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 10:32:21 AM
From:
Mail received time: Fri, 21 Feb 2025 06:05:41
Sent: February 20, 2025 10:05:42 PM
To: Immigration Representatives / Représentants immigration (IRCC)
Subject: Re: FW: Linking Client's online application to my APR Portal - REP-2025-0498 - Due 13-Mar-25
Importance: Normal
Sensitivity: None
Attachments:

[redacted] response.
I tried the instructions you provided but the results are the same. This applies to the following application numbers:

1) (Family Application)
2) (Family Application)
3) (also part of a family application - Application of PFW was successfully linked)

Attached are screenshots for the 3 applications I tried to link.
Please note that I also called the Client Support [redacted] with the Client Support Rep, we tried several combinations based on the applicant's information on the system, but results always came out as **" Based on the information you entered, we found no applications."**

I look forward to hearing from you. Thank you.

Sincerely,

Regulated Canadian Immigration Consultant

On Thu, Feb 20, 2025 at 9:38 'a0AM Immigration Representatives / Représentants immigration (IRCC) [redacted] wrote:

> Good day,
>
> In order to assist you with this issue, we require more information to better understand your situation and help us resolve your issue in a timely manner.
> Please provide the following information:
>
> 1- Application number
> 2- Detailed screenshots showing steps taken to link the App in question
> 3- Is the issue occurring in both Chrome and MS [redacted] browsers?

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

In the meantime, clear the cache as described in the instructions provided in the link below and try again. Let us know if you are still experiencing issues.
https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=315&top=23

Also- Reset Microsoft Edge settings to default.
Open Microsoft Edge, click the More icon (three dots) in the upper right corner, and select Settings.
Click Reset settings.
Click the > icon next to Restore settings to their default values, and then click Reset when prompted.

And- Reset Chrome settings to default by following the steps below.
On your computer, open Chrome.
At the top right, click More Settings.
At the bottom, click Advanced.
Under the section "Reset," click Reset.
Confirm by clicking Reset

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 12, 2025 1:04 AM
To: Immigration Representatives [redacted] Représentants immigration [redacted]
Representantsimmigration.IRC[redacted]
Subject: Linking Client's online application to my APR Portal

Hello,

During the past month, I have been retained as the authorized paid representative for four clients who submitted "Do it yourself" applications. I have since received confirmation from IRCC that the Use of a Representative - IMM 5476 submitted for each client has been verified and accepted. It was recommended that I link their application to my APR Portal, which I have been trying to do since I received the notification , but I was only able to link one out of the four clients.

I am wondering if there is another way for me to link those applications to my APR portal account. I also submitted technical problem reports through Webform, but I have not received any response yet. I look forward to hearing from you. Thank you.

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

Sincerely,

Regulated Canadian Immigration Consultant

Pages 657 to / à 662

are withheld pursuant to section

sont retenues en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'acces a l'information

Pages 663 to / à 665

are withheld pursuant to section

sont retenues en vertu de l'article

19(1)

of the Access to Information Act

de la Loi sur l'acces a l'information