IRCC Portal Enrolment Guide for Authorized Representatives

Contents

Enrolment guide: IRCC Portal as an Authorized Representatives

To enrol in the IRCC Portal as an Authorized Representative:

1. Sign in using your email address and membership details.
2. Submit an enrolment request.

Once we approve your request, you can access the IRCC Portal to manage your clients' applications.

Please note that as a representative, you may only have one portal account. It is not possible for you to have multiple accounts.

Step 1: Sign up for access to the IRCC Portal

To sign up with the IRCC Portal as an authorized representative:

- Go to the sign up page for authorized representatives.
- If it's your first time using the IRCC Portal, we'll ask for your email, membership details and give you a code to sign up for an account.

To complete the enrolment process, you will answer a short series of questions.

Note: You have 30 days to submit an enrolment request. If you don't complete and submit the request within 30 days, you'll have to start a new one.

If you have technical difficulties, click **Report a problem on this page** at bottom of the enrolment pages.

Step 2: Get an IRCC portal account for authorized representatives

To start, you'll be asked to enter your email address, governing body, and membership ID.

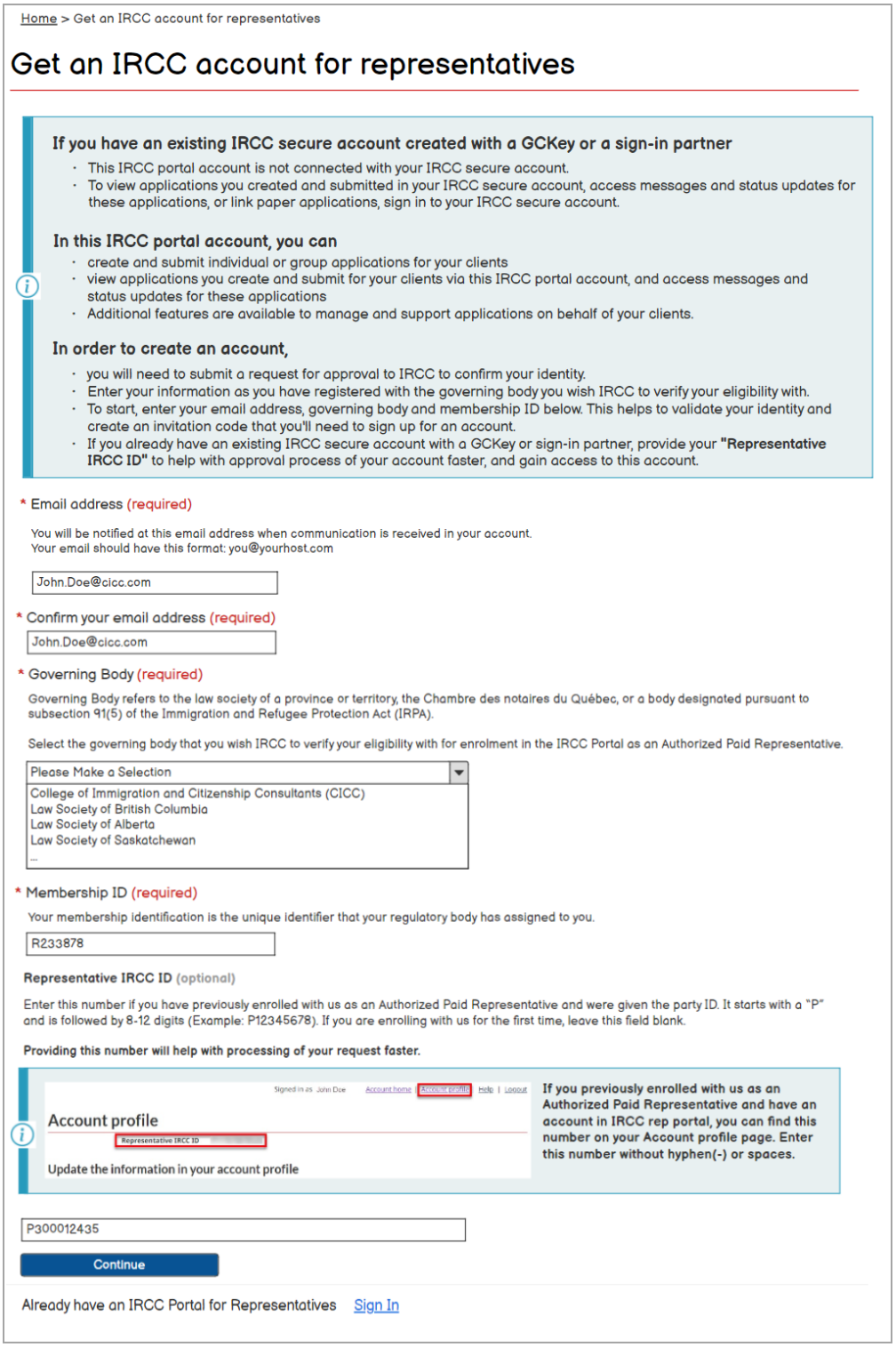
- Enter the email address you want to use to sign up for an account.
- From the drop-down menu, choose the governing body that will verify your eligibility to enrol in the IRCC Portal for Authorized Representatives.
- Enter your membership number.

- Enter the (optional) Representative IRCC ID (If you previously enrolled with IRCC as an Authorized Representative, you will be given a number that begins with P followed by 9-12 digits eg: P12345678. You can find this in your Account profile page. Providing this number will help verify your identity faster.)

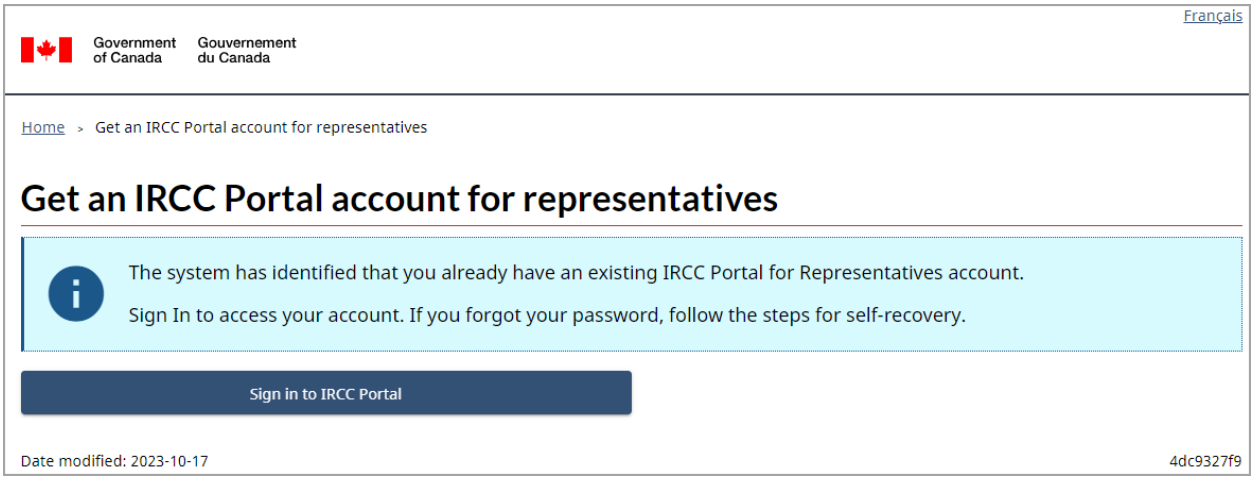
To avoid having the enrolment request refused, make sure:

a) your membership number is correct
b) your status is in good standing with the designated governing body
c) you must be listed as a full member (not as a transitional member) on the College of Immigration and Citizenship Consultants (CICC) website

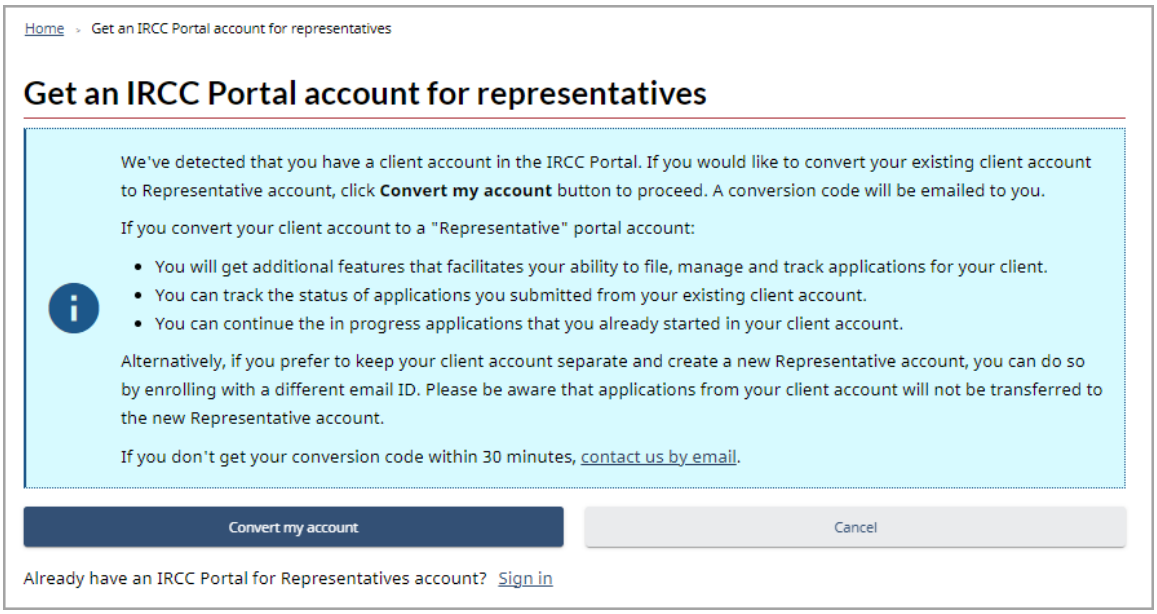
Click 'Continue' after providing all the information.



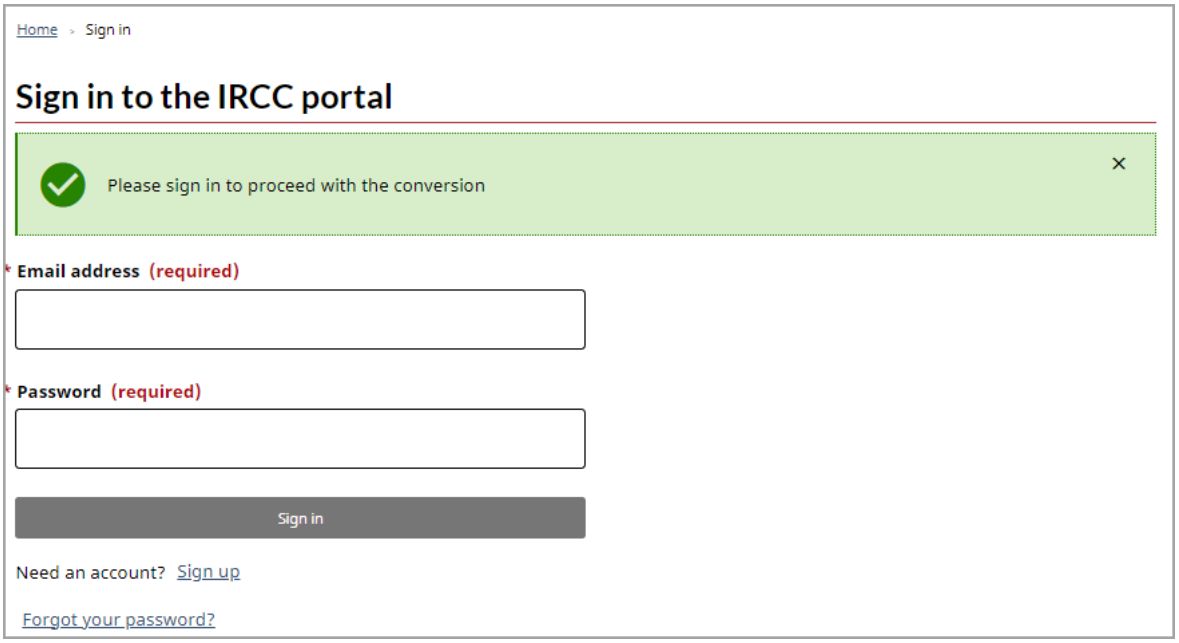
a) You will see the message below if you previously registered in IRCC Portal as an authorized representative. You'll be able to proceed to the welcome page, start or submit applications for your clients in the cloud portal after signing in.



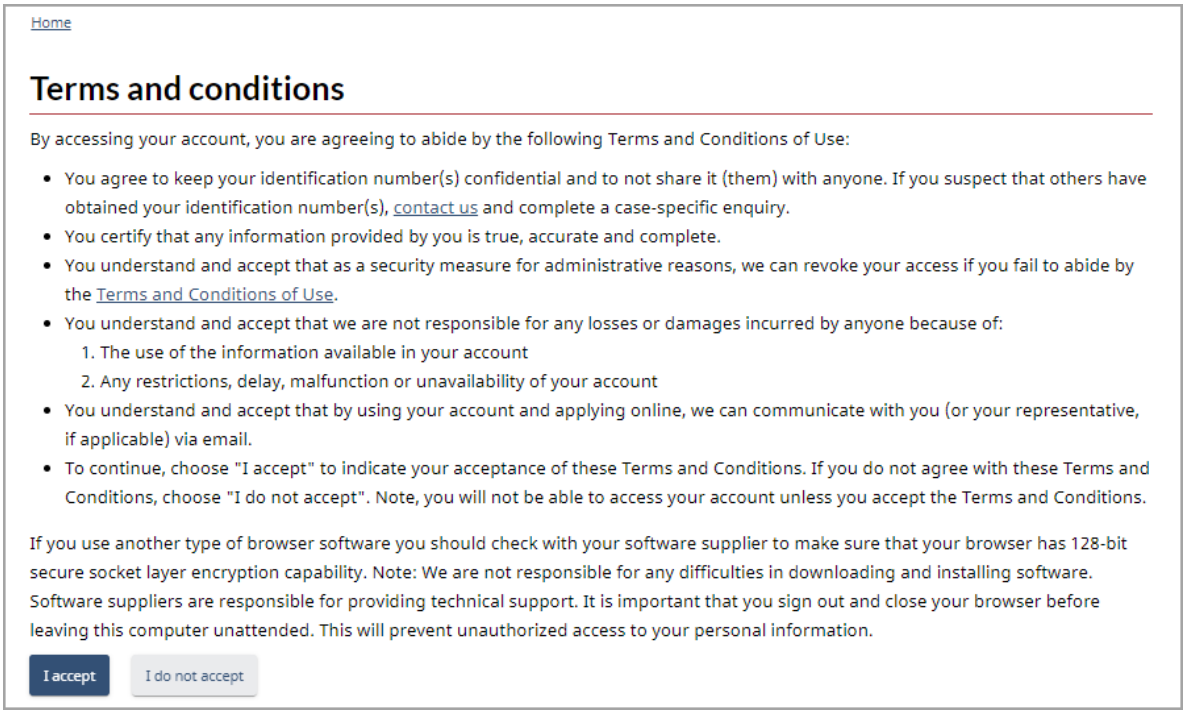
b) You will see the message below if you previously registered in IRCC Portal as a client. You'll be able to convert your 'client' account to a 'representative' account.



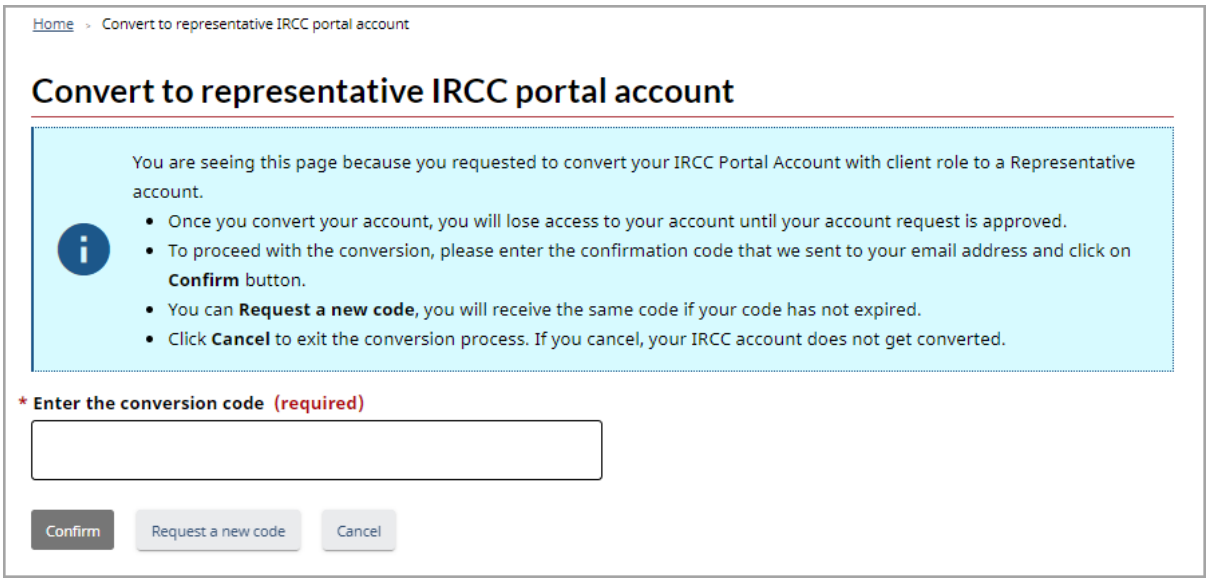
- You need to sign in to proceed with the conversion



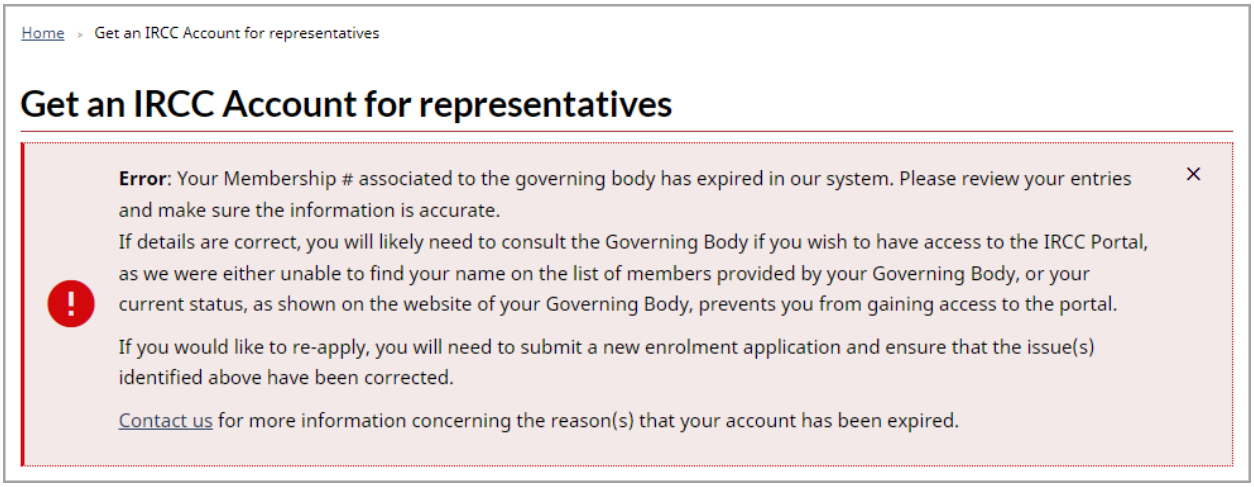
- You will need to accept the Terms and Conditions.



- Input the code sent to your registered email address



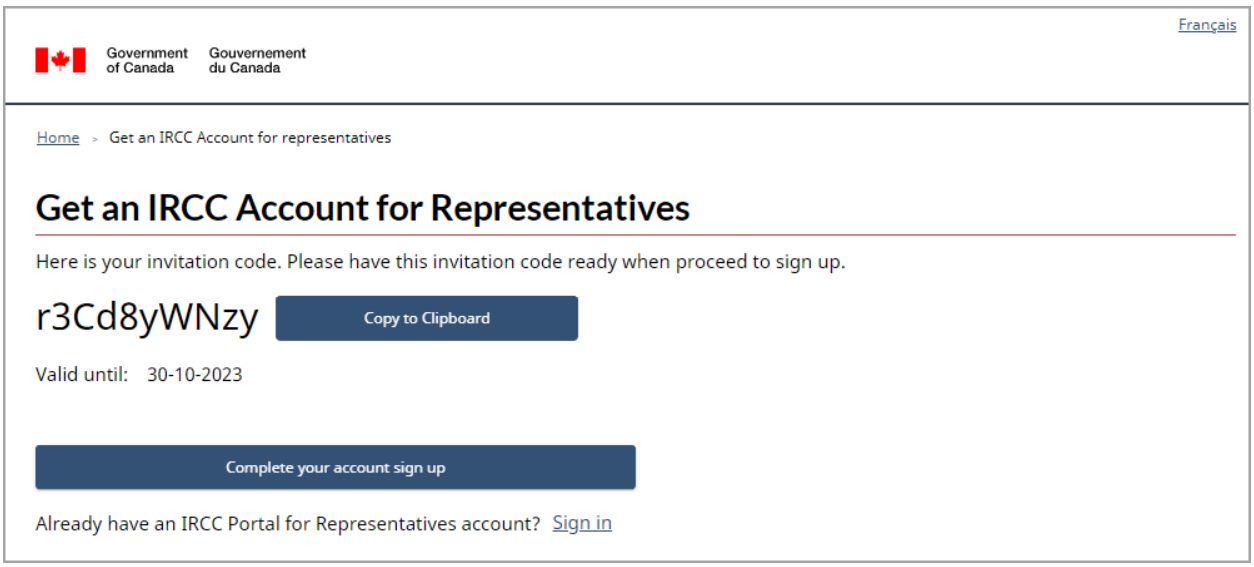
c) You'll see the message below if your membership ID is not found in good standing.



If the validation steps fail, you will be navigated to the invitation code page.

Step 3: Invitation code page

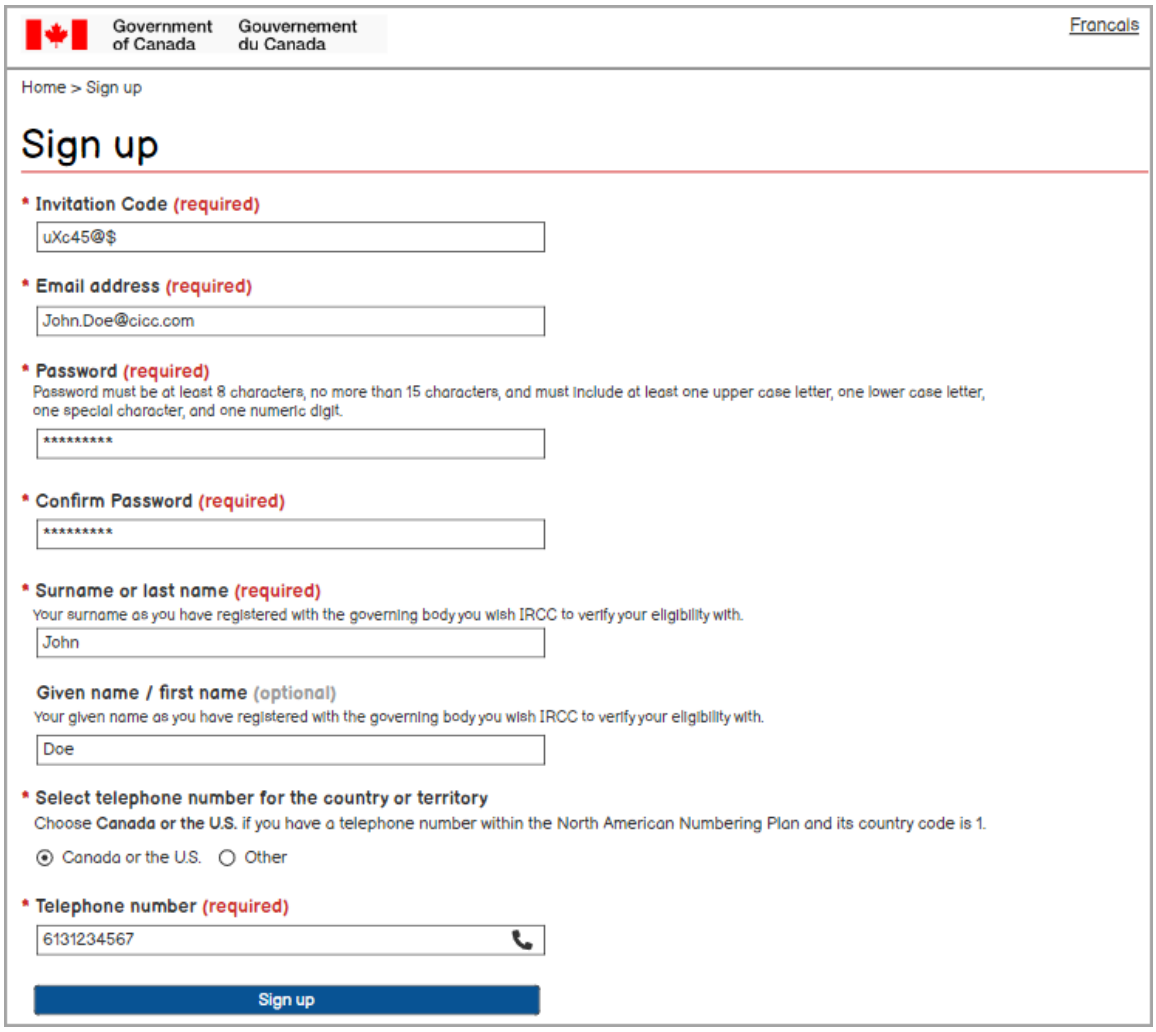
You'll be provided an invitation code which you will need to complete the sign up process. You must copy the code selecting 'Copy to Clipboard' and then select the 'Complete your account sign up' button to sign up to the IRCC Portal.



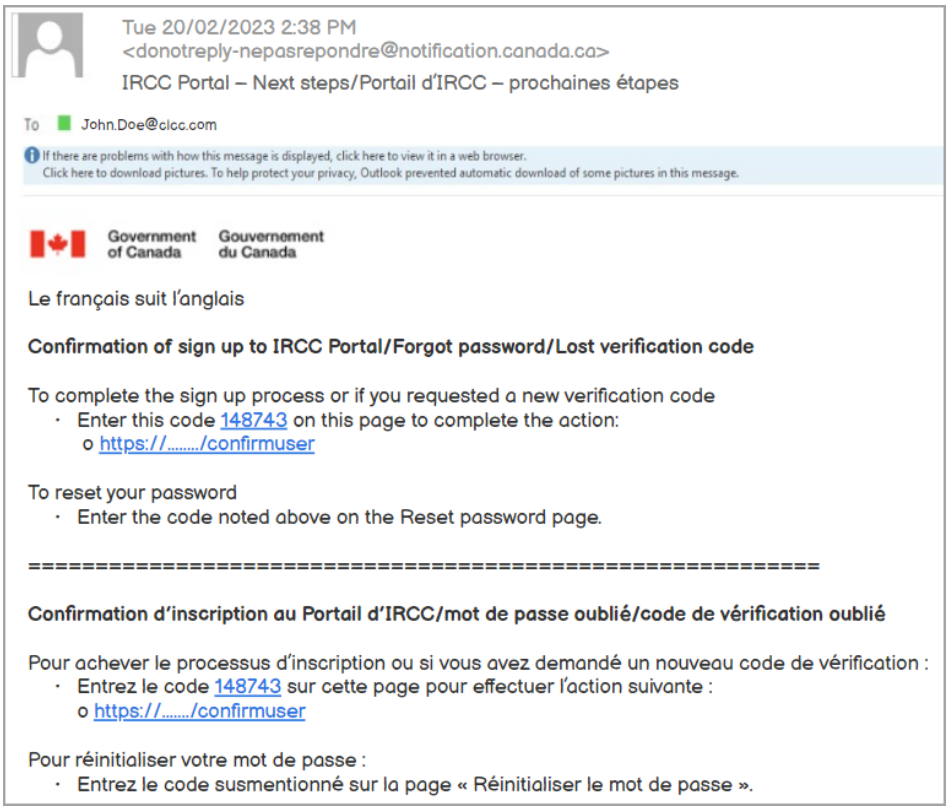
Step 4: Sign up for the IRCC Portal

Sign up

- After you click the 'complete your account sign-up' button, you'll be directed to the account sign-up page. You'll need to enter the invitation code you received in the previous step, set the password, and fill out your personal information.
- Enter your surname or last name as you have registered with the governing body you want IRCC to verify your eligibility with.
- Enter your given name or first name (if available) as you have registered with the governing body you want IRCC to verify your eligibility with.
- Enter your telephone number.
- You must choose 'Sign up.'



- The verification code will be sent to your email address provided in the ‘Sign up’ page



Tue 20/02/2023 2:38 PM
<donotreply-nepasrepondre@notification.canada.ca>
IRCC Portal – Next steps/Portail d'IRCC – prochaines étapes

To John.Doe@cicc.com

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Government of Canada / Gouvernement du Canada

Le français suit l'anglais

Confirmation of sign up to IRCC Portal/Forgot password/Lost verification code

To complete the sign up process or if you requested a new verification code
- Enter this code 148743 on this page to complete the action:
  - o https://...../confirmuser

To reset your password
- Enter the code noted above on the Reset password page.

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Confirmation d'inscription au Portail d'IRCC/mot de passe oublié/code de vérification oublié

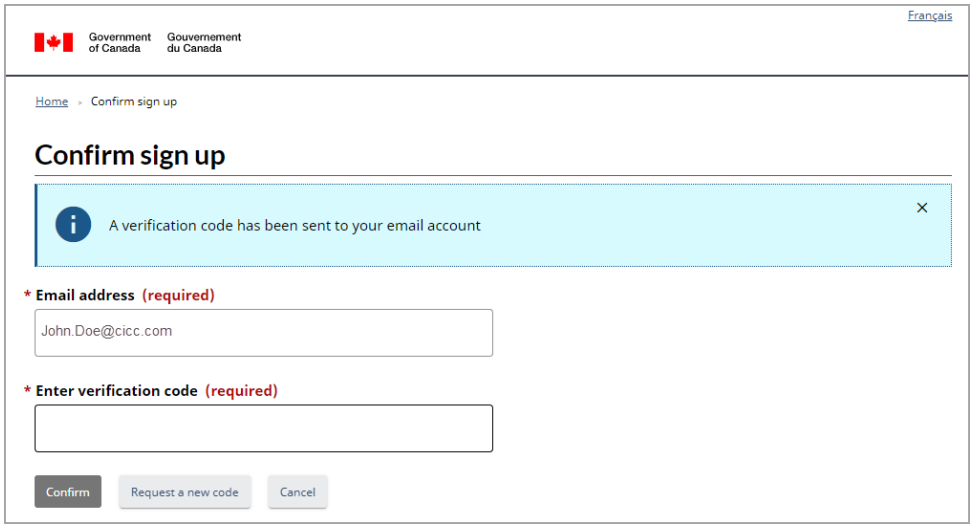
Pour achever le processus d'inscription ou si vous avez demandé un nouveau code de vérification :
- Entrez le code 148743 sur cette page pour effectuer l'action suivante :
  - o https://...../confirmuser

Pour réinitialiser votre mot de passe :
- Entrez le code susmentionné sur la page « Réinitialiser le mot de passe ».

Step 5: Confirm sign up

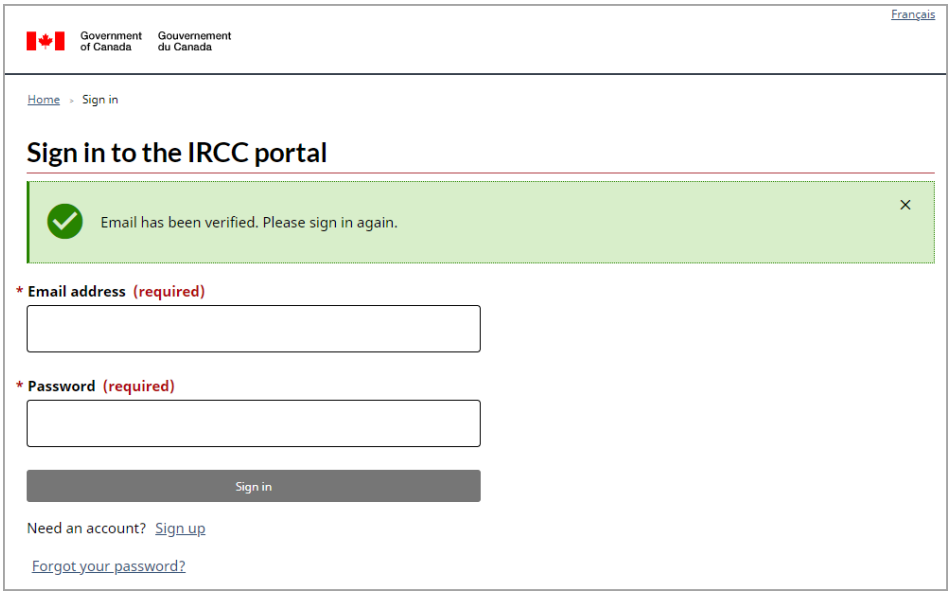
Confirm sign up

- You will be directed to this page where you need to enter the verification code we sent you to your email address.
- Click the 'Request a new code' button on this page to get an email with a new code.
  - You will receive the same code if your code hasn't expired.
- Click Cancel to exit the sign up.

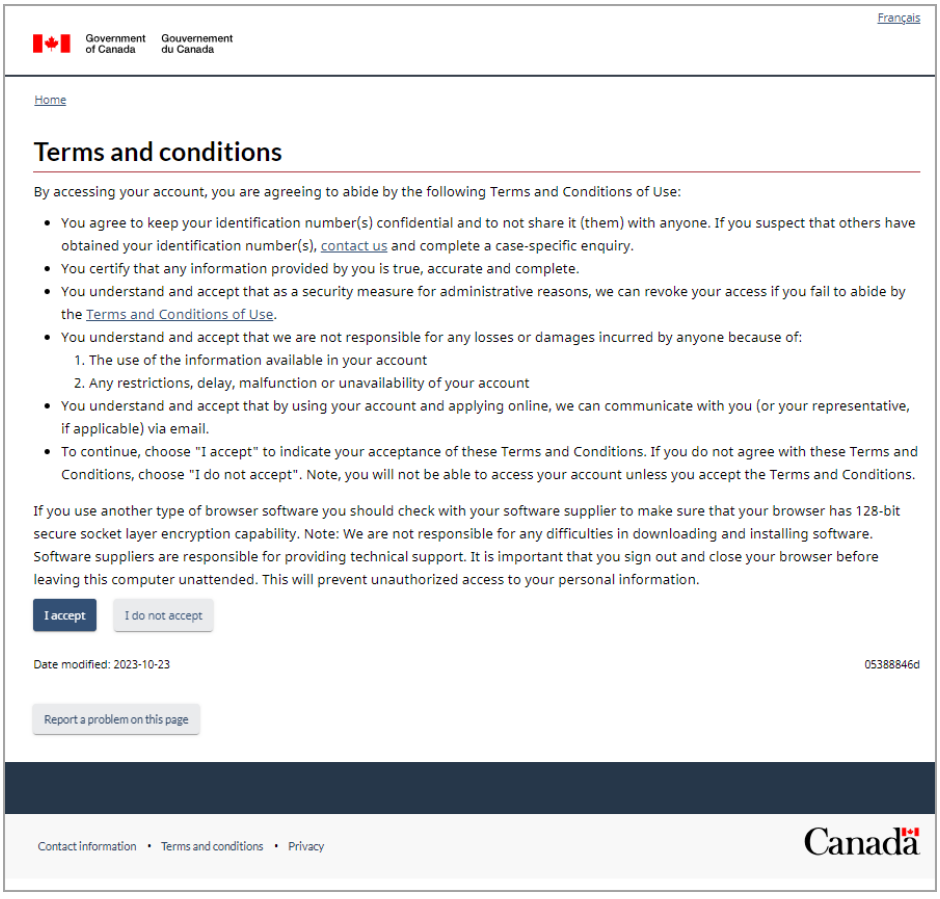


Step 6: Sign in

You'll be directed to this page and asked to sign in to continue the enrolment process.



After signing in you'll be presented with the Terms and conditions

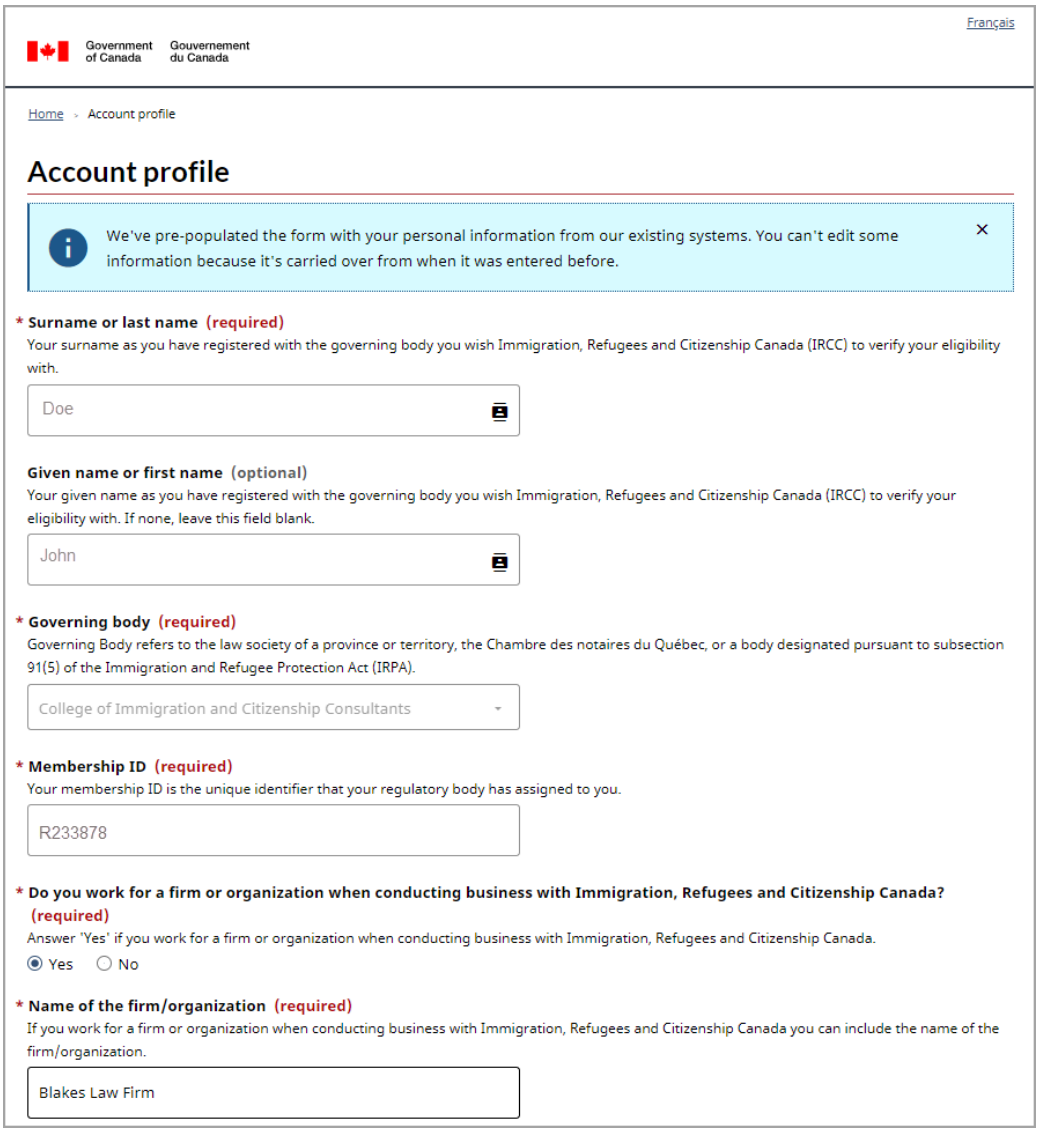


Step 7: Review and submit enrolment request

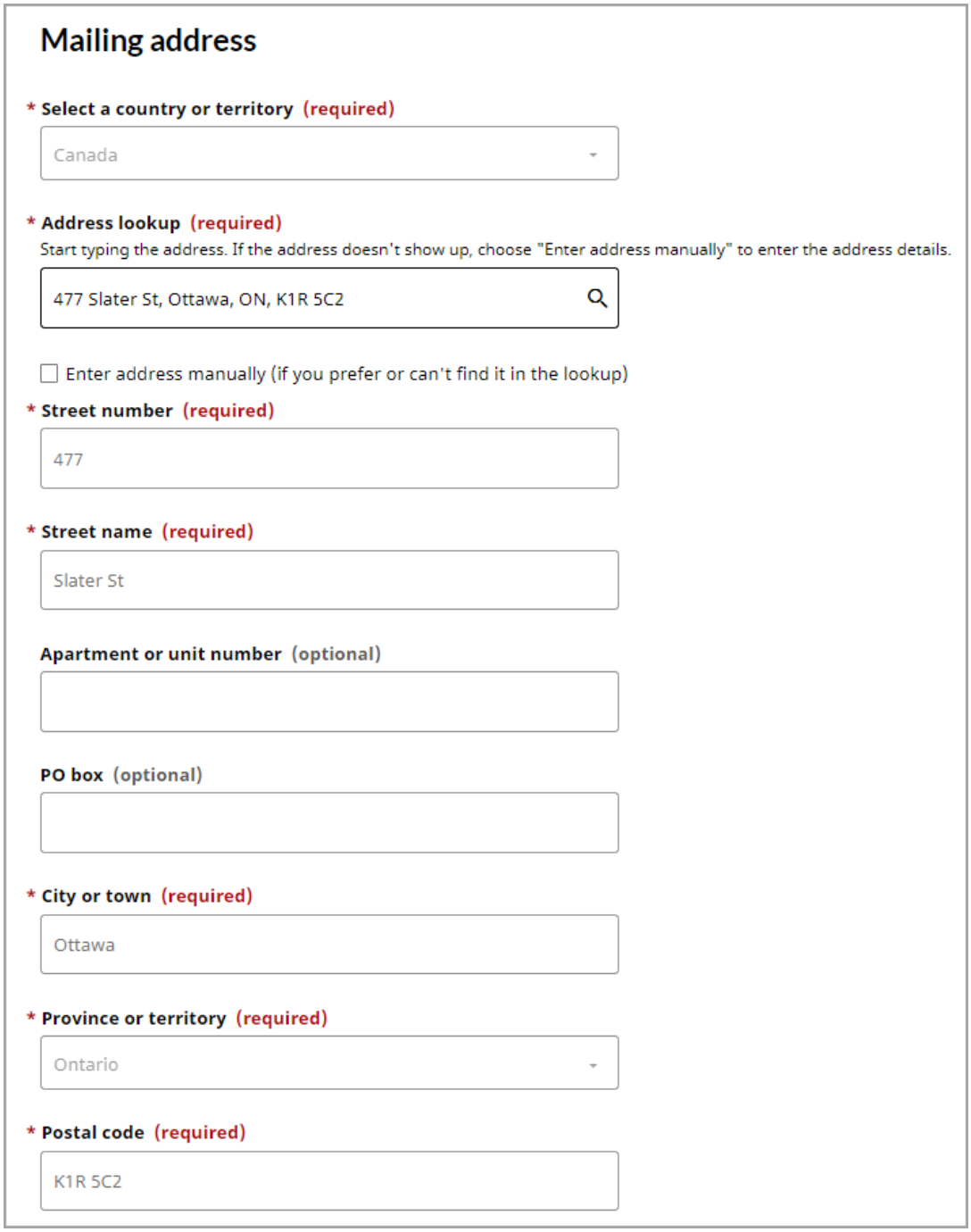
You'll be directed to this page where you can review your information and modify your answers (if needed) before submitting the enrolment request to IRCC.

a) If a single match is found for the "Representative IRCC ID" provided the sign-up

- You can review your name, governing body, and membership ID pre-populated with the details from previous sign up pages.
- You'll be allowed to edit or add the name of your firm/organization, if applicable
- You'll see following message at the top

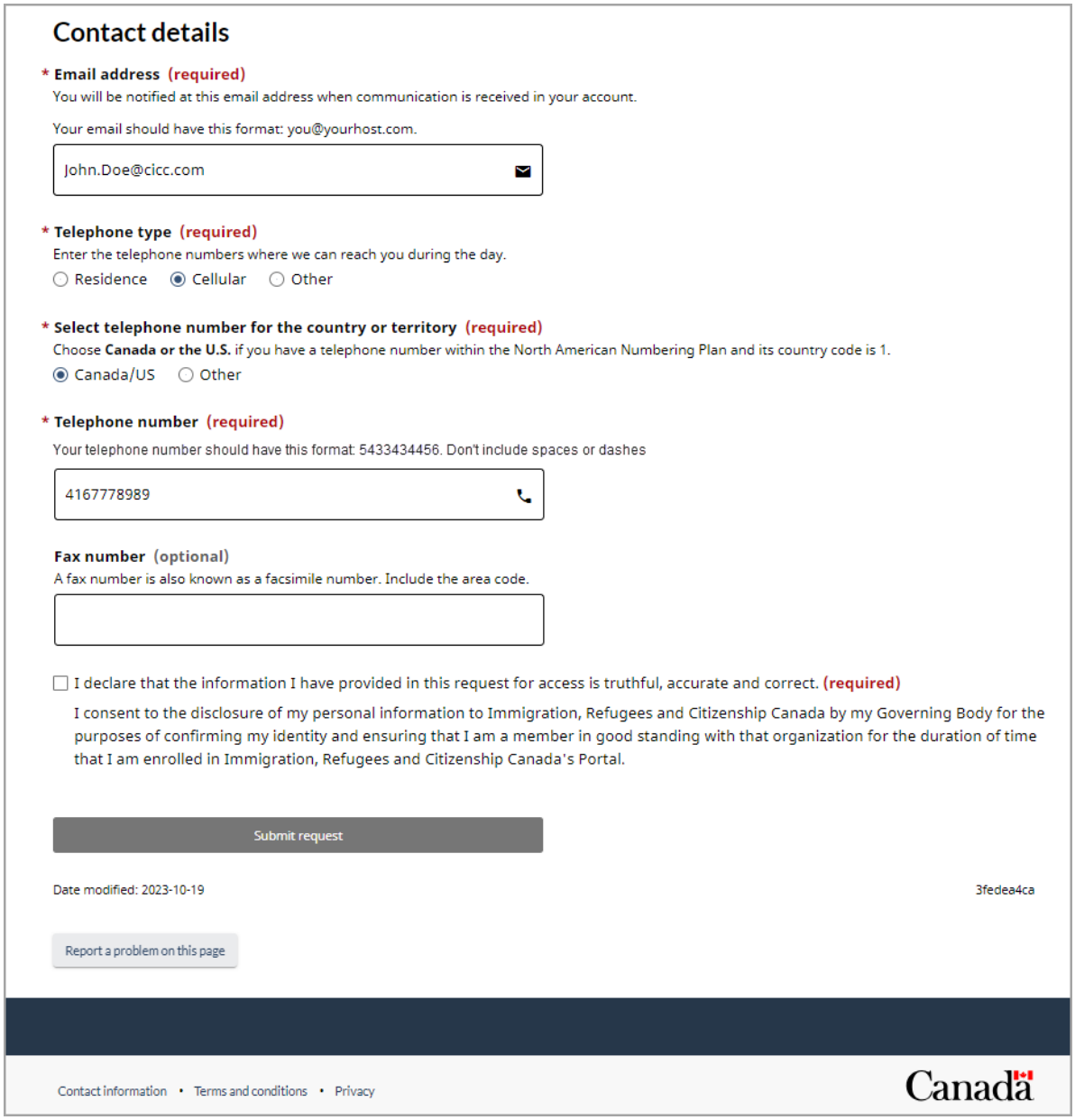


- Under the “address lookup” screen, you can search your address and it should automatically prepopulate the information. If you are having difficulty locating your address in this section, you can manually enter your address. Please ensure that you click the “enter address manually” checkbox to do this.



- You can review your email address that you provided during the sign-up process.
- Enter your business telephone number.

- Enter your fax number, if applicable.
- Read the consent and declaration statement and select the checkbox. Click **Submit Request**.



b) If a match is not found for the “Representative IRCC ID” provided during sign-up

- You’ll see an info message if your information is not found in our system.
- Your name, governing body and membership ID will be pre-populated with the details from previous sign up pages for review.
- Enter the name of your firm/organization, if applicable.

Information about the representative

* **Surname/last name (required)**

your surname as you have registered with the governing body you wish IRCC to verify your eligibility with.

Doe

Given name/first name (optional)

your given name as you have registered with the governing body you wish IRCC to verify your eligibility with. If none, leave this field blank.

John

* **Governing Body (required)**

Governing Body refers to the law society of a province or territory, the Chambre des notaires du Québec, or a body designated pursuant to subsection 91(5) of the Immigration and Refugee Protection Act (IRPA).

College of Immigration and Citizenship Consultants (CICC)

* **Membership ID (required)**

Your membership identification is the unique identifier that your regulatory body has assigned to you.

R233878

* **Do you work for a firm or organization when conducting business with Immigration, Refugees and Citizenship Canada? (required)**

Answer 'Yes' if you work for a firm or organization when conducting business with Immigration, Refugees and Citizenship Canada.

○ Yes ○ No

- Enter your mailing address.
- You can review your email address that you provided in the sign up.
- Enter your business telephone number.
- Enter your fax number, if you have one.

Note: In this event, you must upload 2 pieces of ID as your information not found in our system.

Mailing address

* **Select a country or territory** (required)

Canada

* **Address lookup** (required)

Start typing the address. If the address doesn't show up, choose "Enter address manually" to enter the address details.

☐ Enter address manually (if you prefer or can't find it in the lookup)

* **Street number** (required)

* **Street name** (required)

Apartment or unit number (optional)

PO box (optional)

* **City or town** (required)

* **Province or territory** (required)

* **Postal code** (required)

Contact details

* **Email address** (required)

You will be notified at this email address when communication is received in your account.

Your email should have this format: you@yourhost.com.

John.Doe@cicc.com

* **Telephone type** (required)

Enter the telephone numbers where we can reach you during the day.

○ Residence ○ Cellular ○ Other

* **Select telephone number for the country or territory** (required)

Choose **Canada or the U.S.** if you have a telephone number within the North American Numbering Plan and its country code is 1.

◉ Canada/US ○ Other

* **Telephone number** (required)

4165556767

Fax number (optional)

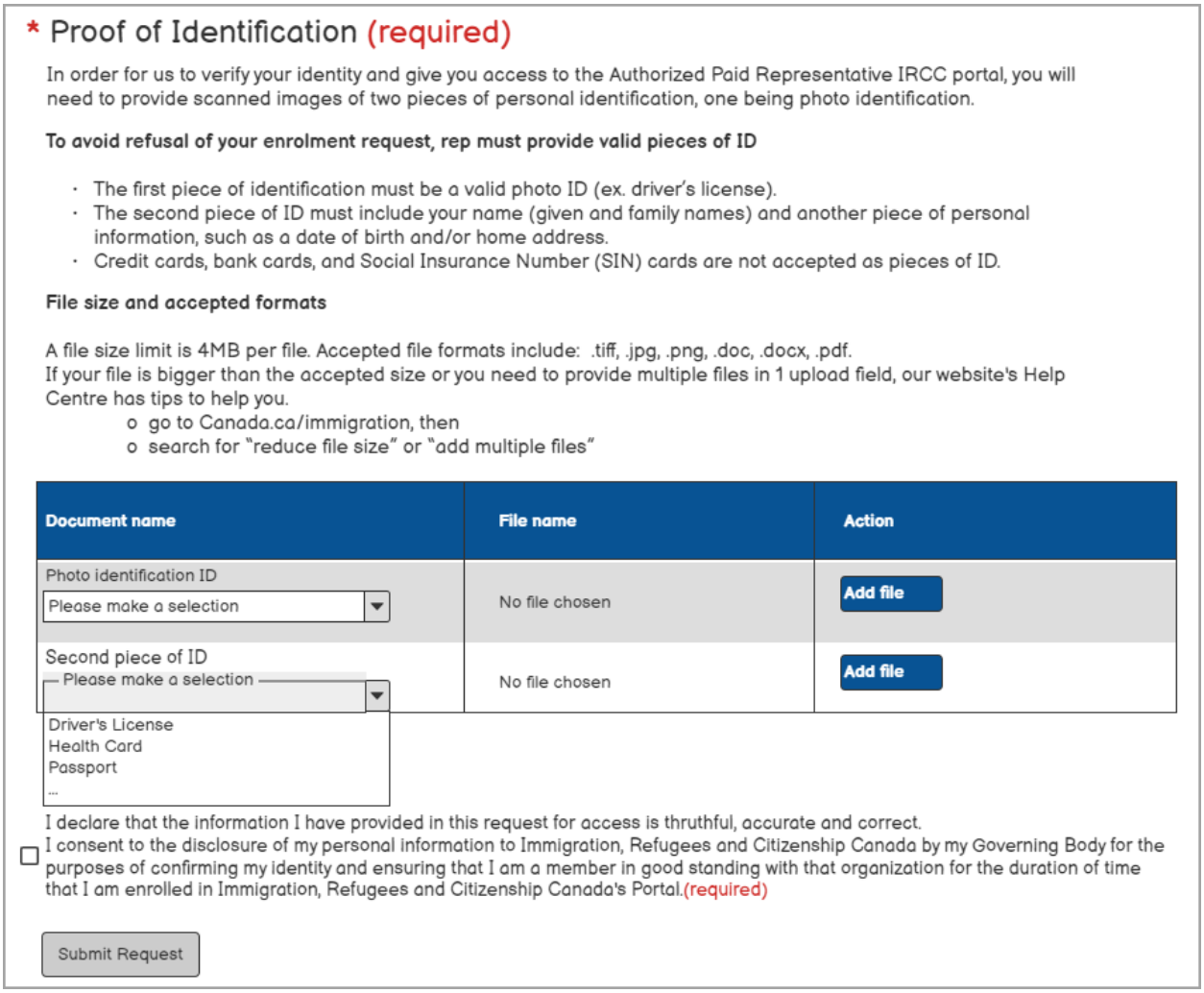
A fax number is also known as a facsimile number. Include the area code.

To avoid having your enrolment request refused, you must provide valid pieces of ID:

a) The first piece of ID must be a valid photo ID (ex. driver's license).
b) The second piece of ID must include your name (given and family names) and another piece of personal information, such as a date of birth and/or home address.
c) We **will not accept** credit cards, bank cards, and Social Insurance Number (SIN) cards as pieces of ID.

To upload the documents, click **Add file**. Find the document (scanned photo ID or secondary piece of ID) on your computer.

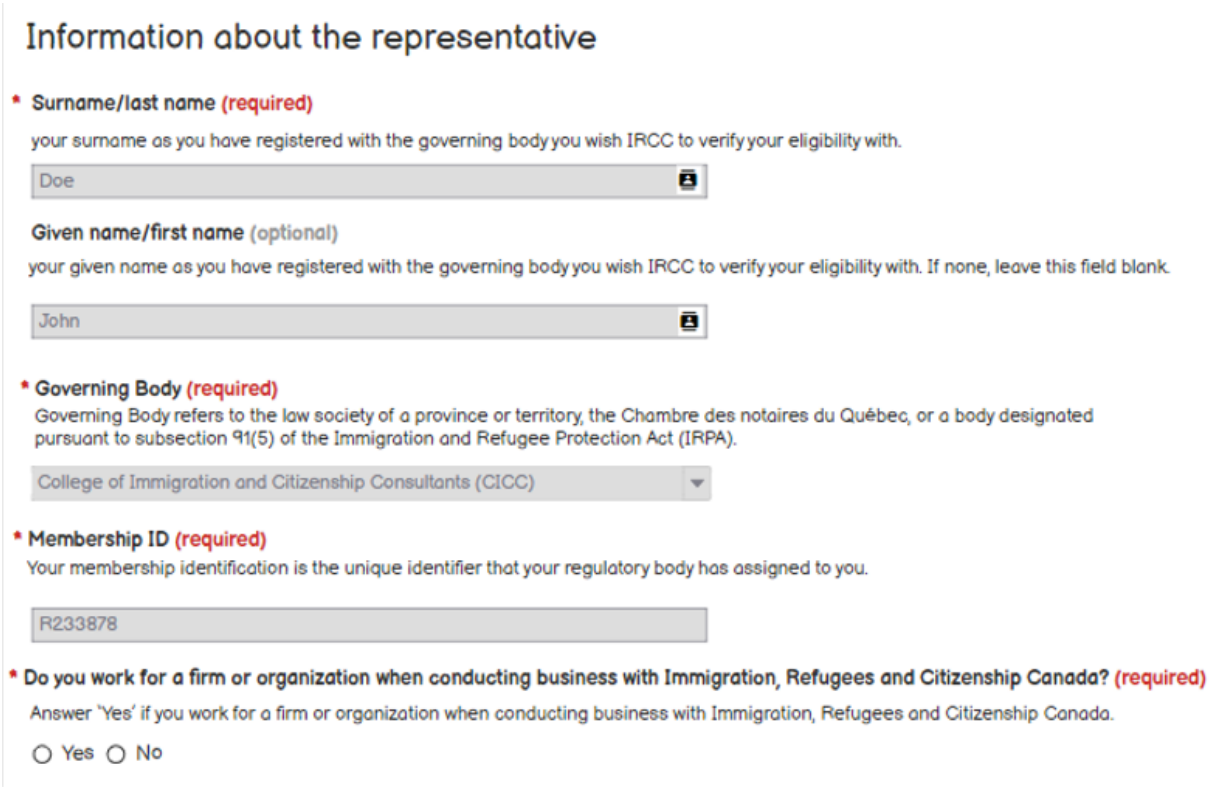
Once the correct documents are uploaded and declaration checkbox is set, click **Submit Request**.



c) New enrolment:

- You'll see this message if you're registering with IRCC for the first time.

- Your name, governing body and membership ID will be prepopulated with the details from previous sign-up pages for review.
- Enter the name of your firm/organization, if applicable.



Information about the representative

* **Surname/last name** (required)

your surname as you have registered with the governing body you wish IRCC to verify your eligibility with.

Doe

Given name/first name (optional)

your given name as you have registered with the governing body you wish IRCC to verify your eligibility with. If none, leave this field blank.

John

* **Governing Body** (required)

Governing Body refers to the law society of a province or territory, the Chambre des notaires du Québec, or a body designated pursuant to subsection 91(5) of the Immigration and Refugee Protection Act (IRPA).

College of Immigration and Citizenship Consultants (CICC)

* **Membership ID** (required)

Your membership identification is the unique identifier that your regulatory body has assigned to you.

R233878

* **Do you work for a firm or organization when conducting business with Immigration, Refugees and Citizenship Canada?** (required)

Answer 'Yes' if you work for a firm or organization when conducting business with Immigration, Refugees and Citizenship Canada.

○ Yes ○ No

- Enter your mailing address.
- You can review your email address that you provided in the sign up.
- Enter your business telephone number.
- Enter your fax number, if you have one.

Mailing address

* **Select a country or territory** (required)

Canada

* **Address lookup** (required)

Start typing the address. If the address doesn't show up, choose "Enter address manually" to enter the address details.

☐ Enter address manually (if you prefer or can't find it in the lookup)

* **Street number** (required)

* **Street name** (required)

Apartment or unit number (optional)

PO box (optional)

* **City or town** (required)

* **Province or territory** (required)

* **Postal code** (required)

Contact details

* **Email address** (required)

You will be notified at this email address when communication is received in your account.

Your email should have this format: you@yourhost.com.

John.Doe@cicc.com

* **Telephone type** (required)

Enter the telephone numbers where we can reach you during the day.

○ Residence ○ Cellular ○ Other

* **Select telephone number for the country or territory** (required)

Choose **Canada or the U.S.** if you have a telephone number within the North American Numbering Plan and its country code is 1.

◉ Canada/US ○ Other

* **Telephone number** (required)

4165556767

Fax number (optional)

A fax number is also known as a facsimile number. Include the area code.

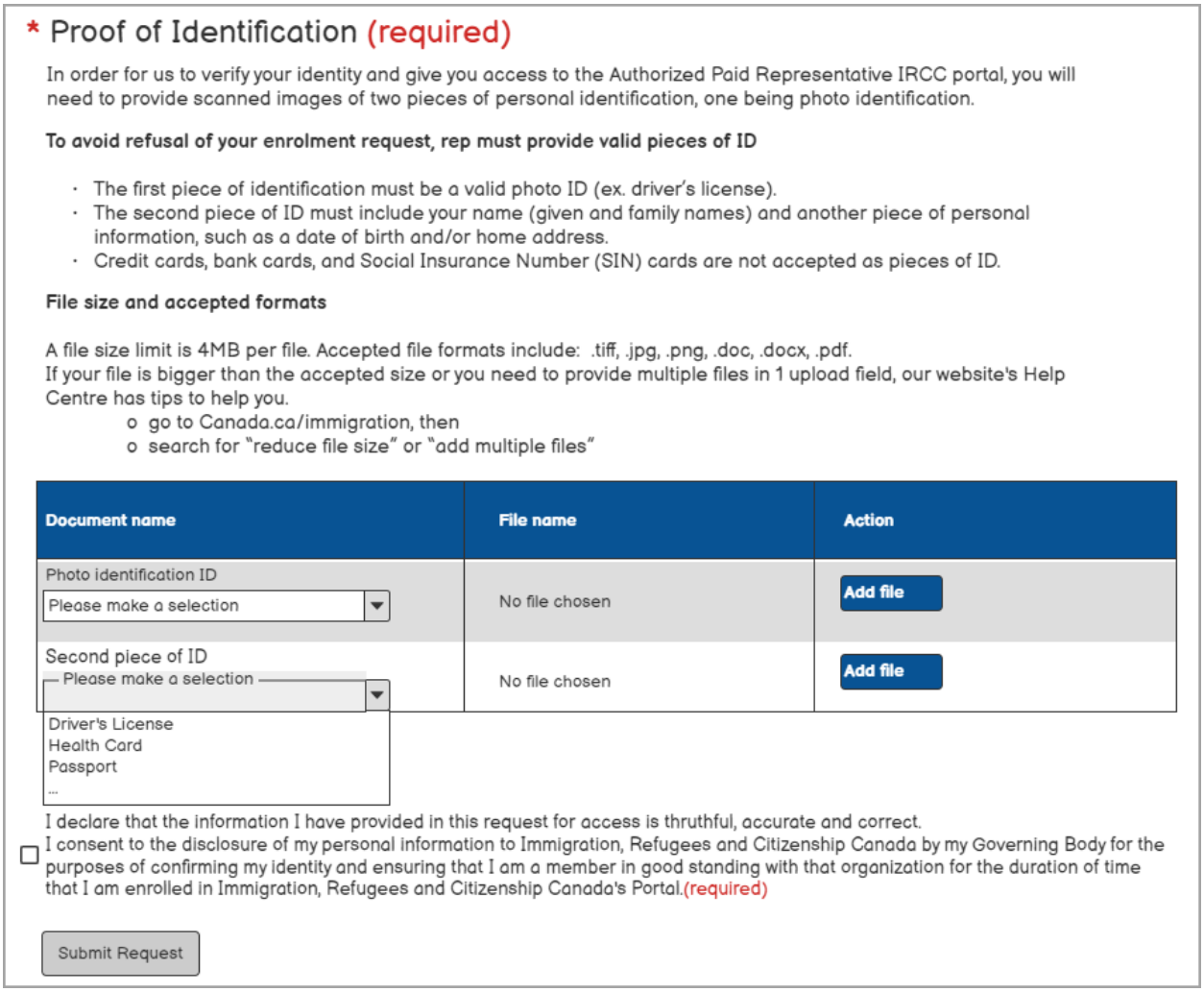
As you are enrolling for the first time with IRCC, you must upload 2 pieces of ID.

To avoid having your enrolment request refused, you must provide valid pieces of ID:

a) The first piece of ID must be a valid photo ID (ex. driver's license).
b) The second piece of ID must include your name (given and family names) and another piece of personal information, such as a date of birth and/or home address.
c) We **will not accept** credit cards, bank cards, and Social Insurance Number (SIN) cards as pieces of ID.

To upload the documents, click **Add file**. Find the document (scanned photo ID or secondary piece of ID) on your computer.

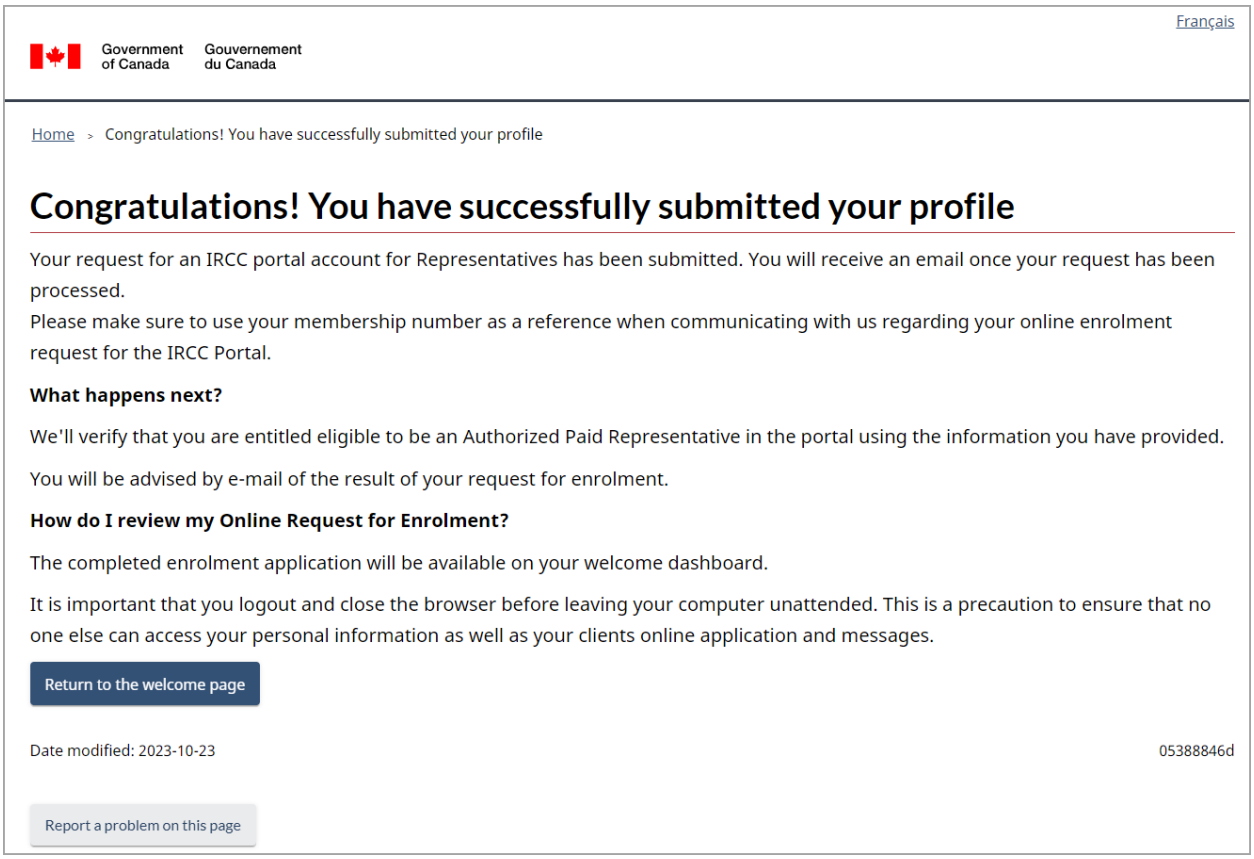
Once the correct documents are uploaded and declaration checkbox is set, click **Submit request**.



Step 8: Enrolment request submitted to IRCC

Submit the request to IRCC for approval:

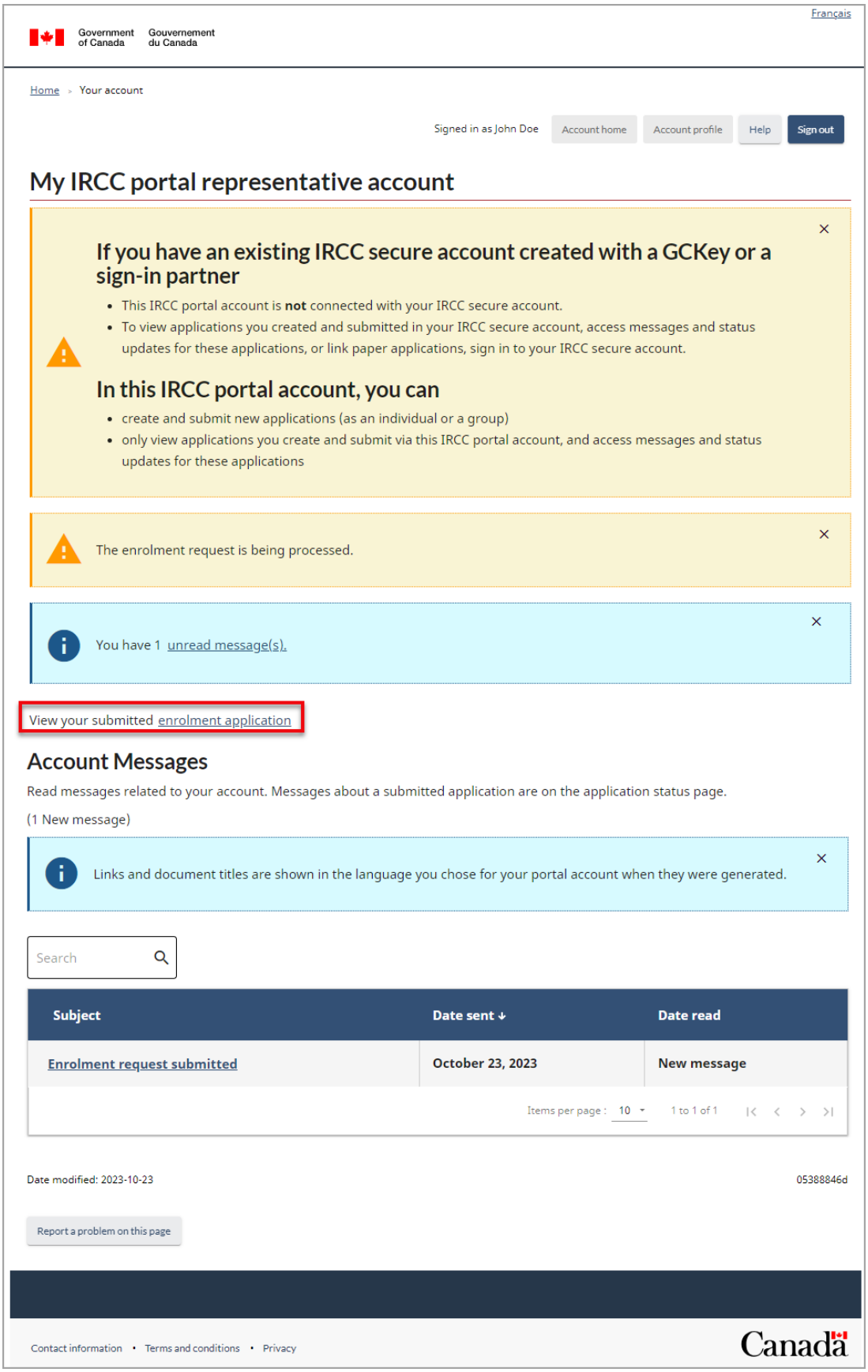
- Once you click **Submit request**, you'll be directed to the following page.
- Note your membership ID number in case you need to contact us about your application.
- Read the **What happens next?** section.
- Click **Return to the welcome page** to return to the IRCC Portal Welcome page, from where you can log out.
- Approval will be **immediate** if your account is found in good standing in our system.



Step 9: After you submit your enrolment request

While your enrolment application is in process, you will only be able to view the summary of the information you submitted with your enrolment request.

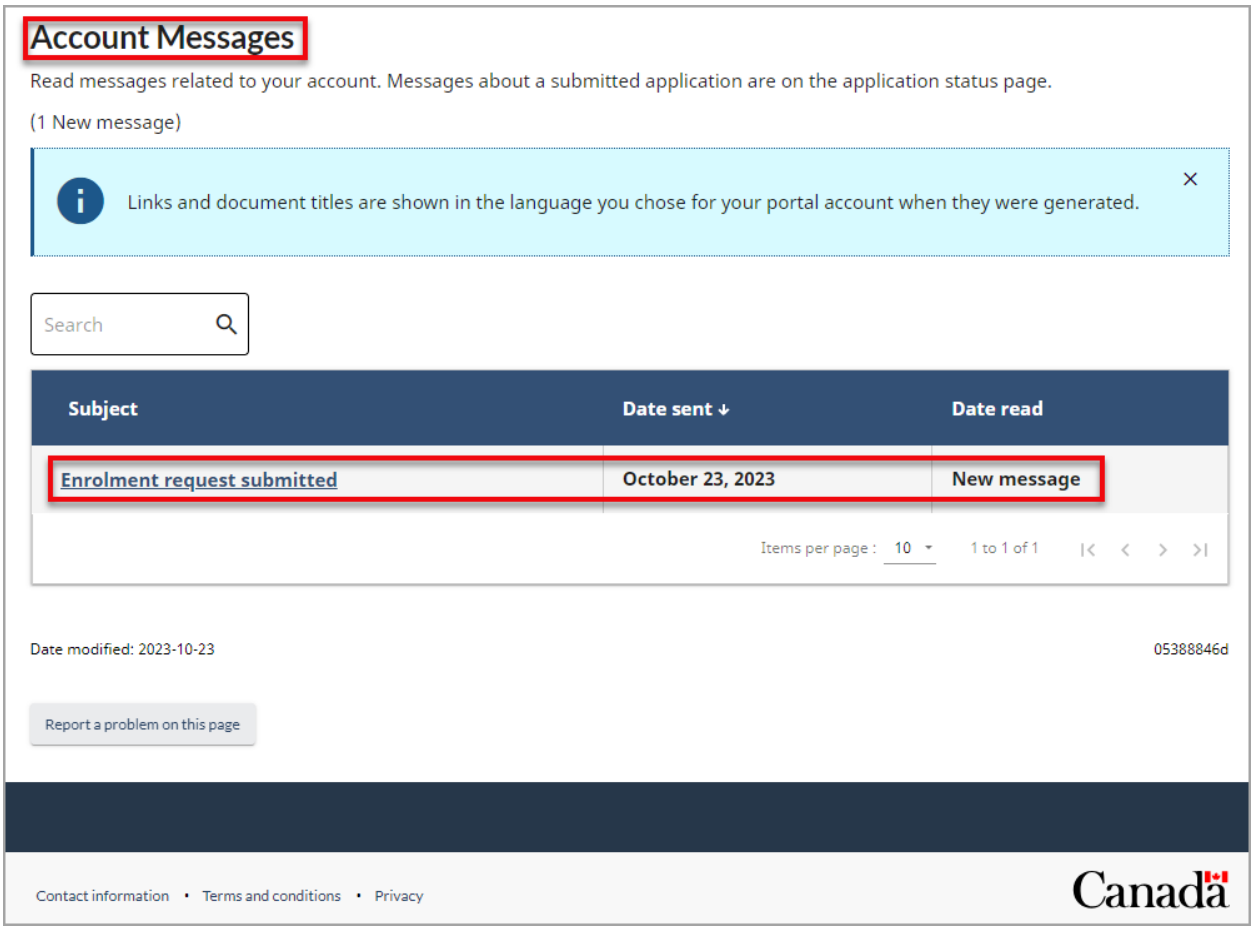
You will be able to view 'Enrolment application summary' by clicking on the link provided above the 'Account Messages' table.


Français
Government of Canada
Gouvernement du Canada
Home
Your account
Signed in as John Doe
Account home
Account profile
Help
Sign out
My IRCC portal representative account
If you have an existing IRCC secure account created with a GCKey or a sign-in partner
This IRCC portal account is not connected with your IRCC secure account.
To view applications you created and submitted in your IRCC secure account, access messages and status updates for these applications, or link paper applications, sign in to your IRCC secure account.
In this IRCC portal account, you can
create and submit new applications (as an individual or a group)
only view applications you create and submit via this IRCC portal account, and access messages and status updates for these applications
The enrolment request is being processed.
You have 1 unread message(s).
View your submitted enrolment application
Account Messages
Read messages related to your account. Messages about a submitted application are on the application status page.
(1 New message)
Links and document titles are shown in the language you chose for your portal account when they were generated.
Search
Subject
Date sent
Date read
Enrolment request submitted
October 23, 2023
New message
Items per page : 10
1 to 1 of 1
Date modified: 2023-10-23
05388846d
Report a problem on this page
Contact information
Terms and conditions
Privacy
Canada

You'll receive an email titled "IRCC Portal Enrolment Status" from donotreply@cic.gc.ca informing you of the status of your enrolment request whether it is **approved**, **refused**, or **in need of more documents**.

Make sure donotreply@cic.gc.ca is on your safe sender list so it is not sent to your junk e-mail or deleted items folder.

You can also see all messages sent to you in the "Account messages" section on the Portal welcome page.



If your enrolment request is approved

1. You will receive an email informing you that your account is active.
2. Once you receive this email, you'll be able to login to the Portal and begin to submit online applications on behalf of clients.

If your enrolment request is refused

If your request is refused, make sure that:

1. **Your membership number is correct** and you're a member in good standing with your governing body.. You can contact your governing body, as there maybe an issue with your membership status on their website.
2. **You included valid pieces of ID**:
    - You didn't use credit cards, bank cards, and Social Insurance Number cards as ID.
    - Make sure the scanned documents are legible.
3. You correctly identify the governing body and completed the online Portal Enrolment Form for Authorized Representatives.
4. **You submit an enrolment request that is legible and recently dated**.

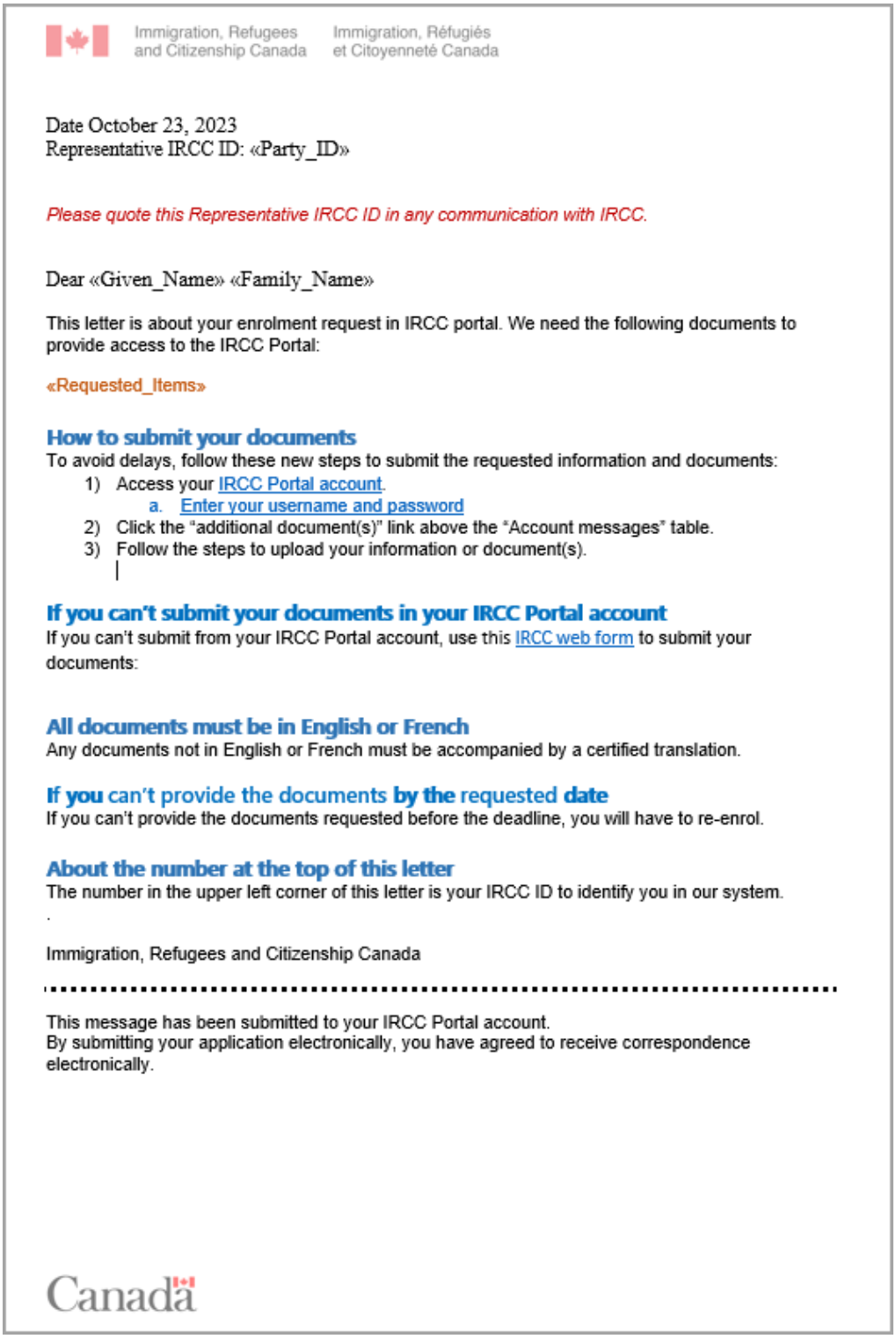
If additional documents are requested

IRCC will send you a message if you need to provide more documents. You'll get an email telling you that you have a new message.

To review the request letter:

1. Sign in to your portal account.
2. On the **Portal Welcome** page, go to the 'Account messages' section at the bottom of the page.
3. You'll be able to download the document name titled 'Representative Request Letter' in the 'Account messages' table.

Sample 'Representative Request Letter' template:



Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada

Date October 23, 2023
Representative IRCC ID: «Party_ID»

Please quote this Representative IRCC ID in any communication with IRCC.

Dear «Given_Name» «Family_Name»

This letter is about your enrolment request in IRCC portal. We need the following documents to provide access to the IRCC Portal:

«Requested_Items»

How to submit your documents
To avoid delays, follow these new steps to submit the requested information and documents:

1) Access your IRCC Portal account.
   a. Enter your username and password
2) Click the "additional document(s)" link above the "Account messages" table.
3) Follow the steps to upload your information or document(s).

If you can't submit your documents in your IRCC Portal account
If you can't submit from your IRCC Portal account, use this IRCC web form to submit your documents:

All documents must be in English or French
Any documents not in English or French must be accompanied by a certified translation.

If you can't provide the documents by the requested date
If you can't provide the documents requested before the deadline, you will have to re-enrol.

About the number at the top of this letter
The number in the upper left corner of this letter is your IRCC ID to identify you in our system.

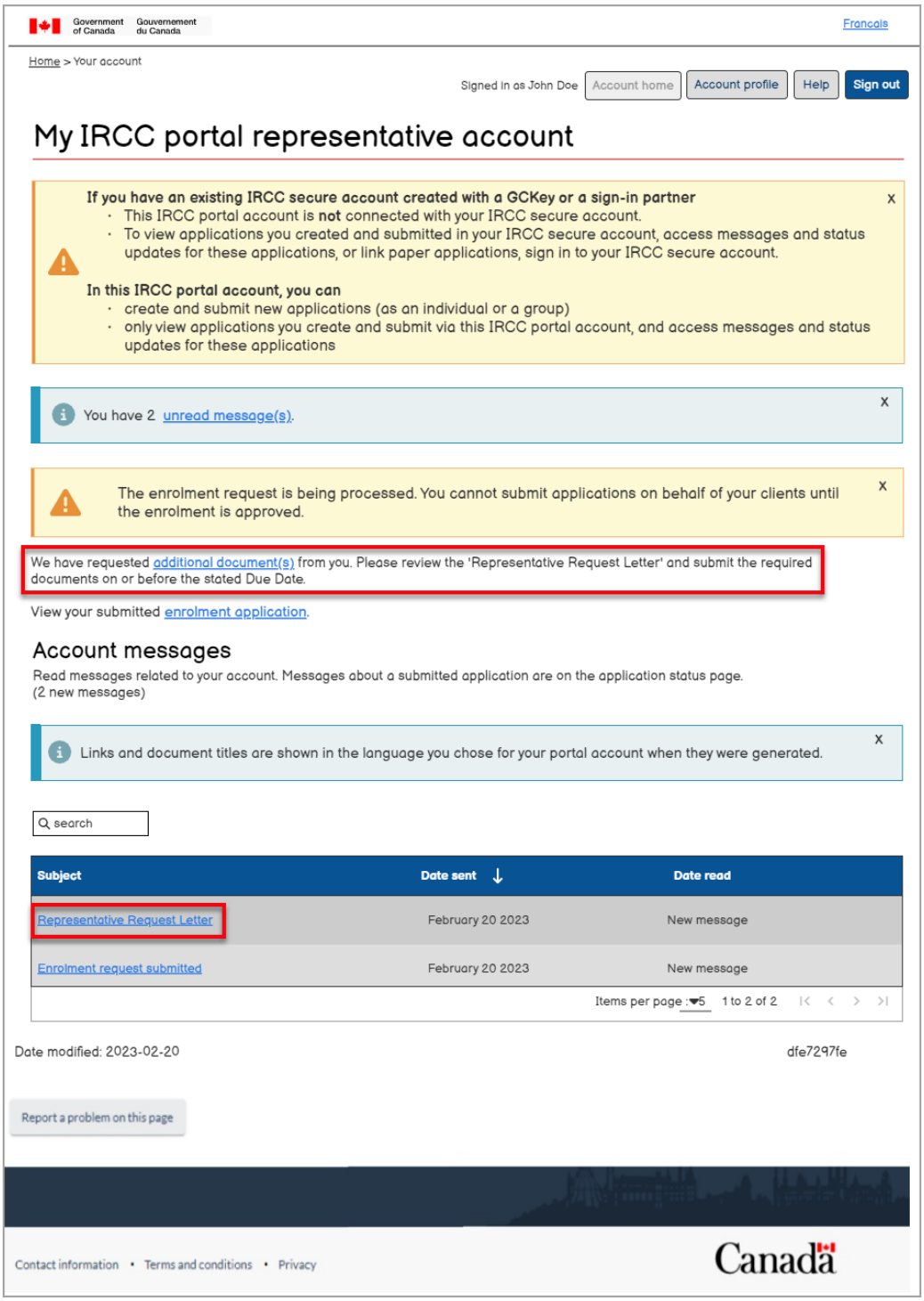
Immigration, Refugees and Citizenship Canada

This message has been submitted to your IRCC Portal account.
By submitting your application electronically, you have agreed to receive correspondence electronically.

Canada

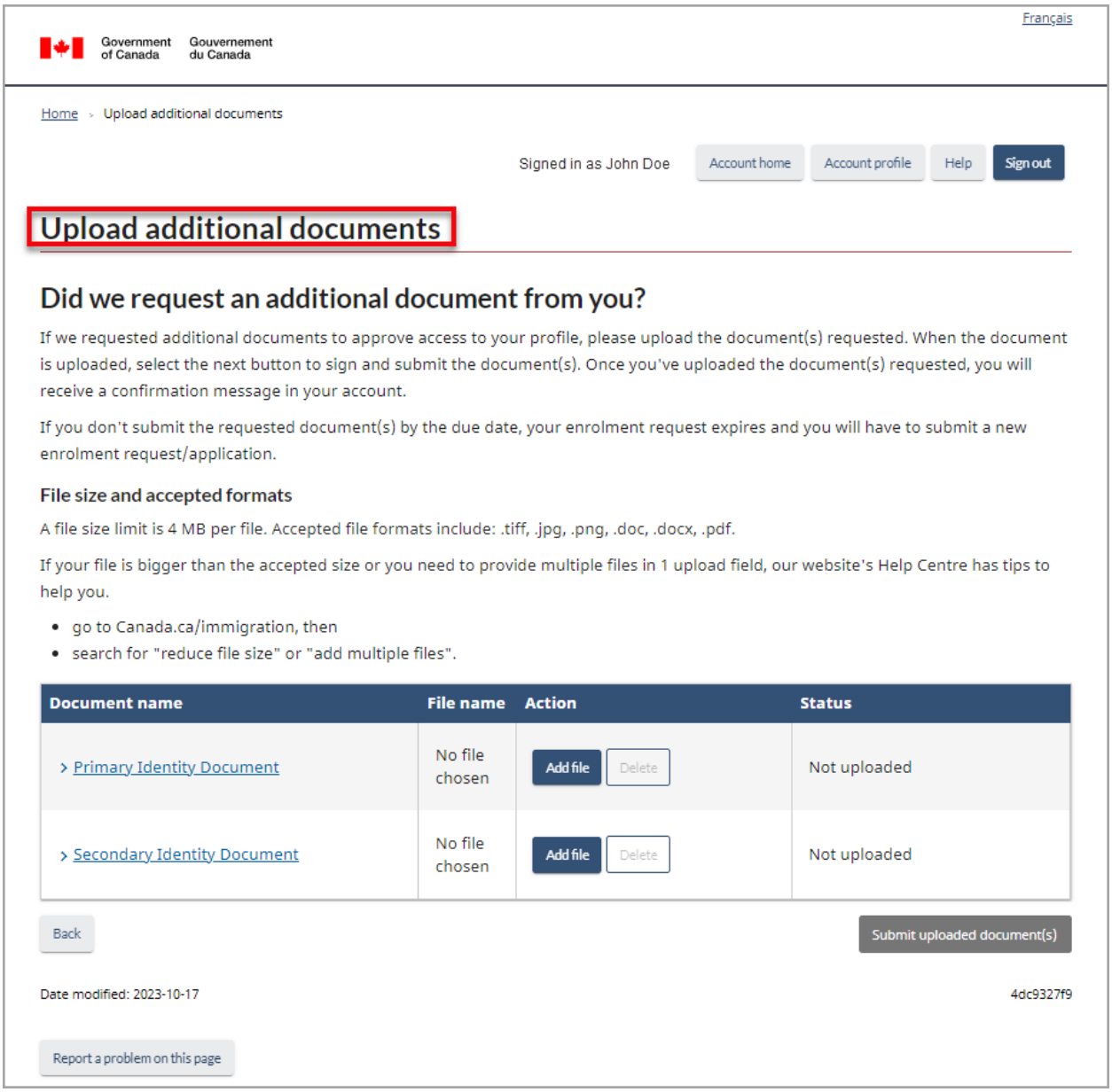
To upload more documents:

1. On the **Portal Welcome** page, click **additional document(s)** link provided above the 'Account messages' table.
2. You'll be directed to the **Upload additional documents** page.



3. On the **Upload additional documents** page, click **Upload**.
   Documents that are successfully uploaded have a status of "Uploaded."

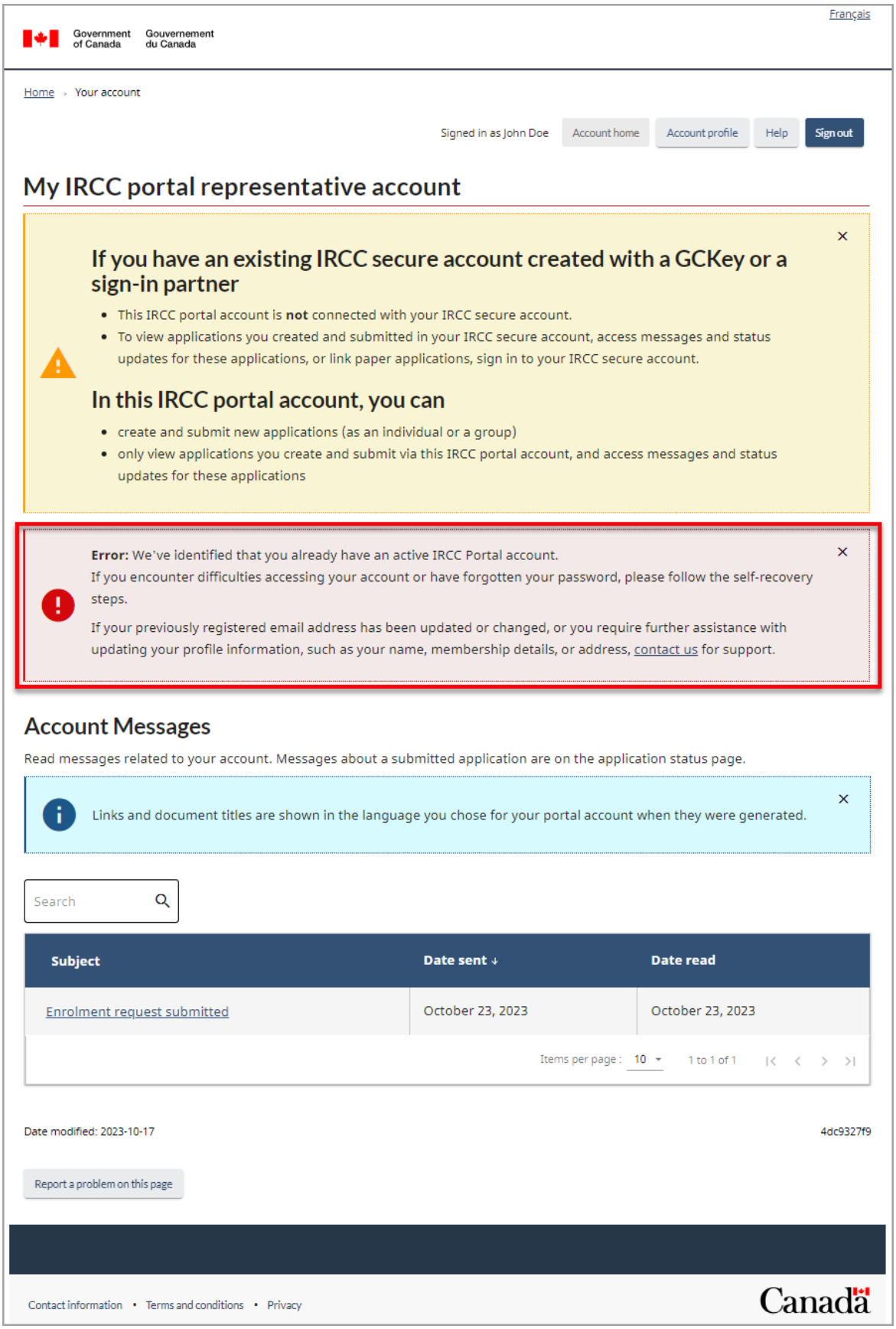
   When the document(s) are uploaded, click **Submit**.
   Again, you will see a confirmation page when documents have been submitted successfully with the same reference number.



If you re-enrol in the IRCC portal

If you enrol in the IRCC portal with a different email address for the same membership information:

1. A message will be displayed informing you that your account already exists in the IRCC portal with a different email address.
2. If you have problems accessing your account or have forgotten your password, you can follow the self-recovery steps.
3. If your previously registered email address has been updated or changed, reach out to IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC@cic.gc.ca to ensure your email address is updated.


Français
Government of Canada
Gouvernement du Canada
Home
Your account
Signed in as John Doe
Account home
Account profile
Help
Sign out
My IRCC portal representative account
If you have an existing IRCC secure account created with a GCKey or a sign-in partner
This IRCC portal account is not connected with your IRCC secure account.
To view applications you created and submitted in your IRCC secure account, access messages and status updates for these applications, or link paper applications, sign in to your IRCC secure account.
In this IRCC portal account, you can
create and submit new applications (as an individual or a group)
only view applications you create and submit via this IRCC portal account, and access messages and status updates for these applications
Error: We've identified that you already have an active IRCC Portal account.
If you encounter difficulties accessing your account or have forgotten your password, please follow the self-recovery steps.
If your previously registered email address has been updated or changed, or you require further assistance with updating your profile information, such as your name, membership details, or address, contact us for support.
Account Messages
Read messages related to your account. Messages about a submitted application are on the application status page.
Links and document titles are shown in the language you chose for your portal account when they were generated.
Search
Subject
Date sent
Date read
Enrolment request submitted
October 23, 2023
October 23, 2023
Items per page : 10
1 to 1 of 1
Date modified: 2023-10-17
4dc9327f9
Report a problem on this page
Contact information
Terms and conditions
Privacy
Canada

If you re-enrol in the IRCC portal after resolving any membership issues with the governing body (such as refusals, deactivations, or expirations), please note:

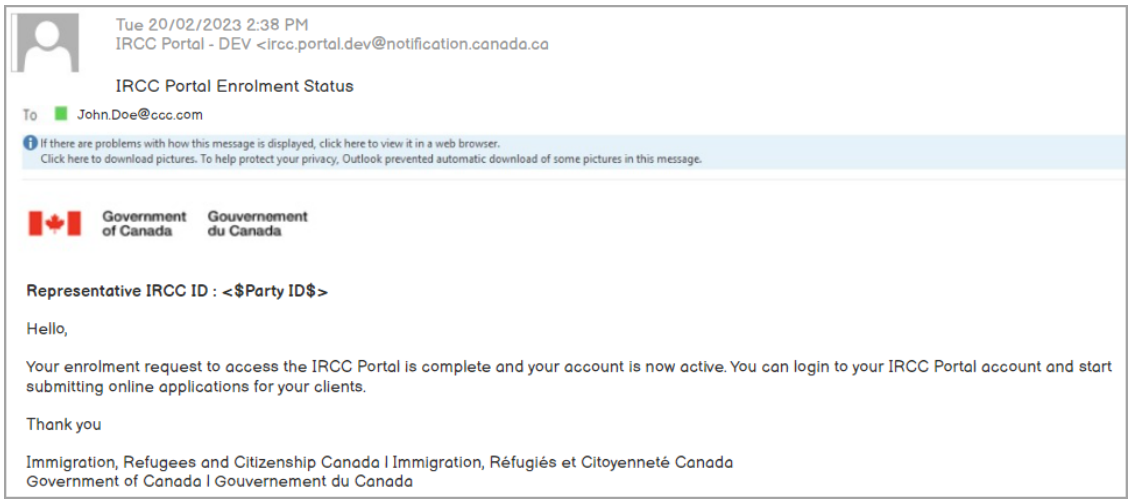
1. A message will appear informing you that your account already exists in IRCC portal.
2. If you need help or to make corrections, reach out to IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC@cic.gc.ca for support.

Step 9: Sign In to IRCC Portal

Once you receive an email that your enrolment request has been approved, you:

- will be able to login to the Portal
- will be allowed to review your profile
- can submit online applications on behalf of your clients

Note: Refer to the document to know: How to use the IRCC portal for Authorized Representatives.



Tue 20/02/2023 2:38 PM
IRCC Portal - DEV <ircc.portal.dev@notification.canada.ca>

IRCC Portal Enrolment Status

To John.Doe@ccc.com

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Government of Canada | Gouvernement du Canada

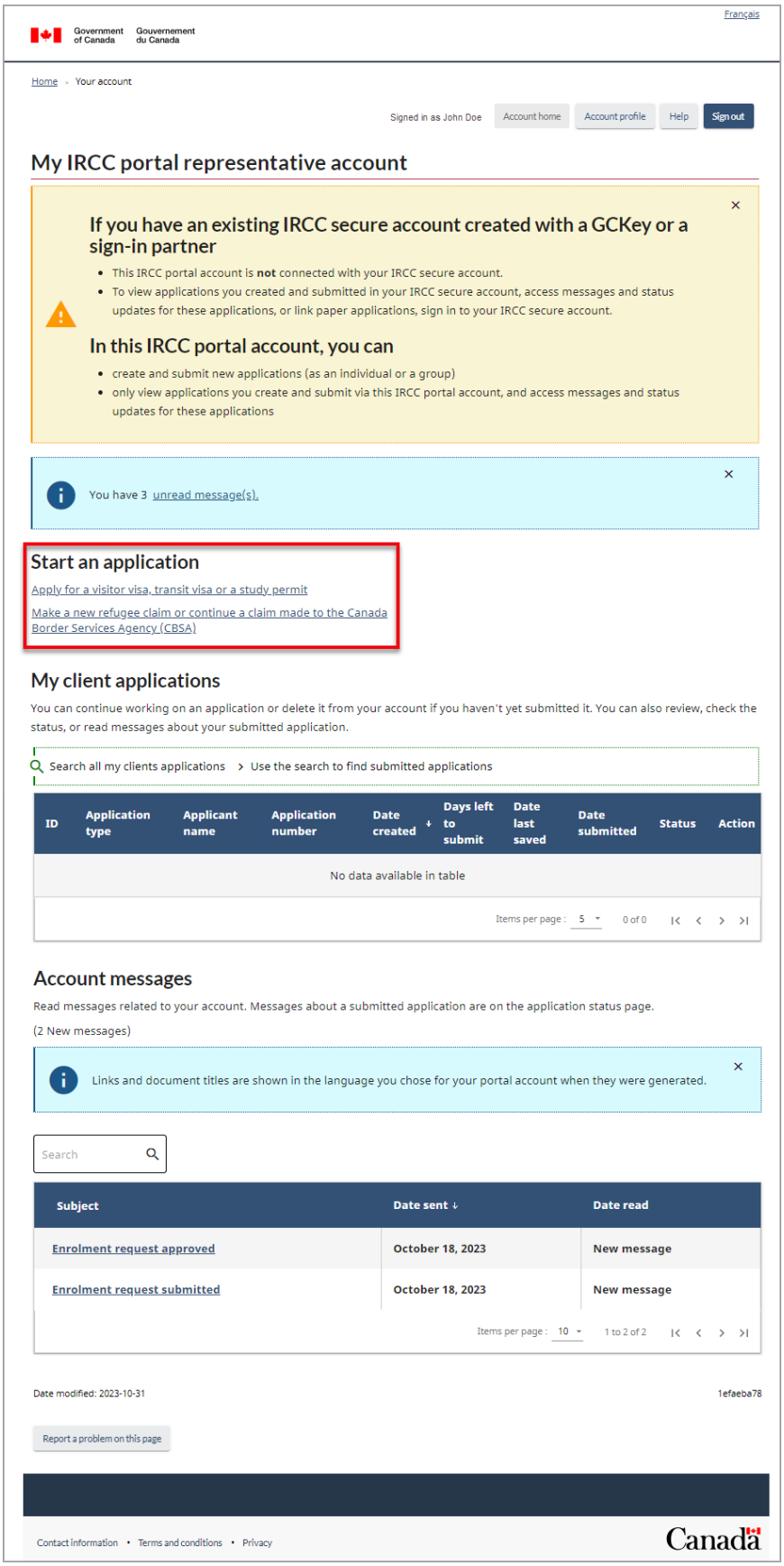
Representative IRCC ID : <$Party ID$>

Hello,

Your enrolment request to access the IRCC Portal is complete and your account is now active. You can login to your IRCC Portal account and start submitting online applications for your clients.

Thank you

Immigration, Refugees and Citizenship Canada I Immigration, Réfugiés et Citoyenneté Canada
Government of Canada I Gouvernement du Canada


Français
Government of Canada
Gouvernement du Canada
Home › Your account
Signed in as John Doe
Account home
Account profile
Help
Sign out
My IRCC portal representative account
If you have an existing IRCC secure account created with a GCKey or a sign-in partner
This IRCC portal account is not connected with your IRCC secure account.
To view applications you created and submitted in your IRCC secure account, access messages and status updates for these applications, or link paper applications, sign in to your IRCC secure account.
In this IRCC portal account, you can
create and submit new applications (as an individual or a group)
only view applications you create and submit via this IRCC portal account, and access messages and status updates for these applications
You have 3 unread message(s).
Start an application
Apply for a visitor visa, transit visa or a study permit
Make a new refugee claim or continue a claim made to the Canada Border Services Agency (CBSA)
My client applications
You can continue working on an application or delete it from your account if you haven't yet submitted it. You can also review, check the status, or read messages about your submitted application.
Search all my clients applications › Use the search to find submitted applications
ID
Application type
Applicant name
Application number
Date created
Days left to submit
Date last saved
Date submitted
Status
Action
No data available in table
Items per page : 5
0 of 0
Account messages
Read messages related to your account. Messages about a submitted application are on the application status page.
(2 New messages)
Links and document titles are shown in the language you chose for your portal account when they were generated.
Search
Subject
Date sent
Date read
Enrolment request approved
October 18, 2023
New message
Enrolment request submitted
October 18, 2023
New message
Items per page : 10
1 to 2 of 2
Date modified: 2023-10-31
1efaeba78
Report a problem on this page
Contact information • Terms and conditions • Privacy
Canada