

Enhanced Canadian Passport Application

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Journey Overview

A comprehensive and realistic simulation of the complete Canadian passport application process with accurate processing times and potential challenges.

Persona Profile



Dorothy Jenkins

Age: Unknown | **Occupation:** Unknown | **Location:** Unknown

Dorothy Jenkins is a 72-year-old retiree living alone in a modest apartment in an urban neighborhood. She has a limited pension and relies on government assistance programs to make ends meet. Dorothy prefers using digital services due to mobility issues, but her digital literacy is quite low. She often struggles with navigating websites and understanding online processes. Dorothy is eager to improve her digital skills, as she values the convenience of accessing services from home, particularly after experiencing long wait times and mobility challenges with in-person visits. She is a friendly and sociable person who enjoys community activities and staying connected with family and friends through basic communication apps. Dorothy has a strong desire to maintain her independence, which drives her to engage with digital services despite the challenges.

User Stories

Navigating Unclear Instructions for Passport Photos

Pain Point

Impact: 3/5

Simulation

NARRATIVE

When I started the passport application process, I hit a roadblock right at the beginning with the passport photo requirements. The information online was confusing, and I wasn't sure if the photos I got met the standards needed. I had to ask a friend to help me understand the specifications, which was frustrating.

PRIMARY PAIN POINT

Information about Passport Photo Requirements was not clear

USER QUOTES

I wish the photo guidelines were clearer. I had to rely on a friend to make sure I got it right.

Successful Completion of Passport Application

Success

Impact: 4/5

Simulation

NARRATIVE

Despite the initial confusion, I managed to complete my passport application with the help of a friend who guided me through the online form. It was a relief to finally finish it after struggling with the requirements. I was proud of myself for sticking with it and getting it done.

KEY SUCCESS FACTOR

Successfully completed the passport application

USER QUOTES

I'm glad I didn't give up. It feels good to know I've completed the application process.

Improving Wait Times at Passport Pickup

Opportunity

Impact: 5/5

Simulation

NARRATIVE

The worst part of the process was picking up the passport. I had to wait in line for a long time at the pickup office. It was physically taxing, and I wonder if there could be a better system to manage the queues.

OPPORTUNITY AREA

Had to wait in line for a long time at the Passport Pickup office

USER QUOTES

I hope they can find a way to reduce these long waits. It's hard on people like me who struggle with standing for too long.

Enhancing Digital Literacy Support

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Throughout the process, I realized how much I would benefit from digital literacy support. If there were tutorials or helplines available, navigating the online services would be less daunting, and I'd feel more confident handling these tasks independently.

ACCESSIBILITY CONSIDERATION

Need for digital literacy support

USER QUOTES

A little help with understanding these online forms would go a long way. I wish there were easy-to-follow tutorials.

Waiting in Line for Passport Pickup

Pain Point

Impact: 3/5

Simulation

NARRATIVE

After everything was processed, I had to go pick up my passport at the office. The line was incredibly long, and standing there for so long was tough on my legs. It reminded me why I prefer online services, but this step couldn't be completed digitally.

PRIMARY PAIN POINT

Had to wait in line for a long time at the Passport Pickup office

USER QUOTES

I wish there was a way to pick up my passport without having to stand in line for so long!

Navigating Passport Photo Requirements

Opportunity

Impact: 2/5

Simulation

NARRATIVE

I thought getting a passport photo would be straightforward, but the information was confusing. I had to check multiple sources to understand the requirements, which was frustrating given my limited experience online.

OPPORTUNITY AREA

Information about Passport Photo Requirements was not clear

USER QUOTES

It was hard to find all the necessary details in one place. I wish it was explained more clearly!

Convenience of Online Passport Status Check

Success

Impact: 1/5

Simulation

NARRATIVE

I was relieved to find that I could check the status of my passport application online. It saved me from having to make phone calls or visit the office just to get an update. This part of the process worked well for me, especially since I could do it from home.

KEY SUCCESS FACTOR

Ease of checking application status online

USER QUOTES

Checking the status online was simple and saved me so much time and effort!

Improving Digital Literacy for Better Service Access

Accessibility

Impact: 4/5

Simulation

NARRATIVE

While trying to complete the passport application, I realized how much I need to improve my digital skills. More tutorials or helplines would be beneficial for people like me who struggle with online forms and processes.

ACCESSIBILITY CONSIDERATION

Need for digital literacy support to understand and use online services

USER QUOTES

I am eager to learn more about using the internet better. Some step-by-step guides or a helpline would be incredibly helpful.

Long Wait at Passport Pickup Office

Pain Point

Impact: 5/5

Simulation

NARRATIVE

I was excited to finally pick up my new passport, but the experience was marred by a lengthy wait at the passport office. I had to stand in line for a considerable amount of time, which was quite taxing given my mobility issues. I wish there was a more streamlined process for picking up passports, perhaps with specific appointment times.

PRIMARY PAIN POINT

Had to wait in line for a long time at the Passport Pickup office

USER QUOTES

I didn't expect to be standing for so long. It was really hard on my knees.

Clearer Instructions for Digital Forms

Opportunity

Impact: 4/5

Simulation

NARRATIVE

Filling out the passport application form was a daunting task. The instructions weren't as clear as they could be, and I found myself second-guessing what information to provide. As someone with limited digital literacy, having a step-by-step guide or a simpler interface would have been incredibly helpful.

OPPORTUNITY AREA

Information about Passport Application was not clear

USER QUOTES

I wish there were clearer instructions or a guided tutorial to help me through the form.

Successful Digital Status Check

Success

Impact: 3/5

Simulation

NARRATIVE

One of the highlights of my passport application journey was being able to check the status of my application online. Despite my struggles with digital interfaces, the status check feature was straightforward, and I appreciated the peace of mind it offered during the processing period.

KEY SUCCESS FACTOR

Effective and straightforward online status check

USER QUOTES

It was reassuring to easily check my application status online. It gave me peace of mind.

Need for Accessible Digital Support

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Navigating the online information about passport requirements was challenging. The text-heavy pages were overwhelming, and I found myself wishing for more accessible digital support, like simplified language and visual aids. Having tutorials or a helpline could greatly enhance my experience.

ACCESSIBILITY CONSIDERATION

Lack of accessible digital support for understanding passport requirements

USER QUOTES

I often felt lost trying to understand the online information. Visual aids or a help chat would make a big difference.

Confusing Passport Photo Requirements

Pain Point

Impact: 3/5

Simulation

NARRATIVE

When I first started the passport application process, I found it really hard to understand the photo requirements. I thought I had everything ready, but then I realized the photos I had didn't meet the federal criteria. It was frustrating because I had to go back and forth to get new photos taken.

PRIMARY PAIN POINT

Information about Passport Photo Requirements was not clear

USER QUOTES

I wish the photo requirements were clearer from the start!

A Smooth Application Submission

Success

Impact: 4/5

Simulation

NARRATIVE

Despite the initial confusion, submitting my passport application online was actually a breeze. The website was easy to use, and I appreciated the step-by-step instructions. It made me feel more confident about the process, even with my limited digital skills.

KEY SUCCESS FACTOR

Submitting the passport application online successfully

USER QUOTES

I was relieved when the application submission went smoothly online!

Long Wait Times for Passport Pickup

Opportunity

Impact: 5/5

Simulation

NARRATIVE

The most frustrating part of the process was having to wait in line for ages to pick up my passport. As someone with mobility issues, standing for long periods was really challenging. I wish there was a way to make this part of the process quicker for people like me.

OPPORTUNITY AREA

Had to wait in line for a long time at the Passport Pickup office

USER QUOTES

I hope they can find a way to make picking up passports faster for seniors.

Accessibility Barriers in Online Services

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Navigating the passport application website was a bit of a struggle. The text was small and some parts were not very intuitive. I needed more visual aids and clearer instructions to feel comfortable doing it on my own.

ACCESSIBILITY CONSIDERATION

Difficulty navigating online services due to accessibility barriers

USER QUOTES

I wish the online services were designed with seniors in mind, with bigger text and more guidance.

A Long Wait at the Pickup Office

Pain Point

Impact: 3/5

Simulation

NARRATIVE

When I finally reached the passport pickup office, I was hopeful to get my passport after such a long process. However, I ended up waiting in line for what felt like forever. It was exhausting, especially given my mobility issues. Being able to schedule a specific pickup time would have saved me a lot of hassle.

PRIMARY PAIN POINT

Had to wait in line for a long time at the Passport Pickup office

USER QUOTES

I wish there was a way to avoid these long lines. Standing for so long is hard on me.

Clearer Instructions, Please!

Opportunity

Impact: 2/5

Simulation

NARRATIVE

I tried to get my passport photos done, but the requirements were confusing. I ended up having to redo them because they didn't meet the standards. If the online instructions were clearer or there were visual examples, it would have helped me get it right the first time.

OPPORTUNITY AREA

Information about Passport Photo Requirements was not clear

USER QUOTES

It would be great if they showed examples of acceptable photos. It's hard to understand what they mean otherwise.

A Smooth Online Status Check

Success

Impact: 2/5

Simulation

NARRATIVE

I was worried about how to check the status of my passport application, but the online system was surprisingly easy to use. With just a few clicks, I could see where my application was in the process, which gave me peace of mind.

KEY SUCCESS FACTOR

Checking the status online was efficient

USER QUOTES

I was happy to see my application status online without having to call anyone. It made things much easier for me.

Navigating Digital Services with Support

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Despite my struggles with digital processes, I appreciated the help from the support hotline. They guided me through filling out the application form online, making it a bit less daunting. Having someone to explain things over the phone was invaluable.

ACCESSIBILITY CONSIDERATION

Need for digital literacy support

USER QUOTES

The person on the phone was very patient and helped me understand each step. I couldn't have done it without that help.

Confusing Photo Requirements

Pain Point

Impact: 3/5

Simulation

NARRATIVE

I was quite bewildered when I tried to figure out the passport photo requirements. The website had so much information, but it wasn't clear to me what exactly I needed to do. I ended up spending a lot of time trying to understand the guidelines and felt frustrated. I wished there were simple examples or a checklist that could guide someone like me.

PRIMARY PAIN POINT

Information about Passport Photo Requirements was not clear

USER QUOTES

I just need a simple list or example to understand what photos are accepted.

Online Status Check Success

Success

Impact: 2/5

Simulation

NARRATIVE

Despite some challenges, I was relieved that I could check the status of my passport application online. It only took a few minutes and saved me from making a phone call or visiting the office. This was one area where I felt the service was convenient and accessible.

KEY SUCCESS FACTOR

Ease of checking application status online

USER QUOTES

It was a relief to check the status online without leaving my home.

Improving Information Clarity

Opportunity

Impact: 5/5

Simulation

NARRATIVE

Throughout the process, I found myself struggling with unclear instructions at almost every step. Each time I thought I understood the requirements, another detail would trip me up. It would be great if the website provided clearer, more concise instructions or even a step-by-step guide for people like me who aren't very tech-savvy.

OPPORTUNITY AREA

Lack of clarity in instructions across multiple steps

USER QUOTES

A simple, clear guide would make a world of difference for me.

Long Wait at Passport Pickup

Accessibility

Impact: 4/5

Simulation

NARRATIVE

After finally completing all the steps, I was eager to pick up my passport. Unfortunately, I had to wait in line for a long time at the passport office. Given my mobility issues, standing for extended periods was difficult. I wish there was a way to schedule a pickup time or have an express line for seniors.

ACCESSIBILITY CONSIDERATION

Had to wait in line for a long time at the Passport Pickup office

USER QUOTES

It would be so helpful to have a scheduled pickup time to avoid long waits.

Long Wait at Passport Pickup

Pain Point

Impact: 4/5

Simulation

NARRATIVE

I was excited to pick up my new passport, but when I arrived at the passport office, the line was really long. I had to stand for quite some time, which was difficult due to my mobility issues. It would be helpful if there was a way to schedule pickup appointments online to reduce waiting times.

PRIMARY PAIN POINT

Long wait times at the Passport Pickup office

USER QUOTES

I wish there was a way to avoid standing in line for so long. It's tough on my legs.

Success in Digital Access

Success

Impact: 3/5

Simulation

NARRATIVE

Although I struggled with some of the online processes, I managed to use the online service to check my passport application status. It was reassuring to see updates on the process, and I felt a sense of accomplishment for navigating the website successfully.

KEY SUCCESS FACTOR

Successfully using digital services for checking status

USER QUOTES

I'm glad I could check my application status online. It makes me feel more independent.

Improving Clarity in Passport Photo Requirements

Opportunity

Impact: 3/5

Simulation

NARRATIVE

I had difficulty understanding the specific requirements for passport photos. I think having clearer instructions and visual examples on the website would help people like me who struggle with digital literacy.

OPPORTUNITY AREA

Unclear information about Passport Photo Requirements

USER QUOTES

I was confused about what exactly was needed for the passport photos. Clear examples would be very helpful.

Enhancing Digital Accessibility

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Navigating the passport application form online was quite challenging due to my low digital literacy. I believe that more accessible digital interfaces, perhaps with tutorials or a simplified mode, would make a big difference for users like me.

ACCESSIBILITY CONSIDERATION

Difficulty navigating digital interfaces due to low digital literacy

USER QUOTES

If only there were simpler instructions or a help feature for filling out the online forms.

Overcoming the Wait

Opportunity

Impact: 3/5

Simulation

NARRATIVE

After spending a long time at the passport office for pickup, I realized there must be a better way to avoid these lines. I wish I could have scheduled an appointment to minimize my wait time. Despite the delay, I finally held my new passport, feeling a sense of achievement.

OPPORTUNITY AREA

Had to wait in line for a long time at the Passport Pickup office

USER QUOTES

I was relieved to finally get my passport, but the wait was almost unbearable.

Clearer Instructions Needed

Pain Point

Impact: 4/5

Simulation

NARRATIVE

When I was trying to complete my passport application, I found the instructions online quite confusing. It wasn't clear what documents I needed to prepare, which made me anxious as I didn't want to make any mistakes.

PRIMARY PAIN POINT

Information about Passport Application was not clear

USER QUOTES

The website left me guessing what documents were necessary. A checklist would have been incredibly helpful.

Success with Online Status Check

Success

Impact: 2/5

Simulation

NARRATIVE

I was thrilled to discover that I could check the status of my passport application online. It was straightforward and gave me peace of mind to know that my application was moving along the process.

KEY SUCCESS FACTOR

Online status check provided reassurance and transparency

USER QUOTES

Being able to see where my application stood made me feel less anxious about the process.

Navigating Digital Literacy Challenges

Accessibility

Impact: 5/5

Simulation

NARRATIVE

With my limited digital skills, I struggled to navigate the passport application website. I wish there were more user-friendly tutorials or helplines to guide me through each step.

ACCESSIBILITY CONSIDERATION

Difficulty understanding online processes due to low digital literacy

USER QUOTES

I often felt lost on the website and wished for a step-by-step guide tailored for someone like me.

Journey Steps

1 Passport Photo Requirements

Department: Service Canada

Obtain passport photos that meet strict size and quality requirements.

2 Passport Application

Department: Service Canada

Complete the passport application form with all personal details and travel information.

3 Passport Application Verification

Department: Service Canada

Submit application and have documents verified by passport officer for accuracy and completeness.

4 Passport Processing

Department: Service Canada

Application processing including background and identity verification.

5 Passport Production

Department: Service Canada

Physical production of passport document with security features.

6 Passport Status Check

Department: Service Canada

Check application status online or by phone during processing period.

7 Passport Pickup

Department: Service Canada

Pick up completed passport from passport office.

Generated by Journey Labs - User Story Extractor

For more information about this report, please contact the Journey Labs Research Team.