Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 10:13:31 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Tue, 28 Jan 2025 18:49:57
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: TR: Urgent - PR card renewal - technical issue with the portal - REP-2025-0162 - Due 13-Feb-25
Importance: Normal
Sensitivity: None

Good afternoon,

[redacted] If you are having technical issues with the Portal, contact us using the webform.

1. 1. Select your problem.
2. 2. Under **Tell us about yourself**:
   - * If you **don't have a unique client identifier number**, enter [redacted]
   - * If you haven't submitted an application yet, and **don't have an application number**, enter 0000000.
3. 3. Under **Tell us about your technical issue**:
   - * Specify the **program you're trying to apply under**.
   - * Explain any problems that you're having.
   - * Upload screenshots from your account that show us both
     - * the page and fields where you're having problems, and
     - * any error messages you're getting.

If you need to upload a number of images, find out how to combine them into 1 document.

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 16, 2025 11:22 AM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-[redacted]
Subject: Urgent - PR card renewal - technical issue with the portal
Importance: High

Good morning,

We're having technical issues when submitting a PR card renewal.

The application is complete with all *ready to submit* icons, the client has signed the consent and declaration form (green *success* pop-up seen by the client) but for some reason, the button to submit is not activated at the bottom of the submissions page.

I have enclosed the screenshot showing that the client received the consent and declaration message.

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How do we resolve this technical issue?

[redacted]

Yours truly,