

BIL upload requirements

Q&A

Q: Why do I need to upload my BIL to schedule a biometric appointment at the VAC?

Ans: When booking your biometric appointment at a Visa Application Centre (VAC), you must upload your Biometric Instruction Letter (BIL) from IRCC. This helps make sure that appointments are only booked by IRCC applicants who have been asked to give their biometrics.

Q: If we're scheduling a group appointment at the VAC (e.g. travel group or family), does everyone need to upload their own BIL?

Ans: Yes. Each person in the group must upload their own BIL from IRCC when booking the appointment.

Q: How long will [VFS Global/TT Services] keep my BIL?

Ans: As the authorised service provider for IRCC, [VFS Global/TT Services] collects only the personal information needed to provide administrative support services, such as scheduling appointments.

[VFS Global/TT Services] does not keep a copy of your BIL. When you book your biometric appointment, we only collect specific information from your BIL that is needed to schedule your appointment. Your BIL is deleted after the biometric appointment is confirmed or cancelled.

[VFS Global/TT Services] follows strict rules set by the Government of Canada to protect your personal information. For more information on how we use your personal information, please refer to the [VFS Global/TT Services] Disclaimer and Privacy Policy.

Q: What kind of file does the BIL need to be to upload it?

Ans: IRCC will issue your BIL as a Portable Document Format (PDF) file. You can only upload your BIL in this file format. If you need any assistance, please contact the VAC Contact Centre.

Q: What is the maximum PDF file size for uploading the BIL?

Ans: The maximum PDF file size is 1 MB. PDF files larger than 1MB will not be accepted. If you need any assistance, please contact the VAC Contact Centre.

Q: What language should the BIL be uploaded in?

Ans: BILs from IRCC are in English or French. You must upload the BIL in the same language it was issued to you.

Q: What happens if I try to upload a BIL for a previously scheduled appointment?

Ans: You will see an error message if you try to upload a BIL that has already been used to schedule a VAC biometric appointment. The BIL from IRCC cannot be re-used once a biometric appointment has been confirmed. If you need any assistance, please contact the VAC Contact Centre.

Q: Does my BIL need to be uploaded again to re-schedule an appointment?

Ans: No. You do not need to upload your BIL again if you want to re-schedule your VAC biometric appointment.

Q: If I cancel my original appointment, will I need to upload the BIL again when making a new appointment?

Ans: Yes. You will need to upload your BIL again if you have cancelled your VAC biometric appointment.

Q: Where do I find my IRCC Number?

Ans: All BILs from IRCC have a unique reference number called the IRCC Number. This number can usually be found on the second page of the BIL. You can also refer to the help text in our VAC appointment booking system on the “Add New Applicant” page below the “Submit” button for additional guidance.

Q: How do I upload my BIL if I schedule my appointment through the VAC Contact Centre?

Ans: If you schedule your biometric appointment through the VAC Contact Centre, an agent will send an email to the address you provided containing a secure upload link. You must use this link to upload your BIL from IRCC.

Q: How long does the secure upload link active/valid for sent by the VAC Contact Centre?

Ans: The secure upload link sent to you by the VAC Contact Centre is only active for 30 minutes. If more than 30 minutes have passed, you will need to contact the VAC Contact Centre again to receive a new secure upload link via email.

Q: Does each member of a group appointment (e.g. travel group or family) get their own individual secure upload link from the VAC Contact Centre?

Ans: Yes. Each person will receive their own secure upload link from the VAC Contact Centre to the email address you’ve provided.

Q: What happens if my preferred appointment date is not available?

Ans: If your preferred dates are not available, the VAC appointment scheduling system will automatically assign you a biometric appointment based on the first available date.

Q: What if I start my appointment request but don’t complete the process? How long can I keep my appointment request in progress?

Ans: If you start a VAC biometric appointment request but don’t complete it, it will remain in the VAC appointment scheduling system for 30 days before it is deleted. If more than 30 days have passed, you will need to start a new VAC biometric appointment request.