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Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 3, 2025 7:55:24 AM
From: [redacted] Representatives / [redacted] Immigration ([redacted]
Sent: Wed, 2 Apr 2025 15:50:57
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Urgent Tech Issue- APR Portal for Study Permit Extension (in Canada) - REP-B-2025-0242 - Due 2-May-25
Importance: Normal
Sensitivity: None

Good day,

Please be advised that the fix has now been implemented.

Kindly please re-try.

If the issue persists, please provide the screenshot with date & time stamp on it.

[redacted]
The Immigration Representatives Mailbox

From:
Sent: [redacted] 28, 2025 4:42 A[redacted]
To: Immigration Representatives [redacted] mmigration (I[redacted]
Subject: Urgent Tech Issue- APR P[redacted] mit Extension (In Canada)

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.

Good Day,
My name is , and I'm a paid representative under CICC (While submitting my client's study permit renewal application, I encountered several issues that I could not resolve. To continue with the process, please help me with this matter so I can better assist my client's request. Thank you.

Issue application type: Study permit extension (In Canada)

Issue: The page is stuck on the PAL selection questions. No further docs list or questions show up, and the pages keep going back and forth between PAL eligibility and province of issuance.

I tried different options, such as different computers, browsers, clearing cache, etc., but it was still a no-go. The situation pops out on 25 Mar 2025.

Regards,

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