

How to use the IRCC Portal for Authorized Representatives

Contents

How to use the IRCC Portal as an authorized representative.....	2
Access the IRCC Portal	2
Changes to login details.....	2
Forgotten password:.....	2
Change password	4
Account home page.....	6
Access your profile information.....	6
Update personal or business information	9
How to close an IRCC Portal account for authorized representatives.....	14

How to use the IRCC Portal as an authorized representative

Note: The IRCC Portal and APR Portal will both be in use. Therefore, as an authorized paid representative, you can keep using APR Portal or IRCC Portal to prepare, submit, pay or manage online applications on behalf of the client(s). Find out more about the [Authorized Paid Representative Portal](#).

The IRCC Portal will allow representatives to apply online on behalf of their clients for temporary resident visas, study permits and in-Canada refugee claims. Additionally, you will be able to submit emergency and special measures temporary resident visas in the IRCC portal that is currently not available in the Authorized Representative Portal (APR).

**** This document focuses only on the IRCC Portal for authorized representative features**

Access the IRCC Portal

To create an account, follow the instructions in the Enrolment Guide.

To access the [IRCC Portal](#), you'll need to sign in using the email address you used to create your portal account.

Note: Ensure you access the "IRCC Portal " instead of the "APR Portal" or client Self-Service Online Portal (used by clients or unauthorized representatives to submit applications).

Changes to login details

Forgotten password:

If you've forgotten your password:

- go to the sign-in page
- click "Forgot your password?"

- create a new password after you enter the verification code sent to your email address

Home > Your account

Sign in to the IRCC portal

* Email address (required)

* Password (required)

Sign In

Need an account? [Sign up](#)

Forgot your password?

Date modified: 2023-07-28 2ee1e9dc3

[Report a problem on this page](#)

Contact information · Terms and conditions · Privacy Canada

- you must enter your email address

Home > Forgot password


Forgot password

Enter your user name and a confirmation code will be sent to the email address used to create the account.

* Email address (required)

Enter Cancel


- you must enter your current password, then create and confirm a new password
It must:
 - be between 8 and 16 characters
 - have at least
 - 1 uppercase letter
 - 1 lowercase letter
 - 1 special character
 - 1 numeric digit


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[Home](#) > [Reset your password](#)

Reset your password

A verification code has been sent to your email account


Keep this page open until you receive the email from us with a verification code. Then, enter the code and other details to complete the reset.

* **Email address (required)**

* **Enter verification code (required)**

* **New password (required)**
 Password must be at least 8 characters, no more than 15 characters, and must include at least one upper case letter, one lower case letter, one special character, and one numeric digit.

* **Confirm password (required)**

Change password

To change your password,

- log in to your account and select 'Account profile'

[Home](#) > [Account](#)

Signed in as John Doe

Account Profile

Representative IRCC ID: P010001243312

Update the information in your account profile

* **Surname/last name (required)**
 Your surname as you have registered with the governing body you wish IRCC to verify your eligibility with.

- click "update password" button at the bottom of this page

Fax number (optional)
A fax number is also known as a facsimile number. Include the area code. Fax number should be in the format (###) ###-####.

*** Language preference (required)**
☒ English ☐ French

*** Do you want to receive email updates about your client's application(s) you submit using this account? (required)**
 If you answer 'Yes' you'll be notified through the registered email on this account.
 If you answer No, you need to monitor the Account Messages section on your own. Messages requiring your action may be added to that section of your account once we start processing your application.


☒ Yes ☐ No

[Update Information](#) [Cancel](#)

Account access
Click the button below if you'd like to update your account password

[Update password](#)

- you must enter your current password, then create and confirm a new password
It must:
 - be between 8 and 16 characters
 - have at least
 - 1 uppercase letter
 - 1 lowercase letter
 - 1 special character
 - 1 numeric digit

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[Home](#) > Update your password

Update your password

*** Old password (required)**

*** New password (required)**
Password must be at least 8 characters, no more than 15 characters, and must include at least one upper case letter, one lower case letter, one special character, and one numeric digit.

*** Confirm password (required)**

[Update password](#) [Cancel](#)

Account home page

Here you can:

- access your profile information
- access the help feature
- sign out
- search for applications
- start new applications
- delete applications
- continue in-progress applications
- view previously submitted applications
- view messages received about submitted applications

Access your profile information

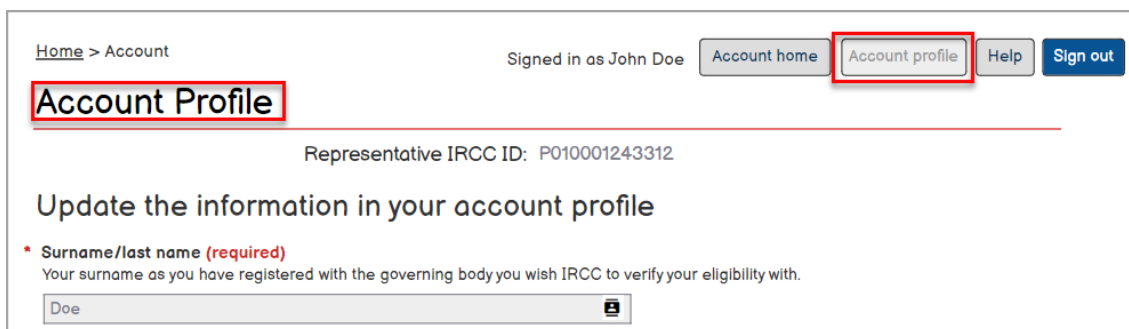
To view the information you gave us when you enrolled, click **Account profile** at the top right corner of the home page. You can update your:

- language preference
- email preference
- password

Please note that any changes made to the above information will not be synchronized back to GCMS.

To review your profile

- log in to your account and select 'Account profile'



The screenshot shows the 'Account Profile' page. At the top, there is a breadcrumb 'Home > Account' and a user status 'Signed in as John Doe'. Navigation buttons include 'Account home', 'Account profile' (highlighted with a red box), 'Help', and 'Sign out'. The main heading 'Account Profile' is also highlighted with a red box. Below it, the 'Representative IRCC ID: P010001243312' is displayed. The section 'Update the information in your account profile' contains a required field 'Surname/last name (required)' with a description: 'Your surname as you have registered with the governing body you wish IRCC to verify your eligibility with.' The input field contains the text 'Doe' and has a small icon to its right.

- click “update information” button after updating the email address or language and email preference of your choice in the “Contact details” section

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: [name@example.com](#)

John.Doe@cicc.com

*** Telephone type (required)**
Enter the telephone numbers where we can reach you during the day.

☐ Residential ☒ Cellular ☐ Other

*** Telephone number 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 or the U.S. ☐ Other

*** Telephone number (required)**
Your telephone number should have this format: 5433434456. Don't include spaces or dashes.

5143334545

Fax number (optional)
A fax number is also known as a facsimile number. Include the area code. Fax number should be in the format (###) ###-####.

*** Language preference (required)**

☒ English ☐ French

*** Do you want to receive email updates about your client's application(s) you submit using this account? (required)**
If you answer 'Yes' you'll be notified through the registered email on this account.
If you answer No, you need to monitor the Account Messages section on your own. Messages requiring your action may be added to that section of your account once we start processing your application.

☒ Yes ☐ No

Update Information


Cancel

Account access


Click the button below if you'd like to update your account password

Update password

Mockup for the Account profile full view:



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Français

Home > Account

Signed in as John Doe

Account home

Account profile

Help

Sign out

Account Profile

Representative IRCC ID: P010001243312

Update the information in your account profile

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Update personal or business information

Submit a request using the [Web form](#) to change any of the following information:

- name on your account
- mailing address
- membership ID details

On the Web form page, you will be asked to specify the type of application or enquiry you're submitting.

- Select "Technical difficulties" from the drop-down list.
- In the request, provide your "Representative IRCC ID."
- If you are requesting a name change, you can upload additional documents to support this.

This lets our technical team identify your account and work on your request. This won't affect any of the files in your Portal account.

Enquiry

* Type of application/enquiry (required)

-- Select from the list --

Electronic Travel Authorization

Technical difficulties

Change of contact information

Use a representatives or release personal information

Withdrawal of application

Replacement documents, Amendments to documents and Verification of Status documents

Citizenship

Certificate of Identity/Refugee Travel Document

Permanent Resident Card

Sponsorship

Temporary Residence (applied online)

Temporary Residence (applied by mail)

International Experience Canada

In-Canada Permanent Residence

Permanent Residence (applied online)

Permanent Residence (applied by mail)

Request urgent processing of renewal or replacement card and have already applied

* Family name (required)

* Given name (required)

Email address

* Date of birth (required)

yyyy-mm-dd

Search for applications

System will display all 'In progress' applications by default in the 'My client applications' table.

"Search all my client applications" will be in collapsed mode by default. User can expand and provide the search criteria to find the applications.

Once you submit an application, it no longer appears in the **My client applications** table. You must search for it.

1. Enter the information about the application you are looking for.
2. You can search by applicant name, type, status and application number.
 - Application type limits to the following app types:
 - visitor visa application
 - study permit application
 - refugee claim
3. You can also search the applications that require action by click the checkbox 'Only show applications with Unread Messages.'
4. Click **Search**.

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.

Q Search all my clients applications ▾

Applicant name: (optional)

Application number: (optional)

Application type: (optional)

Application status: (optional)

☐ Only show applications with Unread Messages

Search

Search by the application status - this status refers to the application status within the IRCC portal

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 ▾

Applicant name: (optional)

Application number: (optional)

Application type: (optional)

Application status: (optional)

In progress
Submitted

Search

Search by application types supported in IRCC portal:

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 ▾

Applicant name: (optional)

Application number: (optional)

Application type: (optional)

Visitor visa application
Study permit application
Refugee claim

☐ Only show applications with Unread Messages

Search

The search results appear in a table. The entry for each application in the **Search results** table has an **Action** column.

Action will show either: "Check full application status" or "Action required" for the submitted applications.


Click "Check full application status" or "Action required" to go to the Application status and messages page.

If you can't find an application you submitted, remove the application number and search with only the application type or status. Your application should be displayed in the **My client applications** table.

In the example below, when the user searched using the 'Application Type' filter for 'Refugee Claim,' search results returned three records that matched the specified criteria.

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 client applications ▼

Applicant name: (optional)

Application number: (optional)

Application type: (optional)



Refugee claim ▼

Application status: (optional)

▼

☒ Only show applications with Unread Messages

Search

ID	Application type	Applicant name	Application numb	Date created	Date last saved	Days left to submit	Date submitted	Status	Action
51958	Refugee claim	John Incredible	L100003692	August 01 2023	August 01 2023	N/A	August 04 2023	Submitted	 Action required
4984	Refugee claim	Helen Incredible	L100003694	August 01 2023	August 01 2023	N/A	August 04 2023	Submitted	 Action required
4984	Refugee claim	Alice Incredible	L100003696	August 01 2023	August 01 2023	N/A	August 04 2023	Submitted	Check full application status

Items per page ▼51 to 3 of 3<<<>>>

Start new applications

- To start a claim on behalf of the clients, you must select the link "[Make a new refugee claim or continue a claim made to the Canada Border Services Agency \(CBSA\)](#)" and acknowledge that you have read and understood the information provided and that you're ready to start their application.

Note: Refer to the [application guide for inland refugee claims](#) submitted through the IRCC Portal or the [application guide for CBSA refugee claims](#) for help with the information you must provide in the portal.

- To start a temporary resident visa application on behalf of the clients (visitor, study permit or transit visa), you must select the link "[Apply for a visitor visa, transit visa or a study permit](#)" and acknowledge that you have read and understood the information provided and that you're ready to start their application.

Note: Not every application type is available in the IRCC Portal. To find out if you can use this account, [check the instructions for your application](#)

- click "update information" button after updating the email address or language and email preference of your choice in the "Contact details section"

Home > Your account

Signed In as John Incredible

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

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 \(CBSA\)](#)

Continue or delete in-progress applications

- All the 'In progress' applications will be displayed by default in the 'My Client Applications' table.
- You can continue or delete the 'In progress' applications until you submit your clients application to IRCC.
- You can modify your answers at any point of the questionnaire until the final submission.
- To save the application and sign out in order to continue later you can click **Exit transaction**.

Application status and messages

In this page, you can find:

- the current status of your client's application (or profile)
- a link that allows you to view the submitted application or upload documents to it

- information about your client, including their UCI, application number, the date we received the application and biometrics (if available)
- details about the status of the application, including the:
 - steps involved in processing the application
 - current status of your client's submitted documents
 - messages about the application
- a table (when your client's application is closed) that shows information about the document issued by us, including the date it was issued

Account messages

This is your personal message inbox. This inbox does not list the messages you receive as part of a client's application.

For example, you might receive a request for additional documents as part of the Portal enrolment process. You also receive message(s) in this inbox when the current standing is updated, when you link an application to your account. Click a message to view it.

We will send you an email to let you know when you have a new message.

To view a message, log in to your IRCC (cloud) Portal account and click on the messages in the "Account messages" section at the bottom of the page.

Account messages

Read messages related to your account. Messages about a submitted application are on the application status page.

i

Links and document titles are shown in the language you chose for your portal account when they were generated.

X

Search

Subject	Date sent ↓	Date read
Enrolment request approved	May 04 2023	May 04 2023
Enrolment request submitted	May 04 2023	May 04 2023

Items per page ▼5

1 to 2 of 2

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How to close an IRCC Portal account for authorized representatives

Please submit a request to close your account to the [Immigration Representatives mailbox](#).