Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 3, 2025 9:26:05 AM
From: [redacted] Representatives / Représentants [redacted] (I[redacted]
Sent: Wed, 9 Apr 2025 13:25:29
To:
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: unable to add the existing application to my portal - REP-A-2025-0746 -Due 16-Apr-25
Importance: Normal
Sensitivity: None

Hello,
In 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.
Please provide the following information:

- * **Detailed screenshots** showing steps to reproduce the error which also **shows the date and time stamp at the bottom right-hand corner of the view.**

Once we have received the responses, we can further investigate the issue.

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 5, 2025 12:48 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted].gc.ca>
Subject: unable to add the existing application to my portal

> **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.

Hello Team,

I am trying to add an application to my portal, but despite entering all the details correctly, I am still unable to retrieve the application. Please find the details below, along with the attached screenshot for reference.

Additionally, we attempted to log into the account, but we continuously receive a **session expired** error message. A screenshot of the error is also attached.

We have already tried using a different browser, clearing the cache, and even attempting to reset the password through the **Forgot Password** option — however, none of these attempts have been successful.

Please assist us in resolving this issue.

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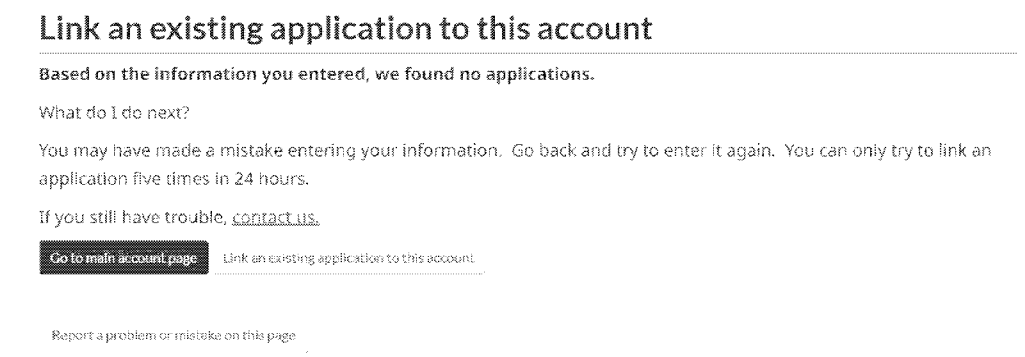


Link an existing application to this account

Based on the information you entered, we found no applications.

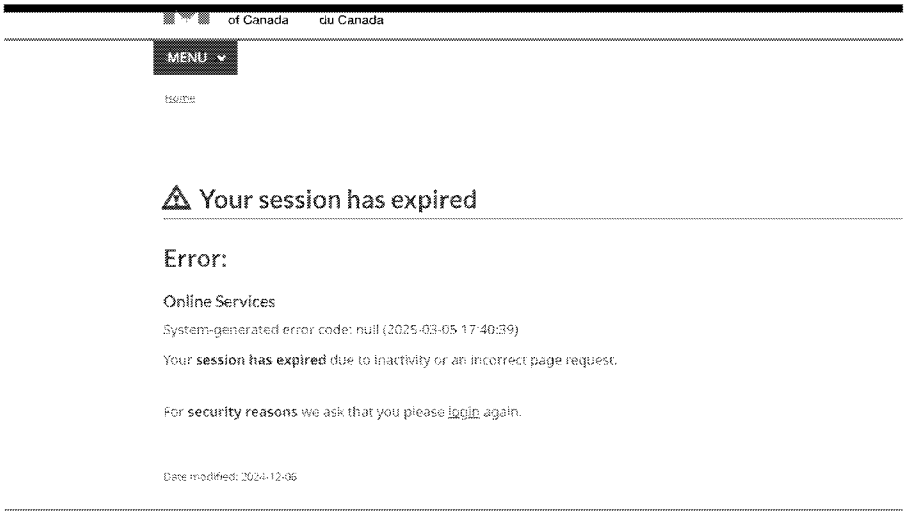
What do I do next?

You may have made a mistake entering your information. Go back and try to enter it again. You can only try to link an application five times in 24 hours.

If you still have trouble, contact us.

Go to main account page | Link an existing application to this account

Report a problem or mistake on this page



of Canada du Canada

MENU

Home

Your session has expired

Error:

Online Services

System-generated error code: null (2025-03-05 17:40:39)

Your **session has expired** due to inactivity or an incorrect page request.

For **security reasons** we ask that you please login again.

Date modified: 2024-12-06

Details I am putting in the application are as follow
Application number: -
UCI no :-
[redacted] are as follow: Last Name:- ; First Name:-
[redacted]:-
Expiry Date: Issue date :
[redacted]

I have attempted multiple times using the same information provided above, but I am still unable to link the application to my portal account.

Additionally, I currently do not have access to the account itself.

Could you please assist me with linking the application to my portal account? Your support would be greatly appreciated.

Regards

Regards