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Archived: June 3, 2025 10:00:28 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Tue, 15 Apr 2025 20:05:49
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Urgent Request to Update APR and Resolve Access Issues : Application Reference number - REP-B-2025-0384 - Due 14-May-25
Importance: Normal
Sensitivity: None

Hello,

In order to properly assist you, may you please provide a screenshot of the error screen/message you are seeing?

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 11, 2025 1:41 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Subject: Urgent Request to Update APR and Resolve Access Issues : Application Reference number
Importance: High

> **CAUTION:** This email originated from outside the Government of Canada. Do not click on links or open attachments unless you recognize the sender and know the content is safe.
> **ATTENTION:** Ce courriel provient de l'extérieur du gouvernement du Canada. Ne cliquez pas sur les liens et n'ouvrez pas les pièces jointes sauf si vous reconnaissez l'expéditeur et sachez que le contenu est sûr.

Dear Officer,

I hope this message finds you well.

I am writing to inform you that my APR is currently not working. As a result, I have created a new GCKey account and updated my email address for verification purposes.

Despite receiving multiple email updates regarding my application, I am unable to access them due to the ongoing issue with the APR.

My application reference number is

I kindly request to you to help resolve the APR issue on a priority basis so that I can regain access to my account and continue with the client application process.

[redacted]

Sincerely,