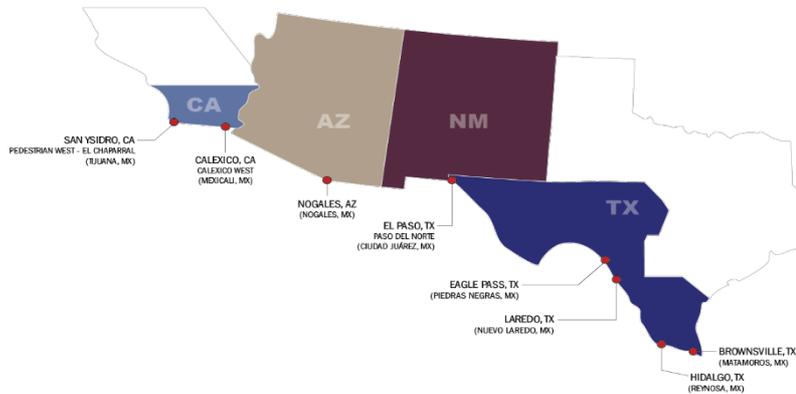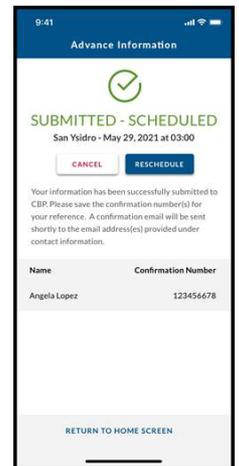# CBPONE™

Tips for Users

1. Download the CBP One application.

2. Complete your profile and submit advanced information.

3. Add all family members you are traveling with that you intend to seek an exception with. Ensure that all family members traveling with you are added by selecting "add individual" and completing all the fields for each member. Repeat this process for <u>all family members you are traveling with.</u>

4. Schedule an appointment. When you are ready to schedule your appointment(s), select "submit advance information", select your preferred <u>language</u>, allow location permissions, and you will see your prior submission. All persons arriving at a port of entry must have an appointment.

5. Check the distance to the Port of Entry before you select an appointment time. It is recommended to select the one closest to you.

6. CBP One can be accessed in English, Spanish, or Haitian Creole. If additional translation assistance is needed, many mobile devices have translation capabilities or both Apple and Google App Stores have free translation apps available.

7. Ensure you are submitting a good photo. When prompted to take your photo, make sure you are near shade to ensure your surroundings are not too bright or the photo submission may be rejected. If the photo is not accepted, please be patient and select "Try Again." **Do not exit the spinning seal.**

8. You do not have an appointment until you see the screen with a green checkmark that says SUBMITTED-SCHEDULED. Click "Continue" and follow the prompts.

Visit CBP One™ online at
cbpone.cbp.dhs.gov

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

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