

Helpful Hints for the Alberta Advantage Immigration Program Portal

Alberta Advantage Immigration Program (AAIP)

Review this tip sheet and the information in the AAIP 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 AAIP how to apply and after you are nominated pages. Visit the website for more information - [Alberta.ca/alberta-advantage-immigration-program](https://alberta.ca/alberta-advantage-immigration-program).

Your Alberta.ca Account and email address

- It is imperative that you keep your Expression of Interest (EOI) updated with your current Alberta.ca Account email address, as any invitations to apply and subsequent applications will be linked to that email address.
- To ensure you can access the AAIP portal and receive ongoing communications from the Government of Alberta, it is recommended that you maintain the same Alberta.ca Account email address throughout the entire AAIP process.
- If you need to change your Alberta.ca Account email address at any point after being invited to apply, use the [Opportunity Alberta contact form](#) to advise why you need to make the change so AAIP staff can inform on potential impacts on an application.
- If you experience technical issues with the AAIP portal, do not automatically create a new Alberta.ca Account or change the email associated with it. Follow the instructions in the “Technical issues with the portal” section below.

Portal availability

- System maintenance for the AAIP portal occurs Fridays from 11 p.m. to Sundays at 7 p.m. (Mountain Standard Time). Unplanned system outages may also occur.
- If you are unable to access the portal or experience issues, please try again later.

Technical issues with the portal

- If you are having any issues with the portal:
 - Step 1. **Do not** automatically create a new Alberta.ca Account or change the email address in an existing account.
 - Step 2. 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.
 - Step 3. Read the information about error messages provided below to understand the reasons you may be experiencing issues. Not all issues require a technical solution.
 - Step 4. If after completing steps 1 and 2 you continue to experience issues or the error message you identified requires a technical solution, use the [Opportunity Alberta contact form](#) to advise AAIP staff of the issue and include:
 - a description of the issue you are experiencing, along with the date(s) and time(s) the issue was experienced;
 - your full name and date of birth as listed on your passport;
 - your EOI, application and/or business application number, if applicable;
 - a list of all your current and former Alberta.ca Account user names and email addresses; and
 - confirmation of the email address you want to use for your EOI, application or business application.

The Government of Alberta will review the information provided and may ask for additional information. Be prepared to provide:

- screenshots of any error message(s) you are seeing and/or short videos showing the issue you are experiencing; and

- if you have a fee payment issue, a copy of any receipts received from Service Alberta. **Important:** Fee payments are not accepted by email. Refunds will not be provided.

Step 5. The IT solution process typically takes 3 to 5 business days. Please do not make any changes to your Alberta.ca Account, EOI, application, business application, or request until you hear from the Government of Alberta by email.

Error messages

“Cannot proceed because you already have an active AAIP application or EOI”

- This appears when:
 - you have an active EOI. You can cancel an EOI by going into the EOI record in the AAIP portal, scrolling to the bottom of the page and selecting the Cancel button.
 - 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.
 - 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 AAIP worker page and the How to Apply pages for each entrepreneur stream. Once the program confirms the application is withdrawn, you can create a new EOI to be considered for selection again. **Important:** Candidates with an active application who meet the requirements for their stream are not encouraged to withdraw their application to be considered for another stream, as there is no guarantee of being selected again and a new fee and full processing times would apply.
 - you were nominated previously but have already received a decision on your permanent residence application for that nomination. This requires a technical update to your AAIP record. Follow the instructions in Step 4 above to submit a tech support request.
- If none of the above scenarios apply to you, you may require a technical update to your AAIP record. Follow the instructions in Step 4 above to submit a tech support request.

Creating an EOI, worker stream application or business application

- As of September 30, 2024, you must be invited to apply to the program for all streams, except the Farm Stream.
- You must create an EOI to be entered into a pool of eligible candidates. Read the worker streams How to Apply page and the How to Apply pages for each entrepreneur stream for information on creating an EOI.
- For worker streams: If you are selected from the pool, you will receive an email with a unique application link. Follow the instructions in the invitation email.
- For entrepreneur streams:
 - If you are selected from the pool, your Entrepreneur EOI status will become EOI Selected in the Check Existing Entrepreneur 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 provided.

Paying AAIP fees

- Make sure you turn off all pop-up blockers in your web browser to ensure you can pay the fee.
- You only have 24 hours to pay your fee in full.
- If you do not pay your fee in full within 24 hours, your EOI, application, business application or request will be cancelled.
- If your application or business application is cancelled, you must create a new EOI (and pay the associated fees) and wait to see if you are selected again. You must also create a new request if your request is cancelled.

Drafts

- You cannot save a draft of a Worker EOI. The Worker EOI is a one-page form you must complete all at once. You can review the information you provided in the Worker EOI and a summary of your points before submitting and paying for your Worker EOI. To review your point summary and submit and pay for the Worker EOI fee, you must fill in all required fields and have no error messages.
- You can save a draft worker stream application or Entrepreneur EOI.
 - You must complete Section A (Contact Information) to save a draft.

- To save a section, you must fill in all required fields and have no error messages.
- Once you create a draft worker stream application using the unique invitation link, the link is no longer valid. You must instead log in through the AAIP portal at <https://aaip.labour.alberta.ca> and go to the Check Existing Application area to continue filling out the draft application.
- A draft application is created for you if you are selected to apply under an AAIP entrepreneur stream.
- You can see all your drafts in the Check Existing Applications or Entrepreneur EOI sections in the AAIP portal.

Completing fields in the AAIP portal

- 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 must match exactly to the spelling in the passport. Do not use accents or any other non-alphabetic characters. Any corrections/updates need to be made in your Alberta.ca Account.
- Error messages may appear 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 message to go 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 may not be able to proceed further in the EOI, application, 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 worker stream applications and Entrepreneur EOIs and business 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 both the Document Checklist in the portal and the Document Checklist on the How to Apply page for either worker streams or entrepreneur streams before uploading your documents. Make sure you have uploaded all the mandatory documents; these include the “Always Required” and “Required If” documents if you fall under the circumstance described.
- Download the current versions of AAIP forms from the website. Form versions are subject to change.
- 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 EOI, application, or business application

Worker EOIs

- You can print a copy of the summary of your Worker EOI saved in the My Worker EOI section of the AAIP portal.

Worker stream applications, and Entrepreneur EOIs and business applications

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

Determining your status using the portal

- AAIP staff do not respond to requests for status updates.
- Check the Web Application Status of your EOI, application or business application in the Check Existing Applications and Check Existing Expression of Interest sections and the Request Status in the Check Existing Requests section.
- 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 Government of Alberta).
- Use the tables below to determine what your status means in the AAIP portal.

Application Status (all streams)	Means...
Draft	Your application has not yet been received 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 for processing. This status will remain in place while an initial review of your application for completeness is conducted. This status will change if further information is requested or the application is assigned to an officer for assessment.
Application Assigned for Assessment	Assessment of your application to determine your eligibility has started. The Government of Alberta may contact you and/or your 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 has been accepted. Check your inbox for an email with next steps.
Certificate Issued	A nomination certificate has been issued for the application. Go to the Decision Letters section of the AAIP portal to review the decision.
Declined	Your application did not meet AAIP criteria. Go to the Decision Letters section of the AAIP portal to review the decision.
Withdrawn	Your application has been withdrawn at your request or the request of your authorized representative, or your nomination was withdrawn by the Government of Alberta. Go to the Decision Letters section of the AAIP portal to review the decision.
Certificate Extension Issued	You have been issued an extension of your nomination certificate. Go to the Decision Letters section of the AAIP portal to review the decision.
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 EOI to be considered for a new invitation to apply.

Worker Stream EOI Status	Means...
Payment Pending	You must pay your Worker EOI fee. The Worker EOI fee must be paid in full within 24 hours of your EOI being submitted.
Submitted	Your EOI fee has been paid. You are in the Worker EOI pool and may be considered for selection.
Cancelled	This status appears if: <ul style="list-style-type: none"> • you cancelled your Worker EOI; or • your Worker EOI is more than 12 months old and is no longer in the pool of eligible Worker EOIs to be considered for selection for an invitation to apply. A cancelled Worker EOI cannot be reinstated. You must create a new Worker EOI.

Entrepreneur Stream EOI Status	Means...
Draft	Your Entrepreneur EOI has not yet been received for processing.
Payment Pending	You must pay your Entrepreneur EOI fee. The fee must be paid in full within 24 hours of your Entrepreneur EOI being submitted.
Pending Review by AAIP	Your Entrepreneur EOI is waiting to be assessed by the Government to determine your points.
Review in Progress	The Government of Alberta is assessing your Entrepreneur EOI and determining your points.
Eligible	Your Entrepreneur 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 Entrepreneur EOI does not meet minimum requirements. Your Entrepreneur 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 Entrepreneur EOI has been selected to submit a business application. Check your inbox for an email from the Government of Alberta with next steps.
Expired	Your Entrepreneur 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 Entrepreneur EOI. A cancelled EOI cannot be reinstated. You must create a new Entrepreneur EOI.

Request Status	Means...
Draft	Your request has not yet been received 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	Your request has been accepted for processing. For requests with a fee, your request fee has been paid. For withdrawal requests, this status will remain in place while an initial review of your request is completed. This status will change once a final decision is made on your request.
Updated	For requests to update information, the Government of Alberta updates the information in the internal AAIP system. Changes will not be reflected in the portal.

Request Status	Means...
Request Declined (for requests with a fee and withdrawal requests only)	<p>Your request was reviewed and not approved.</p> <p>For reconsideration 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>Go to the Decision Letters section of the AAIP portal to review the decision.</p>
Request Approved (for requests with a fee and withdrawal requests only)	<p>Your request was reviewed and approved. Go to the Decision Letters section of the AAIP portal to review the decision.</p> <p>For requests for reconsideration, if it was determined that an error was made and the original decline decision has been overturned, you will be automatically refunded the request fee.</p>
Cancelled	<p>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.</p>

How to contact the Government of Alberta if you have questions about submitting an EOI, worker stream application, business application or request:

- For worker streams, use the [Opportunity Alberta contact form](#).
- For entrepreneur streams, email entrepreneur.supportservice@gov.ab.ca.
- If you need assistance creating an Alberta.ca Account, visit <https://account.alberta.ca>.