

Permanent Residence (PR) Portal Access For

Private Sponsors:

<https://prson-srpel.apps.cic.gc.ca>

Immigration Reps:

<https://prson-srpel.apps.cic.gc.ca/en/rep/login>

TUTORIAL VIDEOS

Visit the RSTP's YouTube Channel [PR Portal Playlist](#) where you can find short video clips that may provide the answer to your questions about the Permanent Residence (PR) portal



PR Portal

Uploading Files for PSR Applications

How to prepare the files for uploading

- Uploaded files must be less than 4mb in size, and image files should not be less than 420x540 pixels.
- Acceptable file types are PDF, JPG, JPEG, DOC or DOCX
- Documents that are of the same category can be merged together (i.e. all passports can be placed into one file)
- Files should be named using the correct naming convention: Lastname-Firstname-DocumentCategory

Where to upload the sponsor forms and documents

Note: A max of 10 files can be uploaded within each upload category

The **Undertaking and Settlement Plan** is uploaded to the APPLICATION PAGE>PDF FORMS section

Personal Protected Documents such as the Sponsor Assessment, Proof of Canadian Status ID, Police Record Check, Financial Profiles, and Proof of Funds will need to be uploaded to the GROUP MEMBERS PAGE>DETAILS section for each individual that has been invited to the application. The files should be named according to the person they belong to, and include the file type name for example:

- G5memberLastname-Firstname-SponsorAssessment
- G5memberLastname-Firstname-SponsorAssessment
- CGmemberLastname-Firstname-SponsorAssessment
- CosponsorLastname-Firstname-SponsorAssessment

For SAH's who are not inviting other group members, the documents for all group members can be uploaded into the Primary Sponsor details section. It is recommended to merge together similar document types. So for example, all Sponsor Assessment forms can be placed into one file and named as follows:

- PrimarySponsorLastname-Firstname-SponsorAssessments

Where to upload the refugee forms and documents

Note: A max of 10 files can be uploaded within each upload category.

The IMM008 and Schedule A forms cannot be uploaded - they are filled in online.

The **Schedule 2 PDF form** is uploaded to the APPLICATION PAGE>PDF FORMS section. The files should be named according to the person they belong to, and include the file type name for example:

- PALastname-PAFirstname-Schedule2
- SpouseLastname-SpouseFirstname-Schedule2

The **Refugee Status Determination Document** for G5 and CS groups is uploaded to the APPLICATION PAGE>PDF FORMS section. For SAHs, if the refugee has an RSD, it can be uploaded to the APPLICATION PAGE>ADDITIONAL SUPPORTING DOCUMENTS section, under the category of Proof of Refugee Status Determination. Name the file as follows:

- PrincipalApplicantLastname-Firstname-RSD

Photos of the persons being sponsored should follow the [required specifications](#) and are to be uploaded to the APPLICATION PAGE>PDF FORMS section.

1. **Additional Supporting Documents** are to be uploaded to the APPLICATION PAGE>ADDITIONAL SUPPORTING DOCUMENTS section. You will need to search for the particular category name for the document type it is, and name the file according to the individual it belongs to, and the type of document it is. For example:

- PrincipalApplicantLastname-Firstname-Passport
- SpouseLastname-SpouseFirstname-Passport
- PrincipalApplicantLastname-Firstname-BirthCertificate
- SpouseLastname-SpouseFirstname-BirthCertificate

Additional supporting document type options for PSRs

- **Letter of explanation**
This is the category where you can upload additional information (previously referred to as a cover letter) to provide an explanation for any particular case-specific issues that need to be clarified
- **Proof of Refugee Status Determination**
This category is only for SAHs to use; G5/CS groups will upload the RSD document under the Application Page>Supporting Documents section
- **Travel documents and passports**
- **National Identity Cards**
- **Birth Certificates**
- **Legal Documents showing name or date of birth changes**
- **Children's Birth Certificates (which name their parents)**
- **Adoption Papers, Evidence of Adoption**
- **Proof of Custody**
- **Family/Household Registry/Book**
- **Proof of Dependency for Child 22 or Older**
- **Death Certificate(s)**
- **Marriage Certificate(s)**
- **Proof of Common-Law Relationship**
- **Proof of Relationship**
- **Divorce or Annulment Certificate(s)**
- **Proof of language proficiency**
- **Police certificates and clearances**
- **Proof of Education**
- **Police Reports**
- **Court Records**
- **Photocopy of Pardon**
- **Other** - This category can be used for anything else that does not have a specific category listed above, such as country condition reports. Name the file according to the type of document it is. For example:
 - PrincipalApplicantLastname-Firstname-CountryConditionReport

Contact RSTP

RSTP Toll-free Helpline

1-877-290-1701

(M- F, 9 AM to 7 PM EST)

Email

info@rstp.ca

Website

rstp.ca



Permanent Residence (PR) Portal Support

Q. Where can I get my questions answered about how to fill in the application forms?

- IRCC [Online Help Centre](#)
- IRCC Client Support Centre services [1-888-242-2100](tel:1-888-242-2100) (24 hours a day, 7 days a week)
- IRCC Instruction Guides for:
 - Sponsors - [SAH-5413](#), [G5-2200](#), [CS-2201](#)
 - Refugees - [IMM6000](#)

Q. What training resources are available?

- RSTP Monthly [Webinar Series](#)
- RSTP Tutorial Videos - [YouTube Playlist](#)
- Contact Your Local [RSTP Trainer](#)

The RSTP is funded by: [Immigration Refugees and Citizenship Canada \(IRCC\)](#), and administered by: [Catholic Cross Cultural Services \(CCS\)](#).
