Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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**Archived:** June 3, 2025 8:07:38 AM
**From:** [redacted] Representatives / Représentants [redacted]
**Sent:** Thu, 3 Apr 2025 15:22:03
**To:** [redacted]
**Cc:** [redacted] Representat[redacted]
**Subject:** FW: Request to change email address in Representative PR portal - REP-2025-0303 - Due 27-Feb-25
**Importance:** Normal
**Sensitivity:** None

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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 below.
***
Clients and reps may contact the following webform for any technical inquiries: IRCC Webform (cic.gc.ca).
Email addresses cannot be replaced. They will have to create a whole new account.

***

[redacted]

**The Immigration Representatives Mailbox**

**De :** [redacted]
**Envoyé :** 29 janvier 2025 15:17
**À :** Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-[redacted]ntantsimmigration.[redacted]cic.gc.ca>
**Objet :** Request to change email address in Representative PR portal
**Importance :** Haute

Dear officer,

Hello, [redacted] Representati[redacted] immigration consultant with the [redacted] I . I [redacted] an [redacted] i[redacted] Representative PR portal that linked to my office email . Please see attached my account's details, Canadian passport, RCIC licence and Driver's licence.
I need to replace the login emails in both - **Representative Permanent Residence (PR) Portal and PR portal as an individual** .
Currently I have as my login email address in my Representative PR portal (https://prson-srpel.apps.cic.gc.ca/en/rep/login). I would like to replace it an email address
But email addres is also used for PR portal as an individual (https://prson-srpel.apps.cic.gc.ca/en/login). I would like to change my current login email address in PR portal as an individual to
This way, please update my email addresses accordingly to:
**Representative Permanent Residence (PR) Portal (https://prson-srpel.apps.cic.gc.ca/en/rep/login)** new email address –

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**PR portal as an individual** (https://prson-srpel.apps.cic.gc.ca/en/login) new email address –

[redacted] Please let me know if you need any other information.

Kind Regards,