

## **Immigration, Technology, and Portals**

The field of immigration is so fast moving – from new policy, laws, and constant updates. No where has it changed more rapidly, than on the technology side. We've moved from paper applications to online submissions. There are numerous portals, almost too many to count. Along with managing portals, there is the issue of having to handle technical glitches, hiccups, outages, and lockouts. We've put together some basic tips and information based on your input, from previous seminars and from IRCC directly. Thank you to all who contributed. We encourage you to consider taking CAPIC's most recent seminar – [Welcome to Immigration, Technology and Portals](#). Some of these tips are directly from this session!

### **Portal Hacks**

1. When you can't log in, try clearing your cache and cookies—be careful. Don't lose your passwords!
2. Trying using a new browser such as Chrome or Microsoft Edge.
3. Consider going incognito or private mode.
4. Log in and log out.
5. Considering using a VPN to log in
6. Those having the "cookies and cache" problem/feature, before clicking the "Continue to GC Key" button, try clicking the little lock beside the URL (Google Chrome browser).
7. Go have a real cookie while you wait to log in again.

## **Tech Issues/Troubleshooting**

1. It's not you. There's a general outage. Check to see if the issue is with IRCC. <https://twitter.com/CitImmCanada>
2. Take screenshots to prove what have done/uploaded.
3. Are you using the right link? Right portal?
4. Watch for extra extensions and spacing—sometimes, it can be as simple as that!
5. Find the right program to shrink your files. Adobe ProDC, DocuPub, Foxit Editor.
6. Create a naming convention for uploads of your files so all are organized, and you don't upload the wrong file!
7. Sometimes copy/paste doesn't work, but and its better to retype information!
8. Work to use your Rep portal as much as you can and not the client portal – because you can only use your email once!
9. Ensure your client has signed off and is comfortable with the information and submission being submitted.
10. Locked out of APR, forward a screenshot, and write to [ImmigrationRepresentatives@cic.gc.ca](mailto:ImmigrationRepresentatives@cic.gc.ca). Apply for a new GC key, advise the issue, and provide your previous login details to IRCC so they can connect to your own account.
11. Be sure to manage expectations for your clients as you navigate the portals together!

12. Think of creating your own Linktree of all the portals and links. Here is one!

But you can make your own! IRCC Portal Link

Tree: <https://linktr.ee/IRCCportals>

13. Useful links:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides.html>

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/partners-service-providers/authorized-paid-representatives-portal/enrolment-guide.html>