

AINP – Helpful Hints for the AINP Portal

Read the instructions in the portal carefully. These tips have been provided to assist you in using the AINP portal. This information is supplemental to the detailed information provided in the portal on AINP terms and conditions for applying and the instructions on how to create your application or Expression of Interest (EOI), make a request for reconsideration, upload documents, or pay a fee in the portal.

Note: The AINP portal and/or fee payment services may be unavailable due to planned and unplanned outages. Details on system outages are posted on the How to apply pages for each stream.

Creating an application or EOI

- Make sure you are applying to the correct AINP stream.
- To apply to the Alberta Express Entry Stream, you must receive an email from the AINP with a link to the portal inviting you to apply.
- The email address you use to set up your MyAlberta Digital ID (MADI) account is the email address that the AINP will use to correspond with you. If you need to change your email address for corresponding with the AINP, you must update your MADI account.
- If you are having issues accessing the AINP portal, do not create a new MADI account. First contact the MADI contact centre. If they cannot resolve your issue, they will direct you to contact the Immigrate to Alberta Information Service. Contact information is provided at the end of this document.
- For entrepreneur streams only – If the AINP selects your EOI, your EOI status will become EOI Selected in MyApplications and you will receive an email from the AINP with steps for the Business Application process. Read the email and instructions. If you believe you meet the criteria, log into the portal and you will find a draft business application in MyApplications to review and complete.
 - The draft Business Application includes all the data provided in the EOI, as well as new data sections. You must review all the information for accuracy and complete new data fields.
 - Once a complete Business Application is submitted, a Business Application file number is provided. This is a different number than the EOI number previously received.

Saving a draft application or EOI

- You can save your application or Expression of Interest (EOI) and come back to it at a later time. You must complete section A (Contact Information) before your draft is saved.
- To save a section, you must fill in all required fields and have no error messages.
- You can see all of your applications/EOIs on the MyApplications or MyEOIs page in the portal.
- Alberta Express Entry Stream only – Once you create a draft application using the link you received from the AINP by email, you can no longer use the same link to access the portal. To access the portal go to <https://ainp.labour.alberta.ca>.

Completing the fields

- All fields with an * are mandatory.
- In addition to completing mandatory fields, complete all sections/fields that are relevant to you.
- Do not enter date using all capital letters.
- Place your cursor over the text box to receive tips on how to fill out the information.
- Your name has to match exactly to the passport. Any corrections/updates need to be made in your MyAlberta Digital ID (MADI) account.

- Error messages will pop up if a mandatory field is not filled out, the data you have entered does not meet formatting requirements or if you do not meet the program requirements.
 - The information must be entered correctly before you can proceed to the next section.
 - After reading the error message, you can click on the error message and it will take you to the section with the error unless the error is due to not meeting program criteria.
 - If the error message indicates you do not meet program eligibility, you will not be able to proceed further in the application/EOI.
- For quick searches in the drop down list for fields:
 - placing an * in front of your search text will give you everything that contains those letters. For example, a search for *JA will result in Azerbaijan, Jamaica & Japan
 - placing an * behind your search text gives you results where the first word of the entry begins with those letters. For example, a search for JA* will result in Jamaica & Japan
- If you make a change in some sections, you may be required to update a previous section you completed.
- You must re-sign the Candidate Declaration through Representative Information sections if you make changes to any information provided in the sections before the Candidate Declaration.

Uploading your documents

- Review the Document Checklist in the portal for your stream before uploading your documents. Make sure you have uploaded all the mandatory ('Must Have') documents. Anything that states "Conditional" is optional and does not have to be included.
- Download the current version of all AINP forms from the website. Form versions are subject to change and new forms have been created for use with online applications.
- File sizes cannot exceed 20 MB and the image resolution cannot exceed 150 dpi. Zip files are not permitted. Do not password protect your documents.
- Permitted file formats include:
 - Excel - .xls, .xlsx
 - JPEG or JPG (Joint Photographic Experts Group) - .jpg
 - Plain text - .txt
 - PNG (Portable Network Graphics) - .png
 - Portable Document Format (PDF) - .pdf
 - PowerPoint - .ppt, .pptx
 - Rich Text Format - .rtf
 - TIF (Tagged Image File) - .tif
 - Word - .doc, .docx
- Provide a certified translation with any documents that are not in English or French, and submit your translation documents with copies of the original documents. Details on translation requirements are included in the AINP Document Checklists.

Printing a copy of your application or EOI

- Once every section has been entered and documents uploaded, you can print a copy of your application or EOI in the Application Preview or EOI Preview section by using the web browser print option.

Paying the application fee and request for reconsideration fee (Note: there are no fees for EOIs)

- You will have 24 hours to pay your fee in full. If you do not pay your fee in full within 24 hours, your application or request will be cancelled and you will have to submit a new application or request.
- Check the *Web Application Status* of your application on the MyApplications page or the *Request Status* on the Check Existing Requests page to confirm if your fee has been paid. For applications, the *Web Application Status* is different than the *Processing Status* which is also provided on these pages.
 - Your application or request has not been accepted for processing by the AINP and your fee has not been paid if the *Web Application Status/Request Status* is "Payment Pending."
 - Your application or request has been accepted for processing by the AINP if the *Web Application Status/Request Status* is "Submitted." You will also have an email from eServices with your fee payment receipt.

Misrepresentation and fraud

- If the information you have provided in the AINP Portal is not true, complete and correct, you may be banned from applying to the AINP for up to 5 years due to fraud or misrepresentation.

Statutes in the portal

Application Status (all streams)	Means...
Draft	Your application has not yet been received by the AINP for processing.
Payment pending	You must pay your application fee. Application fee must be paid in full within 24 hours of your application being submitted.
Submitted	Your application fee has been paid and your application has been received by the AINP for processing. This status will remain in place while the AINP does an initial review of your application for completeness. This status will change once the AINP requests further information or the application is assigned to an officer for assessment.
Application Assigned for Assessment	An AINP officer is assessing your application to determine your eligibility. They may contact you or your past employers to confirm information in your application or request further information or documents.
Information Requested	An email has been sent to you requesting information to assess your application. Check your email inbox for details on the request for information.
Business Plan Accepted	Your Business Plan is accepted by the AINP. Check your inbox for an email from the AINP with next steps.
Certificate Issued	A nomination certificate has been issued for the application. Check your email inbox for the decision letter from the AINP.
Declined	Your application did not meet AINP criteria. Check your email inbox for the decision letter from the AINP.
Withdrawn	Your application has been withdrawn at your request or the request of your authorized representative or your nomination was withdrawn by the AINP. Check your email inbox for the decision letter from the AINP.
Certificate Extension Issued	You have been issued an extension of your nomination certificate. Check your email inbox for the decision letter from the AINP.
Application Cancelled	Your application has been cancelled because your fee was not paid in 24 hours or you cancelled your application. A cancelled application cannot be reinstated. You must create a new application.

- If you are nominated, the status of your application for permanent residence application is not shown in the portal. You must contact the federal government to determine the status of your application for permanent residence. Your final status in the portal will be Certificate Issued or Withdrawn if your nomination is withdrawn by the AINP.

EOI Status	Means...
Draft	Your EOI has not yet been received by the AINP for processing.
Pending Review by AINP	Your EOI is waiting to be assessed by the AINP to determine your points.
Review in Progress	The AINP is assessing your EOI and determining your points.
Eligible	Your EOI meets the minimum requirements. It has been placed in the pool of EOIs to be considered for selection for a Business Application. It will remain in the pool for up to 12 months from the date the EOI was created.
Not Eligible	Your EOI does not meet minimum requirements. Your EOI will not be considered for selection for a business application. It will remain in the system for up to 12 months from the date it was submitted.
Selected	Your EOI has been selected to submit a business application. Check your inbox for an email from the AINP with next steps.
Expired	Your EOI is more than 12 months old and is no longer in the pool of eligible EOIs to be considered for selection for a Business Application.
Cancelled	You cancelled your EOI. A cancelled EOI cannot be reinstated. You must create a new EOI.

Request Status*	Means...
Draft	Your request has not yet been received by the AINP for processing.
Payment pending	You must pay your request fee. Request fee must be paid in full within 24 hours of your request being submitted.
Submitted	Your request fee has been paid and the AINP has accepted your reconsideration request for processing. This status will remain in place while the AINP does an initial review of your request. This status will change once the AINP makes a final decision on your request for reconsideration.
Reconsideration Request Declined	Your request was reviewed. You did not meet the conditions to have your application reconsidered <u>or</u> the original decision was reconsidered but it was determined that no error was made and the original decline decision has been maintained. Check your email inbox for the decision letter from the AINP.
Reconsideration Request Approved	Your request was reviewed. It was determined that an error was made and the original decline decision has been overturned. You will be automatically refunded the request fee. Check your email inbox for the decision letter from the AINP.
Cancelled	You cancelled your request or you did not pay your fee within 24 hours. A cancelled request cannot be reinstated. You must create a new request.

*Only a request for reconsideration can be made in the portal. All other requests must be submitted to lbr.pnpoffice@gov.ab.ca.

Questions?

If you need help with your Alberta Opportunity Stream or Alberta Express Entry Stream application email lbr.pnpoffice@gov.ab.ca.

If you need help with your International Graduate Entrepreneur Stream or Foreign Graduate Stream EOI or application email entrepreneur.supportservice@gov.ab.ca.

If you need assistance with MyAlberta Digital ID (MADI) call the MADI contact centre at 1-844-643-2789 or visit the <https://account.alberta.ca>

For any online fee payment issues, contact the [Service Alberta Contact Centre](#) by phone at 1-844-643-2788 or by email at myalberta.eservices@gov.ab.ca.