How to use the Travel to Europe mobile app

Step 1: Before you begin

To ensure a smooth process, please verify the following:

1. You have a biometric passport

- Biometric passports usually have a chip symbol on the cover

2. NFC (near-field communication) is available and enabled on your phone.

- On iPhones, NFC is enabled by default. For Android devices, if you are not sure whether it is available and enabled, please go to Settings > Connections > NFC and contactless payments > Toggle NFC on/off.
- If you need additional support, please consult your phone's user manual.

3. You are in a well-lit area and your phone's camera is functioning properly.

4. Your phone has a working internet connection.

5. If you are using the app to pre-register someone else:

- If you are creating a journey on behalf of someone else or adding co-travellers to your journey, you should have their consent.
- To enter data of minors and give consent to the processing of their data, you must be their legal guardian or caregiver.

With these requirements in place, pre-registration with the app should take no more than 5 minutes. If you need further information on the app, please refer to the FAQs in the app by selecting Settings – About the app.

Step 2: Onboarding

To start pre-registration, you need to confirm that you are eligible to use the app. If you are unsure about whether you need to register in the **Entry/Exit System** (**EES**) and therefore can use the app, please check the EES website for more information.

Next you need to select the country for your journey.

- For an **arrival** journey, you must select the country where you will first cross the external borders of a European country using the EES. You can find more information about these countries on the EES website.
- For a departing journey, you must select the **last country** of your visit before you cross the external borders of the countries using the EES. You can find more information about the countries using EES on the EES website.

You are also asked to accept the terms and conditions and the privacy notice.

You will be requested to create a PIN to login to the app.

Step 3: Create a journey

The app will guide you through the journey creation, but please note:

- If your preferred border crossing point is not listed, please refer to FAQ-question "Why is my country of arrival/departure not on the list?" by selecting Settings – About the app – FAQ
- **If you later change your travel plans, you will need to create a new journey.**

Step 4: Add traveller

After inserting your arrival or departure information, you are asked to provide traveller information. Please remember that if you are submitting information on behalf of someone else, you need their consent to do so:

- If you are creating a journey on behalf of someone else or adding co-travellers to your journey, you should have their consent.
- To enter data of minors and give consent to the processing of their personal data, you must be their legal guardian or caregiver.
- If you want to familiarise yourself with the terms and conditions, please check the dedicated section available in the app by selecting "Settings – Security and privacy - Terms and policies."

You can use existing traveller information stored in the app, or you can add a traveller by selecting "Add Traveller".

Step 5: Scan your passport

In this step, the app will scan your passport's personal information page and chip. The app will guide you through the process. If you are using a passport cover, you should remove it.

If you have trouble scanning the passport chip, please note:
- The chip is usually located in the back cover of the passport.
- The location of the NFC reader on your phone varies by the brand and model. Usually, it is on the back panel of the phone.

Step 6: Take a selfie

Next, the app will ask you to take a selfie which will be checked against your passport photo from the chip. In case the verification fails, you are asked to take a new selfie.

When taking the selfie, some light and colours will flash to verify the taken image.

Before proceeding, please note:

- **You must be in a well-lit environment and use plain light and uniform background.**
- **Your eyes must be open and clearly visible.** If you wear eyeglasses, we recommend removing them and any other item that might cover your eyes. Otherwise, the app might not be able to take your picture.
- **Your full facial features must be shown**. Ensure that your face from bottom of chin to top of forehead and both edges of your face are clearly visible.
- **Head coverings or any other items covering part of your face are not allowed, except for medical or religious reasons.** Please note that for technical reasons the app might not be able to verify your picture if your face is not entirely visible.
- **You must have a neutral expression and closed mouth.**

Step 7: Answer questions about your travel plans

After submitting your passport information and taking a selfie, you will have to answer a country-specific questionnaire related to your travel.

- **You must answer all questions truthfully.** If you need help with the questions, please refer to the FAQs available in the app by selecting Settings – About the app or on the [EES website](#)
- At the border crossing point, **you might be required to present documentation to support your statements**. For more information about the type of documents you might need, please refer to Article 6 of [Regulation (EU) 2016/399 of the European Parliament and of the Council of 9 March 2016 (Schengen Borders Code)](#)

Step 8: Add co-travellers and submit the journey

After you have created the first traveller profile, you can add additional travellers by selecting "Add traveller" and repeating steps 3, 4 and 5.

If you do not wish to add co-travellers, select "Done" and "Finish". You will then be sent to the Journey page, where you can submit your journey by clicking on the "Submit the Journey" button.

In order to complete the pre-registration of your data, you must submit your journey.

Step 9: Access your QR code

Some countries may require you to present a QR code at the border crossing point to access your journey. If the QR code is required, it will automatically be generated by the app, upon submission of your journey.

You can find this QR code on the Journey page, by clicking on the "Share with officials" button under your submitted Journey. **Please note that each traveller has a unique QR code**; you can navigate between QR codes by swiping left and right.

Step 10: At the border

How border checks are organised for travellers who pre-registered their information via the app may vary at each border crossing point. Look for the signage dedicated to app users at the border and check if you have received any notifications on the app from the national authorities. If you need any help, please contact the staff at the border crossing point.