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Archived: [redacted]5 10:04:31 AM
From: [redacted] epresentatives / Représentants immigration (IRCC)
Sent: Tue, [redacted] 20:45:54
To: [redacted]
Cc: [redacted] ves / Représentants immigration (IRCC)
Subject: [redacted] T APR PORTAL . URGENT CASES PENDING WITH SENSITIVE TIMELINES - REP-2025-0002 - Due 31-Jan-25
Importance: Normal
Sensitivity: None

Good day,

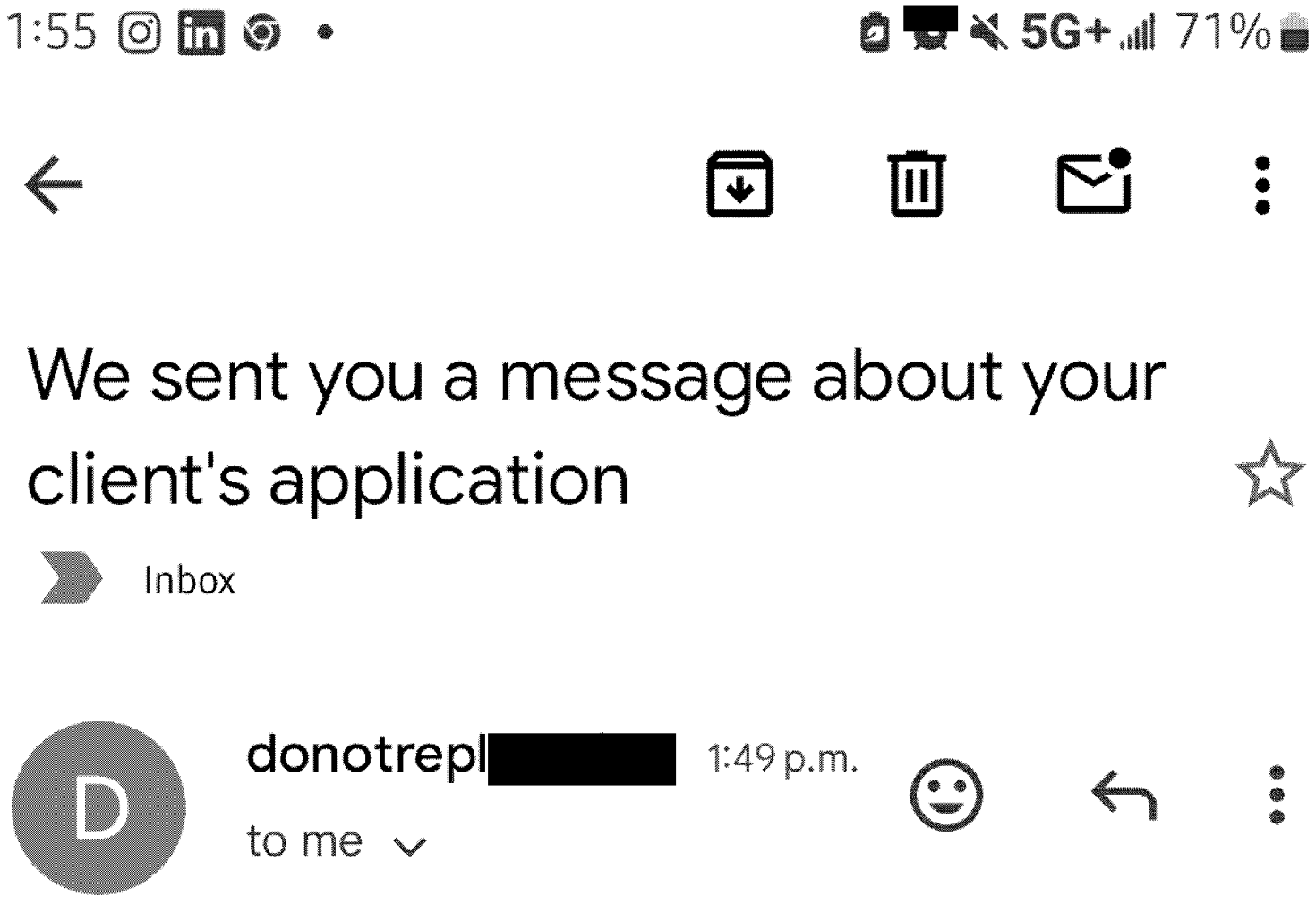
Your request is pending, an IMM5661 enrollment form signed, dated and filled in by you is required.

[redacted]

The Immigration Representatives Mailbox

De : [redacted]
Envoyé : 3 janvier 2025 17:25
À : Immigration [redacted] ntatives / Représentants immigration ([redacted]
Objet : Re: LOCKED OUT APR [redacted] CASES PENDING WITH SENSITIVE TIMELINES

Please attached the email i received for one of my application. I am not able to access my portal to see the status update. There might be additional documents or information request from IRCC.
Requesting you to expedite the process and help me get the access of my portal as soon as possible.



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Government of Canada | Gouvernement du Canada

Application number:

A message about your client's application is waiting for you.

We sent you a message about your client's application to your account.

To read your message:

1. Sign in to your account.
2. Click **Search for a client's submitted application** under **Search submitted applications**.
3. Search for your client's application and click **Check full application status**.
4. Scroll down to the **Messages about your application section**.
5. Click on the **Subject** of the new message to read it.

We send messages to your account if we need something from your

Reply

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On Thu, Jan 2, 2025, 11:19 'a0a.m. > wrote:

[redacted],
This morning I tried to log into my authorised representative portal account and got locked out as my authentication failed. After several attempts , I changed my authentication from authenticator app to email . Now , it is taking me to the fresh enrollment page .
I don't want to enrol in a fresh portal . I am working on some applications which are very time sensitive. I am not able to access my files and that could put my applicants into a precarious situation . It's my professional obligation to make sure that my clients do not suffer due to this technical error .
Please help me to recover my APR account as I don't want to enrol for a new one and wait for 20 days for the activation . Please consider it urgent and escalate it .
Please see my details below :

Name :
Username :
EMAIL :

Let me know in case you need more details .

Thank You