Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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**From:**
**Mail received time:** Tue, 25 Mar 2025 16:19:29
**Sent:** Tue, 25 Mar 2025 12:19:09
**To** mmigration Representatives / Représentants immigration (IRCC)
**Subject:** Re: FW: Subject: Help with sign in to authorized representative account. - REP-B-2025-0105 - Due 22-Apr-25
**Importance:** Normal
**Sensitivity:** None
**Archived:** June 2, 2025 2:40:11 PM

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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.

Good Afternoon

I am a lawyer enrolled with the , and my membership number is

Thanks

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On Tue, Mar 25, 2025 at 12:08 PM Immigration Representatives / Représentants immigration (IRCC)
[redacted]
wrote:
>
> Hello,
>
> In order to properly assist you, could you please provide your membership number.
>
> [redacted]
>
> The Immigration Representatives Mailbox
>
>
> -----Original Message-----
> From:
> Sent: [redacted] 15, 2025 1:24 PM
> To: Immigration Representatives / Représentants immigration (IRCC)
[redacted]

> Subject: Subject: Help with sign in to authorized representative account.
>
> 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.
>
>
> Good Afternoon
>
> Please be advised that I got opened Paid Authorized Representative account with Immigration Canada as a lawyer more than a year ago. I used my this email: and submitted an application for sponsorship of one of my clients
> However, now I cannot sign in to that account anymore. When I try to sign in, it gives error message that email or password is not correct.
> Then I click on forgot password. I get code, I enter it and then enter new password. Password is changed successfully. However, still I cannot sign it and it starts giving same error message that email or password is incorrect.
>
> I contacted IRCC through webform and they advised that it looks like my account has been blocked. Could you please help me to sign in. I am willing to answer any security /questions/answers you may need to verify my idenity. Because of this issue, I cannot access status of my client's sponsorship application. I need your help to resolve this issue.
>
> Could you please response back asap to get resolved this issue.
>
> Thanks

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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**