

GROUP SCAN APP FAQ'S

Why does the app need access to the phone/tablet camera?

In order to scan the passports the app needs to access the camera. Please approve the request for access to the camera in order to proceed with scanning the passports.

How do I allow access to the camera on my device?

You may need to make a change to the camera settings if prompted to do so by a pop up message. IOS (Apple) devices: On the 'Camera' option, turn on the camera by pressing on the button. Android devices: 1) Press on the 'Camera' option 2) Select 'While using this app'

What if my booking isn't valid?

If the booking details that have been entered return an error message, please check that the details have been entered correctly and submit them again. If the validation still fails – please contact your company to re-confirm the booking details. If the booking is believed to be valid, please continue to the port where the port team will check the booking details and scan the passports.

Can I carry more passengers than listed on the booking?

Yes, you can. Simply scan the passports and the port team will adjust the booking details at check-in. The app will allow a maximum of 110 passports per booking.

Why do I need to enter a phone number?

To ensure that the passport data is secure we will send you a 'one time passcode' as part of the login process. In order to send you a code we need a phone number to send the code to. The phone number is not used for any other purpose and this app complies with GDPR regulations. The one time passcode can be sent to any device, it does not have to be the device that is scanning the passports.

How do I scan a passport?

Hold open the passport so that the page with the passport details is in front of you – this is the 'shiny' page with the photo, and personal details of the passport holder i.e. name, nationality, date of birth etc. The app will scan the details in the barcode at the bottom of the page, you will see the 2 lines of letters and numbers. Click the 'Start scanning' button and hold the passport page in front of the camera on your phone or tablet. You will see a success message pop up when the scan is completed. Or if the scan was not successful a message will be displayed to advise you of this.

How do I manually enter passport/ID card details?

Press on 'Enter ID/Passport manually' on the 'Passport Scanner' page – this will display the 'Document Details' page. You can then type in the required details by pressing on each box. Some boxes also give you the option to select data from a list or a calendar. Click 'Continue' when you have finished. (You will not be able to press the 'Continue' button until all of the data has been entered).

Can I scan an ID card?

Some ID cards have a scannable barcode similar to the passports and some do not. If the ID card doesn't have a barcode then the data will need to be entered manually.

Can I use the app for Collective passports?

No, it is not currently possible to use the app for Collective passports. If you have a Collective passport please continue to the port where the check-in team will process the passport for you.

How do I change the language?

You can change the language at any time by going to the app menu, which is shown as 3 horizontal lines at the top of each page, and selecting 'Language'. You can also change the language during the login process where you will see a language drop-down box. Simply press on the current language to see a list of alternative languages.

How do I change the vehicle registration entered?

If there has been a mistake or the vehicle has been changed, then you can press the 'back' button – this is the circle with an arrow in it, which is available at the top of each page. Depending which page is currently displayed when you press the 'back' button you may need to press it more than once to navigate back to the 'Vehicle Registration' page, where you can edit the vehicle registration. The vehicle registration can be changed up until you press the 'Finish' button.

Can I add a passenger after pressing the 'Finish' button?

You cannot make any amendments once you have clicked the 'Finish' button, which submits the passport data to the P&O system. If an addition or correction is required please notify the check-in team when you arrive at check-in.

What IOS/Android OS version does my device need to be running?

The app is designed to function on the latest IOS and Android OS versions, and the version prior to that. If you are running an old version you may find that the app does not function correctly. Please ensure that the device you are using is up to date.

Why can't I press 'Continue'?

It is not possible to press the 'Continue' button until all required data has been successfully entered. Please check that you have entered the required data in the correct format.

Why is the 'Review Documents' page showing partial details?

For security reasons, to protect the passport data, only part of the passenger name and part of the passport number will be displayed. This will enable you to check which passports have been scanned.

Why can't I access the booking any more?

For security reasons there is a maximum time period set during which you can enter the passport data or view the booking. 1) Once you have logged into the app you will have 72 hours to enter all of the passport data. If you are not able to complete the data entry within the timeframe, please advise the check-in staff on arrival at the port. 2) Once you have scanned all of the passports and clicked 'Finish', you will have a further 72 hours during which you can still log in to the booking and view the 'Journey Summary Details'.

Can I check how many passports I have scanned?

Yes. You can see this on the 'Passport Scanner' page and on the 'Review Documents' page. You can see how many passengers were booked and how many passports have so far been entered.

How do I change the booking details entered?

If you have logged into the incorrect booking, you will need to log out of the app and log in again using the correct booking details. If you have scanned passports against an incorrect booking, please delete those passports before logging out.

How do I log out from the app?

You can log out at any time using the Menu, which is the 3 horizontal lines at the top of each page. Select the 'Log out' option.

Can I scan a passport without an internet connection?

Yes, you can scan the passports without an internet connection, and the data will be saved. However, you will need an internet connection to submit the passports once you have finished scanning. Submitting the passports sends the data to the P&O system ready for check-in – this happens when you click 'Finish' on the 'Declaration' page at the end of the process.

What if a passenger's passport isn't scanned?

If the passport/ID card failed to scan you can enter the details manually. Click 'Enter ID/Passport manually' on the 'Passport Scanner' page. If an error is displayed because the passport data can't be scanned or entered manually, the passport can be scanned at the port. Continue with scanning the rest of the passports, click 'Finish' once scanning is completed. Present at check-in any passports that could not be added to the app.

What to do if I don't receive an SMS code?

If an SMS code does not arrive within 1 minute, you can request a new SMS code by clicking 'Code not received' in the 'We sent you an SMS code' page of the app.

What if I accidentally delete a passenger?

If a passenger is removed by accident you can simply scan that passport/ID card again.

How can I edit document details?

You can edit the document details whilst entering the data into the 'Document Details' screen, but the data can't be edited once it has been saved. If a mistake needs to be corrected, delete the passenger and enter the details again.

What if I am missing data for a specific document?

Some passports may be missing a first name/given name, surname, or day and month from the date of birth. You can press on the check box labelled 'missing data' to indicate that this is the case.

What if I am logged out from the app?

You can log back in again using the same booking details that you entered previously.

What if a passenger's passport is expired?

If a passport is expired the passenger will not be allowed to travel. Please advise the passenger. The passport details will not be saved to the app as this document is not valid for travel.

What is this app for?

This app is for scanning/entering passport/ID card details for group bookings, i.e. passengers travelling by coach with P&O Ferries. The passport/ID card details need to be entered to the app prior to arrival at the port. The passport data is collected on behalf of the UK Border Force for UK border control. It is important that data entered to the app accurately reflects the data on the passport or ID card.

Who can use this app?

Any person designated to collect the passport data on behalf of P&O Ferries can use this app.