Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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**Archived:** June 2, 2025 10:20:14 AM
**From:** Immigration Representatives / Représentants immigration (IRCC)
**Sent:** Tue, 11 Feb 2025 19:30:09
**To:**
**Cc:** Immigration Representatives / Représentants immigration (IRCC)
**Subject:** FW: Inquiry about converting accounts in PR Portal - REP-2025-0390 - Due 5-Mar-25
**Importance:** Normal
**Sensitivity:** None

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Hello,

We cannot convert a client account to a rep account.

If you want to create an account with an email address that is associated to a client account, we will need to delete the client account, you would not be able to access any of the applications in the client account after it is deleted.

[redacted]

**The Immigration Representatives Mailbox**

**De :** >
**Envoyé :** 4 février 2025 22:15
**À :** Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-[redacted]
**Objet :** Inquiry about converting accounts in PR Portal

Good day!
I previously set up a personal account in PR Portal using this business email address . Now I would like to register a representative account, but I found that I cannot use the same email address, which I understand since each account should be unique.

My question is, whether it is possible to convert my existing personal account into a representative account while retaining the same email address and linking all submitted application(s). Alternatively, is the only option to close the existing account and then create a new representative account using the same email address?

I appreciate your guidance on the best course of action.

Warm Regards,

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**is withheld pursuant to section**

**est retenue en vertu de l'article**

**19(1)**

**of the Access to Information Act**

**de la Loi sur l'acces a l'information**