

**IRCC Session on Portal | Presentation delivered to CBIE Community: May 17 (EN) and 19 (FR), 2022**  
**Questions from Community | Responses from IRCC**

General questions about the portal:	Responses
What are the reasons that IRCC has decided to create this portal and what are the desired outcomes?	IRCC Portal was created as a new, cloud based portal for applicants and eventually be expanded to representatives and other users with a vision that it would contain the new, dynamic TR eApp but also be a portal for other online applications and grow over time.
When will this officially replace the old portal? Please share any information about further launch or when we can expect the portal to be fully functional.	The goal is to eventually decommission the legacy portal (MyAccount) however no date has been confirmed at this time.
Are there any difference in processing times between using this new portal and the GCkey portal? Will the new portal permit fast processing times	We generally don't promote 'faster processing times' within the IRCC Portal however the TR eApp has been built in such a way that applicants can clearly indicate what they are applying for and often, we are able to default special program codes and other indicators in GCMS to flag these applications to processing officers. This isn't always the case for clients applying via the IMM form(s) in My Account.
Can the portal be used for SDS application. If so, is there a question on the new portal that identifies an applicant applying through SDS and subsequently the supporting documents that are mandatory/option?	Yes. SDS is part of the SP application in the IRCC Portal. More information on supported documents required for SDS may be found in the following link: <a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/temporary-residents/study-permits/direct-stream.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/temporary-residents/study-permits/direct-stream.html</a>
Please explain the queue for processing. Are all study permit applications now centralized for processing? Regardless of the country of application study permits are being centralized? So, the specific visa offices are not individually responsible for the files?	Visa offices face different challenges operating in different countries and regions, and even in different offices within the same region. We may move applications between our offices to make sure they are processed as efficiently as possible. Your application may not be processed at the office closest to where you live or where you submitted your application. More information can be found in the following link: <a href="https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=069&amp;top=3">https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=069&amp;top=3</a>
Would there be an instructional video that would help students with the new portal?	We don't provide instructional videos or demos for applicants.
There are no question mark (?) help buttons beside each question that provide more detail about what is being asked. In the old IRCC portal there was a question mark beside each question to help applicants understand what the question was asking. Is this something that may be added to the new portal in the future?	We intentionally moved away from the concept of a question mark for 'help' and instead have built in help text and clear messaging with the assistance of Comms.
Will country specific requirements still exist with the new portal? If so, will the portal adapt its required documents when identifying your country of citizenship?	Country specific' requirements - are you referring to supporting documents or more than just that? We (along with the networks and IPG) made the decision to move away from country specific checklists and tried to ensure that the requirements were more specific and tailored to each scenario so that clients provide what is necessary for processing and for officers to finalize an application.
During the presentation, it was mentioned that the portal can be accessed through the MyCIC account. However, this is not the case, you must go to a completely different link at this time and set up your account with a validation code.	The IRCC Portal cannot be accessed via MyAccount. They are two completely separate portals and are not connected in any way.
Does a representative have a valid licence with CICC to use the portal or submit files?	Paid representatives have been advised NOT to use the IRCC Portal because it s currently only designed for applicants and is not built in such a way that it would support reps and provide them with the capabilities that they need.
I have been working on detailed tutorials to help students use the portal for the past year. Because there are no longer PDF application forms to complete, and the system is so dynamic, it is hard to provide reliable advice to students. In addition, I have also noticed a lot of changes. (I understand the portal is in a kind of "beta" phase, so changes are expected.) Although this portal may seem more user friendly from IRCC's perspective, students are coming to us with a LOT of questions (just like they did with the older system). I am wondering how IRCC and CBIE plan to work together moving forward to ensure we in the sector are updated on important changes as they continue to take place.	The demo on how to use the new portal provided to CBIE and follow up Q&A's are working to address these issues. We thank you for your comments and will continue to take them into consideration.
Will the application in the new portal include the detailed application guide, or refer the applicant to the same application guide on the IRCC website? Where should the applicant refer for country specific instructions issued by the VAC?	Applicants generally navigate our Comms pages before they would even gain access to the IRCC Portal and the external Comms pages have lots of information on supporting documents and application requirements.
Questions or comments about specific documents, questions or vocabulary used in the portal:	Responses
In the demo, it is showing acceptance letter is optional when applying for the study permit. Can international students apply for study permit prior to being accepted?	Some applicants don't need a letter of acceptance. Applicants generally navigate our Comms pages before they would even gain access to the IRCC Portal and the external Comms pages have lots of information on supporting documents and application requirements. More information on required and supported documents for study permit applicants can be found in the following link: <a href="https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/get-documents.html">https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/get-documents.html</a>
What is the difference between a regular or an official passport?	A regular passport can be used for things such as travel, study, etc. Official passport (to my knowledge) is generally used for business purposes for someone who may be travelling for government duties.
What is an "open study permit"? Does this apply only for accompanying minor dependent children who are exempt from the LOA requirement?	Open study permit (to my knowledge) would be a scenario where a client wishes to study but does not have a DLI or has not been accepted to a specific school.
In the employment history section, there is no option for "self-employed". How should someone respond	Unemployed" is an option that clients may select and is currently listed in the Employment History section on the online application.
In the employment history section, there is no option to select "student." Instead, the system forces applicants to select "unemployed" during study periods (e.g. secondary school).	This is a valid point. Thank you for bringing this to our attention.
There are some terms to review in French such as « chômeur » which will not be understood by French international applicants.	Feel free to flag any translation concerns. All of the text displayed in the eApp is vetted through Comms and translation bureau before it is implemented. Thank you for bringing this to our attention
It seems that students are required to enter their tuition and living expenses for entire duration of studies in the new portal as opposed to the information required on the IMM1294 form (one year tuition and living expenses are required to be entered). Could you please confirm if this is correct?	This is information we need to verify. We thank for your comments and will take them into consideration.
Should funds available be entered for the entire duration of studies or one year?	Applicants should write the amount of funds (money) in Canadian dollars that they have available for their stay in Canada. More information on how to fill the application can be found in the different guides on our website for applications made inside or outside Canada.
The file size limit is 2MB which is extremely small. Where can we upload other documents if the "Additional Documents" is already full?	We are currently exploring the possibility of increasing the maximum file size accepted, as this is a known issue for applicants.
Why do some of the medical fields give assurances that it may not make them inadmissible, but others do not (i.e. syphilis v. mental health issues)?	Some of the status questions, criminality, medica etc. are new, where as others have existing for a very long time. This was likely the final text provided by Communications branch.

Regarding the question about travel since the age of 18, in the case of a person living in Europe who would not be able to trace all these short stays in other member countries of the European Union, what should he do?	If an applicant has travelled in the last 5 years, they must provide the details. This is the same question that is currently presented on the 'schedule 1' supporting document. The applicant may choose to omit details of travel, however as long as they provide a full 5 year history and there are no gaps in between the dates they will be able to proceed.
When including a dependent/dependents, a letter of invitation is required with a Canadian address.	We thank for your comments and will take them into consideration.
The applicant gets a notice on the passport section that says "Make sure your passport is valid long enough to cover the time you want to be in Canada. Your passport expiry date will determine the <u>expiry date of the document you're applying for.</u> "	N/A
What Study Permit should be chosen for minors - they are not in DLI yet?	<p>Minor children already in Canada are authorized to study without a study permit at the pre-school, primary or secondary level if they are either accompanying parents claiming refugee status or are claimants themselves; one of their parents (biological or adoptive) is a Canadian citizen or permanent resident; one of their parents (biological or adoptive) is authorized to work or study in Canada (this includes temporary residents who are work permit holders, study permit holders, visitor status holders (e.g., visitor record holders) who are either authorized to work without a permit, as per section 186 of the Immigration and Refugee Protection Regulations (IRPR), or authorized to study without a permit, as per section R188); or neither parent is physically in Canada.</p> <p>Minor children intending to study are required to apply for a study permit before entering Canada.</p> <p>It should be noted that minor children of a temporary resident (visitor) who is not authorized to work or study require a study permit to study in Canada. Please refer to our website for more information about guidelines for minor children regarding study permit.</p> <p><a href="https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/temporary-residents/study-permits/guidelines-on-minor-children.html">https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/temporary-residents/study-permits/guidelines-on-minor-children.html</a> and <a href="https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare/minor-children.html">https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare/minor-children.html</a></p>

