

Canadian Passport Application Process

Generated on October 22, 2025 at 16:46

Journey Overview

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

Persona Profile



Carlos Ramirez

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

Carlos is a 72-year-old immigrant from Mexico who moved to Canada five years ago to live closer to his family in Toronto. He has limited English proficiency and relies heavily on Spanish for his day-to-day communication, though he's also trying to learn basic French phrases. Carlos has a basic mobile phone and occasionally uses a computer at the local library with assistance from staff. He has minimal experience with technology and often finds it challenging to navigate digital interfaces. Carlos relies on his family and community services for support with accessing government services, especially Service Canada and Immigration, Refugees and Citizenship Canada (IRCC), and understanding necessary paperwork and procedures. His primary needs are related to healthcare access through the provincial health system, Canada Pension Plan benefits, and permanent residency status updates.

User Stories

Navigating Language Barriers in Passport Application

Accessibility

Impact: 4/5

Simulation

NARRATIVE

I was excited to apply for my Canadian passport, but I found the process confusing. The instructions for the passport photos and application form were only in English and French, which made it difficult for me to understand since I am more comfortable in Spanish. I had to rely on my daughter to translate and help me fill out the forms.

ACCESSIBILITY CONSIDERATION

Lack of Spanish language support in the application process

USER QUOTES

I wish there were instructions in Spanish. It would have made the process much easier for me.

Supporting Seniors with In-Person Assistance

Success

Impact: 3/5

Simulation

NARRATIVE

I went to the local library where the staff were very helpful in assisting me with the online form for my passport application. They guided me through each step and explained things I didn't understand. Their support made me feel more confident about completing the application.

KEY SUCCESS FACTOR

Need for personalized support during the application process

USER QUOTES

The library staff were so kind and patient. Without their help, I would have been lost.

Improving Clarity in Passport Photo Requirements

Opportunity

Impact: 3/5

Simulation

NARRATIVE

I was confused by the passport photo requirements. The descriptions were not clear, and I had to redo my photos several times, which was frustrating and costly. It would be helpful if the guidelines were clearer or if there were visual examples available.

OPPORTUNITY AREA

Unclear passport photo requirements leading to repeated attempts

USER QUOTES

I didn't understand what the photo requirements meant. It would help to see some examples.

Seamless Transition Between Federal and Provincial Services

Jurisdictional

Impact: 2/5

Cross-Jurisdictional

Simulation

NARRATIVE

While dealing with federal services for my passport, I appreciated that my healthcare information from the provincial system was recognized without needing to submit additional documentation. This made the process smoother and less stressful.

JURISDICTIONAL GAP

Efficient data sharing between federal and provincial systems

JURISDICTIONS INVOLVED

federal,ontario

HANDOFF DETAILS

Automatic recognition of provincial healthcare information by federal systems

USER QUOTES

I'm glad I didn't have to provide the same documents again. It saved me a lot of time.

Navigating the Photo Requirements Maze

Pain Point

Impact: 3/5

Simulation

NARRATIVE

As I prepared to apply for my Canadian passport, I found myself confused about the exact specifications for the passport photos. The instructions were available online but were not clear to me, especially since they were only in English. I had to rely on my family to help translate and explain the requirements, which took more time than I anticipated.

PRIMARY PAIN POINT

Information about Passport Photo Requirements was not clear

USER QUOTES

My daughter had to spend a lot of time explaining the photo requirements to me because I couldn't understand the English instructions.

Community Assistance Saves the Day

Success

Impact: 4/5

Simulation

NARRATIVE

I was worried about filling out the passport application correctly due to my limited English skills. Fortunately, I visited the local library where the staff was incredibly helpful. They provided assistance in completing the form and ensured that I understood each part of the process. Their support made a significant difference and boosted my confidence in handling such official paperwork.

KEY SUCCESS FACTOR

Language barrier in understanding the application process

USER QUOTES

I am thankful for the library staff; they helped me fill out the application and explained everything in detail.

Need for Multilingual Resources

Opportunity

Impact: 5/5

Simulation

NARRATIVE

While trying to submit my passport application, I realized how much easier it would be if the instructions and forms were available in Spanish. Many others in my community face similar challenges, and having multilingual resources could greatly facilitate the process for newcomers like me.

OPPORTUNITY AREA

Lack of multilingual resources for non-English speakers

USER QUOTES

If only the forms and instructions were available in Spanish, it would save so much time and prevent misunderstandings.

Tech Accessibility: Bridging the Digital Divide

Accessibility

Impact: 4/5

Simulation

NARRATIVE

Using digital platforms to apply for my passport was daunting because of my limited experience with technology. Thankfully, the library's computer assistance program helped me navigate through the online application process. However, more accessible and user-friendly digital services could be developed to aid people like me who struggle with technology.

ACCESSIBILITY CONSIDERATION

Challenges in using digital services due to low digital literacy

USER QUOTES

I wish the online application was easier to understand and use for someone not familiar with computers.

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.