

User Guide for **Address Changes,** **including Email Addresses**

Created August 11, 2020; last updated May 4, 2021

IMPORTANT NOTES PRIOR TO BEGINNING AN ADDRESS CHANGE

If an applicant is performing a jurisdiction change (i.e. moving from one province to another), the applicant will be required to provide a copy of their new jurisdiction photo ID (drivers licence or passport) + a copy of their Health Card or another piece of proof of address identification (such as a lease or bank statement).

A jurisdictional address change could impact your requirement to obtain [continuing education](#) (CE). The [Requirements and Definitions](#) section of the ICM website will provide information to you as to what annual CE requirements may be needed.

Step 1: Login to system

Login within the online portal at <https://lms.icm.mb.ca/IcmPortal/>.

ICM LICENSING PORTAL

Existing Users Log In

User ID

Password

Log In

OR

Register as new applicant

Forgot your User ID?
Forgot your password?

Note: The ICM Portal supports the following browsers:

- Google Chrome
- Internet Explorer 9.0+
- Mozilla Firefox

All PDF files require the latest version of Adobe Acrobat Reader to download.

Step 2: Verify your Email Address

Note the importance of this email address – all correspondence from the ICM will be sent to this email, including annual licence renewal reminders, E&O reminder notices, Disqualification notices due to not updating your E&O, Council Report/Newsletter information, etc.

ICM LICENSING PORTAL

Update Profile

Please ensure the following email address is correct. Click save to proceed.
Note the importance of this email address - all correspondence from the ICM will be sent to this email.

*Email

Save

Step 3: Personal or Business Information

Click on “**Information**” then “**Personal Information**” to update the residential address or your primary email address or “**Business Information**” to update the business address or your alternate email address.

The screenshot displays the ICM Licensing Portal interface. On the left is a navigation menu with the following items: Home, Information (circled in red with a red arrow pointing to it), Personal Information, Business Information, Licences, Applications, Continuing Education, E&O, Exams, and Payment. The main content area is titled 'Agent's Dashboard' and includes a 'Welcome to' message. It features two summary cards: 'Licence Status' showing 0 Application (In Progress), 1 Issued, and 0 Renewal; and 'Account Balance' showing \$0.00 for Licence Fees and \$0.00 for Exam Fees.

Step 4: Edit information


Click **“Edit”** to edit/update the information.

- Home
- Information
- Licences
- Applications
- Continuing Education
- E&O
- Exams
- Payment

Business Address

Licence: GENERAL
Business Address: 167 Lombard Avenue
Winnipeg, R3B 0T6
R3B 0T6 Canada

Business Phone: (204) 222-2222
Ext:
Fax:
Alternate Email: contactus@icm.mb.ca

Edit 

NOTE: You must contact ICM at contactus@icm.mb.ca to change your **province** as it may have implications for your Manitoba licence(s).

Edit Business Address

Licence: GENERAL

*Line 1

Line 2

*City

*Province

*Country

*Postal Code

*Phone

Ext

Fax

*Alternate Email

Click **“Save”** once the information has been updated.