Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 2:51:40 PM
From: [redacted] Représentants [redacted]
Sent: Wed, 26 Mar 2025 18:11:48
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Representative PR portal Login Issued - REP-B-2025-0104 - 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] 13, 2025 1:10 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted] Immigration Representatives / Représentants immigration (IRCC)
[redacted]
Subject: Representative PR portal Login Issued

> **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.

Dear Officer,

I am trying to login into the Representative PR portal using my official email address :
When I click on Forgot your password, and create a new password, the system still sends this error.

I also tried to login with my personal email address, the same issue comes up.

Kindly help me in resolving this as I am retaining clients for submission of their PR applications, or upcoming Home Support worker Pilot.

I really appreciate your help in this.

Sincerely,

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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