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 3, 2025 10:33:58 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Tue, 29 Apr 2025 13:42:14
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: APR Account - (Authorized Paid Rep Portal) - REP-B-2025-0494 - Due 26-May-25
Importance: Normal
Sensitivity: None

Good day,
[redacted] **Immigration Representatives Mailbox.**
Please note that this mailbox is intended for general guidance and does not provide responses to case-specific inquiries but have provided the following information as guidance. If you have case specific questions about a file, you are encouraged to submit the IRCC Web form.
Please see our response to your question.
***
The issue has been solved and the account is now active.

***

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 24, 2025 2:35 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC[redacted]
Subject: APR Account - (Authorized Paid Rep Portal)

> **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.

Good day,

I am an immigration lawyer, and I have APR (Authorized Paid Rep Portal) account.
When I sign into my APR account, it shows that the account is inactive. See attached Screenshot.
As a result, I am unable to link my clients' applications or create a new one.
My LSO #
My username for APR account is

How do I fix this issue?see attached screenshot. My cellphone
I have submitted webforms but they were not helpful with resolving this issue.

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

If you have any questions or concerns, please do not hesitate to reach out to me.

Yours sincerely,