

Scanning guidelines and checklist for document submissions

All documents for submission to ACP must be scanned and converted into a high-quality PDF document as per the scanning requirements to support their authenticity. Documents that do not meet the requirements below will be rejected.

Preparing documents for scanning

- Ensure the original documents are clean and free of debris.
- Remove all staples and paper clips.
- Ensure the original documents are straightened out and flat before scanning.
- When preparing documents for scanning, be careful not to damage the paper or obscure the information on the original document.

Scanning notarized documents

- The notarization or seal (by a certified notary public or lawyer) must be clear and legible so that it can be scanned.

Scanning equipment

- ACP recommends the use of a scanner attached to a printer or copier.
- If using a scanner with a document feeder, be sure that the document remains straight as it moves through the scanner. If not, scan the documents individually on the glass.
- If scanning using a mobile device, you must use one of the following approved apps: Adobe Scan app ([iPhone](#), [Android](#)), Microsoft Lens Scanner app ([iPhone](#), [Android](#)), Notes app ([iPhone](#)), Google Drive Scan app ([Android](#)), or CamScanner app ([iPhone](#), [Android](#)).
- If using a scanner app, align the device directly over the document and not at an angle, so that the image is captured clearly.

Submission process

- PDF (.pdf) is the only acceptable file format for submissions.
- Submit each required document as a single file. For example, notarized ID form, registration statutory declaration, and enhanced police information check would be scanned as three separate files, not as one file.
- If your original document is double-sided, scan both sides and save them as one file. For example, both sides of a birth certificate or Canadian citizenship card would be scanned individually but saved as one file.

Resolution

- Scan original documents a minimum of 300dpi or at the highest resolution possible if your scanner or scanner app has these settings.
- Scan original documents at 100% image size. Do not reduce or expand the scanning settings.
- Scan to fit the page; this process helps to maximize the quality of the scanned image.
- All information on the original must be clear and legible on the scanned copy and any handwritten signature, stamp, or seal impression must be fully visible and readable on the scan.

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