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# Travel to Europe FAQ

## 1. What is the Entry/Exit System (EES)?

The Entry/Exit System (EES) is an automated IT system for registering non-EU nationals travelling for a short stay, each time they cross the external borders of any of the 29 European countries using the system.

The EES is gradually replacing the stamping of passports and provides a centralised database where entries and exits of non-EU nationals are automatically registered along with their passport and biometric data. Refusals of entry are also recorded in the system.

For further details about the EES, please consult the dedicated website: [EES website](#)

## 2. What is the Schengen area?

The Schengen area consists of 29 European countries that have abolished border controls at their shared borders and who have a set of rules for management of the external borders applicable to those who enter the Schengen area for a short stay (up to 90 days within any 180-day period). It includes all the European countries using the Entry/Exit System.

The complete list of EU countries integrating the Schengen area are listed below:

- Austria
- Belgium
- Bulgaria
- Croatia
- Czechia
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Slovakia

- Slovenia
- Spain
- Sweden
- Switzerland

### 3. Who can use the Travel to Europe app?

You can use the app if you are a non-EU national visiting, for a short stay, the European countries using the Entry/Exit System, provided that you have:

- a biometric passport
- a mobile device with an NFC functionality, in order to read the passport's chip.
- a frontal camera for the selfie capture.

To confirm if your mobile device has NFC, please check the settings or the phone's user manual, or contact the phone's manufacturer.

### 4. Which countries are using the app?

Currently, you can use the Travel to Europe app when entering Sweden, where it supports passport data, facial image and entry questionnaire, and Portugal where it supports the entry questionnaire.

It is entirely up to the European countries using the EES if they will make the app available. The specific functionalities offered may also vary from country to country.

### 5. Does the use of the app mean that I can enter the European countries using the EES without going through border checks?

No. While the app is meant to smoothen the border check process, it does not replace checks by the border authorities and does not guarantee entry into the European countries using the EES. The final decision on entry can only be taken by the local border authorities based on whether you fulfil the entry conditions.

### 6. Do I need to pre-register my trip if I only transit through the international area of a European airport?

No, if you remain in the international transit area, you will not be registered in the Entry/Exit System.

If your journey falls under the above scenario, **you should not use the app** to pre-register your data for this transit country. You can find more information on which country to select as your country of arrival/departure in question, ***"My trip covers multiple Schengen countries; how do I know which country of arrival/departure to select?"***

### 7. Do I have to pay to use the Travel to Europe app?

No, the app is free.

## 8. In which language is the app support provided?

The app support is only provided in English.

## 9. Can I use the app if I am traveling with family members or in a group?

Yes, you can pre-register multiple travellers with the app. To do this, use the "Add co-traveller" option in the "Journeys" section.

## 10. How many travellers can I add to one journey?

There is no limit to the number of travellers for each journey.

## 11. What should I do if I am not able to pre-register with the app?

If you experience difficulties in using the app or if the submission of your journey is rejected, you can still proceed with your journey. You will need to go through the regular border checks. Please follow the instructions provided by the local authorities when you arrive at the border crossing point.

## 12. What information do I need to provide in the app?

You need to provide basic travel details, such as your passport information, travel plans (e.g. travel dates, accommodation, etc.), and intended country of arrival/departure within the European countries using the EES. You will also need to allow the app to capture your live selfie. Please note that this information may change depending on the country using the app. For more information about this point go to question, ***"Which countries are using the app?"***

## 13. How early should I submit my travel details using the app?

You can start the creation of your journey(s) 7 days prior to your intended travel date. However, you will be able to submit the journey(s) at the earliest 72 hours before the intended travel date. This allows border authorities to process your information before your trip and ensures that your details are up to date.

## 14. Can I use the app to track the status of my entry/exit?

No, the app does not have this functionality. However, if you wish to estimate the duration of your authorised stay in the Schengen area, you can do this [here](#).

## 15. Will border authorities still check my documents manually if I use the app?

Yes, if you are crossing the external borders of the European countries using the Entry/Exit System, the passport control officers will still check your travel documents.

## 16. Why is my country of arrival/departure not on the list?

The Travel to Europe app is currently available at selected points of arrival and departure in the 29 European countries using the Entry/Exit System. If you do not see your destination on the list, the app is not currently

available at that specific border crossing point. In this case, please follow the instructions provided by the local authorities when you arrive or depart.

## 17. Once I pre-register my data, do I need to repeat this process every time I travel to a European Country using the EES?

Your biographic (passport) data is kept in the app for 7 days, therefore, if you travel again within this timeframe, you will need only to re-take your facial image. If 7 days have passed since your last registration, you will have to repeat the entire pre-registration process.

## 18. My trip covers multiple European countries using the Entry/Exit System (EES); how do I know which country of arrival/departure to select?

Your country of arrival will be the one where you **first cross the external border** to enter the territory of a European country using the EES.

Example:

- If you are flying from the United States to Germany (direct flight), your country of arrival will be Germany.
- If you are flying from the United States and your final destination is Germany, but you have an intermediate stop in Sweden (non-direct flight), your country of arrival will be Sweden.

Your country of departure is the last one you are in before leaving the area of European countries using the EES.

Example:

- If you are flying directly from Portugal to Brazil, your country of departure will be Portugal.
- If you are flying from Portugal and your destination is Brazil, but you have an intermediate stop in Spain, your country of departure will be Spain, where the final exit check will take place.

If you are transiting through a European airport, please refer to the question: *"Do I need to pre-register my trip if I only transit through the international area of a European airport?"*

## 19. What should I do if the app does not work?

If you get an error message or experience technical problems with the application, please try these steps:

- 1) Restart your phone.
- 2) Ensure that your phone has the latest software update installed.
- 3) Check that your phone's internet connection is working.
- 4) Make sure that you are using the latest version of the app. You can see the version you are using by going to the "Settings" menu -> "About the app" -> "Current version" field.

If you are not able to continue in the pre-registration of your data despite following these steps, you can report the issue through a dedicated form which can be found under the app's "Settings" menu.

If you are unable to use the app, you can still proceed to the border check as normal. Once you arrive at the border crossing point, please follow the instructions provided by the local authorities.

## **20. I have checked the FAQ section but could not find an answer to my question. What should I do?**

If you cannot find an answer in our FAQ section to solve your issue, you can contact us by using the dedicated contact form which can be found in the "Settings" menu -> 'Report an issue'.

## **21. Can I re-submit my journey if I made a mistake?**

Yes, if you have inserted incorrect information, you can correct it by re-submitting your journey. This will replace the first submission.

## **22. I forgot the PIN to log in to the app, what should I do?**

The PIN cannot be recovered. If you have forgotten it and you did not select the biometric login, you need to re-install the app. Please be aware that all information saved in the app will be automatically erased when deleting and re-installing the app.

## **23. Will I get a confirmation that I'm allowed to travel after submitting my journey?**

No, the app will not provide details about the decision regarding your, or your co-traveller's(s'), entry or exit. As the app is used for pre-registration of data in the Entry/Exit System, it will only notify you if the information you submitted has been successfully received and accepted by the system. The decision is made by border authorities at the border crossing point of your destination.

## **24. Will I receive a confirmation that my journey was successfully submitted?**

Usually, you will receive a confirmation of the successful submission in a few seconds. Please note that while usually the confirmation arrives immediately after submission, on rare occasions it might take several minutes.

## **25. How can I scan/read my passport's chip using the app?**

The Travel to Europe app uses Near Field Communication (NFC) technology to access data stored in the passport's chip. To find out if your mobile device has NFC enabled, please check the settings or specifications provided by your mobile phone manufacturer.

When scanning the passport chip, please be aware that the chip might be in various locations and orientations, such as the personal information page, front or back cover or between visa pages. To find the right position, when asked to perform the reading, slowly move your phone around the passport until the NFC reading starts, then hold it still until the process is completed.

## 26. What should I do if the app cannot scan my passport?

If the app is not able to scan your passport, make sure that you have a biometric passport. Make also sure that the document is in good condition, without any damage to the page containing your personal information.

Please note that the location of the NFC reader on your phone varies by the brand and model. Usually it is located on the back panel of the phone. On the passport, the chip is usually on the back cover, but the exact location may vary, depending on the travel document. You might have to move your passport to create a connection between the reader and passport chip.

You can find further details about the passport scanning step in this app by going to the "Settings" menu, clicking on "About the app" and then on "How to use the app".

If you cannot continue with the registration process, please refer to the question, ***"What should I do if I am not able to pre-register my data with the app?"***

## 27. What is the selfie capture?

The selfie capture is a verification process to ensure that the person in front of the camera is present and matches the picture in the travel document.

This operation is performed to prevent fraudulent submissions of data. While using this feature, different colours will be flashing on the device's screen while capturing the picture of the user's face. This technology conforms to W3C standards for safe flash rates for people with photosensitive epilepsy.

## 28. Why is the passport capture/selfie capture not working?

This could happen if you are using a protective cover for your mobile device, preventing the scanning of passport, or if your internet connection is slow.

To ensure that the passport/selfie is captured and accepted by the app, follow the instructions in the "Settings" menu, click on "About the app" and then "How to use the app" and follow the instructions available during the passport reading process.

## 29. Why are the passport and selfie steps not visible?

Depending on the country you have selected as your country of arrival/departure, you might not be requested to submit the passport data or selfie. This is because different functionalities of the app are being used in different countries.

Please see question, ***"Which countries are using the app?"*** for more details.

## 30. Why can't I also pre-register my fingerprints?

For technical reasons, the app will not be able to collect your fingerprints. The fingerprints will be collected at the border in the presence of a border guard.

## 31. What happens if I lose the mobile phone with which I have pre-registered?

If you submitted your journey and lose your mobile phone before receiving a confirmation of the submission, your data will still be sent to the authorities of the country that you selected. If you did not submit your journey, the journey data and any other personal data will be automatically deleted after 7 days.

You can also use a separate mobile phone to submit a new journey.

If you are not able or do not wish to create a new journey using a different mobile phone, you can still proceed to the border checks. Once you arrive at the border crossing point, please follow the instructions of the local authorities.

## 32. After I submitted my data, the app generated a QR code. What should I do with it?

The QR code may be requested by the authorities of the country you selected for your journey to check/confirm/verify the information you submitted. Please follow the instructions of the local authorities once at the border.

The use of the QR code will depend on your country of destination, so please check with the respective border authority if the QR code is applicable.

## 33. What happens to my personal data after I submit my journey?

Once you submit your journey, the app will send your data to the country of destination, allowing you to carry out some of the steps of the border check process in advance, before you reach the border crossing point (BCP). Please find more information in questions ***“Who has access to my personal data after I submit my journey?”*** and ***“How is my data processed after I submit my journey?”***

## 34. How can I delete my personal data from the app?

You can delete the data in two ways:

- If you want to delete all personal data in the app, go to the “Settings” menu -> “Local data” and select “Delete local data”.
- If you want to delete a specific traveller’s personal data, navigate to the “Journeys” section at the bottom of the homepage screen and select the traveller’s profile.

## 35. Who has access to my personal data after I submit my journey?

Who has access to your personal data depends on the country which you selected for your journey. Country-specific privacy information can be found in the app by selecting “Settings” menu -> “Security and privacy” -> “Terms and conditions”. If you are looking for information on who can access your data after it has been entered into the Entry/Exit System (EES), please refer to the privacy information on the official EES website: [EES - Data held by the EES](#)

## 36. How is my data processed after I submit my journey?

How your data is processed depends on the country which you selected for your journey. You can find country specific privacy information in the app on by selecting "Settings" menu → "Security and privacy" → "Terms and conditions". If you are looking for information on how your data is processed after it has been transferred to the Entry/Exit System (EES), please refer to the privacy policy on the official EES website: [EES - Data held by the EES](#)

## 37. Where is my data stored and for how long?

To ensure the integrity of your passport data and facial image, your data will be stored in the app backend managed by Frontex and the company providing these services. The data will be kept for 7 days after which it will automatically be deleted from the app.

Once a journey is submitted, the border authorities will receive and store the data at their national system. Any unsubmitted draft versions of the journeys will not be sent and will be automatically deleted from the app after 7 days.

For information on how national authorities will process your data and store it in the Entry/Exit System, please see FAQ "***How is my data processed after I submit my journey?***"

## 38. Who can I contact about the processing of my personal data when using the Travel to Europe application?

You can contact directly the national authorities of the country for which you plan to create a journey, or have already done so. Please refer to the below contact list:

Sweden: [dataskyddsbud@polisen.se](mailto:dataskyddsbud@polisen.se)

Portugal: [ucfe.epd@ssi.gov.pt](mailto:ucfe.epd@ssi.gov.pt)

If you cannot identify the responsible country, you can request support by using the in-app contact form. Please also see question "***I have checked the FAQ section but could not find an answer to my question. What should I do?***"