

CIC Portal User Guide:

Authorized Paid Representatives



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Introduction

As an Authorized Paid Representative enrolled in the CIC portal, you have the ability to electronically conduct business on behalf of your clients. Users can submit any applications, and corresponding documentation, currently offered online by Citizenship and Immigration Canada (CIC).

This guide will provide users with an overview of the functionality available in the CIC Portal. Also, it provides information on specific tools and processes which enable users to create, prepare, submit, and pay (if applicable) for online applications on behalf of clients.

Secure Credential

The secure credential service is provided by the Government of Canada to allow users to securely conduct business online with CIC. When users enrol with the CIC Portal, their unique secure credential identity was linked to their CIC Portal account. Each time a user attempts to access the portal, they are required to input their secure credential User ID and password. If a user forgets their secure credential User ID, it cannot be retrieved by the secure credential service or CIC. In addition, if a user has forgotten or misplaced their password, the security measures do not allow the secure credential service to recover the password. However, users can create a new password by correctly responding to the recovery questions that were created by the user at the time of registration.

Note: If a user loses their secure credential User ID or responds incorrectly to their recovery questions, they must register for a new secure credential User ID and re-enrol in the CIC Portal. For information on how to re-enrol, see the <u>CIC Portal Enrolment Guide for Authorized Paid</u> <u>Representatives</u>.

Working in the CIC Portal

When working in the CIC Portal, there are specific requirements that should be met which will affect how users navigate in the environment.

Use of Browser Navigation Buttons

When trying to navigate to the previous screen within the Portal, users should not to use the browser's navigation buttons (Back, Forward, Refresh, and Stop). Instead, it is recommended that users use the path of links at the top of the page; these links are also sometimes referred to as "breadcrumbs".

Using the browser's navigation buttons can cause instability in the environment and cause system errors. The "breadcrumbs" identify the path that was followed to reach the current page; they are located beneath the Citizenship and Immigration Canada banner.



CIC Portal Home Page

Last Access Information

The CIC Portal Welcome page features a personalized greeting with the user's name (as entered at the time of enrolment), as well as, the date and time of their last login to the Portal.

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Portal											
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The last make sur	time y re you	you <mark>sig</mark> n Ir accou	ed in was nt hasn't b	on Novemb een compr	er 6 2013 at 03 omised.	3:44:26 PM EST. If th	is is incorrect	, please	email us	at 🖂 <u>que</u>	stion@cic.gc.ca to
Make sur	re you	ı sign ou	it and clos	e your brov	vser when you	are done your sessior	n for today. T	his will he	elp preve	nt unauth	norized access to

The last login information allows users to monitor when they last accessed their CIC Portal account. If a user's last login information is incorrect, or if they suspect access to their account has been compromised, the user should <u>notify</u> CIC of the issue.

Contact Information

The contact information, which was provided at the time of enrolment, is displayed on the user's Welcome page. Apart from the user's e-mail address, these fields cannot be modified.

Updating Contact Information

The Contact Information fields pertaining to a user's name (family and given) and Representative CIC ID (Party ID) are not modifiable. If a user's name needs to be changed, they are required to submit a new enrolment request (see the <u>CIC Portal Enrolment Guide for</u> <u>Authorized Paid Representatives</u>) and provide appropriate identity documents to support this request.

Note: It is a user's responsibility to keep their contact information in the CIC Portal up-to-date.

E-mail Notifications

The e-mail address users provided to CIC at the time of enrolment is displayed under Contact Information. The Notification E-mail Address and Language for E-mail Notification fields can be modified and saved, if necessary. E-mail notifications allow users to receive an e-mail from CIC notifying them that a message has been sent by CIC pertaining to a submitted application; this eliminates users from having to login to their Portal account unnecessarily to check for messages from CIC.

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CIC Portal			
🕜 FAQ 🔒 Security 📟 System Requirements 🕥 A	uthorized Paid Representatives - Guide	🔒 Privacy 🍵 Print	E Logout
Welcome to CIC's Portal Jane Smith			
The last time you signed in was on November 14 2013 at 12:4 compromised.	3:30 PM EST. If this is incorrect, please	e email us at 🖂 <u>question@c</u>	<u>cic.gc.ca</u> to make sure your account hasn't been
Make sure you sign out and close your browser when you are Contact Information	done your session for today. This will h	elp prevent unauthorized a	ccess to your account.
Family Name	Smith		
Given Name	Jane		
Representative CIC ID	P1184438487		
Notification Information			
Please supply the e-mail address that you wish to receive	e notification of messages.		
Notification E-mail Address (required)	jane.smith@email.ca		
Preferred language of notification	English		
	Save Reset my security questions		

What Would You Like to Do Today?

Access Representative Queue

This link enables users to access their queue of online applications.

What would you like to do today?

Access Representative Queue

From the Representative Queue, a user can start a new application, continue in progress applications, view previously submitted applications, as well as, view messages received pertaining to submitted applications.

CIC Portal Account Messages

At the bottom of the CIC Portal Welcome page, there is a CIC Portal account messages section (previously entitled 'My Messages'). This section is a user's personal message box and is separate from the messages received as part of a client's online application in the queue. For example, messages received in this box can pertain to the request of additional documents from CIC as part of the CIC Portal enrolment process.

To view these messages, click the desired item in the Subject column and click the hyperlink to view the message.

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elcome to CIC's Portal Jan	et Wils	on		
last time you signed in was on November 13 promised.	2013 at 0	9:57:14 AM EST. If this is incorrect,	, please email us at <u>⊠ question@ci</u>	c.gc.ca to make sure your account hasn't
e sure you sign out and close your browser	when you a	are done your session for today. Thi	s will help prevent unauthorized ac	cess to your account.
Vhat would you like to do	today?	2		
pply for:				
Authorized Paid Representative Enrolment A	pplication			
View my submitted applications				
		View my submitted application	ations	
Transmitted	App #	Date Created	Date Transmitted	Options
Authorized Paid Representative Enrolment	493302	April-10-2013 09:40:18 AM EDT	April-10-2013 01:42:53 PM EDT	View submitted application
IC Portal account messag	es			
or messages about your clients' applications	, see "cheo	k status and messages" under the '	"Your Online Applications" section.	
Show 10 💌 entries				Search:
		Correspondence		
Subject		🛊 Date sent	🕴 Date read	l 🔶
 Request for Additional Document(s) - A 09:44:01 AM EDT 	pril-10-201	3 April-10-2013 09:44:01	LAM EDT November-	7-2013 03:46:28 PM EST
Hello Janet Wilson,				
An additional document is required to suppo	rt your Onl	ine Application ref # 493302.		
test				
It is important that you provide the docume	nt request	ed to continue with your Online App	lication.	
Provide the requested document by choosir directions provided in the checklist.	g the "Viev	v Document Checklist" button in the	"Transmitted" section of the MyCI	C Welcome Page and follow the
showing 1 to 1 of 1 entries				Previous Next >>

Queue Basics

Queue of Online Applications

This queue contains all of the applications that are in progress and that have been completed and submitted to CIC on behalf of clients. Representatives have the option of searching for applications and filtering applications in the queue. Once the search criteria are entered, the results are automatically displayed.

To select an in progress application, a user clicks on the "In Progress" button and for submitted applications, on the "Check status and messages" button. Once an application has been submitted to CIC, users can no longer access and modify the application; however, they can still view the list of documents that were submitted with the online application. Users are also able to attach new documents to the application, if requested by CIC.

Searching for Applications

Users can search for applications by the Applicant's Name, Application number, Case ID, or Details by entering or selecting the necessary information into the corresponding search field(s). The results are automatically displayed as information is entered.

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Represent	ative Queu	A					8
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Your Online	Application	S					
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	Applicant's	Brazeau					
	Application r	number					
	Your C	Case Id					
)	Details					
		Clear Search					
Show 10 reference	ntries					Search:	
A	Annellinguation	Deterorected	View Your Onlin	e Applications	D-4-I-		
number	name	Date Created	to Submit	Date Last Saved	Details	♦ Messages	Action \$
⊟ 0002							
W300003890	William Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	Read	Check status and messages
V300011623	Amy Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
Showing 1 to 2 of	2 entries (filtered	from 7 total entries)					Previous Next >>

Search Filters

Search Filter Box

Users can also search using the Search filter box which allows users to search using any criteria found in the applications table. To search using the filter box, enter the desired information, and the results are automatically displayed in the table below.

Government of Canada	t Gouvernement du Canada				Canada.g	gc.ca Services	Departments Français
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IC Portal > Your Onli	ne Applications						
Portal							
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Represent	ative Queu	e					
Your Online	Applications	6					
Search							
	Applicant's	i name					
	Application n	umber					
	Your C	Case Id					
		Details					
		Clear Search					
Show 10 💌 er	ntries					Search:	New
			View Your Onlin	e Applications			
Application number	Applicant's	Date Created 🝦	Date Submitted/Left to Submit	Date Last Saved 🛊	Details	♦ Messages	Action \$
⊟ 0002							
5300002963	Valerie Smyth	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
V300011623	Amy Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
∃ 2222							
5300002881	Melissa Johnson	April-16-2013 10:07:46 AM EDT	April-16-2013 03:02:15 PM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
V300011396	Amy Johnson	April-16-2013 10:07:46 AM EDT	April-16-2013 03:02:15 PM EDT	October-7-2013 09:30:23 AM EDT	Your Action Is Required	New	Check status and messages
Showing 1 to 4 of	4 entries (filtered	from 7 total entries)					

Filter Arrows

In addition to being able to search using the filter box, users are also able to filter the applications table using the column arrows. Using the column arrows filters the applications based on the information found within the selected column. For example, clicking the arrows in the Messages column sorts the messages within the group of applications so that the applications with new messages are visible first.

Government of Canada	t Gouvernement du Canada				Canada.go	.ca Services	Departments Français
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Your Online	Applications	5					
Search							
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	Application n	umber					
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Application number	Applicant's name	Date Created	Date Submitted/Left to Submit	Date Last Saved 🝦	Details \$	Messages	Action \$
□ 0002							
W300003890	William Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	Read	Check status and messages
V300011623	Amy Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages

Showing 1 to 2 of 2 entries (filtered from 7 total entries)

Previous Next >>

Accessing Applications Not Submitted to CIC

To access applications that are in progress, but not yet submitted to CIC, users can search for the application(s) using the Search fields or by selecting "Not Submitted" from the Details field drop-down. To continue working on the application(s), click on the "In Progress" button and proceed with completing and submitting the application(s).

Note: Applications that have been started, but not submitted, can only be saved once the user has reached the document checklist portion of the application, otherwise, the information will be lost.

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Citizenship and Immigration Canada	Canadä
Immigrate Visit Work Study Citizenship New immigrar	Canadians My Application
CIC Portal > Your Online Applications	
Portal	
🚯 FAQ 🔒 Security 🔤 System Requirements 🐚 Authorized Paid	presentatives - Guide 🔒 Privacy 💼 Print 🕞 Logout
Representative Queue Your Online Applications	
Applicant's name	
Application number	
Your Case Id	
Details Not Submitted	
Clear Search	
Show 10 - entries	Search:
vi	Your Online Applications
Application Applicant's Date Created Date Subr	ted/Left, Date Last Saved , Details , Messages <u>Action</u>
number [‡] name [‡] to S	nit 🕈 🔶 🗘 🗘
E IFHP	
Joseph Neky November-12-2013 58	November-13-2013 Not Submitted None In Progress
01.11.30 PM EST	
	June 1
Showing 1 to 1 of 1 entries (filtered from 7 total entries)	Previous Next

CIC Portal User Guide: Authorized Paid Representatives

Deleting Applications Not Submitted to CIC

To delete an application that is in progress, but not submitted to CIC, users can search for the application(s) and click the "Delete" button found under the Action column. When a user clicks "Delete", they are given the option to cancel or confirm the action; if they continue with the deletion, the deleted application(s) is removed from the user's list of applications.

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CIC Portal > Your Online Applications	
Portal	
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Representative Queue Your Online Applications	
Search	
Applicant's name	
Application number	
Your Case Id	
Details Not Submitted	
Clear Search	
Show 10 💌 entries Search:	
View Your Online Applications	
Application Applicant's Date Created Date Submitted/Left Date Last Saved Details Messages	Action \$
∃ IFHP	
Joseph Neky November-12-2013 01:11:38 PM EST 58 November-13-2013 01:36:34 PM EST Not Submitted None	Progress
	elete

Note: Only applications that have not been submitted to CIC can be deleted. If a user accidentally deletes a client's application, they will have to start a new application.

Submitting Applications

Temporary Resident Applications

Application Details

When creating an online application, users are required to enter a Case ID number. This number is strictly for the user's own reference; it can match your office's filing system and is not transmitted to CIC.

Start an Application

From the Welcome page, under "What would you like to do today?" click the "Access Representative Queue" button to start a client application. Under the application table, users click the "Visitor visa, study and/or work permit" button. The button directs users to the start of the online application process.

	View Your Online Applications									
Application number	Applicant's name	Date Created 🛔	Date Submitted/Left to Submit	Date Last Saved 🛔	Details	Messages	Action			
0002	11 11 11 11 11 11 11 11 11 11 11 11 11									
W300003890	William Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	Read	Check status and messages			
\$300002963	Valerie Smyth	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages			
V300011623	Amy Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages			
howing 1 to 7 of opply for:	7 entries						Previous Next			
Visitor visa, stu	udy and/or work p	ermit	?							
Interim Federa	l Health Program (IFHP)	3							
ink an existing	application to th	is account								
Use this to obt	ain access to an ii	n progress application initi	ally sent online by a client	or another Authorized Pai	d Representative.					
Link application	n to this account	, progress oppression and	?		- representation					
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Completing Temporary Resident Applications

The online application consists of a short series of questions that assist users with generating and selecting the necessary documents for the application. Users are **not** able to proceed to the next question until the previous question is answered. After answering a question, click the "Next" button to proceed to the following question.

The "Modify my Answers" button allows users to review and modify answers prior to selecting additional documents for the client's document checklist. If a user modifies a previous answer, and depending on the new answer(s), users may need to complete different or additional questions.

If at any time a user exits an online application, before they have initially reached the document checklist, the information will be lost and they are returned to the CIC Portal.

Note: Users have **60 days** to complete and submit client applications online. <u>If the application is</u> not submitted within this time, it is automatically deleted from the queue.

Group Applications

When submitting an application for a group (ex. a tour group), the user will loop back through the same series of questions for each applicant in order to generate the document checklist for each applicant. To avoid confusion, it is recommended that clients are clearly identified when completing the application(s) as this will allow users to easily recognize which document checklist items should be uploaded in relation to each applicant.

Note: The application's document checklist will include all documents needing to be submitted for each applicant. To complete a group application, upload the necessary documents for each applicant, digitally sign the application, pay the fee(s), and submit the application to CIC.

Fees

Fees are paid by the user on behalf of the client at the time of submission and can only be made using a credit card.

Family Fee Type

When submitting a Temporary Resident Visa application for a family (of 3 or more) and the user has selected the Family Rate fee type, only the primary applicant (Client 1) is associated to the cost of the application. For all other applicants, Family Rate – Fee Exempt should be selected to avoid overpayment.

Note: This also applies for the Performing Artist fee type.

Biometrics Fee Type

When an applicant does not need to provide their biometrics, consisting of fingerprints and a photograph, when they submit their application, a biometric related fee type should not be selected and only the applicable application fee type should be identified.

If an applicant does need to provide their biometrics when they submit their application, but is exempt from paying the associated fee, then Biometrics – Fee Exempt should be selected.

Biometrics Family Fee Type

In instances where a family (of 3 or more) is required to provide and pay for their biometrics when they submit their application, the user must select the Biometrics – Family Rate fee type for the primary applicant (Client 1). For all other applicants, Biometrics – Family Rate – Fee Exempt should be selected to avoid overpayment.

Note: This also applies for the Performing Artist fee type.

Interim Federal Health Program (IFHP) Applications

Authorized Paid Representatives are now able to submit Interim Federal Health Program (IFHP) applications online via the Portal on behalf of their clients.

For clients who are eligible, an IFH Certificate or an extension of IFHP coverage will be issued.

Note: For more information on IFHP, please refer to CIC's website.

Start an Application

From the Welcome page, under "What would you like to do today?" click the "Access Representative Queue" button to start a client's IFHP application. Under the application table, users click the "Interim Federal Health Program (IFHP)" button. The button directs users to the start of the online application process.

Application number	Applicant's name	Date Created 🛔	Date Submitted/Left to Submit	Date Last Saved 🛔	Details	♦ ^{Messages}	Action
0002			1				
W300003890	William Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	Read	Check status and messages
5300002963	Valerie Smyth	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
V300011623	Amy Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
I 2222					1		
2222 IFHP					1		
2222 IFHP howing 1 to 7 of apply for:	7 entries						
2222 IFHP howing 1 to 7 of upply for: Visitor visa, str	7 entries udy and/or work pe	ermit	2				≪ Previous Next
2222 IFHP howing 1 to 7 of pply for: Visitor visa, str Interim Federa	7 entries udy and/or work pe I Health Program (1	ermit IFHP)	2				≪ Previous Next
IFHP howing 1 to 7 of opply for: Visitor visa, str Interim Federa ink an existing	7 entries udy and/or work pe I Health Program () application to th	ermit IFHP) is account	2				✓ Previous Nex
2222 IFHP howing 1 to 7 of pply for: Visitor visa, str Interim Federa ink an existing Use this to obt	7 entries udy and/or work po I Health Program (application to th ain access to an in	ermit IFHP) is account n progress application initia	2 2 ally sent online by a client	or another Authorized Pai	d Representative.		✓ Previous Nex

Completing IFHP Applications

The IFHP online application consists of a short series of questions that assist users with determining if their client(s) is eligible and generating the necessary documents for the application. Users are **not** able to proceed to the next question until the previous question is answered. After answering a question, click the "Next" button to proceed to the following question.

The "Modify my Answers" button allows users to review and modify answers prior to selecting additional documents for the client's document checklist. If a user modifies a previous answer, and depending on the new answer(s), users may need to complete different or additional questions.

If at any time a user exits an online application, before they have initially reached the document checklist, the information will be lost and they are returned to the CIC Portal.

Note: Users have **60 days** to complete and submit IFHP applications online. <u>If the application is</u> not submitted within this time, it is automatically deleted from the queue.

Document Checklist

In order to submit a client's IFHP application, a digital photo of the client must be uploaded and one of the following supporting documents: Refugee Protection Claim Document (RPCD), Temporary Resident Permit (TRP), Confirmation of Permanent Residence (COPR), Single Journey Travel Document, and/or Permanent Resident Card.

Ship and Immigra	ition Canada			
Visit Work Study Cit	izonchin Now immigrants			
Services	izensinp new iningranes	Canadians My Application		
art Again 🛛 🗬 Share with CIC 💡	🖌 Modify my Answers 🛛 音 Prin	t 😧 Help		
entification Upload Documents ecklist of Required D	Application Payment	Application Submitted		
nust submit the following document	ts as file attachments to support	your client's Online Application. Click	on the option required	d and then follow the
- requently Asked Questions include	tips on creating file attachments	as well as helpful information on cre	ating a single attachm	ent from multiple pages.
an consult the Frequently Asked Q	puestions <u>at any time during this</u>	process by clicking on the FAQ link in	the upper-right-hand	corner of the page.
ou having difficulty downloading a	form?			
ons of application forms for study p	permits, work permits and tempora	ary resident visas dated April 2013 (C	04-2013) or after can o	only be uploaded to MyCIC.
: You must verify that the documen ments. If the required information is	nts are complete. Click on the he s not included in each document,	p text beside each document to see your client's application may be refu	what information must used.	be included in the
e to technical difficulties, the "View	v Documents" button may not be	available. We are working to resolve	this issue. Thank you	for your patience.
porting Documents				
	Suppo	orting Documents Joseph Neky		
Details		Document Name	Help	Options
Provided		Digital Photo (required)	8	Update Information
Provided	Record of Landing /	Confirmation of Permanent Residence (required)	e (COPR)	Update Information

Fees

There are no fees associated to IFHP applications.

Correspondence

If their client's IFHP application is approved, users will receive their client's IFH Certificate via the Application Details – Application Messages page. If the application is refused, a Refusal letter will be received via the Application Details – Application Messages page.

Submitting Online Applications

Once all of the necessary documents from the client's document checklist have been uploaded, click "Next" to agree to the Representative Declaration, digitally sign the application, and click "Sign".

Dec	
Tha	laration of Representative
1 na	
I de and	clare that, to the best of knowledge, the information in this application is truthful, complet correct.
I de doci	clare that the applicant has reviewed the entire application, including any supporting iments.
I un Refu	derstand that misrepresentation is an offence under section 127 of the Immigration and gee Protection Act and may result in a conviction and penalty under the Act.
Sele	ect
I ag	ree
Sig	Inature
Ia	aree that by submitting this application. I have been duly authorized by my client, the
ap	plicant, to submit this application on his or her behalf.
Ι,	
Give	en Name(s)
	Jane
Last	Name
	Smith
, soi subr way	emniy declare that the information I have provided is true and that the documents I am nitting in support of my clients' applications are genuine and have not been altered in any
Se	curity Question
	e keyboard
type	
subr way Se	nitting in support of my clients' applications are genuine and have not been altered in a curity Question e keyboard

Upon signing the application, and if required, users are presented with the Summary of Fees page. To pay and submit the application(s), click "Transmit and Pay"; users are then directed to the Receiver General's online payment page where they enter their credit card information.

Application Details Page

The Application Details page is a new feature to the Authorized Paid Representatives Portal which allows users to view application specific information in one convenient location.

The Application Details page is accessible from the Representative Queue page by clicking "Check status and messages" from the Action column of the application table.

View Your Online Applications							
Application number	Applicant's name	Date Created 🛔	Date Submitted/Left to Submit	Date Last Saved 🍦	Details	♦ Messages	Action
0002			<i>1</i>		~		
W300003890	William Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	Read	Check status and messages
S300002963	Valerie Smyth	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
V300011623	Amy Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages

Application Status and Messages

Under the Application Status section of the page, users are able to view application status details which are displayed according to various possible processing stages. The second part of the page includes all application messages received for each individual application.

Application Status

The Application Status feature allows users to view the various processing stages of an application. The status of each processing stage changes if or when an application has moved on to the next processing stage.

Note: Not all applications will meet each processing stage. For example, not all applications will require that the client submit Medical or Biometric Information.

Once an application is finalized, users are able to view the final status of each processing stage, including the application's Final Decision.

Note: All interim statuses or those that are not applicable to a particular application (e.g. Biometrics) will be set to
blank> once an application is finalized.

Government Gouvernement of Canada du Canada			Canada.gc.ca	Services Departments Français
Citizenship and Immigra	ation Canada			Canadä
Immigrate Visit Work Study Ci	tizenship New immigrants Canadians My	Application -		
CIC Portal > Your Online Applications				
🕈 FAQ 🔒 Security 🖼 System Require	ements 🕥 Authorized Paid Representatives - Guide	🔒 Privacy 🐔	Print 🕞 Logout	
Application Details				
 Application Status 				
	Application Details			
Where is this application?	Details	Help		
Application Status	Open	8		
Review of eligibility	Not Started	8		
Review of medical results	Not needed at this time	2		
Review of submitted documents	No additional documents are needed at this time	2		
Scheduling an interview	Not needed at this time	2		
Review of biometric information	Not needed at this time	2		
A background check is needed	Not needed at this time	8		
A final decision has been reached	Not Started	2		

Application Messages

Users will receive notification e-mails from CIC (<u>donotreply@cic.gc.ca</u>) notifying them that there is a message waiting regarding an application. Messages are sent from CIC when an application has been received, if additional documents are required, or if the status of an application has changed (Approved, Refused, or Withdrawn).

Application specific messages are accessible in the Representative's Queue under the Action column. To view a message, click "Check status and messages". In the Application Messages section of the Application Details page, click the desired item in the Subject column, and click the hyperlink to view the message.

of Canada Gouvernment du Canada		Canada.gc.ca Services Departments Françai
Citizenship and Immigration Canada	*	Canadä
Immigrate Visit Work Study Citizenship New immi	grants Canadians My Application	
CIC Portal > Your Online Applications		
Portal		
🚯 FAQ 🔒 Security 📟 System Requirements 🕥 Authorized	Paid Representatives - Guide 🛛 🔒 Privac	y 🚔 Print 🕞 Logout
Application Details Application Status 		
 Application Messages (0 - New Messages) 		
Show 10 💌 entries		Search:
	Correspondence	
\$ Subject	Date sent	Date read
Submission Confirmation - April-17-2013 05:49:38 AM EDT	April-17-2013 05:49:38 AM EDT	November-12-2013 02:10:45 PM EST
To view this message, click 🛓 <u>here</u> .		
Request letter - May-29-2013 07:44:37 AM EDT	May-29-2013 07:44:37 AM EDT	May-31-2013 12:02:39 PM EDT
Showing 1 to 2 of 2 entries		Previous Next >
View submitted application		

Linking Applications

Users are now able to link applications that have been submitted online by a client or another Authorized Paid Representative.

From the Welcome page, under "What would you like to do today?" click the "Access Representative Queue" button to link a client's application. Under the application table, users click the "Link application to this account" button. The button directs users to the start of the application linking process.

View Your Online Applications							
Application number	Applicant's name	Date Created 🛔	Date Submitted/Left to Submit	Date Last Saved 🛔	Details	Messages	Action 🕴
3 0002							
W300003890	William Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	Read	Check status and messages
S300002963	Valerie Smyth	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
V300011623	Amy Brazeau	May-24-2013 11:23:58 AM EDT	May-27-2013 09:31:06 AM EDT	October-7-2013 09:30:23 AM EDT	Submitted	New	Check status and messages
showing 1 to 7 of Apply for:	7 entries						✓ Previous Next ►
showing 1 to 7 of Apply for:	7 entries						
Visitor visa, st	udy and/or work p	ermit	?				
Interim Federa	l Health Program (IFHP)	8				
Link an existing	application to th	is account					
Use this to obt	ain access to an i	n progress application initia	ally sent online by a client	or another Authorized Pai	d Representative.		
Link application	n to this account		?				
							Return to previous page

Link an Existing Application

In order to link an existing application, the user must provide some key information regarding the original application that was submitted online. The information provided must be exactly as it was indicated on the initial application form. If any information about the application was updated after it was first submitted, the most recent information must be provided.

When the necessary information has been entered in the appropriate fields, click the "Search for my application" button. If the application is found, an electronic copy of the signed IMM 5476 Use of Representative form will need to be included before the application becomes accessible in the CIC Portal account.

itizenship and Immigration Car	nada	1				Canad
migrate Visit Work Study Citizenship Ne	w immigrants Cana	adians	My Application			
Portal > Your Online Applications						
rtal						
Security 🧱 System Requirements 🕥 Authorized Pair	d Representatives - Guid	le 🔒	Privacy 📅 Print	G+ L	ogout	
Link an existing application to this act our world like to obtain access to an application initially sent astons about the progress application before we give you ower the following questions exactly as it was indicated on to mation is correct, we will ink the application to this accour- te: if any information about the application was updated after	count conline by a client or an access to it. he initial application form it. er it was first submitted;	other au n. If a fie ; please	thorized paid repres Id was left blank on provide us with the	entative the app most re	e, as a security meas plication form, leave Icent information.	sure we need to ask you it blank in the fields below. If t
Tell us about the application						
Enter the information exactly as it was entered on th	e application form.					
You have the choice of giving us different combinations of	f information about the	applicati	on.			
Please select one:	Application Number an	nd Family	Name	•		
Application Number	\$300003545					
UCI						
Family Name	Tonga					
1000000						
Given Name						
Date of Birth	Select Day		Select Month		Select year	
What did the applicant apply for?						
Category	Study Permit					
	16 - 01					
Biographic Info	ion					
Place of Birth						
City/Town of birth	Luanda					
Country of birth	Angola					
Please enter the following passport information: Passport						
Passport Number						
Country of Issue	Please select					
Tesue date	Celect Day		Calact Month		Calact year	
	Select Day		Select Month		Select year	
Expiry date	Select Day		Select Month		Select year	
Information about the applicant's	study in Canad	da				
When does the applicant's program start?	06		January		2014	
When does the applicant's program end?	30		April		2018	
How much is the applicant's tuition?	\$ 30000.00					
Enter the funds available for the applicant's stay in Canadian dollars (CAD) Search for my	\$ 70000.00					