Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 2:51:37 PM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Wed, 26 Mar 2025 18:08:13
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Urgent Assistance Required – PR Portal Access Issue - REP-B-2025-0107 - Due 22-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 2:20 AM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-[redacted]
Subject: Re: Urgent Assistance Required – PR Portal Access Issue

> **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,

It's licensed by CICC.

I would really appreciate it if you could look into my PR portal and let me know what the issue is. The View" button remains greyed out, preventing me from accessing my application status.

[redacted]

Regards,

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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On Mon, Mar 17, 2025 at 11:08 'a0PM Immigration Representatives / Représentants immigration (IRCC) [redacted] wrote:

Hello,
In order to properly assist you, may you please provide your credentials as a Canadian Lawyer or Representative in good standing.
[redacted]
The Immigration Representatives Mailbox

Bonjour,
Afin de mieux vous aider, pouvez-vous s'il vous plaît fournir vos accréditations en tant qu'avocat ou représentant canadien en règle.
Nous vous remercions ,
La boîte aux courriels des représentants en immigration

From:
Sent: [redacted] 11, 2025 3:28 AM
To: CE CSC Question [redacted] Question CSC EC (IRCC) [redacted] Question [redacted] Question CSC EC (IRCC) [redacted] Immigration Representatives / Représentants immigration (IRCC) [redacted]
Subject: Urgent Assistance Required – PR Portal Access Issue

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[redacted]

I am experiencing an issue with the PR Portal, as my "View" button remains greyed out, preventing me from accessing my application. Despite following all technical troubleshooting steps and submitting two web forms, I have not been able to resolve the issue.

I have carefully followed the instructions provided in your technical advice, yet the problem persists. I would appreciate your guidance on how to proceed, as this is causing significant delays in my application process.

I kindly request your urgent assistance in resolving this matter. [redacted] and support.

Best regards,