

## Helpful Hints for the Alberta Advantage Immigration Program Portal

Read the instructions in the portal carefully. These tips have been provided to assist you in using the portal. This information is supplemental to the detailed information provided in the portal and on the Alberta Advantage Immigration Program How to apply and After you are nominated pages for each stream. Visit the website for more information - [Alberta.ca/aaip-application-streams.aspx](https://alberta.ca/aaip-application-streams.aspx)

### Technical Issues with the portal

- The portal and/or fee payment services may be unavailable due to planned and unplanned outages. When possible, details on system outages will be posted in the portal and at the top of the How to apply and After you are nominated pages for each stream.
- If you are having issues logging into the portal, opening a draft application or submitting an application, Expression of Interest (EOI) or request do not automatically create a new Alberta.ca Account.
  - Review the website and portal to see if there are any outages.
  - Trying logging out, clearing your browser's cache and trying again. Also make sure a pop up blocker notice is not appearing in the address bar and that your browser's pop up function is off.
  - If you continue to experience issues, send an email to [lbr.pnpoffice@gov.ab.ca](mailto:lbr.pnpoffice@gov.ab.ca) and provide:
    - a description of the issue you are experiencing
    - screen shots of any error message(s) you are seeing
    - your full name and date of birth as listed on your passport
    - your Alberta Advantage Immigration Program (formerly Alberta Immigrant Nominee Program) file number, if applicable
    - a list of all your current and former Alberta.ca Account user names and email addresses
    - for applications or EOIs only, confirmation of the email address you want to use for your application or EOI
  - The Alberta Advantage Immigration Program will contact you by email with next steps within 2 days.
- For any online fee payment issues, contact the [Service Alberta Contact Centre](https://www.alberta.ca/service-alberta-contact-centre) by phone at 1-844-643-2788 or by email at [myalberta.eservices@gov.ab.ca](mailto:myalberta.eservices@gov.ab.ca).
- If one of the following scenarios applies, you will receive an error message stating you cannot proceed because you already have an active Alberta Advantage Immigration Program application:
  - If you have a nomination certificate that is not expired or is still eligible for an extension. You are not eligible to submit a new application.
  - If you have an application in process for which you have not received a nomination certificate. Follow the instructions for withdrawing an application on the How to Apply page for your stream. Once the program confirms application is withdrawn, you can create a new application.
  - If you were nominated previously but have already received a decision on your permanent residence application for that nomination. Send an email to [lbr.pnpoffice@gov.ab.ca](mailto:lbr.pnpoffice@gov.ab.ca) with your old application number, full name and date of birth and proof of decision for your application for permanent residence. Once the program confirms your old application is closed out, you can create a new application.
  - If none of the above scenarios apply to you, send an email to [lbr.pnpoffice@gov.ab.ca](mailto:lbr.pnpoffice@gov.ab.ca) and provide:
    - a screen shot of the error message
    - your full name and date of birth as listed on your passport
    - all past Alberta Advantage Immigration Program (formerly Alberta Immigrant Nominee Program) file numbers

- a list of all your current Alberta.ca Account user names and email addresses
- confirmation of the email address you want to use for your application

## Creating an application or Expression of Interest (EOI)

### Your email address

- The email address you use to set up your Alberta.ca Account is the email address that the Alberta Advantage Immigration Program will use to correspond with you. If you need to change your email address for corresponding with the program, you must update your Alberta.ca Account.

### Applying to the Alberta Express Entry Stream

- You must be invited to apply to this stream.
- First, you must send specific information to the Alberta Advantage Immigration Program. The information submitted and how you submit the information differs for general Alberta Express Entry Stream candidates and Accelerated Tech Pathway candidates. Review the instructions on [Alberta.ca/aaip-alberta-express-entry-stream-eligibility.aspx](https://alberta.ca/aaip-alberta-express-entry-stream-eligibility.aspx).
- If you are eligible to apply, the Alberta Advantage Immigration Program will send an email with a link to the portal inviting you to apply.

### Creating a business application for entrepreneur streams

- If the Alberta Advantage Immigration Program selects your EOI, your EOI status will become EOI Selected in the Check Existing Expression of Interest (EOI) section and you will receive an email from the program 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 the Check Existing Applications section 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, EOI or request

- To save an application or EOI, you must complete section A (Contact Information).
- A draft request is saved as soon as you check off the box on the Freedom of Information and Protection of Privacy (FOIP) clause page and select the Continue button.
- To save a section, you must fill in all required fields and have no error messages.
- You can see all of your applications, EOIs and requests in the Check Existing Applications, Check Existing Expression of Interest (EOI) and Check Existing Request sections in the portal.
- *Alberta Express Entry Stream only* – Once you create a draft application using the link you received from the Alberta Advantage Immigration Program by email, you can no longer use that same link to access the portal. To access the portal go to <https://aaip.labour.alberta.ca>.

### Completing 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 data using all capital letters.
- Place your cursor over the field or 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 Alberta.ca 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.
  - Information must be entered correctly before you can proceed to the next section.
  - 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 or request.
- 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 and 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 and Japan.
- If you make a change in some sections, you may be required to update a previous section you completed.
- *For EOIs and applications only* - 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 [and](#) document checklist on the How to Apply page for your stream before uploading your documents. Make sure you have uploaded all the mandatory ('Must Have') documents. "Conditional" documents are optional.
- Download the current versions of Alberta Advantage Immigration Program 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 not 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 document checklists on the website.

### 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 fee (Note: there are no fees for EOIs or for requests to update your information)

- 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 must submit a new application or request.
- Check the *Web Application Status* of your application in the Check Existing Applications section or the *Request Status* in the Check Existing Requests section to confirm if your fee has been paid. For applications, the *Web Application Status* is different than the *Processing Status* which is also provided.
  - Your application or request has not been accepted for processing by the Alberta Advantage Immigration Program 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 program 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 Alberta Advantage Immigration Program portal is not true, complete and correct, you may be banned from applying to the program for up to 5 years due to fraud or misrepresentation.

## Statuses in the portal

- Check the *Web Application Status* of your application/EOI on the Check Existing Applications and Check Existing Expression of Interest (EOI) sections and the *Request Status* on the Check Existing Requests section.
- The Alberta Advantage Immigration Program does not respond to requests for status updates.
- 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, Certificate Extension Issued or Withdrawn if your nomination is withdrawn by the Alberta Advantage Immigration Program.

Application Status (all streams)	Means...
Draft	Your application has not yet been received by the Alberta Advantage Immigration Program 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 Alberta Advantage Immigration Program for processing. This status will remain in place while the program does an initial review of your application for completeness. This status will change once the program requests further information or the application is assigned to an officer for assessment.
Application Assigned for Assessment	An Alberta Advantage Immigration Program officer is assessing your application to determine your eligibility. They may contact you and/or current or your past employers to confirm information in your application or request further information or documents.
Information Requested	You, your representative (if applicable) and/or current or past employers received a request for further information to assess your application. Check your email inbox for details on the request for information and connect with your representative, employer or past employers, as needed. Candidates are not included on requests sent to current and past employers.
Business Plan Accepted (Entrepreneur streams only)	Your Business Plan is accepted by the Alberta Advantage Immigration Program. Check your inbox for an email from the program with next steps.
Certificate Issued	A nomination certificate has been issued for the application. Check your email inbox for the decision letter from the Alberta Advantage Immigration Program.
Declined	Your application did not meet Alberta Advantage Immigration Program criteria. Check your email inbox for the decision letter from the program.
Withdrawn	Your application has been withdrawn at your request or the request of your authorized representative or your nomination was withdrawn by the Alberta Advantage Immigration Program. Check your email inbox for the decision letter from the program.
Certificate Extension Issued	You have been issued an extension of your nomination certificate. Check your email inbox for the decision letter from the Alberta Advantage Immigration Program.
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.

EOI Status	Means...
Draft	Your EOI has not yet been received by the Alberta Advantage Immigration Program for processing.
Pending Review by AINP*	Your EOI is waiting to be assessed by the Alberta Advantage Immigration Program to determine your points.
Review in Progress	The Alberta Advantage Immigration Program 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 Alberta Advantage Immigration Program 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 Alberta Advantage Immigration Program for processing.
Payment pending (for requests with a fee only)	You must pay your request fee. Request fee must be paid in full within 24 hours of your request being submitted.
Submitted	<p>The Alberta Advantage Immigration Program has accepted your request for processing.</p> <p>For requests with a fee, your request fee has been paid. For withdrawal request, this status will remain in place while the Alberta Advantage Immigration Program does an initial review of your request.</p> <p>This status will change once the Alberta Advantage Immigration Program makes a final decision on your request.</p>
Updated	For requests to update information, the program will update the information in our internal systems. Changes will be not be reflected in the portal.
Request Declined (for requests with a fee and withdrawal requests only)	<p>Your request was reviewed and not approved.</p> <p>For reconsiderations this means 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.</p> <p>Check your email inbox for the decision letter from the Alberta Advantage Immigration Program.</p>
Request Approved (for requests with a fee and withdrawal requests only)	Your request was reviewed and approved. Check your email inbox for the decision letter from the Alberta Advantage Immigration Program. For requests for reconsideration, it was determined that an error was made and the original decline decision has been overturned. You will be automatically refunded the request fee.
Cancelled	You cancelled your request or you did not pay your fee within 24 hours (if applicable). A cancelled request cannot be reinstated. You must create a new request.

## Questions?

If you need help with your Alberta Opportunity Stream or Alberta Express Entry Stream application, email [lbr.pnpoffice@gov.ab.ca](mailto:lbr.pnpoffice@gov.ab.ca).

If you need help with your Rural Renewal Stream application, email [ruralrenewal@gov.ab.ca](mailto:ruralrenewal@gov.ab.ca).

If you need help with an entrepreneur stream EOI or application, email [entrepreneur.supportservice@gov.ab.ca](mailto:entrepreneur.supportservice@gov.ab.ca).

If you need assistance with your Alberta.ca Account call the Alberta.ca Account 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](mailto:myalberta.eservices@gov.ab.ca).