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**Archived:** June 2, 2025 3:10:24 PM
**From:** Immigration Representatives / Représentants immigration (IRCC)
**Sent:** Tue, 1 Apr 2025 16:21:46
**To:**
**Cc:** Immigration Representatives / Représentants immigration (IRCC)
**Subject:** FW: FW: Linking Client's online application to my APR Portal - REP-2025-0498 - Due 13-Mar-25 - REP-2025-0623 - Due 21-03-2025
**Importance:** Normal
**Sensitivity:** None

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Good day,

[redacted] **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.

***

We would like to let you know that the technical team investigated this issue and no fault found.

Please try again and pay close attention to the info being entered to match the info on file.

***

[redacted]

**The Immigration Representatives Mailbox**

**From:**
**Sent:** [redacted] 21, 2025 1:05 AM
**To:** Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-[redacted]
**Subject:** Re: FW: Linking Client's online application to my APR Portal - REP-2025-0498 - Due 13-Mar-25

[redacted] response.

I tried the instructions you provided but the results are the same. This applies to the following application numbers:

1) (Family Application)

2) Family Application)

3) (also part of a family application - Application of PFW was successfully linked)

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Attached are screenshots for the 3 applications I tried to link.

Please note that I also called the Client Support [redacted] with the Client Support Rep, we tried several combinations based on the applicant's information on the system, but results always came out as " **Based on the information you entered, we found no applications."**

I look forward to hearing from you. Thank you.

Sincerely,

Regulated Canadian Immigration Consultant

On Thu, Feb 20, 2025 at 9:38 AM Immigration Representatives / Représentants immigration (IRCC) [redacted] wrote:

> Good day,
>
> \cbpat6In order to assist you with this issue, we require more information to better understand your situation and help us resolve your issue in a timely manner.
> \cbpat6\f0Please provide the following information:
> \cbpat6\f0
> \cbpat6\f01- Application number
> 2- Detailed screenshots showing steps taken to link the App in question
> \cbpat6\f03- Is the issue occurring in both Chrome and MS [redacted] browsers?
> \cbpat6\f0
> \cbpat6\f0In the meantime, clear the cache as described in the instructions provided in the link below and try again. Let us know if you are still experiencing issues.
> https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=315&top=23
> \cbpat6\f0
> \cbpat6\f0Also- Reset Microsoft Edge settings to default.
> Open Microsoft Edge, click the More icon (three dots) in the upper right corner, and select Settings.
> Click Reset settings.
> Click the > icon next to Restore settings to their default values, and then click Reset when prompted.
> \cbpat6\f0
> \cbpat6\f0And- Reset Chrome settings to default by following the steps below.
> On your computer, open Chrome.
> At the top right, click More Settings.
> At the bottom, click Advanced.
> Under the section "Reset," click Reset.
> Confirm by clicking Reset
>
> [redacted]
>
> **The Immigration Representatives Mailbox**
>
> **From:**
> **Sent:** [redacted] 12, 2025 1:04 AM

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s.19(1)

**To:** Immigration Representatives | Représentants immigration (IRCC) [redacted]

**Subject:** Linking Client's online application to my APR Portal

Hello,

During the past month, I have been retained as the authorized paid representative for four clients who submitted "Do it yourself" applications. I have since received confirmation from IRCC that the Use of a Representative - IMM 5476 submitted for each client has been verified and accepted. It was recommended that I link their application to my APR Portal, which I have been trying to do since I received the notification , but I was only able to link one out of the four clients.

I am wondering if there is another way for me to link those applications to my APR portal account. I also submitted technical problem reports through Webform, but I have not received any response yet. I look forward to hearing from you. Thank you.

Sincerely,

Regulated Canadian Immigration Consultant