Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 2, 2025 3:09:53 PM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Tue, 1 Apr 2025 15:03:00
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: FW: · Urgent Request to Update Email Address Associated with IRCC Rep Portal - REP-2025-0363 - Due 4-Mar-25 - REP-A-2025-0786 -Due 16-Apr-25
Importance: Normal
Sensitivity: None

Hello,

We will reach out to our technical teams regarding your sign-in issue.

Regarding "Additionally, I would like to have my previous applications linked to this new account. Could you please guide me on how to go about this?":

When you completed the enrolment form, did you select "yes" for the question that asks if you had a previous successful enrolment in the Authorized Representative portal? If you did, the technical team would have linked your previous applications to your new account.

\sb280Thank you kindly,

The Immigration Representatives Mailbox

From
Sent: [redacted] 5, 2025 8:57 AM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC[redacted]
Subject: Re: FW Urgent Request to Update Email Address Associated with IRCC Rep Portal - REP-2025-0363 - Due 4-Mar-25

> **\intbl\cbpat5CAUTION:** 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.

[redacted]

I hope this message finds you well.

I am writing to inform you that my Representative account has been approved; however, when I attempt to log in to the APR, I receive an error message stating that I cannot log in. I have attached a screenshot of the error for your reference. My Representative IRCC ID is:

I have tried logging in multiple times, cleared my browser history, and even attempted to log in using different browsers and computers, but the issue persists. Could you kindly advise how I can resolve this issue?

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My username is:

Additionally, I would like to have my previous applications linked to this new account. Could you please guide me on how to go about this?

Thank you in advance for your assistance, and I look forward to your prompt response.

Best regards,

On [redacted] 3, 2025 at 12:28 PM [redacted]

Hello [redacted]

Please find attached correspondence confirming that my LSO membership number has expired. As mentioned, I left my previous firm on January 22, 2025, and subsequently lost access to my portal. I will be starting at a new firm and have already updated my information with LSO.

Could you please advise on the process for submitting a new enrollment form?

[redacted]

On Fri, Feb 28, 2025 at 1:18 PM wrote:

[redacted]

I hope this message finds you well.

I wanted to follow up on my previous email sent on February 25 regarding the issue with my enrollment and access to the IRCC Rep Portal. As it has been a few weeks since I first raised this concern, I would greatly appreciate any updates or guidance you could provide.

If there are any additional steps I need to take or information you require from my side, please let me know. I am eager to resolve this matter as soon as possible.

[redacted], and [redacted] to [redacted] from you [redacted]

Best regards,

On Tue, Feb 25, 2025 at 12:18 PM . wrote:

Hello IRCC,

I hope this message finds you well.

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I am writing to follow up on the attached correspondence regarding my enrollment, which states that it cannot be confirmed. I would like to inquire if this issue is due to my existing account with the same LSO number.

As per our earlier email exchange, I was advised to reach out once I received this notification to seek assistance in rectifying the situation. I am eager to regain access to my IRCC Rep Portal and would appreciate any guidance you can provide. If necessary, do I need to go through the entire enrollment process again?

It has been a few weeks since I first raised this issue, and I genuinely need access to my portal as soon as possible.

[redacted] to your [redacted] response.

Best regards,

On [redacted] 21, 2025 at 12:26 PM [redacted]

[redacted]

I hope this message finds you well. I am writing to follow up on my previous email regarding my enrollment confirmation. I wanted to check if there have been any updates or if there's any additional information needed from my side.

If possible, I would appreciate any guidance on expediting this process, as I am eager to resume using my IRCC representative portal.

[redacted] to this [redacted] to your response.

Best regards,

On [redacted] 15, 2025 at 9:12 PM [redacted]

[redacted]

I hope this message finds you well. I wanted to confirm that I have completed the required steps and have received the two attached emails.

At this point, should I await confirmation of my enrollment? If so, is there any way to expedite this request so I can resume using my IRCC representative portal?

[redacted]

Best regards,

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On Tue, Feb 11, 2025 at 6:20 PM Immigration Representatives / Représentants immigration (IRCC) [redacted] wrote:

Good day,

Please follow the steps below:

1- Please register for a new APR portal account using your new email address https://portal-portail.apps.cic.gc.ca/apr/presignup?lang=en, and same Membership ID.

2- Once you sign-up and send a new Enrollment form, you will receive an 'email warning' of already having a duplicate account.

3- At this point, contact us again and let us know which email address you are currently using for their account.

Once the 3 steps above are completed, we can proceed with the process

[redacted]

The Immigration Representatives Mailbox

De :
Envoye : 3 fevrier 2025 13:41
[redacted] Immigration Representatives / Représentants immigration [redacted]
Objet : Urgent Request to Update Email Address Associated with IRCC Rep Portal

Dear Officer,

I hope this message finds you well. I am writing to request assistance with updating the email address associated with my IRCC Representative Portal.

My previous email address was [redacted] which was associated with my former employer [redacted]. This email has been deactivated by [redacted], and I am no longer receiving the MFA codes required to log in. Despite attempts by their IT department to resolve this issue, it remains unresolved. Additionally, I am unable to locate my recovery codes due to the time that has passed.

My LSO number is [redacted] and I am a licensed lawyer with the Law Society of [redacted], practicing for many years. I would like to update my email address to [redacted] so that I can regain access to my portal and have visibility on my applications.

Please advise on the next steps to facilitate this change as soon as possible, as I want to ensure that none of my applications are prejudiced by this issue.

[redacted]

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