Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 3, 2025 7:55:31 AM
From: [redacted]
Sent: Wed, 2 Apr 2025 15:51:43
To:
Cc: [redacted]
Subject: FW: Representative Portal Issue - REP-B-2025-0243 - 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 7:58 AM
To: Immigration Representatives / Représentants immigration (IRCC) [redacted]
Subject: Representative Portal Issue
Importance: High

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.

Urgent

Good morning,

I am having a strange issue with the representative portal. I am trying to submit a study permit extension for a minor child. However, every time I select that the applicant has an exemption to the PAL requirement and clicking next it just takes me to the same page:

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[redacted])

Home > Online Services

[redacted] Modify m[redacted] Print [redacted] Help

Find out if you're eligible to apply

Does the applicant have a provincial or territorial attestation letter or meet an exception from submitting a provincial or territorial attestation letter? (required)

Yes, the applicant meets an exception from submitting a provincial or territorial attestation letter

Save and Exit Questionnaire

Next

[redacted]

FAQ | Security

Date modified: 2025-02-24

[redacted]

I even tried selecting that they have a PAL and selected a province of destination, but it also takes me back to the page above. This is an issue experienced by other lawyers. I and other lawyers have filed numerous webforms noting the technical issue, but the issue has been on-going for several days. Can you please advise when this issue will be resolved?

Best,

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