

Canadian Passport Application Process

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Journey Overview

The complete process of applying for a new Canadian passport, including preparations, submission, and receiving the passport.

Persona Profile



Henrietta Dubois

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

Henrietta Dubois is a 72-year-old bilingual senior resident living in a vibrant urban neighborhood. Originally from Montreal, Henrietta moved to Toronto two decades ago to be closer to her children. She is fluent in both English and French and often switches between the two languages depending on the situation. With a digital literacy level of 1, Henrietta finds it challenging to navigate online platforms and prefers face-to-face interactions for accessing services. She lives on a fixed income from her pension and has limited financial resources, which makes her budget-conscious and often dependent on government services for healthcare, transportation, and social support. Henrietta experiences hearing impairment, which affects her ability to communicate effectively over the phone or in noisy environments. Despite these challenges, she is an active member of her community and enjoys participating in local cultural activities.

User Stories

Navigating Language Barriers in Passport Application

Accessibility

Impact: 4/5

Simulation

NARRATIVE

As a bilingual senior, I needed clear instructions in both English and French for the passport application process. While I found some information online, it was not fully bilingual, which made it difficult to ensure I was following the correct steps. I prefer face-to-face guidance, but there seemed to be no in-person bilingual support available nearby.

ACCESSIBILITY CONSIDERATION

Lack of bilingual support in application instructions

USER QUOTES

I wish there were clear bilingual instructions at each step of the passport process.

Success in Securing Passport Photos

Success

Impact: 3/5

Simulation

NARRATIVE

Despite the initial confusion about the passport photo requirements, I found a local pharmacy with staff who were very knowledgeable and helped me get the right photos. They took the time to explain the requirements clearly and ensured my photos met all the official standards. This made the start of my passport application process much smoother.

KEY SUCCESS FACTOR

Difficulty in understanding photo requirements initially

USER QUOTES

The staff at the pharmacy were wonderful and made sure my photos were just right!

Opportunity for Digital Literacy Support

Opportunity

Impact: 5/5

Simulation

NARRATIVE

Filling out the passport application form was challenging due to my limited digital skills. I realized that having access to a workshop or support session on how to navigate online government services would be incredibly helpful not just for myself, but for many seniors like me.

OPPORTUNITY AREA

Limited digital literacy complicating online form filling

USER QUOTES

If there were community workshops on using online services, I would feel more confident.

Clarifying the Passport Application Process

Pain Point

Impact: 5/5

Simulation

NARRATIVE

Throughout the passport application process, I found the instructions to be unclear, especially regarding the documentation needed and the submission process. This led to multiple attempts to get everything right, which was both time-consuming and frustrating. Clearer, step-by-step guidance would greatly improve the experience for applicants.

PRIMARY PAIN POINT

Unclear instructions for passport application

USER QUOTES

I just want a simple checklist to follow that makes sure I have everything I need.

Success in Finding Local Support

Success

Impact: 3/5

Simulation

NARRATIVE

I was initially worried about the passport application process because I prefer in-person interactions. Luckily, I found a local community center in Toronto that offered bilingual support. They helped me understand the requirements and guided me through the form in both English and French, which made me feel more confident.

KEY SUCCESS FACTOR

Need for bilingual support and in-person assistance

USER QUOTES

Having someone explain things to me in both languages made all the difference. I felt relieved and supported.

Clarifying Passport Photo Requirements

Pain Point

Impact: 4/5

Simulation

NARRATIVE

I struggled to find clear information about the passport photo requirements online. With my limited digital skills, I ended up wasting time and felt frustrated. I eventually called a nearby photo studio, but I wish the government website had been clearer.

PRIMARY PAIN POINT

Unclear online information about photo requirements

USER QUOTES

Why can't they just make the photo instructions easier to find and understand?

Improving Online Accessibility for Seniors

Opportunity

Impact: 5/5

Simulation

NARRATIVE

Navigating the online portal was daunting. I often rely on my children to help me, but they weren't available this time. I wish there was a simpler, senior-friendly version of the website or even a dedicated helpline for seniors.

OPPORTUNITY AREA

Difficulty accessing and understanding online services

USER QUOTES

If they could make a version of the website that's easier for people like me, it would save a lot of stress.

Need for Hearing Aid Compatible Communication

Accessibility

Impact: 3/5

Simulation

NARRATIVE

I wanted to call the passport office for help, but with my hearing impairment, it was challenging. I prefer face-to-face interactions or written communications that align with my needs.

ACCESSIBILITY CONSIDERATION

Lack of hearing aid compatible communication methods

USER QUOTES

I wish more services considered people like me who have trouble hearing on the phone.

Lost in Translation: Navigating Bilingual Information

Accessibility

Impact: 4/5

Simulation

NARRATIVE

As someone who switches between English and French, I found it challenging to ensure I understood all the details of the passport application process. The information provided wasn't always clear in either language, and I had to seek help from my children to make sure I didn't miss anything important.

ACCESSIBILITY CONSIDERATION

Unclear bilingual information

USER QUOTES

I wish the instructions were clearer in both English and French. It would make the process a lot easier for people like me.

A Friendly Face Makes All the Difference

Success

Impact: 3/5

Simulation

NARRATIVE

When I finally managed to visit the passport office in person, the staff were incredibly helpful and patient. They guided me through the application process step by step and even helped me with the form. Having someone there in person made me feel supported and confident that I was doing everything correctly.

KEY SUCCESS FACTOR

None

USER QUOTES

The staff at the office were so kind and understanding. I felt relieved to have someone explain things to me face-to-face.

Clarify the Photo Requirements

Opportunity

Impact: 3/5

Simulation

NARRATIVE

I spent quite a bit of time trying to understand the passport photo requirements. The information seemed scattered and inconsistent, which made me anxious about whether I was getting the right photos taken. A more straightforward guide or checklist would have saved me a lot of anxiety.

OPPORTUNITY AREA

Confusing passport photo requirements

USER QUOTES

It would be so helpful if there was a clear, step-by-step guide for the photo requirements. I spent too much time worrying if I got it right.

Bridging the Gap: Federal Support for Seniors

Opportunity

Impact: 4/5

Cross-Jurisdictional

Simulation

NARRATIVE

Although my passport journey was mainly a federal matter, I had to rely on provincial services for transportation to the passport office. Coordinating these services was a bit tricky, and more integrated support between federal and provincial services could enhance accessibility for seniors like me.

OPPORTUNITY AREA

Coordination between federal and provincial services for accessibility

JURISDICTIONS INVOLVED

federal,ontario

HANDOFF DETAILS

The need for better integration between federal passport services and provincial transportation services for seniors.

USER QUOTES

If there were better links between federal and provincial services, it would make accessing in-person services much easier for seniors.

Confusion in Passport Photo Requirements

Pain Point

Impact: 3/5

Simulation

NARRATIVE

I decided to get my passport photo taken but was unsure of the requirements. The information I found online was quite unclear, and I spent almost half an hour trying to figure it out. I wish there was a straightforward checklist or a bilingual guide that could have helped.

PRIMARY PAIN POINT

Information about Passport Photo Requirements was not clear

USER QUOTES

I just couldn't find a simple, clear explanation of what I needed for the photos. It was frustrating!

Efficient Bilingual Assistance at Service Canada

Success

Impact: 5/5

Simulation

NARRATIVE

When I visited the Service Canada office to submit my passport application, I was pleasantly surprised by how helpful the staff were. They provided bilingual support, which made the process much smoother and less stressful. I felt understood and valued.

KEY SUCCESS FACTOR

Effective bilingual support during passport application submission

USER QUOTES

The staff were so kind and helped me in both English and French. It made all the difference!

Improving Clarity in Application Instructions

Opportunity

Impact: 4/5

Simulation

NARRATIVE

Filling out the passport application form was more complex than I anticipated. The instructions were not as clear as they could be, and I spent a lot of time trying to ensure I filled everything out correctly. Having a simplified, step-by-step guide would be very helpful.

OPPORTUNITY AREA

Unclear instructions for filling out passport application forms

USER QUOTES

I wish the instructions were clearer. A simple guide would save a lot of time and confusion.

Navigating Accessibility with Hearing Impairment

Accessibility

Impact: 4/5

Simulation

NARRATIVE

As someone with hearing impairment, I found it challenging to communicate over the phone when I had questions about my passport application. In-person consultations were much more effective for me, but getting there was sometimes difficult.

ACCESSIBILITY CONSIDERATION

Limited hearing aid compatible communication options

USER QUOTES

I really rely on face-to-face communication because phone calls are difficult for me. More written communication options would help.

Clear Communication at the Local Service Center

Success

Impact: 3/5

Simulation

NARRATIVE

I visited my local service center to inquire about the passport photo requirements. The staff there was very helpful, providing clear, step-by-step instructions in both English and French. It made the process much easier for me to understand, and I felt confident moving forward with my application.

KEY SUCCESS FACTOR

None

USER QUOTES

Having someone explain the requirements in my language made all the difference.

Struggling with Online Information

Pain Point

Impact: 4/5

Simulation

NARRATIVE

When I tried to look up the passport photo requirements online, I found the information quite unclear. It seemed like there was a lot of text to wade through, and the guidelines weren't simple enough for someone like me to follow easily. I wish there had been more visual aids or simpler language.

PRIMARY PAIN POINT

Information about Passport Photo Requirements was not clear

USER QUOTES

The website was overwhelming; I couldn't find what I needed without help.

Improving Accessibility for Hearing Impaired

Accessibility

Impact: 5/5

Simulation

NARRATIVE

Due to my hearing impairment, I often struggle with phone calls. I think having a way to communicate through written means, like email or live chat, would make the process of applying for a passport much smoother for me. It would be wonderful if more services recognized this need.

ACCESSIBILITY CONSIDERATION

Limited communication methods for hearing impaired

USER QUOTES

I wish I could handle these tasks without relying on the phone.

Opportunity for Streamlined Application Process

Opportunity

Impact: 3/5

Simulation

NARRATIVE

Filling out the passport application took me quite a while, and I found it repetitive in some areas. If there were a way to pre-fill information that the government already has on file, it could save a lot of time and reduce errors.

OPPORTUNITY AREA

Information about Passport Application was not clear

USER QUOTES

Why do I have to fill out the same details over and over?

Clear Guidelines for Passport Photos

Pain Point

Impact: 3/5

Simulation

NARRATIVE

I decided to renew my Canadian passport and started with getting the required passport photos. However, I found the guidelines for these photos quite confusing. The information provided was vague, and I had to ask my neighbor to help me figure out whether the photos I got were acceptable.

PRIMARY PAIN POINT

Information about Passport Photo Requirements was not clear

USER QUOTES

I wish the photo requirements were explained more clearly. It shouldn't be so hard to understand what's needed.

Smooth Application Process with In-Person Support

Success

Impact: 5/5

Simulation

NARRATIVE

I was quite worried about filling out the passport application form, given my limited digital skills. Luckily, I visited a local government office where a friendly staff member helped me fill out the form in person. This made the process so much easier, and I felt confident that everything was done correctly.

KEY SUCCESS FACTOR

None

USER QUOTES

The staff at the office were so helpful! I couldn't have done it without their support.

Enhancing Bilingual Support for Applications

Opportunity

Impact: 4/5

Simulation

NARRATIVE

While trying to submit my passport application, I noticed that some of the instructions were only available in English. As a bilingual person, I prefer having the option to switch to French for better comprehension. It would be beneficial if all documents and instructions were consistently bilingual.

OPPORTUNITY AREA

Lack of consistent bilingual support in application instructions

USER QUOTES

Having all instructions available in both English and French would make the application process so much clearer for people like me.

Need for Accessible Communication Methods

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Due to my hearing impairment, I find it challenging to communicate over the phone. When I needed clarification about my passport application, I wished there was a way to get the information in written form or through a face-to-face consultation. This would have made the process smoother and less stressful for me.

ACCESSIBILITY CONSIDERATION

Lack of accessible communication methods for hearing-impaired users

USER QUOTES

I'd feel much more comfortable if I could get information face-to-face or in writing, especially since phone calls are tough for me.

Clear and Helpful Guidance at the Photo Studio

Success

Impact: 3/5

Simulation

NARRATIVE

As someone who finds online information a bit overwhelming, I was relieved when the local photo studio staff helped me understand the passport photo requirements. They explained everything in simple terms and even provided a checklist in both English and French.

KEY SUCCESS FACTOR

Clear communication facilitated in-person

USER QUOTES

The staff at the photo studio were so helpful. They walked me through the requirements step by step.

Struggling with Online Passport Application Forms

Pain Point

Impact: 4/5

Simulation

NARRATIVE

Filling out the passport application online was quite confusing for me. I wasn't sure if I was entering the correct information, and the instructions were not clear. I had to ask my daughter to help me, which made me feel a bit helpless.

PRIMARY PAIN POINT

Unclear online application instructions

USER QUOTES

I wish the application process was more straightforward, or that there was an option to do it entirely in person.

Enhancing Accessibility for Hearing Impaired Users

Accessibility

Impact: 5/5

Simulation

NARRATIVE

When I went to submit my passport application, the environment was too noisy, and I had trouble hearing the clerk. I really appreciate when written communication options are available, as it helps me understand better without the stress of trying to hear in a noisy place.

ACCESSIBILITY CONSIDERATION

Difficulty hearing in noisy environments

USER QUOTES

It would be great if all service areas had more written communication options readily available.

Opportunity for Improvement in Providing Bilingual Support

Opportunity

Impact: 3/5

Simulation

NARRATIVE

During the passport application process, there were moments when I needed help understanding the English instructions. Having documents and assistance available in both English and French would make the process much smoother for bilingual citizens like me.

OPPORTUNITY AREA

Lack of bilingual support during application process

USER QUOTES

I often switch between languages, and having bilingual support would have made the process more comfortable for me.

Journey Steps

1

Passport Photo Requirements

Department: Service Canada

Get passport-sized photos taken according to official requirements.

2

Passport Application

Department: Service Canada

Fill out the passport application form completely.

3

Passport Application

Department: Service Canada

Submit application with required documentation and payment.

4

Passport Application

Department: Service Canada

Receive passport by mail or pick up in person.

Generated by Journey Labs - User Story Extractor

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