Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Archived: June 3, 2025 9:33:08 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Thu, 10 Apr 2025 17:52:30
To:
Cc: [redacted] Representatives / Représentants immigration [redacted]
Subject: FW: Relinking of Client Application- PR Pathway for HK Residents- Stream B - REP-2024-1661 - Due 10-Oct-24 - REP-2025-0466 - Due 11-Mar-25
Importance: Normal
Sensitivity: None
Attachments:
~WRD3200.jpg;

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 to your question.

***

Please note that the system is working as designed, as it is currently not designed to allow clients to link applications with a category equal to 'HC-CDA' in the Rep Portal.

***

[redacted]

The Immigration Representatives Mailbox

From:
Sent: [redacted] 10, 2025 5:14 PM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-[redacted]
Cc:

Subject: Fwd: Relinking of Client Application- PR Pathway for HK Residents- Stream B - REP-2024-1661 - Due 10-Oct-24

Good Day,

[redacted] to this matter. Below is the requested information:

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

1- Application number -
2- Detailed screenshots showing steps taken to re-link the App in question - Attached. We tried two different combinations to re-link the Application.

3- Is the issue occurring in both Chrome and MS [redacted] browsers? - Yes

We took the recommended step and cleared the cache before attempting to relink the application to the APR portal.

Let me know if further information is required. [redacted]

Regards,

---------- Forwarded message ---------

From: **Immigration Representatives / Représentants immigration (IRCC)** <IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC[redacted]ca>
Date: Mon, Feb 3, 2025 at 7:45 AM
Subject: TR: Relinking of Client Application- PR Pathway for HK Residents- Stream B - REP-2024-1661 - Due 10-Oct-24

To
Cc: I[redacted] I[redacted] Représentants immigration (IRCC) [redacted]
Representantsimmigration.IRCC[redacted]

Good day,

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:

1- Application number
2- Detailed screenshots showing steps taken to re-link the App in question

3- Is the issue occurring in both Chrome and MS [redacted] browsers?

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

In the meantime, can you please clear the cache as described in the instructions provided in the link below and try again. Let us know if you are still experiencing issues.
https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=315&top=23

Also- Reset Microsoft Edge settings to default.
Open Microsoft Edge, click the More icon (three dots) in the upper right corner, and select Settings.
Click Reset settings.
Click the > icon next to Restore settings to their default values, and then click Reset when prompted.

And- Reset Chrome settings to default by following the steps below.
On your computer, open Chrome.
At the top right, click More Settings.
At the bottom, click Advanced.
Under the section "Reset," click Reset.
Confirm by clicking Reset

[redacted]

The Immigration Representatives Mailbox

De :
Envoyé : 11 septembre 2024 14:18
[redacted] Immigration Representatives [redacted] Représentants immigration [redacted]
Representantsimmigration.IRCC[redacted]gc.ca>
Objet : Re: Relinking of Client Application- PR Pathway for HK Residents- Stream B - REP-2024-1661 - Due 10-Oct-24

[redacted] response.

As mentioned in the original email, please note that the specific PR pathway I inquired about is not on the list of types of applications that can be linked using the APR portal account. The APR portal does not give HK residents pathway application as an option from the sub-category to pick. Hence, this query was submitted. If you can provide instructions on how to or any alternative method to **link this specific category of PR applications.**

Let me know if you require additional information. Thank you.

Regards,

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

On Wed, Sep 11, 2024 at 2:08 PM Immigration Representatives / Représentants immigration (IRCC) [redacted] wrote:

Good Day,

[redacted] to the Immigration Representatives inbox.

In order to complete the transfer of the clients' files to a new representative, the new representative can submit a new Use of a Representative form [IMM 5476] for each application, cancelling your representation and appointing them as the new representative via the Web form. Please note, that if someone is cancelling a representative and appointing a new one at the same time (i.e. transferring representation from one representative to another), this can be done using one form by checking both boxes and completing all sections on the IMM5476. Once this new IMM5476 is received by IRCC, the new representative along with their contact information will be added to the application and your information will be expired.

If the new representative is looking to take over applications that were previously linked to your Authorized Paid Representative (APR) Portal account and they wish to now link them to their own APR Portal account, we recommend the following steps:

• The new representative and client complete the Use of a Representative form [IMM 5476] to cancel your appointment as the representative and appoint the new representative.

• The updated IMM5476 is submitted using the Web form.

• The new representative signs into their APR Portal Account and follows the instructions to link the existing e-application to their account.

• The application will no longer be connected to your APR portal account after the new representative has linked the application to their account and your information will be expired from the application.

We hope this information is of assistance to you.

[redacted]

The Immigration Representatives Mailbox

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

De :
Envoyé : 11 septembre 2024 10:58
À : Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-[redacted]
Objet : Relinking of Client Application- PR Pathway for HK Residents- Stream B

Good day,

If you could please provide information related to the following:

- We submitted a PR application for a client under the 'permanent residence pathways for Hong Kong residents; Stream B' in one of the lawyer's APR portal. The lawyer has since left the firm. As such, we are trying to link the application to my APR portal. However, there is no option for this particular program in the drop down menu to select and re-link.

Are there any alternative methods or workarounds to link our client's application to my APR portal?

Thank you for your assistance.

Regards,