Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 2:51:34 PM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Wed, 26 Mar 2025 18:07:28
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Representative Permanent Portal - REP-B-2025-0144 - Due 24-Apr-25
Importance: Normal
Sensitivity: None

Good day,
[redacted] **Immigration Representatives Mailbox.**
Please note that this mailbox is intended for general guidance and does not provide responses to case-specific inquiries but have provided the following information as guidance. If you have case specific questions about a file, you are encouraged to submit the IRCC Web form.
Please see our response to your question.
***
Clients and reps may contact the following webform for any technical inquiries: IRCC Webform (cic.gc.ca).

***

[redacted]

The Immigration Representatives Mailbox

From
Sent: [redacted] 19, 2025 6:15 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC[redacted]
Subject: Representative Permanent Portal

> **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.

Hi there,

I am working on a spousal sponsorship application in the Representative Permanent Portal.

Everything was Woking fine until I had to do a minor change to the client's profile. I removed the applicant's spouse, who is a Canadian citizen and was not needed to be included as a dependent family member.

After that one of the forms, Form **IMM 5669** (Schedule A: Background/Declaration) which was completed and ready to submit, fell back into in progress status. I already checked it, but at the last stage the form does not allow to be saved before going back to the main page.

Please advise how to proceed.

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Attached is a screenshot for your reference,

Kind regards,

RCIC