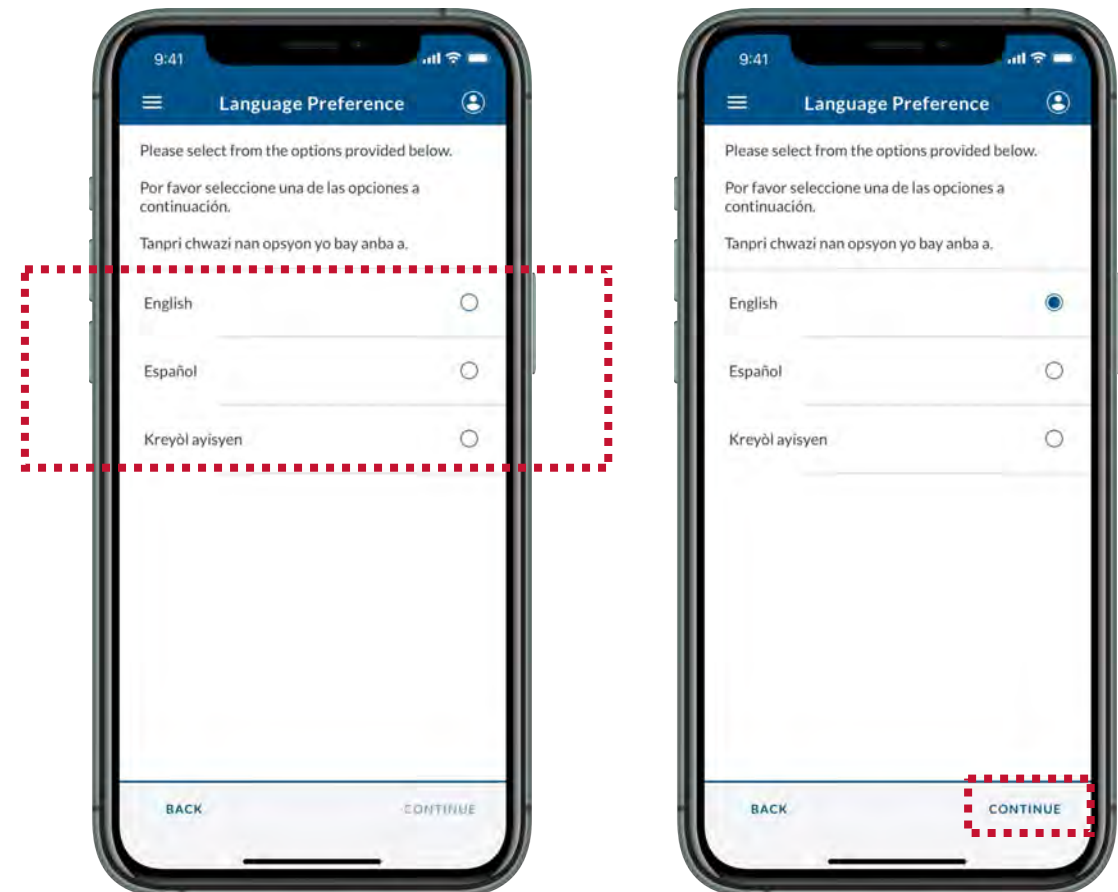
5. Read Instructions

Review the instructions on-screen, then select **CONTINUE.**

6. Select Your Registration

Select your registration. Make sure it is complete and accurate. You may only select one registration. If more than one registration with the same traveler's name is selected, you will receive an error and be prohibited from asking for an appointment using the second registration.
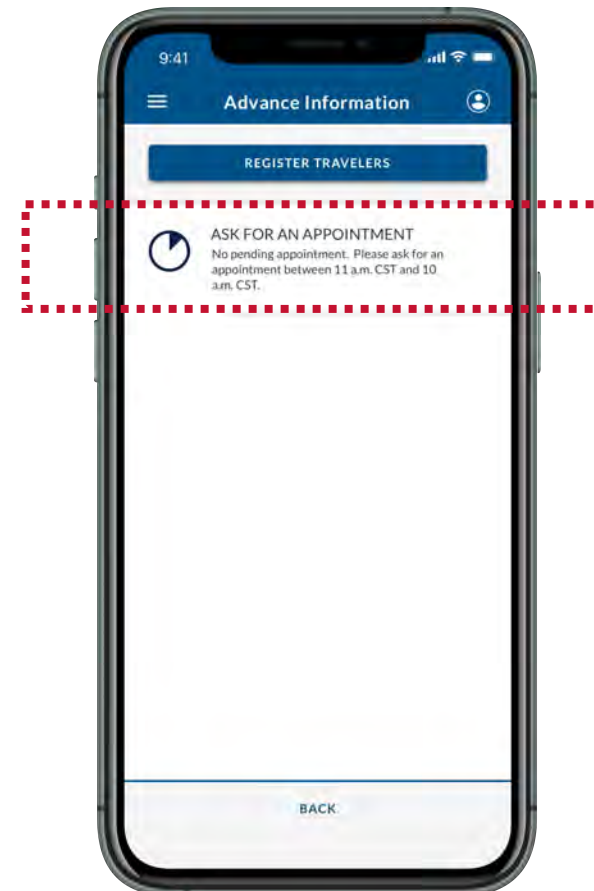
7. Ask for an Appointment

Select **ASK FOR AN APPOINTMENT.** You must ask for an appointment between 11 a.m. CST and 10 a.m. CST / 10 a.m. MST and 9 a.m. MST. You must be in central or northern Mexico to ask for an appointment.
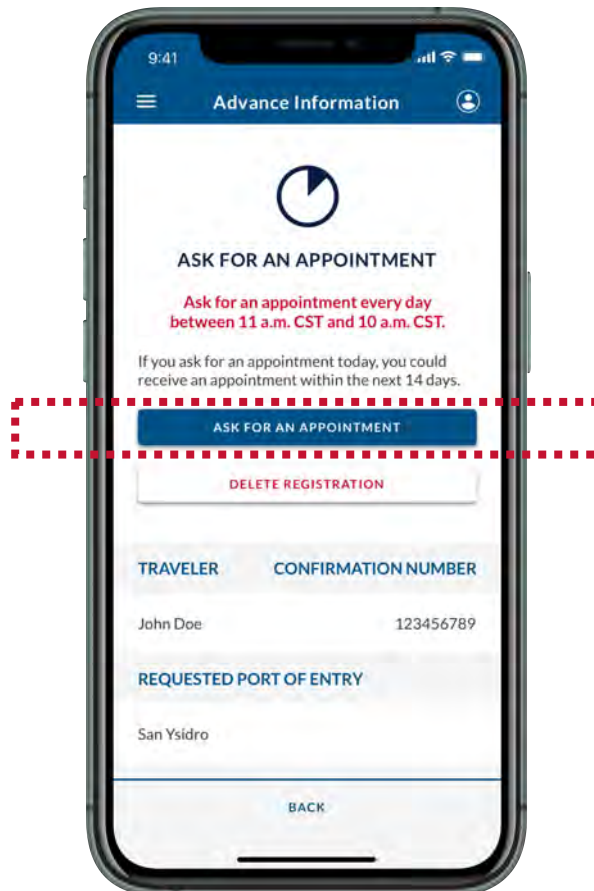
8. Select Yes, Ask

Review the pop-up and select **Yes, Ask.**

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9. Select OK

Review the pop-up and select **OK.** You have successfully asked for an appointment.

NEXT STEPS

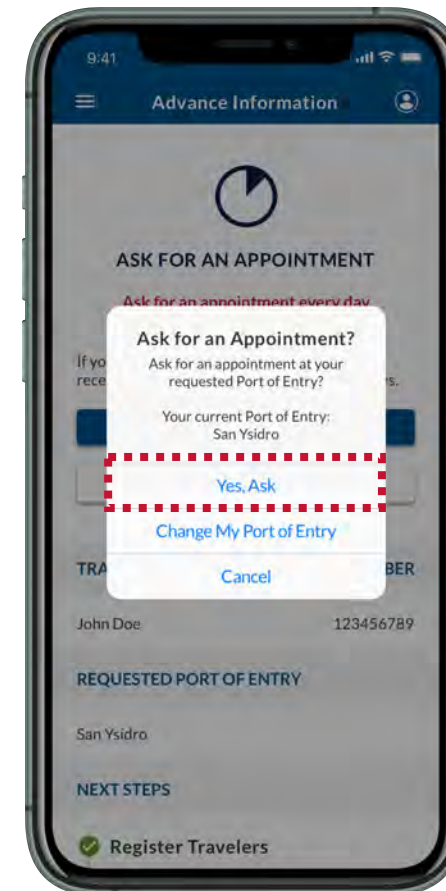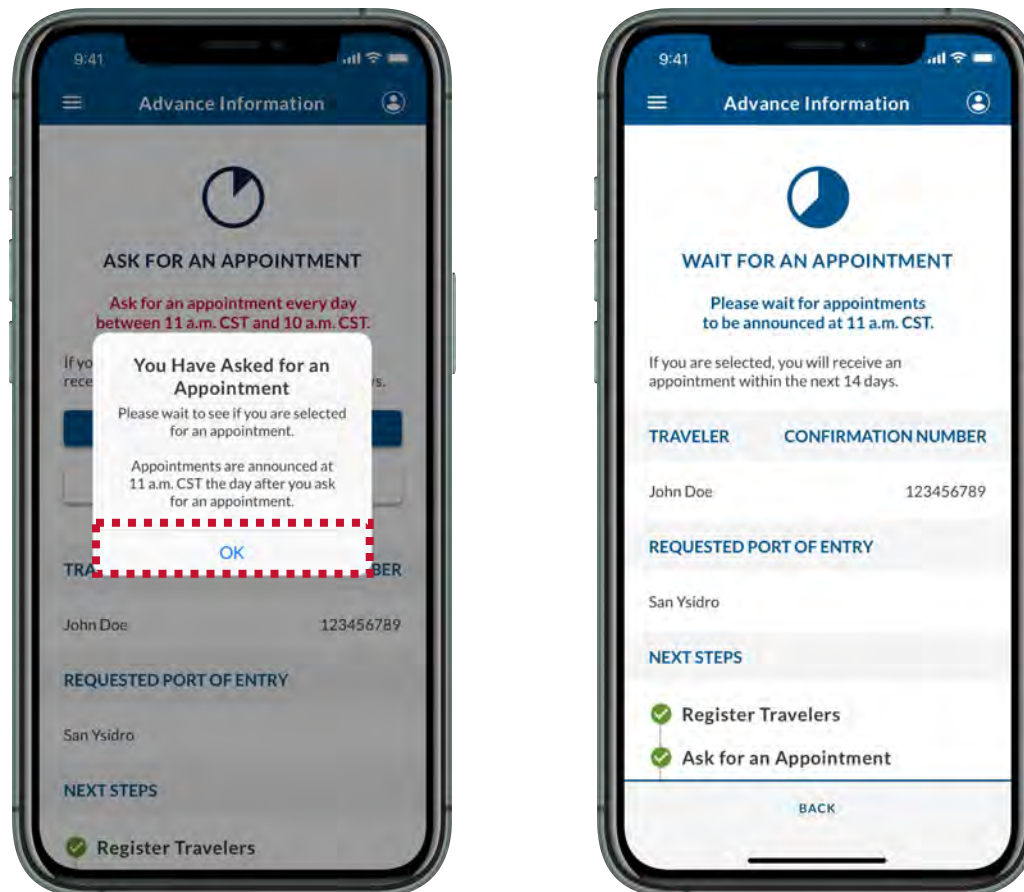Now that you have asked for an appointment, you must wait for appointments to be announced at 11 a.m. CST / 10 a.m. MST.

If you receive an appointment, CBP One™ will send you an email and a push notification. **You must accept and schedule the appointment before 10 a.m. CST / 9 a.m. MST (See Page 27).** You must be in central or northern Mexico to accept and schedule an appointment.

If you do not receive an appointment, you can try again by repeating **Steps 1-9**.

What If I Need to Change My Port of Entry?

If you need to change your requested Port of Entry for any reason, follow **Steps 1-7**, then select **Change My Port Of Entry.**
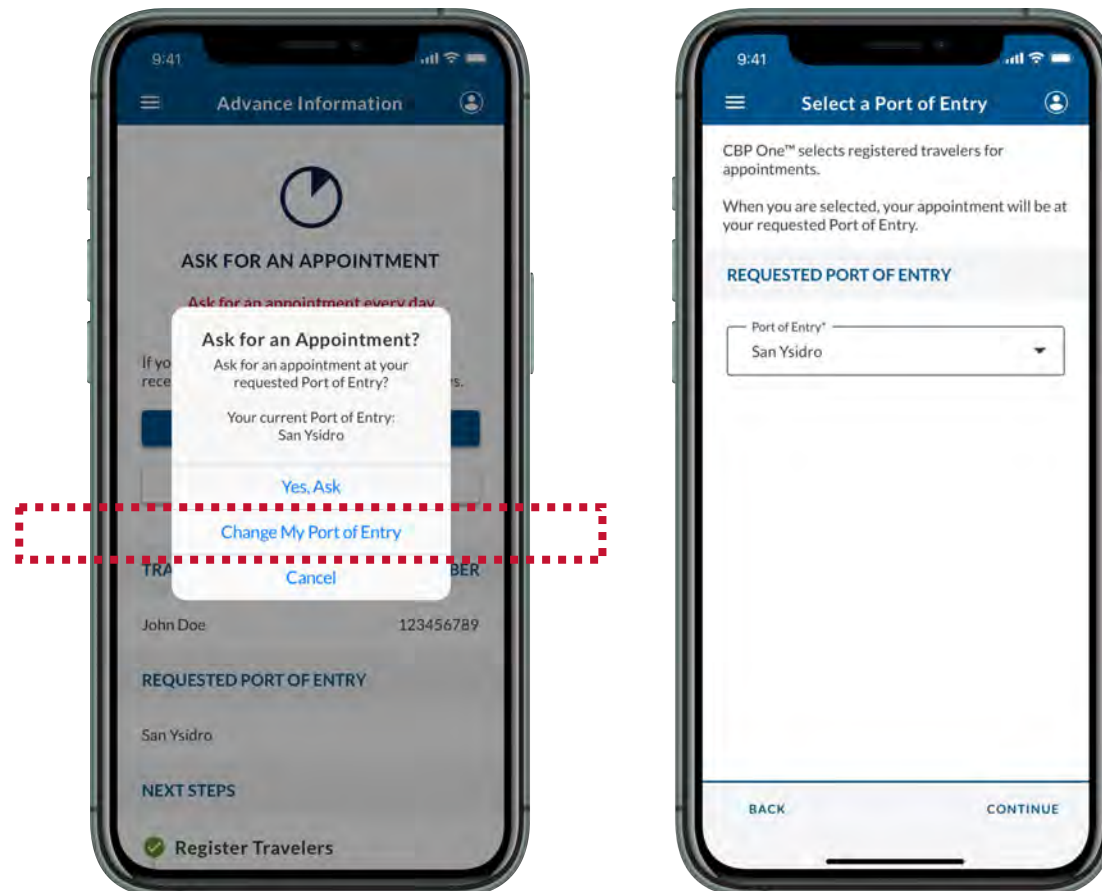
What If I Need to Edit My Registration?

At the moment, CBP One™ does not allow you to edit your registration. If you need to change anything in your registration, please **delete the registration (See Page 40).**
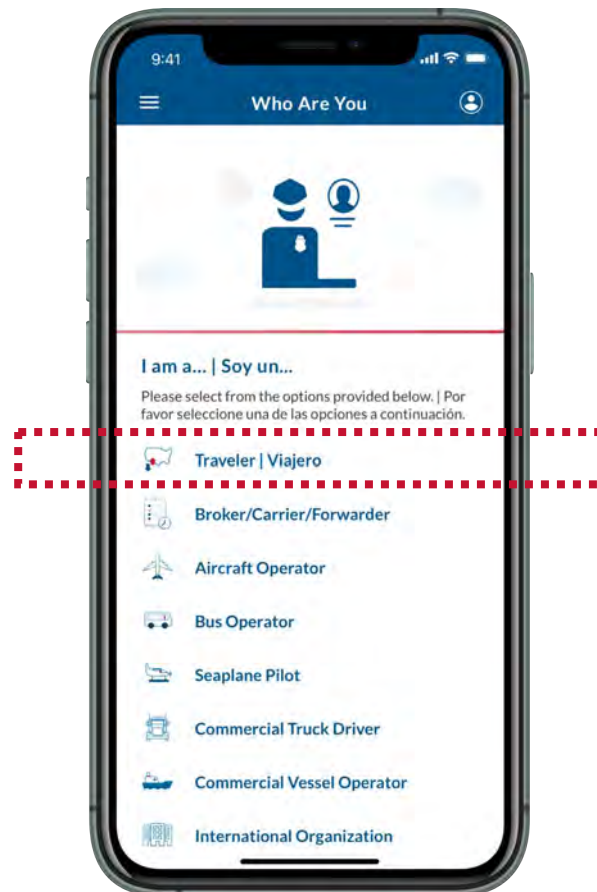
After you have deleted your registration, you can re-register with the correct information.
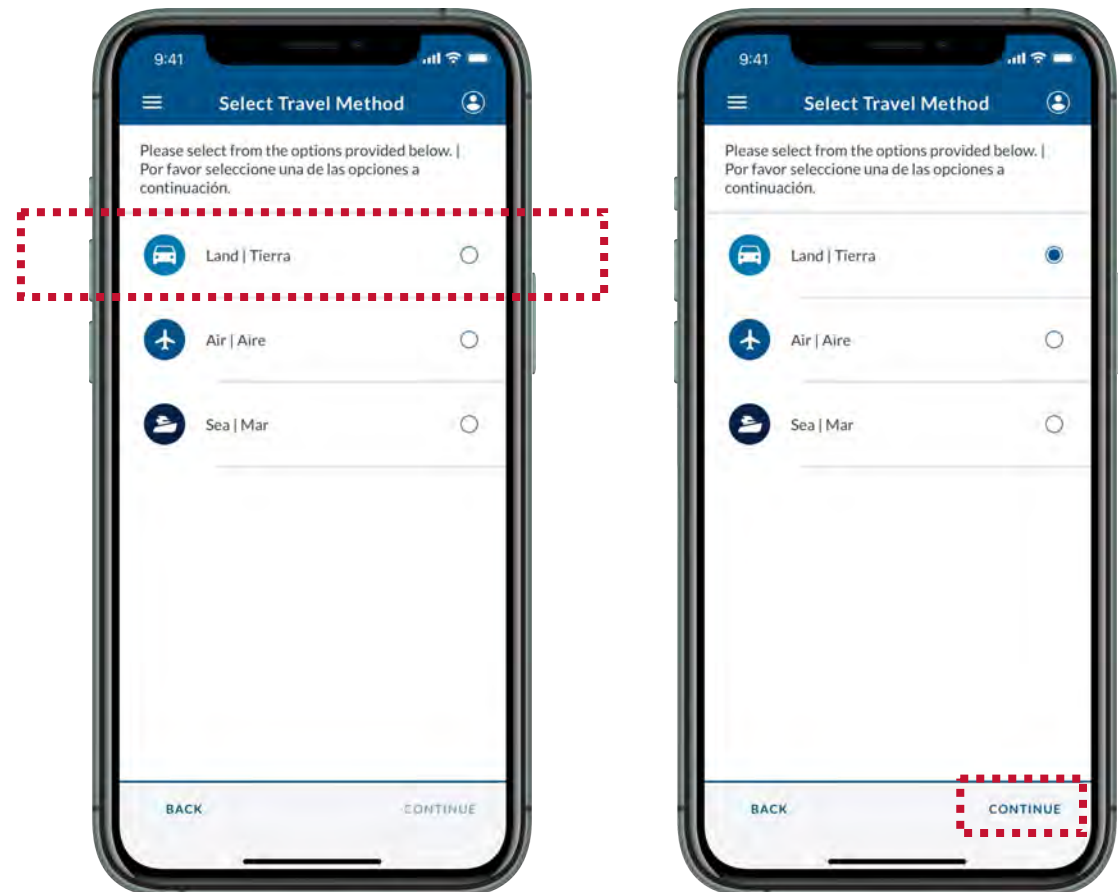
Accept and Schedule an Appointment

1. Select Traveler

From the home screen, select **Traveler | Viajero**.
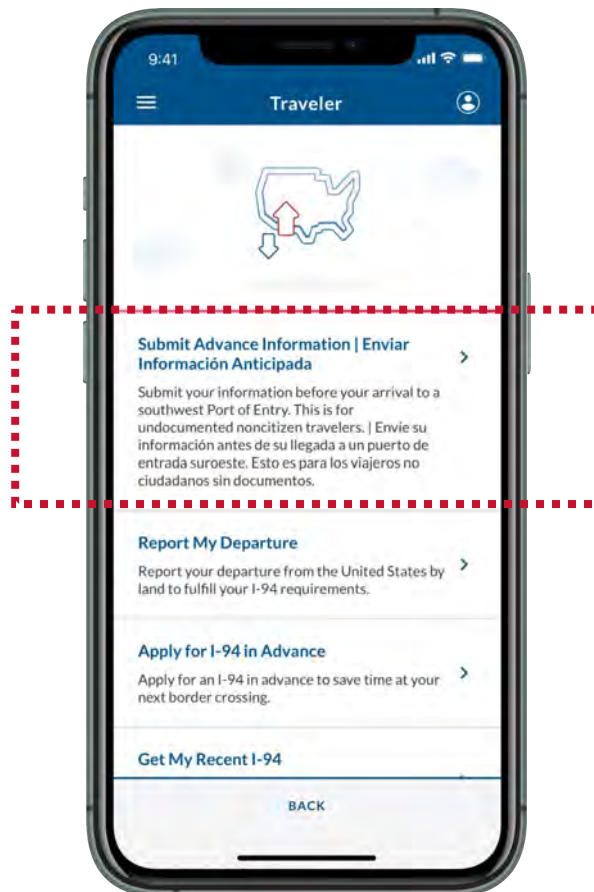
2. Select Land

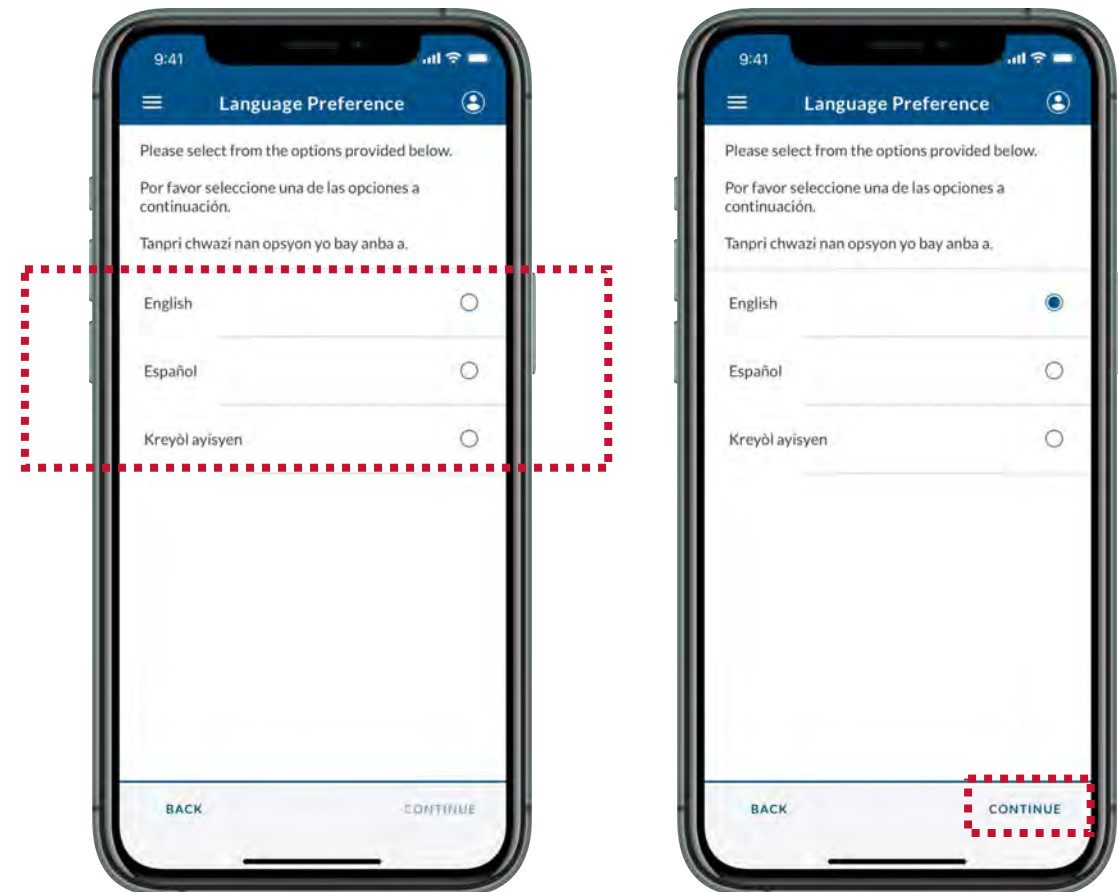Select **Land | Tierra,** then select **CONTINUE**.

3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.
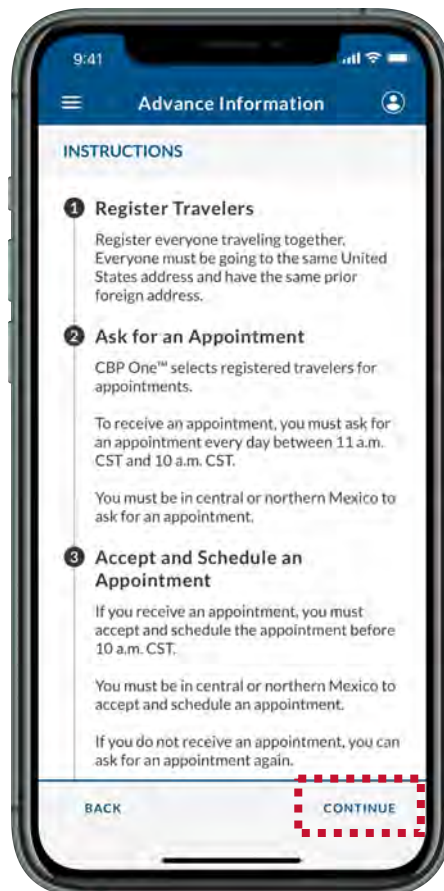
4. Select a Language

Select your preferred language, then select **CONTINUE**.
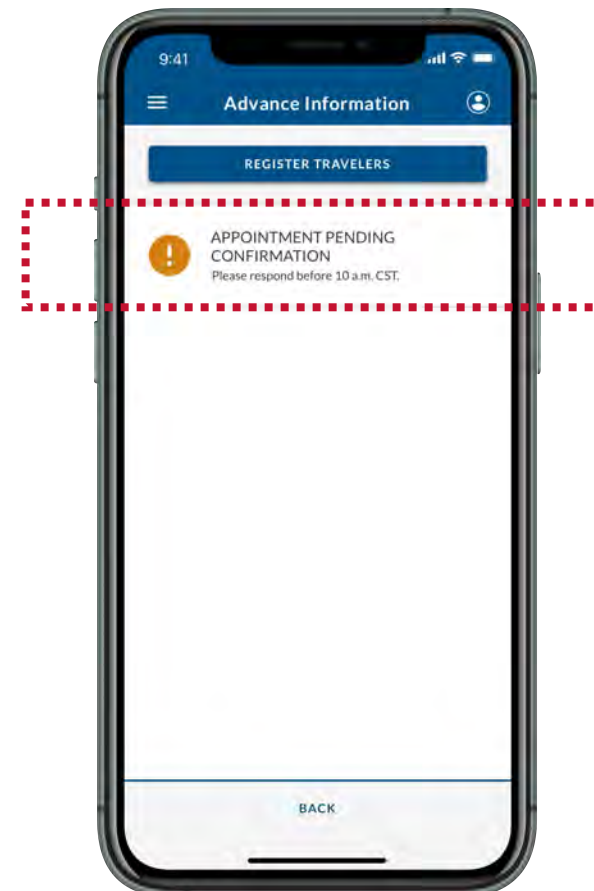
Questions? Contact us at: CBPOne@cbp.dhs.gov

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5. Read Instructions

Review the instructions on-screen, then select **CONTINUE.**

6. Select Your Registration

Select your registration.

Questions? Contact us at: CBPOne@cbp.dhs.gov
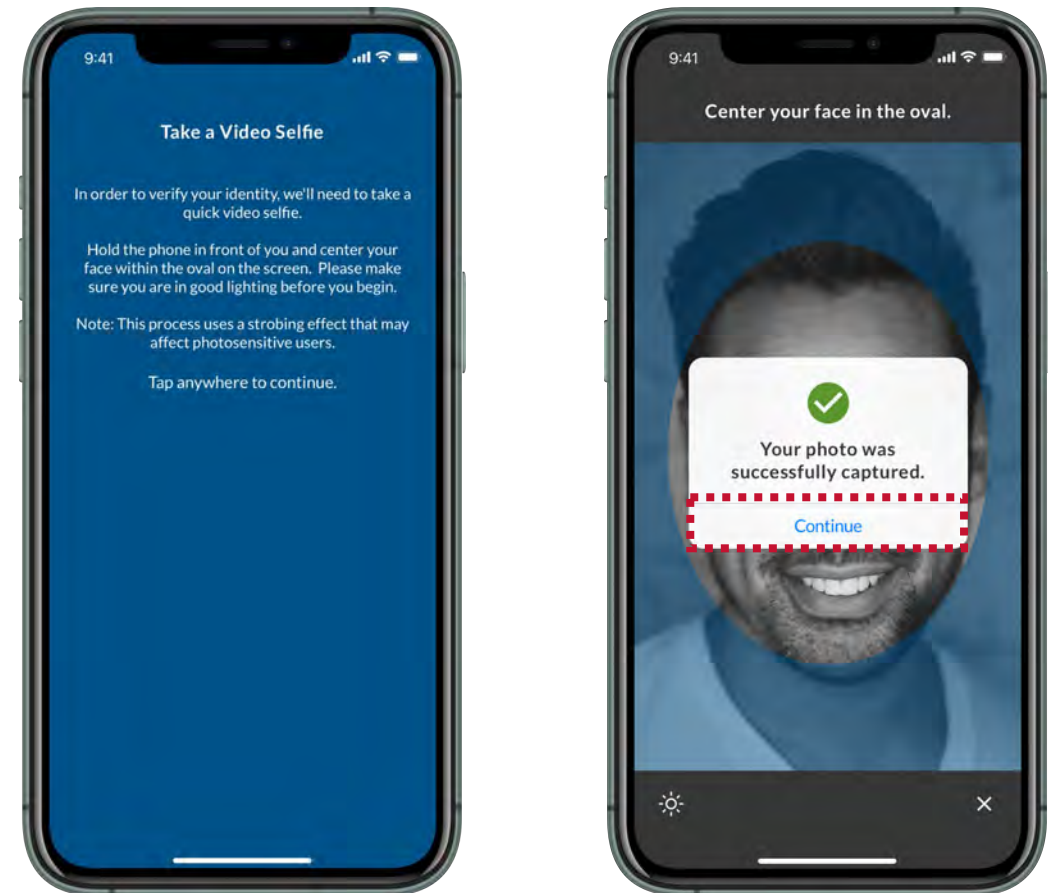
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7. Select Accept Appointment

Review the screen, then select **ACCEPT APPOINTMENT.** You must be in central or northern Mexico to accept and schedule an appointment.
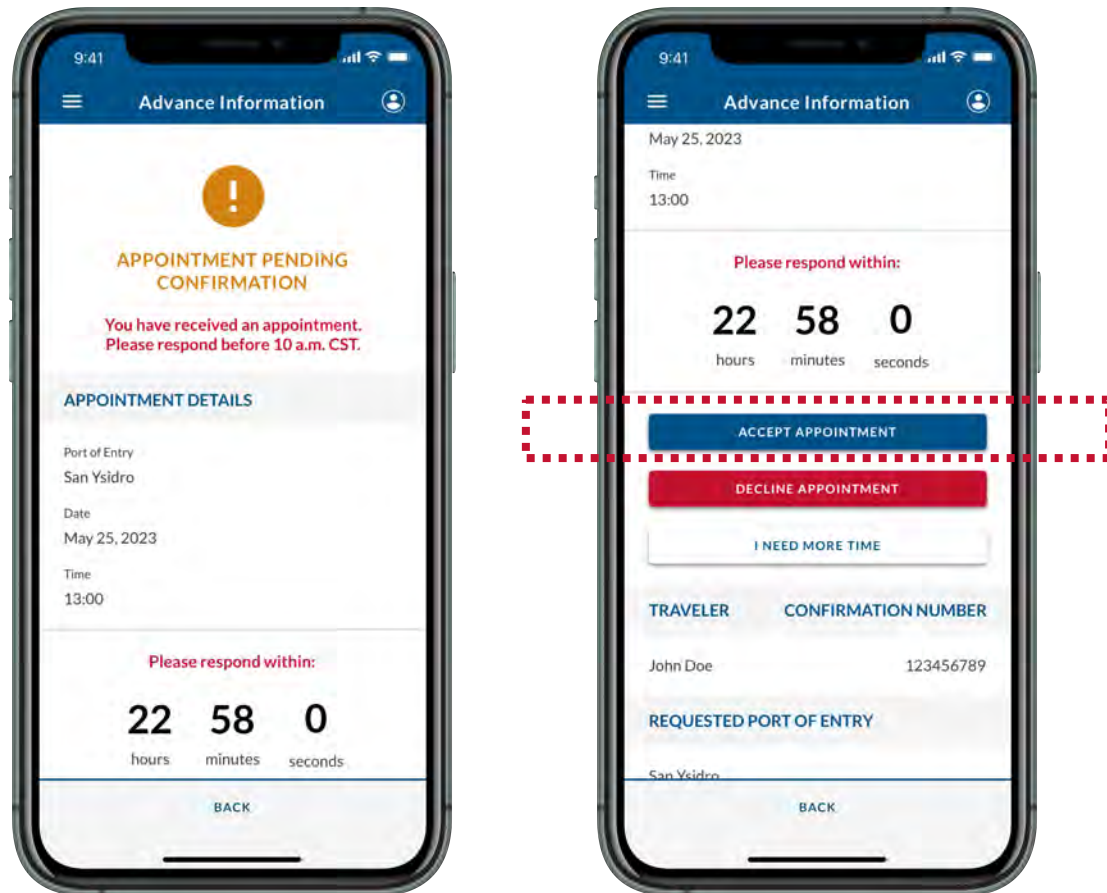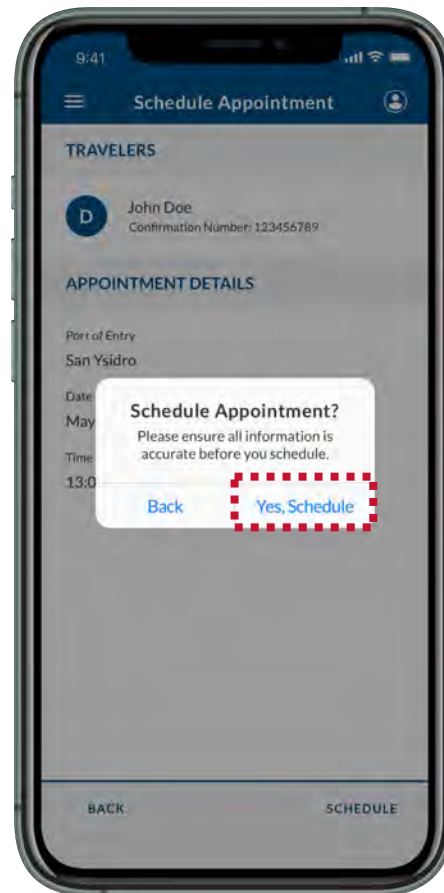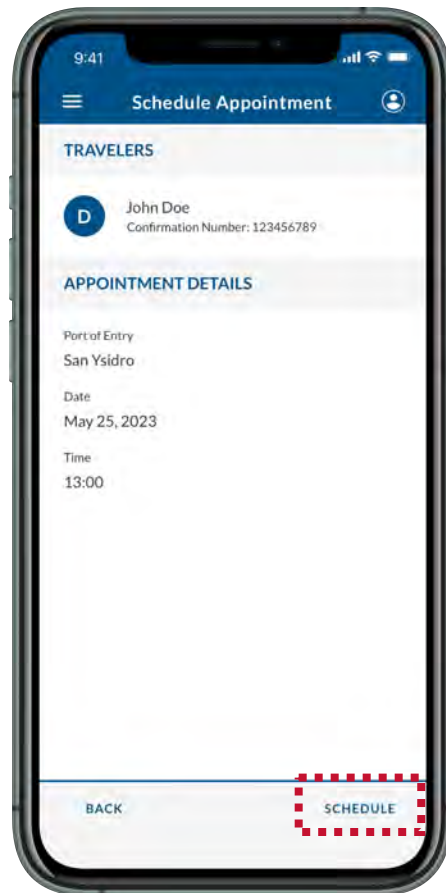
8. Take a Video Selfie

Follow the instructions on-screen, then select **Continue.**

9. Schedule Your Appointment

Review the screen and ensure that all information is accurate, then select **SCHEDULE**. Review the pop-up and select **Yes, Schedule.**

9. Select OK

Review the pop-up and select **OK.** You have successfully scheduled an appointment. You will receive a confirmation email at the email address you used to log in to CBP One™. Please save your confirmation number(s).

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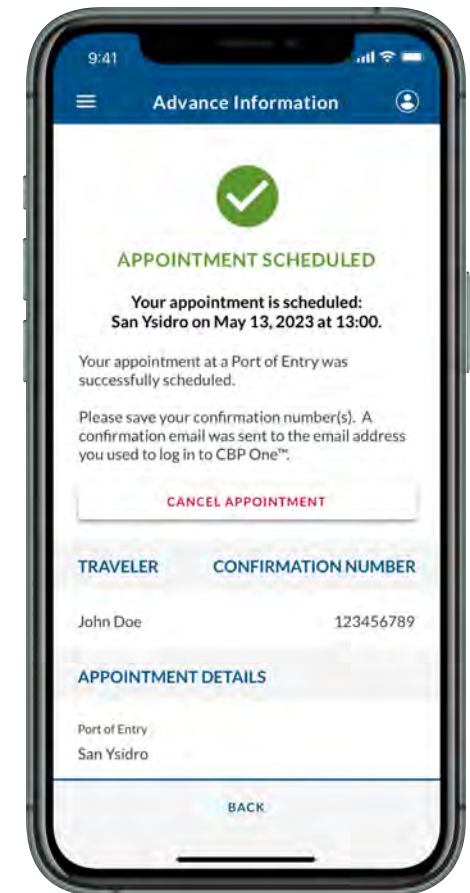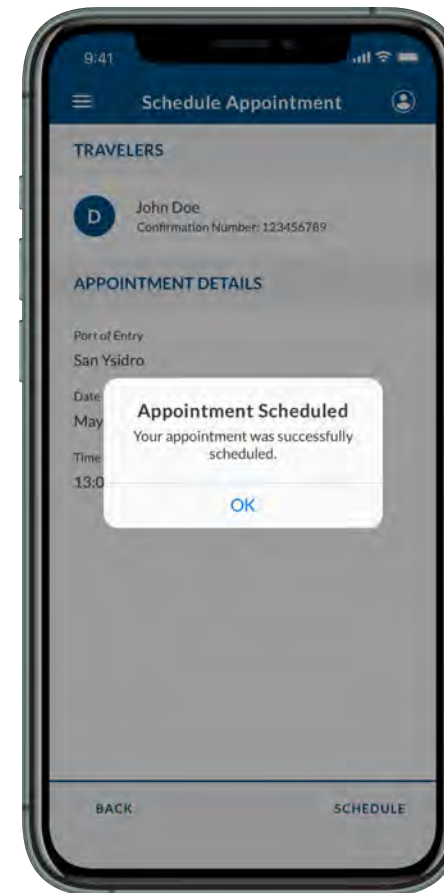
What If I Don't Want the Appointment I Received?

If you received an appointment that you don't want to accept and schedule, you can decline the appointment. Follow **Steps 1-6**, then select **DECLINE APPOINTMENT.**
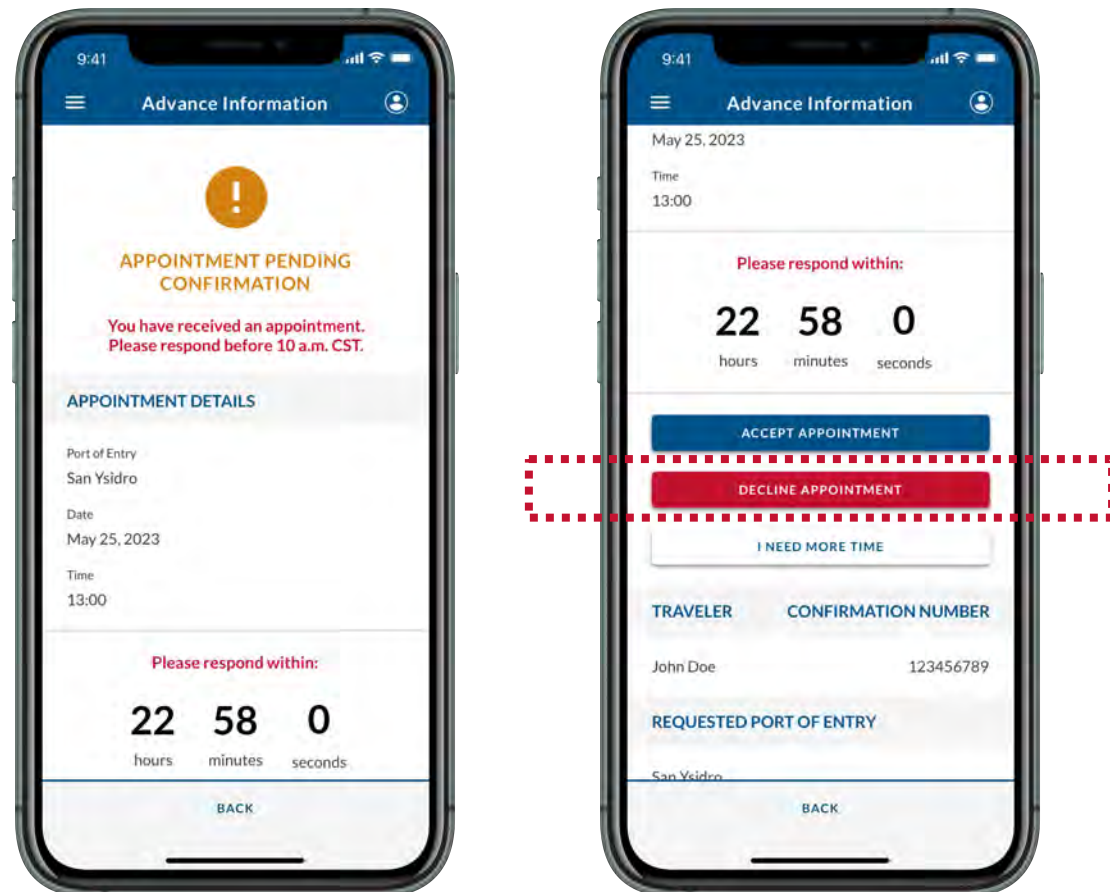
What If I Need More Time to Respond?

If you need more time to respond to an appointment for any reason, you can extend your deadline to 10 a.m. CST / 9 a.m. MST the following day. Follow **Steps 1-6**, then select **I NEED MORE TIME.** You can only extend your deadline once.
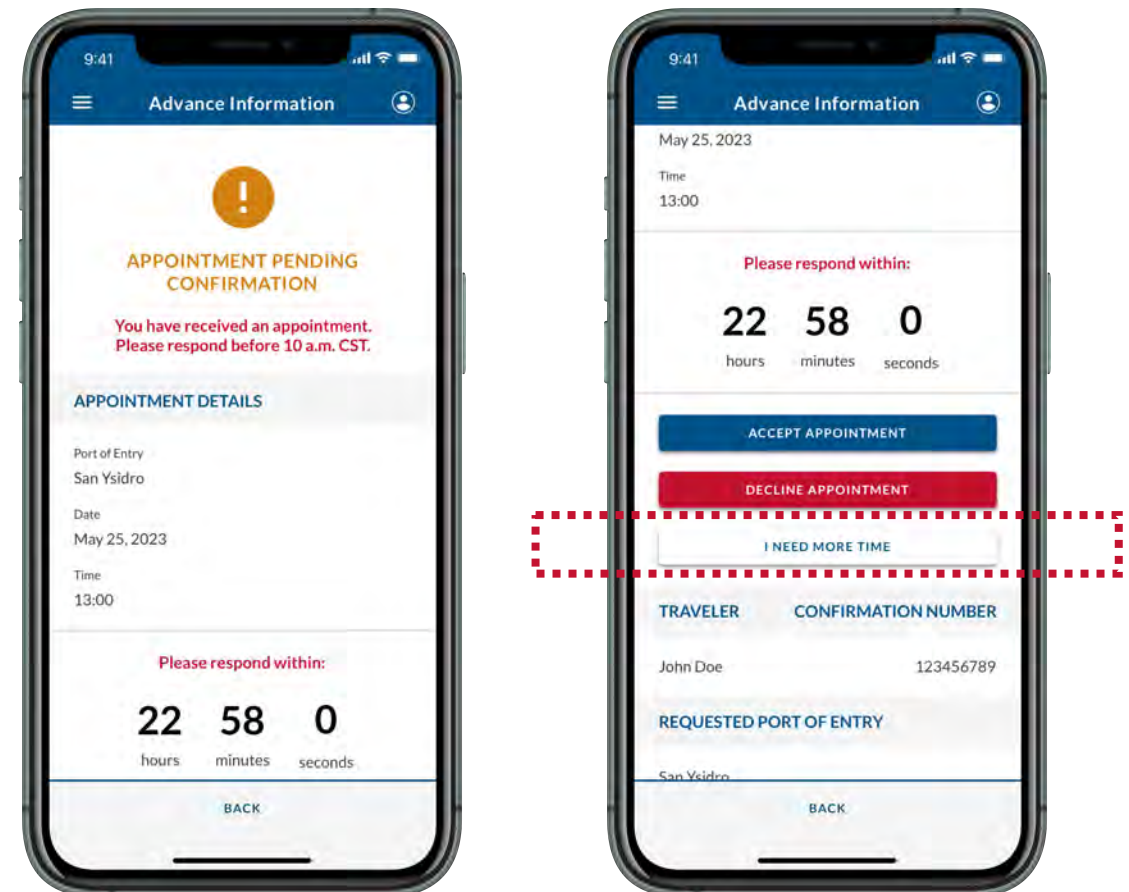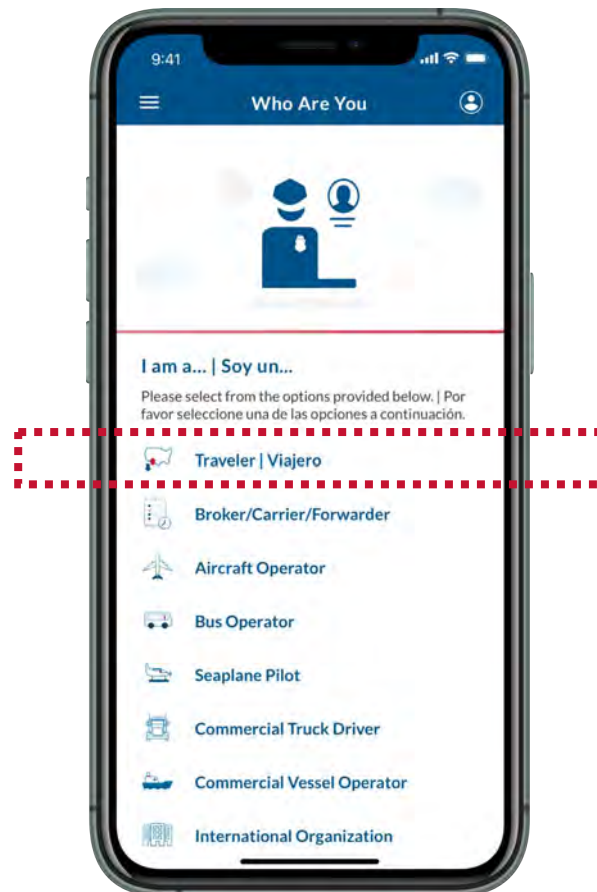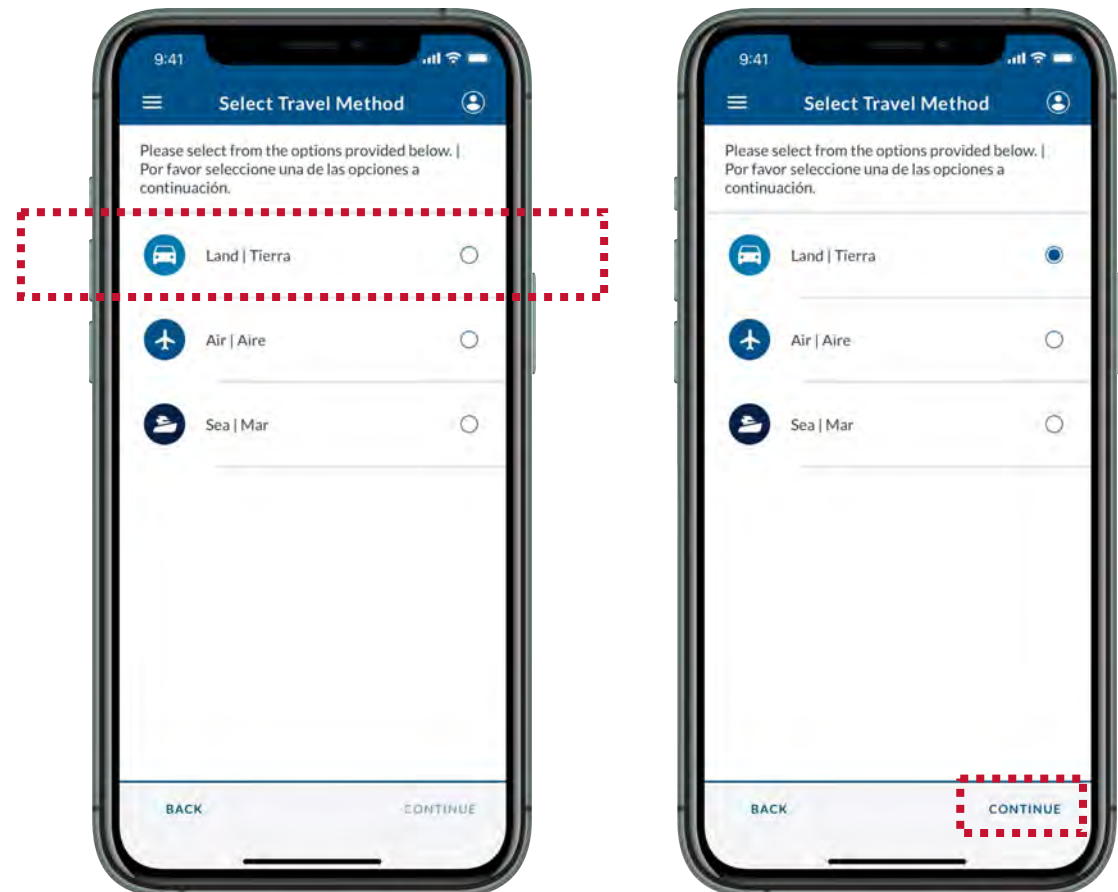
Cancel an Appointment

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Border Protection

1. Select Traveler

From the home screen, select **Traveler | Viajero**.
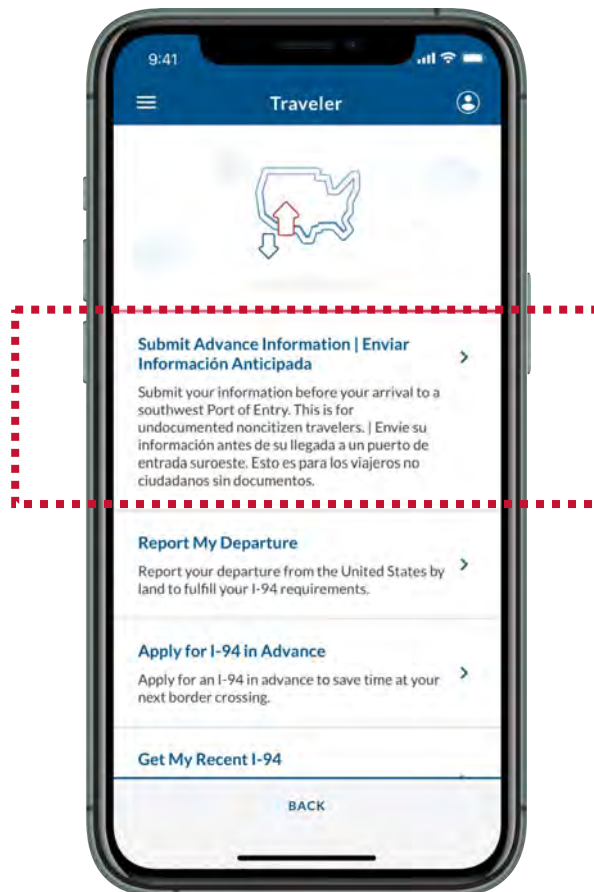
2. Select Land

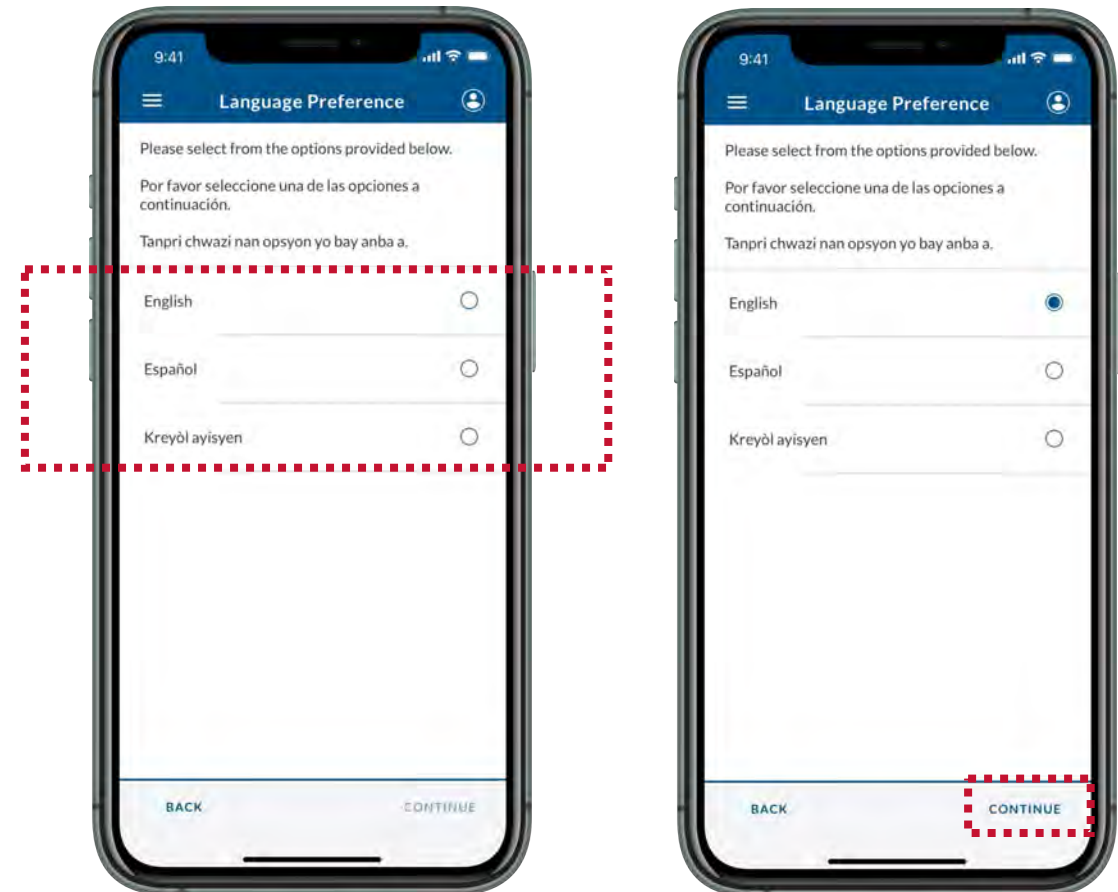Select **Land | Tierra,** then select **CONTINUE**.

3. Select Submit Advance Information

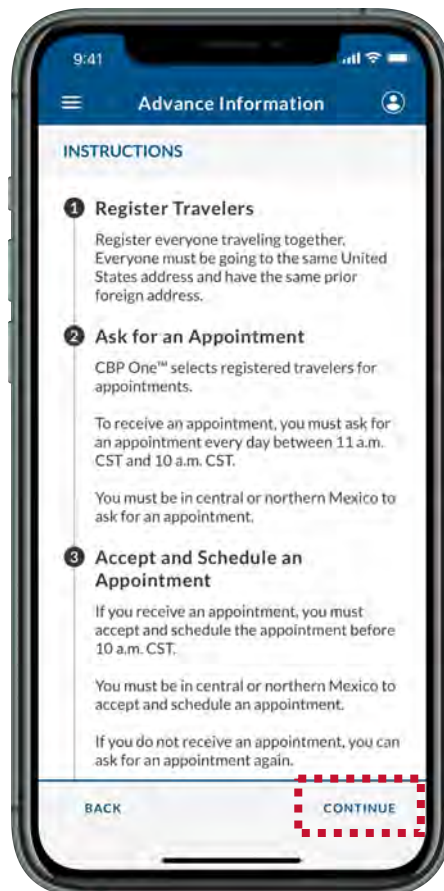Select **Submit Advance Information | Enviar Información Anticipada**.

4. Select a Language

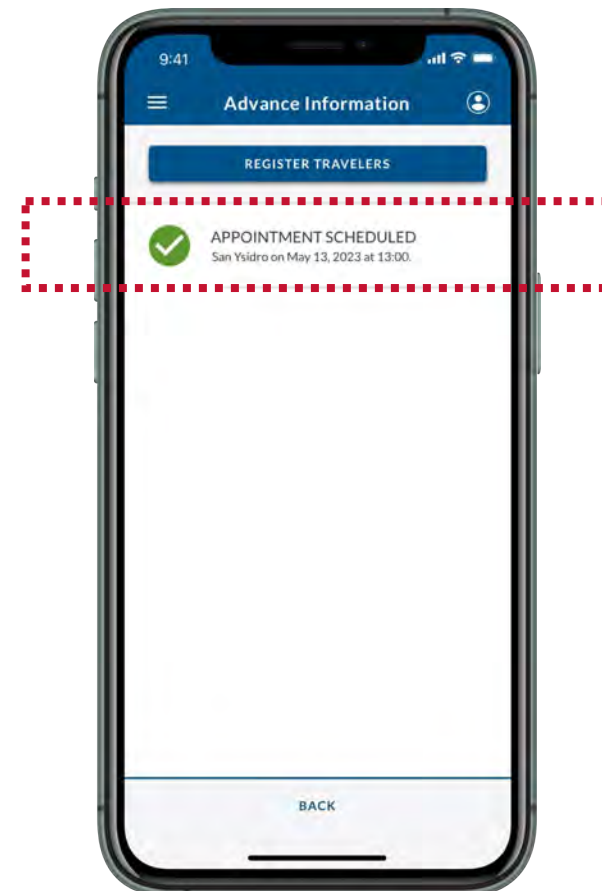Select your preferred language, then select **CONTINUE**.

Questions? Contact us at: CBPOne@cbp.dhs.gov

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5. Read Instructions

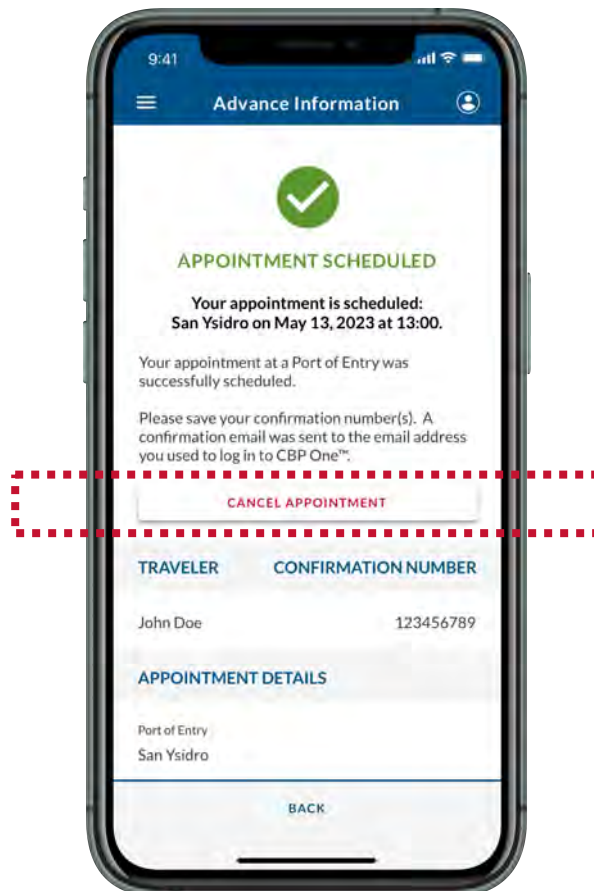Review the instructions on-screen, then select **CONTINUE.**

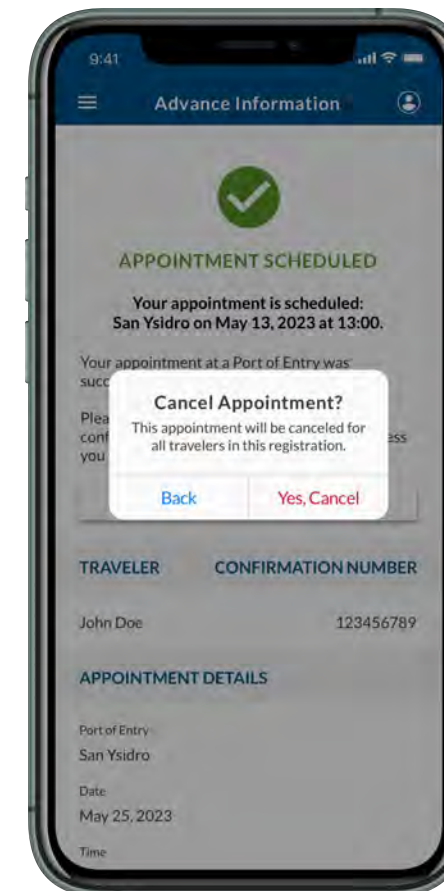## 6. Select Your Registration

Select your registration.

7. Select Cancel Appointment

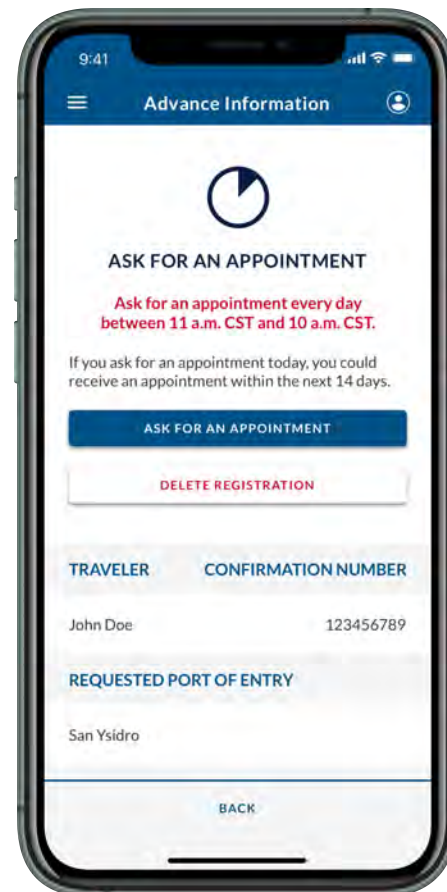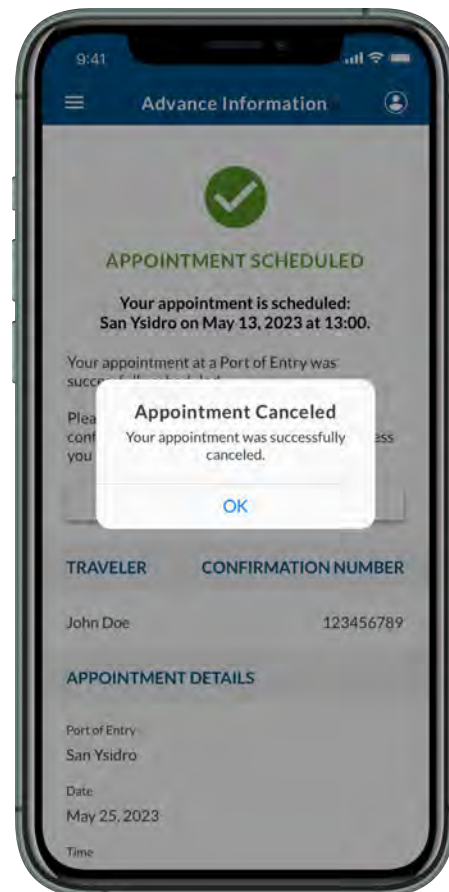Select **CANCEL APPOINTMENT.**

8. Select Yes, Cancel

Review the pop-up and select **Yes, Cancel.**

9. Select OK

Review the pop-up and select **OK.** You have successfully canceled an appointment. You will receive a confirmation email at the email address you used to log in to CBP One™.
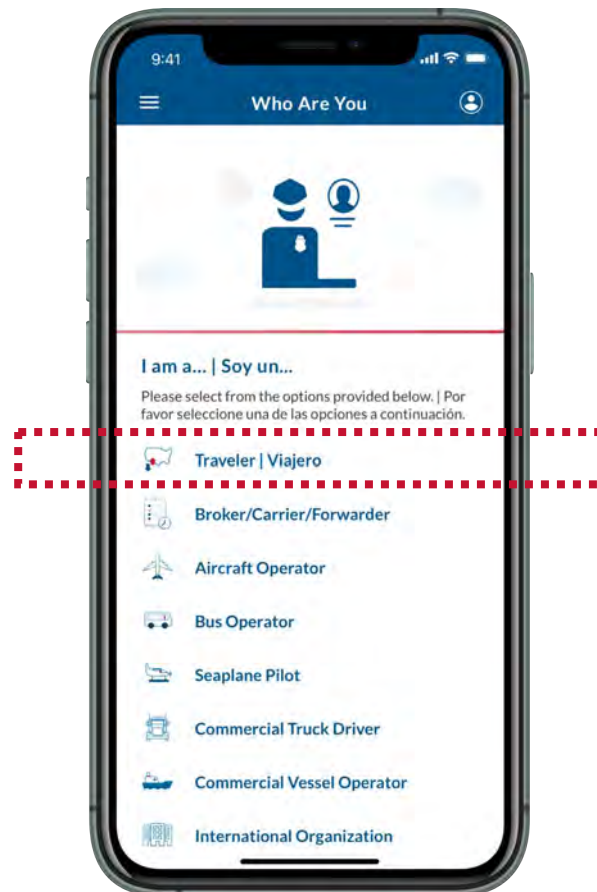
NEXT STEPS

To receive a new appointment at a Port of Entry, please **Ask for an Appointment (See Page 20).**

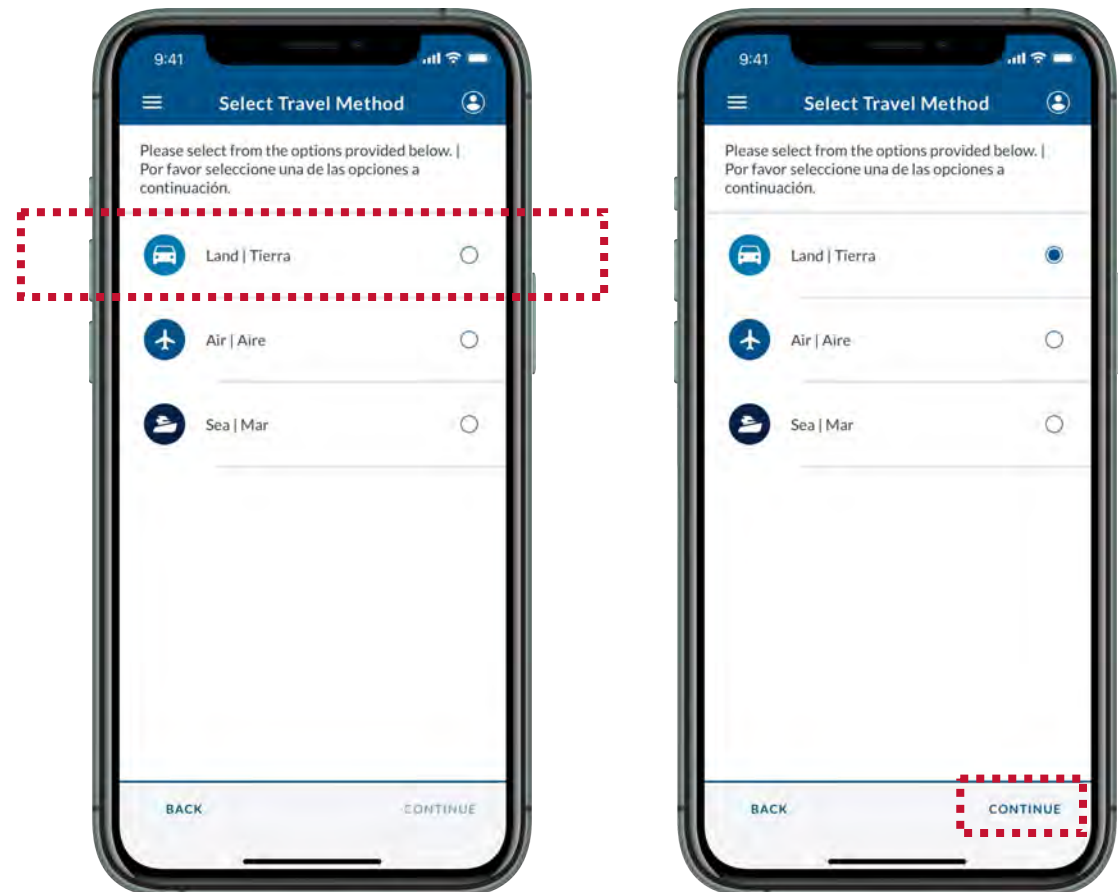Questions? Contact us at: CBPOne@cbp.dhs.gov

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Delete My Registration

1. Select Traveler

From the home screen, select **Traveler | Viajero**.

2. Select Land

Select **Land | Tierra,** then select **CONTINUE**.

Questions? Contact us at: CBPOne@cbp.dhs.gov

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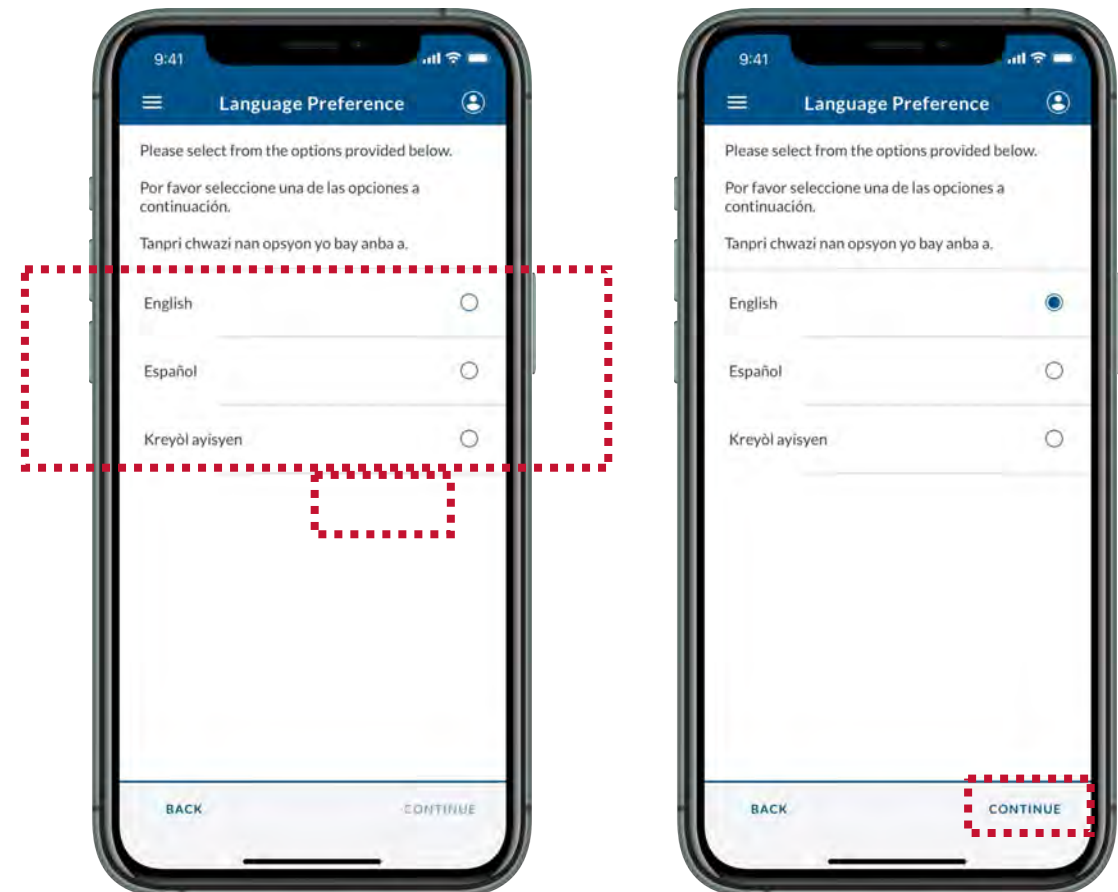Border Protection

3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.

4. Select a Language
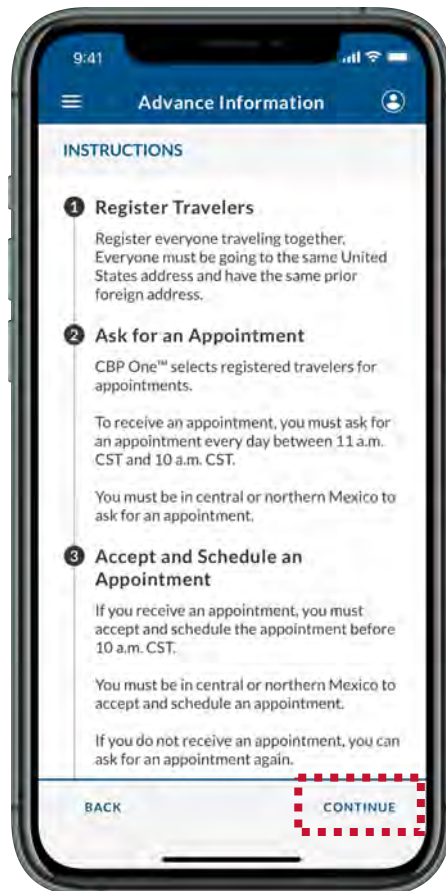
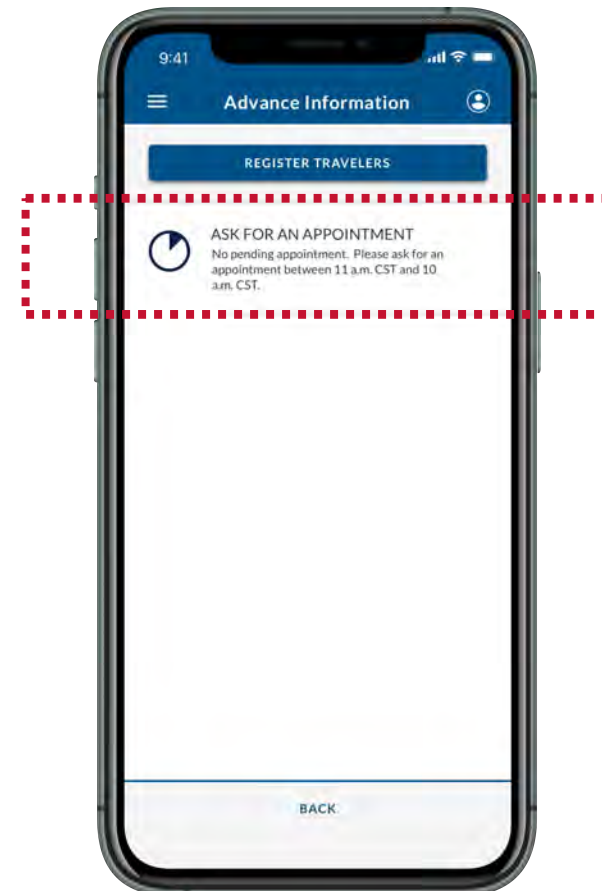Select your preferred language, then select **CONTINUE**.

Questions? Contact us at: CBPOne@cbp.dhs.gov

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5. Read Instructions

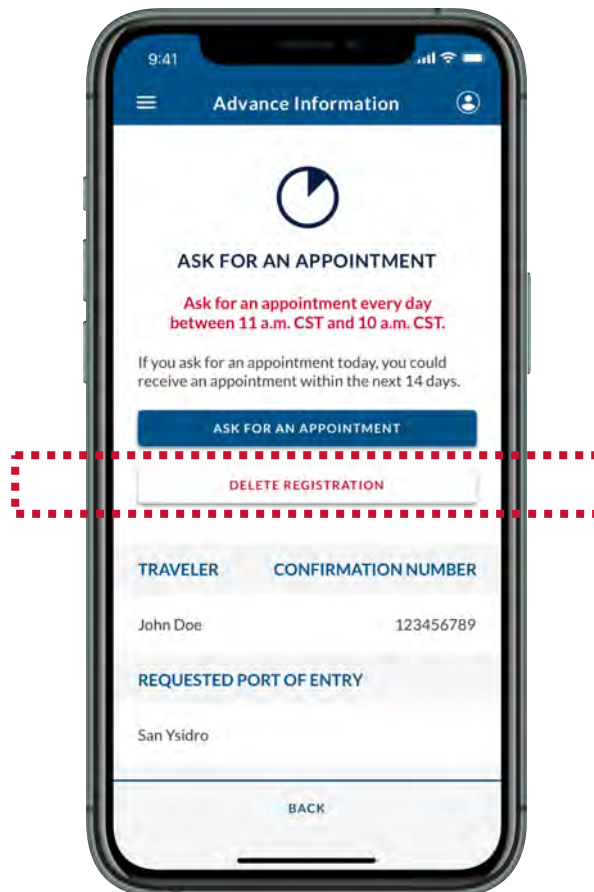Review the instructions on-screen, then select **CONTINUE.**

6. Select Your Registration
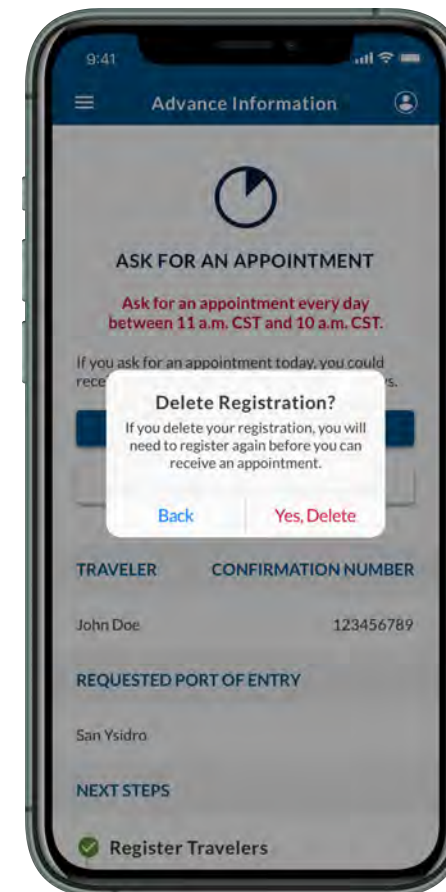
Select your registration.

7. Select Delete Registration

Select **DELETE REGISTRATION.** You can only delete your registration if you have not asked for an appointment and do not currently have an appointment.
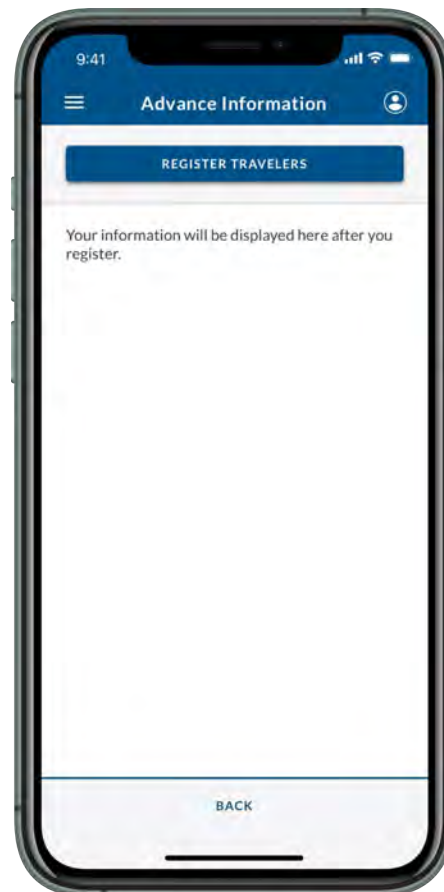
8. Select Yes, Delete

Review the pop-up and select **Yes, Delete.**

Questions? Contact us at: CBPOne@cbp.dhs.gov

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9. Select OK

Review the pop-up and select **OK.** You have successfully deleted your registration.
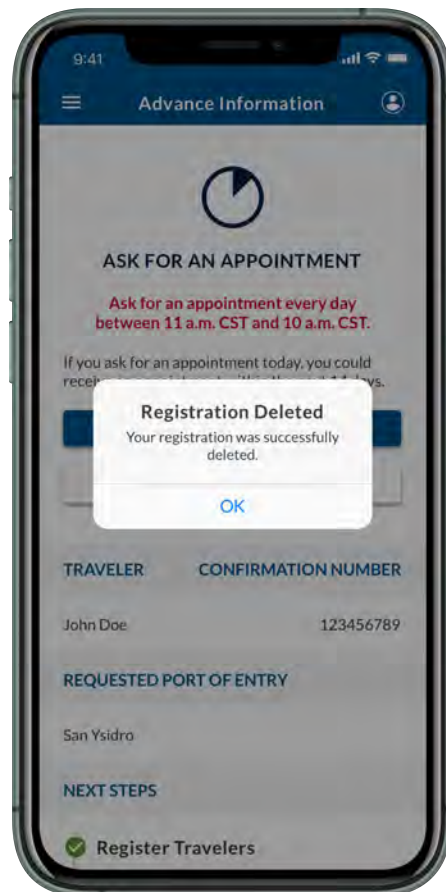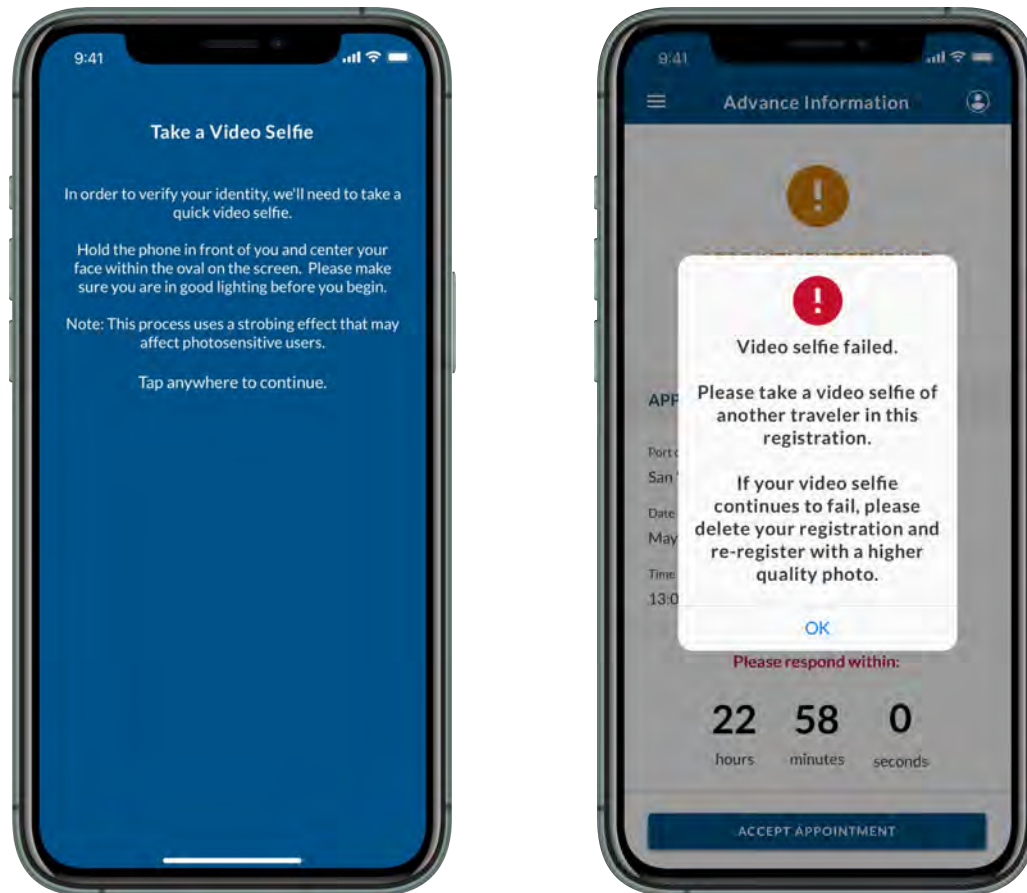
NEXT STEPS

To receive an appointment at a Port of Entry, please **Register Travelers (See Page 7).**

Troubleshooting

My Video Selfie Keeps Failing

If your video selfie repeatedly fails when you try to accept and schedule an appointment **(Page 31, Step 8)**, you will receive the pop-up below.

1. Take a Video Selfie of Another Traveler

Try taking a video selfie of someone else in your registration.

If you don't have anyone else in your registration, or if the video selfie continues to fail, continue to **Step 2**.

2. Delete Your Registration and Re-Register

Delete your registration and re-register with a higher quality photo **(Page 13, Step 11)**.