

Contacting Immigration, Refugees and Citizenship Canada (IRCC)

Contacting IRCC using their Web Form

Enter your case-specific enquiry using the [online web form](#). Include as much detail as possible and if this form is in reference to an application in progress, be sure to accurately select whether your application was an in-Canada application or an application made to a visa office outside of Canada.

Be sure to fill out all applicable fields and provide a clear explanation in the text box. After you click 'next', you will have an opportunity to upload documents, if necessary.

Recommended: take timestamped screenshots of your submission and the confirmation page once you make submission.

Note: If you have an application in progress, there is no guarantee that the information will be seen by the officer who will assess your application.

If your question is about a technical error on the IRCC website, describe the nature of the issue and include screenshots of the error that you are receiving.

Contacting IRCC by phone from inside Canada

To speak to an agent, follow these steps:

Step 1: Between Monday-Friday 8am-4pm (local time; except statutory holidays), dial 1-888-242-2100.

Step 2: Dial 1 for service in French (if applicable). Otherwise, wait for the following options.

Step 3: Press 1 to input Unique Client Identification (UCI) Number (this can be found on your study permit). If you don't have one or do not want to provide yours, press 2.

If calling with questions about Afghanistan or Ukraine, listen to additional information provided at this time.

If calling with questions about Israel, Gaza, or the West Bank, listen to additional information provided.

Step 4:

- Dial 1 for questions about an application or candidate profile, updating personal information or replacing documents

- Dial 2 for victims of abuse or to report abuse or fraud
- **Dial 3 for answers to FAQ, information on IRCC Programs, or other inquiries (recommended)**
- Dial 9 to hear the options listed again

Step 5: After dialing 3, dial 1 for Visitors, Work Permits or Study Permit questions (or wait to hear other options, if this doesn't apply to you)

Step 6: Dial 0 to speak to an agent

Step 7: Wait on hold to speak to an agent or, if applicable, the call back feature may be available to you. If you get an automated message that says they cannot take your call, try calling a little bit later or the next day.

Tips:

- Call early in the morning and/or have something else to do while you wait on hold
- Ask the agent to send you an email with the information that you have discussed

Click here for more information: [Client Support Centre services — Immigration, Refugees and Citizenship Canada - Canada.ca](#)