Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Archived: June 2, 2025 10:05:04 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Thu, 16 Jan 2025 17:28:43
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: TR: APR Portal - [redacted] - REP-2025-0043- Due 4-Feb-25
Importance: Normal
Sensitivity: None

Good Day,

You must submit a new IMM5661 enrolment request and indicate that you have an existing Portal account. This allows our technical team to merge the new account with the existing one and does not impact any of the files contained within your portal account. Please follow the steps below to re-enrol:

1. Create a new GCKey. Do not use your existing GCKey credentials.
2. Submit a new portal enrolment request (find out how using the enrolment guide) with your updated business information.
3. When you complete the enrolment form, select "yes" for the question that asks if you had a previous successful enrolment in the Authorized Representative portal that resulted from a past application.

This will transfer your applications that were previously linked to your Authorized Paid Representative (APR) Portal account.

We hope this information is of assistance to you.

[redacted]

The Immigration Representatives Mailbox

De :
Envoyé : 7 janvier 2025 15:11
À : Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted].gc.ca>
Objet : APR Portal -

I hope this email finds you well.

I am writing to seek assistance regarding my APR portal login. Currently, I have registered on the APR portal [redacted] the Canadian [redacted] to [redacted] to [redacted] with the username [redacted] for future access.

Could you please guide me on how to link my existing APR account to my GCKey credentials? Additionally, I would appreciate any instructions or resources to ensure a seamless transition without losing access to my current account details and applications.

If any verification steps or additional information is required to facilitate this process, please let me know, and I will provide it promptly.

[redacted] to your guidance [redacted] this [redacted]

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Best regards,