

# IRCC's online Help Centre



Do you get immigration or citizenship questions?  
**We have more than 1200 answers to help you.**

[Canada.ca/immigration-help](https://Canada.ca/immigration-help) | [Canada.ca/citizenship-help](https://Canada.ca/citizenship-help)

To help you answer citizenship and immigration questions you may be getting, we've put together this list of our top Help Centre content. You can also easily share these popular Help Centre questions on your social media channel by copying and pasting the messages from the "share answers on your social media" column.

 **FIND**  
Search popular topics

 **SHARE**  
Post answers on your social media

 **GIVE FEEDBACK**  
Tell us if our answers helped you

 **GET UPDATES**  
Find out when new questions are added

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## How to come to Canada

### Find the answers

- [How can I come to Canada as a visitor, worker or student?](#)
- [What immigration programs can I apply for?](#)
- [How can I determine whether I can apply for permanent residence?](#)

### Browse these topics

- [Determining your eligibility](#)
- [Work permits](#)
- [Visiting](#)
- [Study](#)

### Share on your social media

- Want to #MoveToCanada? See what programs you might be eligible to apply for: <https://goo.gl/4u4jOC>
- Want to come to Canada as a visitor, worker or student? The #HelpCentre can get you started: <https://goo.gl/RszM7g>
- Wondering if you are eligible for permanent residence? The #HelpCentre has the answer: <https://goo.gl/2eta77>

## Helping someone with their application

### Find the answers

- [How can I get help with my application?](#)
- [Can my friend or family member handle my immigration or citizenship application for me?](#)
- [Do I need a representative to help me apply?](#)

### Browse these topics

- [Applying - general](#)
- [Immigration representatives](#)

### Share on your social media

- Need help with your IRCC application? The #HelpCentre is the place to start: <https://goo.gl/kxvTrU>
- A friend or family member handling your application? Check the #HelpCentre to find out how to add them to your application: <https://goo.gl/4xoDPy>
- Is someone else going to check your application status for you? Let us know: <https://goo.gl/K1Jy5A>

## Tips to fill out forms

### Find the answers

- [How do I fill out an immigration application?](#)
- [How do I download and open a PDF form IRCC's website?](#)
- [What do you mean by surname?](#)
- [I don't know what dates to put in the history section on my immigration form. What do I do?](#)
- [I do not have enough space on the form to explain everything. What should I do?](#)
- [What if some of the questions on the application form do not apply to me?](#)
- [What language should my supporting documentation be in?](#)

### Browse these topics

- [Completing an application form](#)
- [Downloading files](#)
- [Technical help - immigration applications](#)

### Share on your social media

- Need help with a form? The #HelpCentre has tons of tips to help you download and complete forms properly: <https://goo.gl/RHLeYF>
- Wondering what a UCI is? You can find out in our #HelpCentre: <https://goo.gl/8bEBiW>
- "What do you mean by surname?" Find out in the #HelpCentre: <https://goo.gl/CWO8uK>
- Looking for your client ID? The #HelpCentre can help you find it: <https://goo.gl/t7cL9Q>
- Not sure what dates to place on the history section of your application? The #HelpCentre has the answer: <https://goo.gl/6N6mh8>
- Running out of room on your immigration application? Visit the #HelpCentre to find out what to do: <https://goo.gl/TzT7y3>
- "What if some of the questions on the application form do not apply to me?" Find the answer at the #HelpCentre: <https://goo.gl/jbHMbg>
- Wondering what language your supporting documentation should be in? The #HelpCentre can tell you more: <https://goo.gl/fe6n8N>

## Sponsoring a family member to come to Canada

### Find the answers

- [How can I sponsor my spouse or children?](#)
- [How long will it take to process my spousal sponsorship application?](#)
- [I am sponsoring my spouse or partner who is in Canada. Can they work while their application is being processed?](#)

### Browse these topics

- [Sponsoring a parent or grandparent](#)
- [Sponsoring your spouse, partner, children or other relatives](#)
- [Link your application to your online account](#)

### Share on your social media

- Looking to sponsor your spouse, partner or children? Find out how #sponsorship works: <https://goo.gl/RbU0e8>
- Got questions about sponsoring a family member? The #HelpCentre has the answers: <https://goo.gl/ahzHZN>
- Does your spouse or partner want to work in Canada while their sponsorship application is being processed? Find out about the document they need: <https://goo.gl/3oXvqy>

## Applying, renewing or replacing permanent resident cards

### Find the answers

- [How can I get a permanent resident card?](#)
- [What should I do if my PR card has been lost, stolen or destroyed?](#)
- [I need to leave Canada and I do not have a permanent resident card. Can I later return to Canada without a PR card?](#)

### Browse these topics

- [Permanent resident card - Applying, renewing, replacing](#)
- [Permanent residence](#)
- [Permanent residents travelling outside Canada](#)

### Share on your social media

- How do you get a PR Card? The #HelpCentre has the answer: <https://goo.gl/5WpnUa>
- Lost your PR Card? Wondering how to get a replacement? Find out in the #HelpCentre: <https://goo.gl/8NQ39o>
- You're a permanent resident travelling outside Canada? Find out what to do if you don't have your PR card to return to Canada: <https://goo.gl/VTX79x>

## How to pay IRCC fees or get a refund

### Find the answers

- [How can I pay my application fees?](#)
- [How do I pay online?](#)
- [My application was refused. Can I get a refund from IRCC?](#)

### Browse these topics

- [Paying application fees](#)
- [Getting a fee refund](#)

### Share on your social media

- Not sure how you should pay your IRCC fees? The #HelpCentre has the answer: <https://goo.gl/ykRadL>
- Make sure to properly pay your IRCC fees and avoid delays. Get answers to your questions on how to pay your fees in the #HelpCentre: <https://goo.gl/ROrDoD>
- Find out how to get an IRCC fee refund. #HelpCentre: <https://goo.gl/QMfRn5>

## Check out our most popular Help Centre topics



Visiting



Application status



Applying - general



Work permits



Citizenship



Applying online



Downloading files



Studying



Express Entry



Sponsoring your family



Economic immigration



Refugees



International Experience Canada



Permanent resident card-  
applying, renewing, replacing