Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 10:19:12 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Fri, 7 Feb 2025 19:14:34
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: TR: APR Portal -- PLEASE HELP !!! URGENT!!!! - REP-2025-0408 - Due 6-Mar-25
Importance: Normal
Sensitivity: None

Good day,

We verified with our technical team that your account in APR portal is approved, active and unlocked.

Please let us know if you are still experiencing issues by sending the following:

- * Screen shot of steps taken before getting the error message.
- * Screen shot of error message.

[redacted]

The Immigration Representatives Mailbox

De
Envoyé : 5 février 2025 23:19
À : Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC[redacted]ca>
Objet : RE: APR Portal -- PLEASE HELP !!! URGENT!!!!
Importance : Haute

Good day,

My name is I am a licensed Immigration consultant RCIC # and I am not able to log-in or use my APR. I have been emailing back and forward with IRCC and no one was able to help. I am an RCIC who does not have access to a portal for 3 years now. One of your representatives tried to solve this and we emailed back and forward for months and the problem was not found. I even sent a video of my login process from start to the point i receive the message below. PLEASE HELP ME.

I am able to log-in, then a code is being sent to me, I use this code and I get a window that says the following:

Your session has expired
Error:
Online Services
System-generated error code: null (2025-02-06 04:08:12)

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Your session has expired due to inactivity or an incorrect page request.

I do not know what to do at this point as I cannot get a hold of anyone over the phone and I cannot work either without my portal.

From:
Sent: February 14, 2023 2:44 PM
[redacted]
Subject: FW: APR Portal -- REP-2022-1810 -- [redacted] REP-2022-2562 – REP-2022-2771 – REP-2023-0182 --

Anyone can help me??? Please ?????

[redacted]
Sent: [redacted] 2, 2023 2:22 PM
[redacted]
Representantsimmigration.[redacted]
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244-- REP-2022-2562 -- REP-2022-2771 -- REP-2023-0182 --

Please see attached video. Can someone please call me and we can reset the access?

[redacted]
Representantsimmigration.[redacted]
Sent: [redacted] 27, 2023 9:44 AM
To:
[redacted]
Representantsimmigration.IRCC[redacted]
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244-- REP-2022-2562 -- REP-2022-2771 -- REP-2023-0182 --

Good day,

After conducting an investigation via our system, it seems that the account is functional, unlocked and active. At this time, we [redacted]uld not [redacted] an [redacted] in the [redacted] [redacted] you [redacted] [redacted] access to your [redacted]nt. Please t[redacted]in and l[redacted]n[redacted] if you still require any further assistance.

[redacted]

The Immigration Representatives Mailbox

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From:
Sent: January 23, 2023 3:05 PM
To: Immigration Representatives | Représentants immigration (IRCC) [redacted]
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244-- REP-2022-2562 -- REP-2022-2771 --

Hello,

I am honestly desperate at this point. After so many months of waiting I still cannot use my portal.

What is the problem??? Please find attached the message I get.

I need my portal.

Regards

[redacted]
Representantsimmigration.[redacted]gc.ca>
Sent: [redacted] 16, 2023 8:26 AM
To: [redacted]
Representantsimmigration.[redacted]
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244-- REP-2022-2562 -- REP-2022-2771 --

Hello,

The application was approved as of January 13th, 2023.

Thank you,

The Immigration Representatives Mailbox

From:
Sent: January 5, 2023 3:43 PM
To: Immigration Representatives | Représentants immigration (IRCC) [redacted]
Representantsimmigration.[redacted]
Subject: FW: APR Portal -- REP-2022-1810 -- REP-2022-2244-- REP-2022-2562 --

Dear all ,
Can you please assist me in processing my application? I need to use my portal.
Please let me know if anything is missing.

[redacted]

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From:
Sent: [redacted] 30, 2022 6:12 PM
To: Immigration Representatives / Représentants immigration (IRCC) [redacted]
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244-- REP-2022-2562 --

Good Day,

Thank you so much – please find my form attached and advice of next steps ☺

From: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Sent: [redacted] 18, 2022 8:07 AM
To:
Cc: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC[redacted]
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244-- REP-2022-2562 --

Good day,

[redacted] Immigration Representatives Mailbox.

Please see attached IMM5661.

Regards,

The Immigration Representatives Mailbox

From:
Sent: November 10, 2022 4:21 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244--

Good Day,

Can you please send me the official copy this form? because according to the CIC website it is available ONLY on the portal – which I cannot access.

Please see below
Thank you

Accessing the IMM 5661 enrolment form:

Please note that the IMM 5661 enrolment form is generated in the APR Portal. To access the form, you must log into the APR Portal and begin the enrolment process. Once you complete the enrolment questions, you will be prompted to print the IMM 5661.

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If you submitted an enrolment request and received an additional document request for an updated IMM 5661, the IMM 5661 enrolment form can be accessed through the APR Portal. If you cannot access the form through your existing enrolment request, you will need to create a new GCKey and submit a new enrolment request.

From: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC
Sent: 31, 2022 8:03 AM
To:
Cc: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC
Subject: RE: APR Portal -- REP-2022-1810 -- REP-2022-2244--

Good Day,

to the Immigration Representatives inbox.

Please be advised, your enrolment for the APR Portal has not yet been approved. An updated version of the IMM5661 form was requested because the date on the form is from 2021. The form needs to be signed recently to approve the request in the APR Portal.

Thank you,
The Immigration Representatives Mailbox

From:
Sent: October 12, 2022 11:22 AM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.
Subject: RE: APR Portal -- REP-2022-1810 --

Hello ,

I was able to log in to the portal. I found my GCkey user name and my password – I remember that I already did all that in the past. I created a portal and filled out all the questions on it. Maybe it was not approved ? when I try to log in it says my session is expired. Please see attached screen shot.

Please help me resolve this

From: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.
Sent: 26, 2022 8:50 AM
To:
Cc: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-

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Representantsimmigration.[redacted]
Subject: RE: APR Portal -- REP-2022-1810 --

Hello,

Thank-you for contacting IRCC.

Please ensure that you are using the correct link to log into the APR portal: Authorized Paid Representatives Portal — Immigration, Refugees and Citizenship Canada - Canada.ca

If you are still having a hard time logging in, please send us:

1: a copy of the URL used
2: a screenshot of the steps you have taken
3: a screenshot of any error messages you may receive

[redacted]

From:
Sent: August 24, 2022 2:42 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Subject: APR Portal

To whom it may concern,

[redacted] issue with my RCIC Authorized portal.
When I try to log in using my bank information it says: Your account is not authorized to access this IRCC portal.
I created today another account with a CGKey but it is not giving me access to RCIC but to a private account.

I do not know how to resolve this issue and who to talk to. Please provide me with a contact number?
My number is

Thank you