Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 12:36:24 PM
From:
Sent: Thu, 20 Mar 2025 23:03:04
To: Immigration Representatives / Représentants immigration (IRCC)
Subject: RE: Issues linking to authorize rep portal - REP-B-2025-0006 -Due 24-Apr-25
Importance: Normal
Sensitivity: None
Attachments:
AT - Maximum attempts made for linking.jpeg; AT - Application unable to link.jpeg;

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.

Hello

Below is the work permit application number for the Principal Applicant and the visitor record application number for the Principal Applicant's dependent child (minor). We successfully linked the spouse but have had no success with the principal applicant and child

- * Application #
- * Application #
- * Screenshots of error messages (if any) - screenshots for failed attempts. We entered the information as it was submitted on the applicable form

I look forward to your guidance on linking the cases.

Kind regards,

From: Immigration Representatives [redacted] Représentants immigration (I[redacted]) [redacted]
Sent: [redacted] 18, 2025 12:32 PM
To: I
Cc: Immigration Representatives [redacted] Représentants immigration (IRCC) [redacted]
Subject: TR: Issues linking to authorize rep portal - REP-B-2025-0006 -Due 24-Apr-25

You [redacted] email from [redacted] important

Hello,

For us to better assist you, can you provide:

- * Application #
- * Application #
- * Screenshots of error messages (if any) – screenshots for failed attempts

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We entere

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 11, 2025 1:53 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Subject: RE: Issues linking to authorize rep portal
Importance: High

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Hello,

I am having issues linking a case to my Authorized Rep portal. Given the issues with linking to the portal, I submitted the IMM5476s via webform and received confirmation they were received and added to file. I tried again to link the case to my portal without success. Any solutions on how to resolve this? The specific case was submitted on August 22, 2023 and is far outside processing times – as the new representative I need visibility over the case for continued monitoring.

Kind regards,