Guide 0174 - Application Guide for Inland Refugee Claims Submitted through the IRCC Portal

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This is not a legal document. The explanations and definitions are not legal definitions. In case of a discrepancy between the language in this document and the relevant legislation or regulations, the legal text in the legislation and regulations prevails.

For legal information, see the:

- *Immigration and Refugee Protection Act*
- *Immigration and Refugee Protection Regulations*

This information will help you complete the forms and guide you through the application process.

Overview

Application guide

The **application guide** is a tool that provides assistance with the information you must provide in the portal.

> **Note:** Information about the Basis of Claim Form and the refugee determination process can be found at the Immigration and Refugee Board.

Read the application guide thoroughly and then complete your refugee claim in the portal.

Before you apply

Who is eligible to have a claim for refugee protection referred to the Immigration and Refugee Board?

Canada offers refugee protection to some people in Canada who fear persecution or who would be in danger if they had to return to their home country.

If you feel you could face one of these risks if you go back to your home country or the country where you normally live, you may be able to seek protection in Canada as a refugee.

Officers receiving your refugee claim will decide whether it is eligible for referral to the Immigration and Refugee Board of Canada (IRB), an independent administrative tribunal that makes decisions on immigration and refugee matters. The Refugee Protection Division at the IRB decides who is a Convention refugee or a person in need of protection.

Your refugee claim may not be eligible for referral to the IRB if:

- You have been recognized as a Convention refugee by another country to which you can return;
- You have already been granted protected person status in Canada;
- You arrived via the Canada-United States land border;
- You are not admissible to Canada on security grounds, or because of criminal activity or human rights violations;
- You have been convicted of a serious crime;
- You made a previous refugee claim that was found to be ineligible for referral to the IRB;
    - You made a previous refugee claim that was rejected by the IRB; or ☐ You abandoned or withdrew a previous refugee claim.

People who are subject to a removal order cannot make a refugee claim.

Definitions

You may find the following definitions useful:

Convention refugee

Convention refugees are people who are outside their home country or the country where they normally live, and who are not able to return because of a well-founded fear of persecution based on:

- race;
- religion;
- political opinion;
- nationality; or
- membership in a particular social group.

Person in need of protection

A person in need of protection is a person in Canada whose removal to their home country or country where they normally live would subject them personally to:

- a danger of torture;
- a risk to their life; or
- a risk of cruel and unusual treatment or punishment.

When must I apply?

You can apply for refugee protection from within Canada at any time, as long as you are not subject to a removal order. To apply, submit a refugee claim online through the IRCC Portal.

Representatives

If someone is helping you make your claim, they are a **representative.** To be someone's representative, they must provide the a form to show they have your permission to handle your claim for you. A representative can be paid or unpaid. When you appoint a representative, you may also authorize IRCC to share information from your case with this person.

If your representative is helping you, but you'll submit your own claim

You must

- create your own IRCC Portal account
- complete the questionnaire
- upload all documents, including a signed Use of a Representative form (PDF, 648.31 KB) ☐ electronically sign and submit your own claim Your representative can

- provide advice
- help you prepare documents
- help you use the portal (in person, by phone or online using screen-sharing technology)

In this case, **you** must type your name and click the button to submit. **If**

your representative is submitting your claim for you

Your representative must

- create their own IRCC Portal account
- complete the questionnaire
- upload all documents, including a signed Use of a Representative form (PDF, 648.31 KB)
- electronically sign (using their name) and submit your claim

In this case, **your representative** must type in their name (not yours) and click the button to submit the claim on your behalf.

Step 1: Complete the refugee claim

Important information:

It is a serious offence to give false or misleading information. The information you provide on your application may be subject to verification.

Be complete and accurate

Important:

Questions followed by "(required)" are mandatory and must be answered.

Complete all sections. If a section does not apply to you, select "Unknown" where available or write "Not Applicable".

Answering all the questions to the best of your ability will assist us in the processing of your refugee claim and avoid delays.

- **If you are not certain of exact dates, you can put your best guess or estimate.**

- You can also upload a letter with an explanation where you have indicated your best guess under the "Documents to support your claim" tab of the portal.
- Clarification can also be provided at the biometrics or eligibility interview appointment.
- We recommend that all such explanations be recorded in one document.

Helpful information   When creating an IRCC Portal account, the same email address can

only be used once.

  - You'll receive an invitation code via email which you will need to sign up
- We recommend you bookmark the IRCC Portal page: https://portalportail.apps.cic.gc.ca/signin?lang=en.
- Internet Explorer (IE) is not a web browser supported by the portal. Please use a compatible browser, such as: ○   Google Chrome ○   Apple Safari ○

    Microsoft Edge ○   Mozilla Firefox
- When you log out and want to log back in, you will be sent a verification code via email each time. You need this verification code to log in.

- Use the portal's navigation tools to go into a previous section of your claim – do not use your browser's back arrows as this may cause issues.

- Portal users are automatically logged out after 20 minutes of idle time.

- If you log out then log back in, you can select "**Continue**" under the **Action** column beside your refugee claim record on the dashboard. You should then be taken to where you left off.

- You will have **90 days** (from when you start your claim in the portal) to submit a completed application. After 90 days, the system will delete your information, and you will have to start your application again.

- An un-submitted claim can be deleted by clicking "**Delete**" under the **Action** column beside your refugee claim record on the dashboard.

Representative

An authorized representative is someone who has a licence to practice and give advice. You can check if a person is licensed to represent immigrants or to give advice:

- Citizenship or immigration consultants must be a member of the *College of Immigration and Citizenship Consultants*.
- Lawyers or notaries must be a member of a Canadian provincial or territorial law society, or the *Chambre des notaires du Québec*.

Paralegals (Ontario only) must be members of the *Law Society of Upper Canada*.

Question 1: Are you applying on behalf of someone else? (required)

If you're preparing an application for someone else, you're a representative. To be someone's representative, you must provide the right forms to show you have their permission to handle their application for them.

From the options, select "Yes" or "No".

- If you choose "Yes," continue to question 2.
- If you choose "No," Click "Save and continue".

This section will only appear if you answered "Yes" to Question 1. If you answered "No", the Groups page will display.

Questions 2-14 require personal information for the representative, not the applicant.

Question 2: Are you an authorized paid representative? (required)

Only some people can charge you a fee or receive any other type of payment to be representatives. These people are called authorized representatives. We may return the application if you're paid but not authorized.

Answer no if you're a family member, a friend, or a third party who doesn't charge a fee to help someone with their application.

From the options, select "Yes" or "No".

☐ If you choose "Yes," continue to question 3. ☐
If you choose "No," continue to question 4.

Question 3: What's your paid representative membership ID number? (required)

This question will only be displayed if you answered "Yes" to question 2.

Enter your membership ID number.

Question 4: Who are you in relation to the person you're helping? (required)

This question will only be displayed if you answered "No" to question 2.

From the drop-down menu, select one of the following options:

- Family member
- Friend
- Other

  - If you select "Other", enter the relationship (required)

Information about the representative Question 5: Surname / last name (required)

Enter your surname/last name.

Question 6: Given name / first name

Enter your given name. If none, leave this field blank.

Question 7: Telephone type (required)
This should be the number where we can reach you during the day.

☐ Select one of the following:

  - Residential
  - Cellular
  - Other

Question 8: Telephone number country or territory (required)
Choose Canada/US if you have a telephone number within the North America Numbering Plan (NANP) and it has international calling code 1.

☐ Select one of the following:

  - Canada/US
  - Other

o If you select "Other", enter the country code (required)

Question 9: Telephone numbers (required)

Your telephone number should have this format: 5433434456. Don't include spaces or dashes.

Enter your telephone number.

Question 10: Extension number

Enter the extension number, if applicable

Mailing Address

Question 11: Country or Territory (required)

You must live at an address in Canada. You won't be able to choose another country or territory.

Question 12: Address lookup (required) Enter the following:

☐ Start typing your address, if your address doesn't show up, choose "Enter address manually" and enter your address details in the fields below.

- Street number (required)
- Street name (required)
- Apartment or unit number *if applicable*
- PO Box *if applicable*
- City or town (required)
- Province (required)
- Postal code, in the following format: X9X9X9 (required)

Question 13: Email address (required)

In the following format: name@example.com

Question 14: Confirm representative's email address (required)

Re-enter the email address. Do not copy and paste.

Click "Save and continue."

The remaining questions in this form are for the applicant to answer. If you are representing the applicant, answer all remaining questions using your client's information. For example, if we ask for 'Your first name,' enter your client's first name, not your own.

Groups

Question 15: Do you want to apply for more than 1 person at the same time? (required) For example, you want to submit an application for yourself, plus your spouse and children who are with you in Canada.

Note : Once you answer this question, you won't see it again. Make you sure answer correctly. If you need to add or remove family members from your application, you will need to delete your application and start again.

From the options, select "Yes" or "No". Click "Save and continue."

- If you choose "Yes," continue through the Groups section.
- If you choose "No," continue to the Personal Information section.

Step 1: How to create your group

1. Decide who will be your **head of family**.

   - You must add this person to the group first.
   - Your head of family can be

     - a parent, grandparent or guardian who is 18 years of age or older (for example, a father claiming refugee protection with his 2 children)

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- an unaccompanied minor (someone who is under the age of 18 and who doesn't have an adult with them), if the other people in the group are also under the age of 18 (for example, a 17-year-old claiming refugee protection with their younger brother or sister)

2. Click "**Add head of family**" to add your head of family to your group.

You will fill in some personal information (like name and date of birth) about this person.

You won't be able to delete the head of family's profile from your group once you add it.

- Surname/last name (required)

  - Write your name exactly as it appears on your passport or identity document.

- Given name/first name

  - Write your given name. If none, leave this field blank.

- Date of birth (required)

  - Choose your date of birth exactly as it appears on your passport or identity document.

- Gender (required)

  - From the list, select one of the following:

  - Male
  - Female
  - Another gender

- Height (required)

  - Enter your height in centimeters, or in feet and inches.

- Eye color (required)

  - Select your eye colour from the drop-down menu.

- UCI (unique client identifier)

  - If you were previously issued a temporary resident visa, study permit, work permit, or other document from IRCC, you have a UCI. This is an eight or ten digit number which looks like this: 0000-0000 or 0000000000. Enter this number without hyphen (-) or spaces.

3. Click "**Add family member"** to add each person making a claim with you to your group. You will fill in some basic information (like name and date of birth) about each person you add.
4. Lock your group (once you have added everyone who is making a claim with you) by clicking "**I have added all members**."

   - Once you lock your group, you won't be able to add anyone to, or delete anyone from, the group.

Step 2: How to complete your group application

1. Click "Continue" and complete the claim for your head of family first. You can only start their claim once you lock your group.

2. Click "Continue" and complete the claim for all other members of your group. You can only start these claims after you complete the claim for your head of family.

3. Once you have completed the claims of every member in your group, click the Save and continue button to move to the next step.

Personal Information

Questions 16-22 will only be displayed if you answered "No" to question 15.

Question 16: Surname/last name (required)

Write your full **surname/last name** as it appears on your passport, travel, or identity document.

Don't use initials.

Question 17: Given name/first name

Write all of your **given names/first names** (first, second or more) in full as they appear on your passport, travel or identity document.

Don't use initials.

If none, leave this field blank.

Question 18: Date of birth (required)

Choose your date of birth exactly as it appears on your passport, travel or identity document.

Question 19: Gender (required)

From the list, select one of the following:

- Male
- Female
- Another gender

Question 20: Height (required)

Enter your height in centimeters, or in feet and inches.

Question 21: Eye Colour (required)

Select your eye colour from the drop-down menu.

Question 22: Unique client identifier (UCI), if known

If you were previously issued a temporary resident visa, study permit, work permit, or other document from IRCC, you have a UCI. This is an eight or ten digit number which looks like this: 0000-0000 or 00-0000-0000. Enter this number without hyphen (-) or spaces.

Click "Save and continue."

Other Identities

Question 23: Have you used other names before? (required)

This includes nicknames, name at birth, name before marriage, etc.

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue."
- If you choose "Yes," click on "Add", and enter the following:

  - What type of name is it? (required): from the list, select one of the following:

  - Nickname/alias
  - Name before marriage/maiden name
  - Previous name

  - Surname/last name (required)
  - Given name/first name (If none, leave this blank)

- Click "Save".

Click "Save and continue".

Contact Information
Home address history

Question 24: Current home address in Canada (required)

Address lookup (required)

Start typing your address, if your address doesn't show up, choose "Enter address manually" and enter your address details in the fields below.

- Street number (required)
- Street name (required)
- Apartment or unit number *if applicable*
- PO Box *if applicable*
- City or town (required)
- Province (required)
- Postal code, in the following format: X9X9X9 (required)
- Date you started living at this address (required): if you do not know the exact day, enter "01"
- Is your mailing address the same as your residential address? Select "Yes" or "No." (required)

  - If you choose "Yes," continue through the past home address section. ▪ If you choose "No," enter the information for your mailing address using "**Address lookup**" or by choosing "**Enter address manually**".

Question 25: Past Home Address (required)

You need to list all the other addresses you've lived at in the past 10 years. Start with the last address you lived at. Don't add your current home address in Canada. Don't leave any gaps in time.

Click "Add" and enter the following information:

- Country or territory (required)
- Street address (required)
- City or town (required)
- Additional address details *if applicable*
- Postal code *if applicable*
- Status in this country or territory (required), select one from the drop-down menu:

  - Citizen
  - Foreign National
  - Permanent Resident
  - Protected Person

  - Refugee Claimant
  - Student

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- Visitor
- Worker

- Date you started living at this address (required): if you do not know the exact day, enter "01"
- Date you stopped living at this address (required): if you do not know the exact day, enter "01"

Click "Save" and repeat the above steps for each address you lived at for the past 10 years, or since the age of 18.

Contact information Question 26: Email address (required)

Your email address should have this format: name@example.com.

Question 27: Confirm your email address (required)

You can't copy and paste your email into this field, you must type it again.

Question 28: Telephone numbers (required)

Click "Add" and enter the details:

- Telephone type (required). This should be the number where we can reach you during the day. Select one of the following:

  - Residential
  - Cellular
  - Other

- Telephone number country or territory (required). Choose Canada/US if you have a telephone number within the North America Numbering Plan (NANP) and it has international calling code 1. Select one of the following:

  - Canada/USA
  - Other

- If you select "Other", enter the country code.

- Telephone numbers (required)

  - Your telephone number should have this format: 000000000. Don't include spaces or dashes.

- Extension number *if applicable*

Click "Save."
Repeat the above steps for all telephone numbers.

Click "Save and continue."

Language of the applicant

Question 29: What is your native language or mother tongue? (required)

Select the language from the drop-down menu.

Question 30: Do you speak any other languages?

Select the languages you speak from the drop-down list. You may select up to 4 other languages.

Question 31: What language do you want us to use during your interview? (required)

Select a language from the drop-down menu. If you do not select English or French, an interpreter who speaks this language will be present at the interview.

Question 32: What language do you want us to use to contact you? (required) Any documents or correspondence given to you will be in this language.

From the options, select "English" or "French."

Click "Save and continue."

Travel Document of the Applicant

Question 33: Have you ever had a passport? (required)

We need to know about all the passports you've had that are currently in your possession or for which you have the passport number and expiry date, even if you don't have them with you or they have already expired. This will help us confirm your identity.

- If you choose "No," continue to question 34.
- If you choose "Yes," click on "Add", and enter the following:

  - What kind of passport is it? (required): from the list, select one of the following:

  - Regular (issued for casual travel, such as vacations and business trips)
  - Diplomatic (issued to diplomats and typically grants certain privileges and immunities)
  - Official (issued to government employees and does not typically grant special privileges)
  - Service (official government service, not diplomatic)

  - Choose the country code that matches the one on your passport (required)
  - Place your passport was issued

  - What's the nationality on your passport? (required)
  - Passport number (required)
  - Issue date of your passport (required)
  - Expiry date of your passport (required)
  - Where is the original copy of this passport? (required): from the list, select one of the following:

  - You have it
  - Immigration, Refugees and Citizenship Canada (IRCC) or the Canada Border Services Agency (CBSA) has it

- What happened to your document? Provide details in the text box if you do not have the document with you (required)

- It's somewhere else (i.e. it's lost, left back home, missing or stolen, etc.)

- What happened to your document? Provide details in the text box if you do not have the document with you (required)

Click "Save."

Repeat the above steps to enter each passport you've had.

Question 34: Have you ever had another type of travel document? (required)

From the options, select "Yes" or "No."

- If you choose "No," click "Save and continue."
- If you choose "Yes," click on "Add" and enter the details:

  - What kind of travel document is it? (required): from the list, select one of the following:

  - Certificate of identity
  - Refugee Travel Document
  - Red Cross Travel Document
  - UN Laissez-Passer
  - Single Journey Travel Document

  - Seaman's Book
  - Organization of American States (OAS) Travel Document
  - Other travel document

  - Enter the name of the travel document (required)

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- Which country or organization issued your travel document? (required)
- Place where your travel document was issued
- Travel document number (required)
- Issue date of your travel document (required)
- Expiry date of your travel document (required)
- Where is the original copy of this document? (required): from the list, select one of the following:

- You have it
- Immigration, Refugees and Citizenship Canada (IRCC) or the Canada Border Services Agency (CBSA) has it

- What happened to your document? Provide details in the text box if you do not have the document with you (required)

- It's somewhere else (i.e. it's lost, left back home, missing or stolen, etc.)

- What happened to your document? Provide details in the text box if you do not have the document with you (required)

Click "Save."

Repeat the above steps to enter each travel document you've had.

Click "Save and continue" when complete.

Nationality

Question 35: Country or territory where you were born (required)

Select one from the drop-down menu.

Question 36: City or town where you were born (required)

Enter the city/town where you were born.

Question 37: Countries or territories of citizenship (required)

Click on "Add" and enter the details:

- Country or territory of citizenship (required): select one from the drop-down menu

  - If you don't have citizenship anywhere, choose "Stateless".

- How did you become a citizen? (required): select one from the drop-down menu: ▪ By birth

  - By naturalization (process by which a foreign citizen becomes a citizen of a new country)
  - By descent (passed down from parent to child)

  - If you answered "by naturalization," enter the date you became a citizen of this country or territory (required)

Click "Save."

Question 38: Do you have a valid national identity document? (required)
A national identity document is an identity card, commonly with a photo, issued by a country with official authority. Not all countries issue a national identity document. If you have one, provide your information.

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue".
- If you choose "Yes," click "Add" and enter the details:

- Country or territory that issued the document (required)
- Document number (required)

- Date of issue
- Date of expiry
- Where is the original copy of this document? (required): from the list, select one of the following:

- You have it
- Immigration, Refugees and Citizenship Canada (IRCC) or the Canada Border Services Agency (CBSA) has it

- What happened to your document? Provide details in the text box if you do not have the document with you (required)

- It's somewhere else (i.e. it's lost, left back home, missing or stolen, etc.)

- What happened to your document? Provide details in the text box if you do not have the document with you (required)

Click "Save."

Click "Save and continue."

Family Information

Family member definitions

Your family members include your spouse or common-law partner, your dependent children and any children that are their dependent children.

Spouse

Refers to either of the two persons (opposite or same gender) in a marriage legally recognized in the country in which it took place, as well as in Canada.

Proxy, telephone, fax, internet and similar forms of marriage where one or both parties were not physically present are not considered as valid spousal relationships under the Regulations. For more information, consult our policy on the legality of a marriage.

Common-law partner

Refers to a person who is living in a conjugal relationship with another person (opposite or same gender), and has done so continuously for a period of at least one year. A conjugal relationship exists when there is a significant degree of commitment between two people.

This can be shown with evidence that the couple share the same home, support each other financially and emotionally, have children together, or present themselves in public as a couple.

Common-law partners who have been in a conjugal relationship for at least one year but are unable to live together or appear in public together because of legal restrictions in their home country or who have been separated for reasons beyond their control (for example, civil war or armed conflict) may still qualify and should be included on the application.

Dependent children

We assess your child's eligibility as a dependant based on how old they were at a specific point in time, called the lock-in date. This is usually the date we received your application. To see if your child qualifies as a dependant, we consider the age of your child on the lock-in date, even though your child's age may change during processing.

Your child or the child of your spouse or common-law partner can be considered a dependent child if that child meets the requirements below on the lock-in date:

- ☐ They're **under 22 years old**, and
- • They don't have a spouse or common-law partner

Children 22 years old or older qualify as dependants if they meet **both** of these requirements:

- • They have depended on their parents for financial support since before the age of 22, and
- • They are unable to financially support themselves because of a mental or physical condition

With the exception of age, dependants must continue to meet these requirements until we finish processing your application.

Not sure if your child is a dependant? Check if your child qualifies by answering a few questions.

If your child's age was locked in on or before October 23, 2017, a previous definition of dependent children may apply.

Dependent child of a dependent child

 Refers to children of dependent children of the applicant and those of the spouse or common-law partner, if applicable.

Note: For applicants who started an immigration process before August 1ˢᵗ, 2014, consult the page Definition of Dependent Children Before August 1ˢᵗ, 2014

Marital Status

This section will only appear for persons 18 years of age or older.

Question 39: What is your current marital status? (required)

From the list, select one of the following:

- Annulled marriage
- Common-law
- Divorced
- Married
- Separated
- Single

  ▪ If you select "Single," continue to question 47.

- Widowed

Question 40: Date marriage or common-law relationship started (required)

Enter the date of marriage or start of common-law relationship.

Current Spouse or common-law partner Question 41: Surname/last name (required)

Write their full surname/last name as they appear on their passport, travel, or identity document.

Question 42: Given name/first name

Write the given name. If none, leave this field blank.

Question 43: Date of birth (required)

Enter their date of birth exactly as it appears on their passport, travel, or identity document. If you do not know their complete date of birth, select "unknown" for the month or day.

Question 44: Country or territory of birth (required)

Select the country or territory of birth from the drop-down menu, as shown in their passport or travel document.

Question 45: Is their address the same as yours? (required)

This question will only appear if you selected "Common-law" or "Married."

From the options, select "Yes" or "No".

- If you choose "Yes," continue to question 47.
- If you choose "No," enter the details of their current address:

  - Country or territory (required)
  - Street address (required)
  - City or town (required)
  - Additional address details
  - Postal code

Question 46: When did the relationship with your spouse or common-law partner end? (required)

This question will only appear if you selected "Annulled marriage," "Divorced," "Separated," or "Widowed."

Enter the date the relationship ended.

Previous marriages or common-law relationships Question 47: Have you been married or in a common-law relationship before? (required)

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue".
- If you choose "Yes," click "Add" and enter the details:

  - Relation type (required): from the list, select one of the following:

  - Common-law
  - Married

  - Surname/last name (required)
  - Given name/first name
  - Date of birth (required)

  - If you do not know their complete date of birth, select "unknown" for the month or day.

  - Date the marriage or common-law partnership started (required)
  - Date the marriage or common-law partnership ended (required)

Click "Save."

Click "Save and continue." **Children**

This section will only appear for persons 18 years of age or older.

Question 48: Do you have any children (biological, adopted or step-children) who are not already included in this claim? (required)
This means the children you are not including in your group claim. You must tell us about all your children, regardless of their age or where they live (even if you don't know where they are). If you don't include them, they may not be able to immigrate to Canada later on.

Note. You can only declare children that you **legally** adopted.

From the options, select "Yes" or "No".

- If you choose "No," select that you understand that you are not declaring any natural, adopted, or step-children, and click "Save and continue." □
- If you choose "Yes," click on "Add" and enter the details:

  - Surname/last name (required)
  - Given name/first name
  - Date of birth (required)

  - If you do not know their complete date of birth, select "unknown" for the month or day.

  - Relationship (required): select one from the drop-down menu

  - Daughter
  - Son
  - Step-daughter
  - Step-son

  - Country or territory of birth (required): select one from the drop-down menu
  - Does this child live with you? (required)

  - If you select "No," enter their present address information:

  - Country or territory (required)
  - Street address (required)
  - City or town (required)
  - Additional address details
  - Postal code

Click "Save."

Click "Save and continue."

Parents

Question 49: You must enter details for 2 parents. If you were adopted, include the details about your legal parents. If you don't have the required information for one or both of your parents, enter "unknown" in the field.

You must record 2 parents

Click on "Add" and enter the details:

- Surname/last name (required)
- Given name/first name
- Relationship (required)
- Date of birth (required)

  - If you do not know their complete date of birth, select "unknown" for the year, month, or day.

- If your parent or legal guardian is deceased, click the check box

  - If you click the check box, enter the date of death. If you do not know the exact date of death, select "unknown" for the year, month, or day.

- Country or territory of birth (required) ☐
  (required)
  Does this parent live with you?

  - If you select "Yes," click "Save".
  - If you select "No," enter their address information:

  - Country or territory (required)
  - Street address (required)
  - City or town (required)

- Additional address details
- Postal code

Click "Save."

Repeat the above for the second parent or legal guardian.

Click "Save and continue" when complete.

Guardian information

This section will only display for single claimants.

Question 50: Do you have a guardian because you can't understand the proceedings or you're under 18 years of age? (required)

From the options, select "Yes" or "No".

☐ If you choose "No," click "Save and continue". ☐
If you choose "Yes," continue to question 51.

Question 51: Guardian's relationship to you (required)

Select the type of guardian from the list:

- Other organization
- Guardian- Family
- Guardian – Friend of family
- Provincial child services
- Non-governmental organization for child services

Question 52: What organization does your guardian represent? (required) This question will only be displayed if you selected "Other organization."

Enter the name of the organization that your guardian represents.

Question 53: Choose the organization that your guardian represents (required)

This question will only be displayed if you selected "Provincial child services," or "Nongovernmental organization for child services."

Select the name of the organization that your guardian represents from the drop-down menu.

Question 54: Surname/first name (required)

Enter your guardian's surname/last name.

Question 55: Given name/last name

Enter your guardian's given name/first name. If none, leave this field blank.

Guardian's address

Question 56: Enter the following address information for your guardian in Canada:

☐ Start typing their street number and street name in "Address lookup" to find their address in the list. If you don't see their address, select "Enter address manually" to enter their address details (required)

- Street number (required)
- Street name (required)
- Apartment or unit number *if applicable*
- PO Box *if applicable*
- City or town (required)
- Province (required): select one from the drop-down menu ▪ Postal code, in the following format: X9X9X9 (required)

Click "Save and continue."

Travel to Canada

We may use this information to confirm how you entered Canada. Make sure it's accurate.

Question 57: How did you arrive in Canada? (required)

From the list, select one of the following:

- Air
- Sea
- Land

Question 58: Were you a crew member? (required)

This question will only appear if you selected "Air" or "Sea."

From the options, select "Yes" or "No".

☐ If you choose "Yes," continue to question 60. ☐
If you choose "No," continue to question 59.

Question 59: Were you a stowaway? (required)

This question will only appear is you answered "No" to question 58. A stowaway is a person who hides on a ship to travel in secret or without paying.

From the options, select "Yes" or "No".

Question 60: Where did you enter Canada? (required)

Select the port of entry (POE) from the search menu. Or, if you entered **between ports of entry**, you may pick the province, e.g. Ontario – In Between POEs. You may search the drop down menu using key words such as "Vancouver," "Pearson," or "Bridge."

Question 61: When did you most recently enter Canada? (required)

This may be found in a passport stamp or as the issue date of a permit.

Question 62: What is your current status in Canada? (required)

Select one from the drop-down menu:

- Permanent resident
- Visitor – visa exempt
- Visitor – with visa
- Student
- Worker
- Temporary resident permit holder
- Foreign national – no status
- Crew
- Protected person

Question 63: What is the number on your immigration status document?

This question will not display if you selected "Visitor – visa exempt," or "Foreign national – No status," or "Crew."

Enter the document number found on your study permit, work permit, visitor record, temporary resident visa counterfoil, temporary resident permit, or confirmation of permanent residence.

Question 64: What is your ticket number? (required)

Enter the number on the ticket you used to travel to Canada. Enter "unknown" if you don't know it or don't have your ticket number. You may enter "not applicable" if you did not use a ticket to travel to Canada (e.g. arrived by land).

Question 65: Route to Canada (required)

Tell us how you travelled to Canada. Start with your arrival in Canada and work all your way back to when you left your country or territory of persecution.

Click on "Add" and enter the following information:

- How did you travel (required): from the list, select one of the following:

  - Air
  - Sea
  - land

- Date you left (required)
- Country or territory you left (required)
- City/town (required)

  - If you selected "air," input the airport you flew out of (required)

- Date you arrived (required)
- Country/territory you arrived in (required)
- City/town (required)

  - If you selected "air," input the airport you landed at (required)

Click "Save."
Repeat these steps for each part of your journey to Canada.

Click "Save and continue."

Education, work and other activities

This section will only display for persons 18 years of age or older.

You must complete this entire section to be able to save your details.

You can only save your information after you answer all the questions below and fill in each table. If you leave the application without providing all these details:

- your information will not be saved,
- you will have to input the information again when you return.

Post-secondary education history   Question 66: Are you currently studying or have you ever studied at a post-secondary school? (required)

This could be a university, college or vocational school. You don't need to have completed a certificate, degree or diploma.

From the options, select "Yes" or "No".

- If you choose "No," continue to question 67.
- If you choose "Yes," click "Add" and provide the details:

    - School or institution name (required)
    - Date studies started (required)
    - Date studies ended (required)

    - Click the check box if you are still studying at this school or institution

    - Level of study (required): select one from the drop-down menu
    - Field of study (required): select one from the drop-down menu
    - Did you get a degree, diploma or certificate after completing this program? (required)
    - Country or territory (required): select one from the drop-down menu
    - City or town (required) ▪ Street address

Click "Save."

Repeat the above steps for each program you studied or are currently studying.

Work and activities history

Employment and other activities for the past 10 years or since the age of 18.

Question 67: Work and activities (required)
You must enter every other job or activity from the last 10 years or since the age of 18. Don't leave gaps in your history, other than for time spent studying or working in the jobs listed above.

Click "Add" and provide the following details:

- Date started (required)
- Date ended (required)

    - Click the check box if this is your current employer or activity

- Work or activity (required): select one from the drop-down menu
- Job title (required): select one from the drop-down menu
- Company or employer name (required)
- Responsibilities (required): enter as many details as possible about your responsibilities for this position or activity.
- Country/territory (required): select one from the drop-down menu
- City or town (required)
- Street address

Click "Save."

Repeat the above steps for all employment and activities for the past 10 years or since the age of 18.

Government positions Question 68: Have you ever held any government positions? (required)
A government position could be a civil servant, judge, mayor, Member of Parliament, hospital administrator, or employee of a security organization.

From the options, select "Yes" or "No".

- If you choose "No," continue to question 69.
- If you choose "Yes," click on "Add" and enter the details:

    - Date started (required)
    - Date ended (required)

    - Click the check box if you currently work for this employer

    - Job title (required): select one from the drop-down menu

- Company or employer name (required)
- Level of jurisdiction (e.g. national, regional, municipal) (required)
- Department/branch (required)
- Activities and/or position held (required)

- Country or territory (required): select one from the drop-down menu
- City or town (required) ▪ Street address

Click "Save."

Military or Police Service

Question 69: Did you serve in any military, militia, civil defence unit, security organization or police force? (required)

This includes any optional service (you weren't required to serve) and reserve or volunteer units.

From the options, select "Yes" or "No".

- If you choose "No," click on "Save and continue"
- If you choose "Yes," click "Add" and enter the details:

  - Type of service (required): select one from the drop-down menu
  - Date started (required)
  - Date ended (required)

  - Click the check box if you currently work for this employer

  - Country/territory (required): select one from the drop-down menu
  - City or town (required)
  - Your duties (required)
  - Was your service mandatory or did you volunteer?

  - From the options, choose either "Mandatory military service (conscript)" or "Volunteer service"

  - Your rank (required)
  - Name and rank of your commanding officer (required)

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- Type of unit (required)
- Unit name (required)
- Number of people you supervised
- Reason for end of service (required): select one from the drop-down menu

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- If you selected "Other," indicate the reason under "Other reason description (required)"

Click "Save."

Click "Save and continue."

Criminality

This section will only display for persons 18 years of age and older.

Question 70: Have you ever been convicted of a crime in any country or territory? (required)
This includes driving under the influence of alcohol or drugs.

From the options, select "Yes" or "No".

- If you choose "No," continue to question 71.
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible about what happened when you were convicted and why. This will help us process your application. You'll also need to upload any documents related to this conviction.

- Crime or offence (required): tell us about the crime or offence you were charged with or wanted for
- Country or territory (required): select one from the drop-down menu
- Location (required)
- Date of conviction (required)
- Length of jail or prison sentence (required): enter the length of your sentence in months
- Fine amount: enter the total fine amount you paid in Canadian dollars, if applicable

---

Click "Save."

Question 71: Have you ever been arrested or detained in any country or territory? (required) This includes driving under the influence of alcohol or drugs. Don't include any crimes you listed above.

From the options, select "Yes" or "No".

- If you choose "No," continue to question 72.
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible about what happened, when and why. This will help us process your application. You'll also need to upload any documents related to it (if you have them).

  - Reason for arrest or detention (required)
  - Country or territory (required): select one from the drop-down menu
  - Location (required)
  - Date detained (required)
  - Date released (required)

  - If you were detained for less than 24 hours, enter the same date in the "from" and "to" fields.

Click "Save."

Question 72: Have you ever been charged, sought, or wanted for a crime in any country or territory? (required)
This includes driving under the influence of alcohol or drugs. Don't include any crimes you listed above.

From the options, select "Yes" or "No".

- If you choose "No," continue to question 73.
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible about what happened, when and why. This will help with processing your application. You'll also need to upload any documents related to it (if you have them).

- Crime or offence (required)
- Country or territory (required): select one from the drop-down menu ▪ Location (required)
- Date crime committed (required) ▪ Date charged (required)

Click "Save."

Question 73: Have you ever committed a crime in any country or territory? (required) This includes driving under the influence of alcohol or drugs. Don't include any crimes you listed above.

From the options, select "No" or "Yes".

- If you choose "No," click "Save and continue."
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible about what happened, when and why. This will help with processing your application. You'll also need to upload any documents related to it (if you have them).

    - Crime or offence (required)
    - Country or territory (required): select one from the drop-down menu
    - Location (required)
    - Date crime committed (required)

Click "Save."

Click "Save and continue."   **Admissibility**

This section will only display for persons 18 years of age and older.

Question 74: Have you supported, been a member of, or been associated with any organizations? (required)
This includes trade unions, professional associations and any political, social, youth or student organizations.

From the options, select "Yes" or "No".

- If you choose "No," continue to question 75.
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible, such as when you were a member or supporter and why. This will help us process your application:

  - Date you became a member or supporter (required)
  - Date you stopped being a member or supporter
  - Organization name (required)
  - Type of organization (required): include details like the organization's objective or mission
  - Your activities (required): include details like any positions you held and what you did as a member or supporter of this organization
  - City or town (required)
  - Country or territory (required): select one from the drop-down menu

Click "Save."

Question 75: Have you supported, been a member of, or been associated with any organizations that uses, used, advocated or advocates the use of armed struggle or violence to reach political, religious, or social objectives? (required)

From the options, select "Yes" or "No".

- If you choose "No," continue to question 76.
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible, such as when you were a member or supporter and why. This will help us process your application:

  - Date you became a member or supporter (required)
  - Date you stopped being a member or supporter
  - Organization name (required)
  - Type of organization (required): include details like the organization's objective or mission
  - Your activities (required): include details like any positions you held and what you did as a member or supporter of this organization
  - City or town (required)

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- Country or territory (required): select one from the drop-down menu

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Click "Save."

Question 76: Have you been a member of an organization that is or was engaged in criminal activity? (required)

From the options, select "Yes" or "No".

- If you choose "No," continue to question 77.
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible, such as when you were a member and why. This will help us process your application:

  - Date you became a member or supporter (required)
  - Date you stopped being a member or supporter
  - Organization name (required)
  - Type of Organization (required): include details like the organization's objective or mission
  - Your activities (required): include details like any positions you held and what you did as a member or supporter of this organization
  - City or town (required)
  - Country or territory (required): select one from the drop-down menu

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Click "Save."

Question 77: Have you ever witnessed or participated in the ill treatment of prisoners or civilians, looting or desecration of religious buildings? (required)

If you were **not** a member of the military but witnessed these actions, you may respond "No".

From the options, select "Yes" or "No".

- If you choose "No," continue to question 78.

- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible about what happened, when and why. This will help us process your application:

  ▪ Date incident began (required)
  ▪ Date incident ended (required)
  ▪ Branch/Unit of Service/Perpetrator (required)
  ▪ Your rank (required)
  ▪ Your commanding officer (required)
  ▪ City or town (required)

  ▪ Country or territory (required) ▪   Details (required)

Click "Save."

Question 78: Have you ever used, planned, or advocated the use of armed struggle or violence to reach political, social or religious objectives? (required)

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue".
- If you choose "Yes," provide your answer in the text box.

Click "Save and continue."

Medical History

Question 79: Have you ever had any serious disease, or physical or mental disorder? (required)

From the options, select "Yes" or "No".

- If you choose "No," continue to question 80.

- If you choose "Yes," provide your answer in the text box. Include as many details as possible (such as when you were ill and why). This will help us process your application.

Question 80: Do you currently have any infectious diseases? (required)

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue."

- If you choose "Yes," provide your answer in the text box. Include as many details as possible (such as when you were infected and how). This will help us process your application.

Click "Save and continue."

Travel History

This section will only appear for persons 18 years of age or older.

Question 81: In the past 10 years, have you travelled to a country or territory other than where you live now or where you're a citizen? (required)

From the options, select "Yes" or "No".

- If you choose "No," continue to question 82.
- If you choose "Yes," click on "Add" and enter the details. If you travelled to the same country several times in one month, add only one entry to the table and use the first and last dates of the month as your travel dates.

  - Date travel started (required)
  - Date travel ended (required)
  - Country or territory (required): select one from the drop-down menu ▪ Location (required)
  - Purpose of travel (required): enter as many details as possible about your purpose of travel

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- Status in this country or territory (required): select one from the dropdown menu

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- If you select "Other", enter the status you had in this country or territory in the text box provided

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Click "Save."

Question 82: Has Canada or any other country ever refused to issue you a visa or permit, denied you entry to the country, or ordered you to leave? (required)

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue."
- If you choose "Yes," click on "Add" and enter the details. Include as many details as possible. This will help us process your application. Make sure to include if you have been issued a permit since being refused (list the document number, the date it was issued and the date it expired).

- Date: enter the date you were denied a visa or permit, refused entry or ordered to leave
- Country or territory (required): select one from the drop-down menu ▪ Details (required)

Click "Save."

Click "Save and continue."

Canada and US Visas

Green Card Details Question 83: Are you a lawful permanent resident of the United States with a valid Green Card (alien registration card)? (required)

From the options, select "Yes" or "No".

- If you choose "No," continue to question 84.

- If you choose "Yes," answer the following questions:

  - What is the United States Citizenship and Immigration Services (USCIS) number on your permanent resident card (green card)? ▪ Green card expiry date (required)

Canada and US visitor visas Question 84: Have you held a Canadian visitor visa in the past 10 years? (required)

From the options, select "Yes" or "No".

Question 85: Do you currently hold a valid U.S non-immigrant visa? (required)

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue".
- If you choose "Yes," enter the following information:

  - Non-immigrant visa number, found on your visa (required)
  - Non-immigrant visa expiry date (required)

Click "Save and continue."

Refugee Background

Question 86: Do you have any family members or friends in Canada? (required) This could be uncles, cousins, nieces, etc. Do not list family members who are a part of your refugee claim application or who you provided details on earlier in the claim. You only need to include those known to you or who you are in contact with.

From the options, select "Yes" or "No".

- If you choose "No," continue to question 87.
- If you choose "Yes," click on "Add" and enter the details:

  - Surname/last name (required)
  - Given name/first name
  - Relationship (required)
  - Gender (required): select one of the following:

  - Male
  - Female
  - Another gender

  - Date of birth (required)

  - If you don't know their date of birth, select "unknown" for the year, month, or day.

  - Country or territory (required): select one from the drop-down menu.
  - Do you know their address? (required)

  - If you selected "Yes", enter the following details:

  - Country or territory (required)
  - Address lookup (required): start typing their address, if you don't see their address, select "Enter address manually" and enter their address details in the fields

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  - Street number (required)
  - Street name (required)
  - Apartment or unit number *if applicable*
  - PO Box *if applicable*
  - City or town (required)
  - Province (required)
  - Postal code, in the following format: X9X9X9
                    (required)

Click "Save."

Repeat the above steps to enter each family member or friend you have in Canada.

Question 87: Did someone help you come to Canada? (required)
This includes people who purchased your ticket, helped you get a visa, or gave you a fraudulent passport.

From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue".
- If you choose "Yes," click "Add" and enter the details:

  - Surname/last name (required)
  - Given name/first name
  - Relationship (required)
  - Type of help (required): select one from the drop-down menu

  - Travel agent
  - Facilitator
  - Guidance
  - Consultant

  - Did you pay this person? (required)

  - If you selected "Yes", indicate the amount you paid them in Canadian dollars (required)

  - Do you know their address? (required)

  - If you selected "Yes", enter the following details:

  - Country or territory (required): select one from the dropdown menu
  - Street address (required): enter the address, including house number or building number if applicable
  - City or town (required)
  - Additional address details ▪ Postal code

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Click "Save."

Repeat the above steps to enter each person that helped you come to Canada.

Click "Save and continue."

Reason for claim

Question 88: Are you afraid to return to your home country (or territory) or the country (or territory) where you normally live? (required)

From the options, select "Yes" or "No".

- If you choose "No," continue to question 94.
- If you choose "Yes," click "Add" and select the country from the drop-down menu.

Question 89: Why are you unwilling or unable to return to your home country (or territory) or country (or territory) where you normally live? (required)

Provide your answer in the text box.

Question 90: Why did you not move to another part of your home country (or territory) or the country (or territory) where you normally live? (required)

Provide your answer in the text box.

Question 91: Did you ask police for help in your home country (or territory) or the country (or territory) where you normally live? (required)

From the options, select "Yes" or "No".

Question 92: What did the police do after you asked for help? (required) This question will only display if you answered "yes" to question 91.

Provide your answer in the text box.

Question 93: Why didn't you ask the police for help? (required) This question will only appear if you answered "no" to question 91.

Provide your answer in the text box.

Question 94: Why did you not claim when you arrived in Canada (at a port of entry)?

Provide your answer in the text box.

Question 95: Why did you wait until now to submit your claim? (required)

Provide your answer in the text box.

Question 96: Why did you decide to come to Canada (instead of another country or territory)? (required)

Provide your answer in the text box.

Question 97: Have you ever made a claim for refugee protection in any of the following places: in Canada or at a Canadian visa office abroad, in any other country or territory, or with the United Nations High Commissioner for Refugees (UNHCR)? (required) From the options, select "Yes" or "No".

- If you choose "No," click "Save and continue."
- If you choose "Yes," click on "Add" and enter the details:

  - Country or territory (required)
  - Date (required)
  - Claim outcome (required): select one from the drop-down menu ▪ Claim Details (required)

Click "Save."

Click "Save and continue."

Other claim details

Question 98: Where would you like to be interviewed? (required)

This interview will be with Immigration, Refugees and Citizenship Canada. This is not a hearing with the Immigration and Refugee Board of Canada.

Select an interview location from the drop-down menu.

Question 99: Do you need accommodation for any of the following?

If you need accommodation for one or more of the conditions below, select which ones. If you don't need accommodation, leave this field blank.

- Blind or has a visual impairment
- Deaf or hard of hearing
- Mobility impairment (uses a wheelchair, cane, etc.)

- Unable to understand the proceedings

Question 100: Do you need any other accommodation not listed above (please specify)

If you need accommodation for another condition, write it in the text box.

Question 101: Do you want to apply for a work permit? (required)

Claimants 16 years and older may request a work permit. You don't need to submit a separate application or pay extra fees. Requesting a work permit doesn't mean you'll get one. You must still be eligible for a work permit.

From the options, select "Yes" or "No".

Click "Save and continue."

Summary of your Information

How to review and correct your answers

Select the Edit icon to change your answers

☐ For example, if you need to correct your passport number, click on the Edit icon in the Travel document section of the summary information.

If you change your answers, you may need to answer related questions again

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- If so, you'll see empty fields for those questions.

- You won't be able to move to the next section until you answer the questions in the empty fields.

To return to the summary screen, you need to click on the 'Save and continue' button of each section.

Click "Save and continue" when complete.

Note

Step 2: Gather and upload documents

Documents to support your claim

The list of documents you need to give us depends on how you answered the questions.

You need to upload all documents:
- Listed in the supporting documents section below
- Before you submit your claim

Make sure the documents you upload are accurate and complete. Review them before you upload them.

Note: You can't change or add documents in your application after you submit your claim in the portal. You can bring additional documents to your biometrics appointment or eligibility interview if you would like to include them with your claim.

Missing documents in your application

If information is missing or an incorrect document has been uploaded with your application, we will send you a message to request it. Check your email regularly, including the junk/spam folders. You can submit any information we request securely using your portal account. We will need the missing information to continue processing your claim.

File size and accepted formats

A file size of 9.6MB is allowed for the Passport, Other travel documents and Basis of Claim documents. Every other document has a file size limit of 2MB.

We accept these file formats:

- .tiff
- .jpg
- .doc
- .docx

- .pdf

If your file is bigger than the size limit or you need to provide multiple files in 1 upload field, our website's Help Centre has tips to help you.

- Go to Canada.ca/immigration

- Search for "reduce file size" or "add multiple files"   **Passport or travel documents**

You must provide a recent photocopy of a least one passport or travel document (for each claim). All photocopies must be clear and easy to read. Ensure that you are photocopying the page with your photo on it.

Required documents

You must upload:
- A complete Basis of Claim form (PDF, 541 KB), including any additional information on other sheets of paper;
- A copy of your travel/ID document (in colour if possible), unless it is not in your possession and you have provided details why in Question 33;
- A complete Use of a Representative form (PDF, 260 KB) (if applicable); and
- A Declaration – Authorization for representative to submit refugee claim through the IRCC Portal (if your representative is submitting the portal claim on your behalf)

Note: If the representative is submitting a claim on your behalf, the **Use of a Representative form and Declaration** form **should be combined into one scanned file** and uploaded to the "Use of a representative" field in the portal.

Note. If you have written additional information on other sheets of paper, they should be combined with the completed **Basis of Claim form** into one scanned file and uploaded to the "Basis of Claim" field in the portal.

Optional Documents

You can upload other documents in support of your claim, including:

- Identity documents;
- Proof of your arrival and entrance to Canada
- Proof of membership in political organizations, unions, or other groups
- Police or medical reports
- Business records
- A copy of your Green Card

- A copy of any criminal convictions
- Proof of ill treatment, desecration, or looting you witnessed or took part in ☐ News articles and human rights reports on country conditions, etc.
- Any other document that could support your claim for refugee protection
- An explanation of any difficulties you had in submitting or providing information in the portal
- An Appointment of a Designated Representative for Accompanied Minors form (PDF, 215 KB) (if applicable)

How to find out more about each document

Click on each document name to learn more about what it is, what details to include in the document, and useful tips.

Translation of documents

If your documents are not in either English or French, you must have them translated into the official language (English or French) that you have chosen for your proceeding. The translations and a translator's declaration must be provided, along with copies of the documents. The translator's declaration must include:

- the translator's name;
- the language translated; and
- a statement signed by the translator that the translation is accurate.

If you do not provide your documents in either English or French, they cannot be used at the IRB proceeding unless the Member (the person who hears the case and makes the decision) agrees.

For more information, please see the Claimant's Guide on the IRB website.

Click "Save and continue" when complete.

Step 3: Submit the refugee claim

Consent and declaration

The text displayed will differ depending on whether you are applying for yourself, or an authorized representative is applying on your behalf.

Read the consent and declaration before electronically signing your name in the text box. If you are an authorized representative applying on behalf of a claimant, you must electronically sign your name, not the claimant's name. Do not use initials.

Complete your claim

Click "Submit Application."

Note: Once you click this, you cannot modify or add information.

Success! Your application has been submitted.

Within 24 hours, you should get a confirmation message in your account for each application you submitted. You'll also receive a PDF copy of the information you submitted in a separate message. Download a copy for your records.

☐ Each application will have its own application number.

After we receive your application, it may take up to 5 days to see it in your account. If you don't see it after 5 days, report a technical problem through our web form. This won't delay your claim.

If we need to contact you

We'll send you an email to let you know that there's a new message in your account.

We'll also contact you   if we need more information from you,
        ☐
    like ☐   additional documents   with a date for an interview
    with an immigration officer

What Happens Next

We′ll give you a date and time to go to a local office to continue your refugee claim.

After you apply online

What happens after you submit your application

You'll get a confirmation email from us soon.

Make sure to check the junk mail folder of the email address you gave us on your application. Some spam filters may block automated emails.

You should return to your "Account Home" page to save and print a copy of your Client Application Summary, and for updates on the status of your application. This document contains all the details you submitted in your claim and confirms your claim has been submitted. You can find this document for each claim you submitted by clicking "**Check full application status**" next to each claim on your home page.
We'll confirm there are no technical problems with your application before entering it in our system. After we confirm your application, we'll add the information you provided to our system. Once this is done, you'll find application numbers in your list of claims.
The portal will provide the status of your application up until the point a decision on eligibility is made. You will see status updates on the following:

- Medical results
- Additional documents (requested by IRCC)
- Interview
- Biometrics
- Background check
- Referral decision

When these statuses are updated and documents uploaded by IRCC into the portal, you will receive an email telling you that a change has been made to your account. Go to the "Messages about your application" section to view your messages from IRCC.

Note: It can take up to 7 days to add application numbers. If you don't see one after 7 days, contact us through our web form to report the problem. You'll need to know the reference number listed in your dashboard when you contact us.

Important information

Updating your contact information

During the application process, you must advise us of any change of address, telephone number(s) and email address immediately. Changes to your contact information should be made through the IRCC Webform.

Note: Once your claim has been referred to the Immigration and Refugee Board (IRB), you must also advise the IRB of any change in contact information. Instructions on how to do this are included in the IRB's "Claimant's Guide".

Protecting your information

Your personal information is:

- available to IRCC and the Canada Border Services Agency (CBSA) employees who need to see it to provide the services to you, **and**
- not disclosed to other organization except as permitted under the provisions of the *Privacy Act* **or** the *Citizenship Regulation*

For more information about the protection of your data, visit the Help Centre.

Online service

For more information about the programs offered by IRCC, visit Immigration and Citizenship.

Need help?

If you need help, you can find answers to your questions by visiting the Help Centre.

There is a Help Centre Q&A that advises clients what to do if they are having difficulties using the portal.

If you can't access the Internet from home or work, or you don't have a printer:

- ask a friend, family member or community member for help
- try a public library or business that provides internet access and printing services
- contact a local NGO or community organization that can help refugee claimants

If you are inside Canada, the method to submit your refugee claim is online. However, some clients may not be able to submit online for certain accessibility reasons. If you are unable to apply online, please see our website for further information:
https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/claimprotectioninside-canada/apply-paper.html
Representatives may also contact IRCC through the Immigration Representative email mailbox:
IRCC.ImmigrationRepresentatives-Representantsimmigration.IRCC@cic.gc.ca.

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