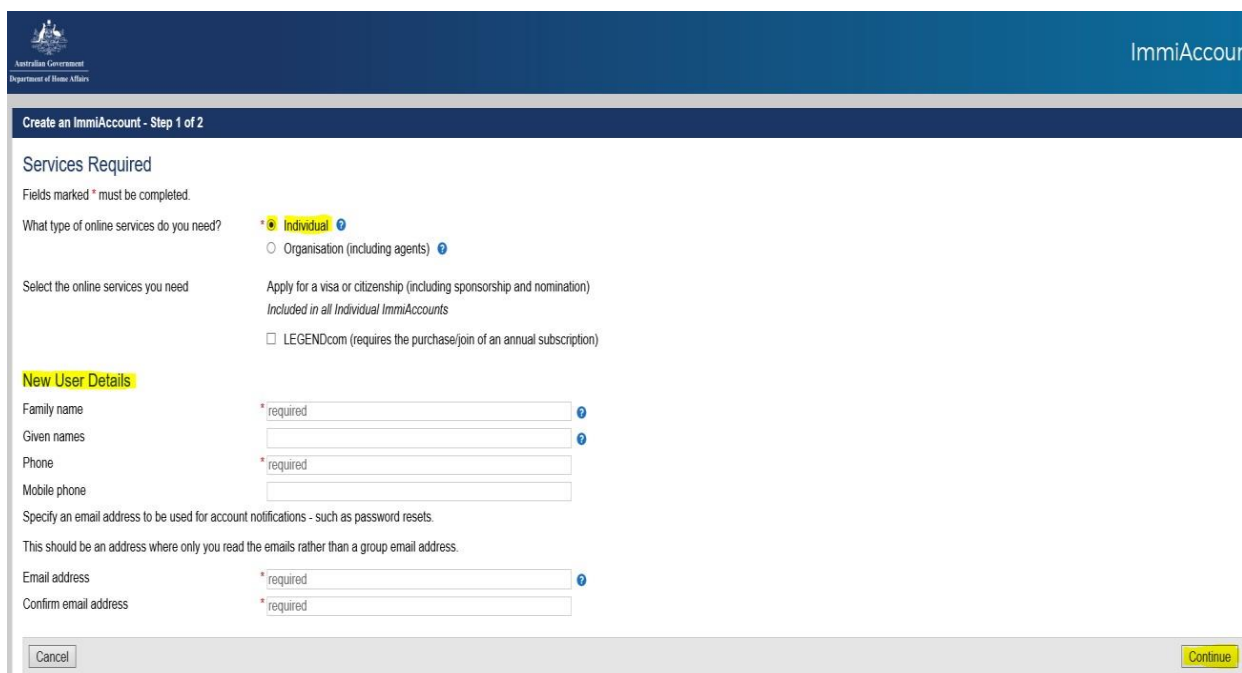


Guide to Creating an ImmiAccount (for Individuals)

Creating an **ImmiAccount** allows you to apply for a visa and/or citizenship, attach documents to your application, track your application's progress, and manage certain details online.

To create an individual ImmiAccount go to: <https://online.immi.gov.au/lusc/register>

The **Create Account – Step 1 of 2** page displays:



The screenshot shows the 'Create an ImmiAccount - Step 1 of 2' page. The header includes the Australian Government logo and 'ImmiAccount'. The main content is divided into two sections: 'Services Required' and 'New User Details'. In the 'Services Required' section, the question 'What type of online services do you need?' has two radio button options: 'Individual' (selected) and 'Organisation (including agents)'. Below this, there are checkboxes for 'Apply for a visa or citizenship (including sponsorship and nomination)' and 'LEGENDcom (requires the purchase/join of an annual subscription)'. The 'New User Details' section contains several text input fields: 'Family name', 'Given names', 'Phone', 'Mobile phone', 'Email address', and 'Confirm email address'. Each field is marked as '*required' and has a help icon. At the bottom of the form, there are 'Cancel' and 'Continue' buttons.

1. Select 'Individual' next to the question "What type of services do you need?"
2. Enter all your relevant information under "New User Details"
3. Click Continue

The Create Account – Step 2 of 2 page displays:

Create an ImmiAccount - Step 2 of 2

Account details

Login details
You can use your email address as a username or enter a different username if you prefer.
After you have created your account you will not be able to change your username.

Username ?

Password must be a minimum of nine (9) characters and include at least one (1) character from three (3) of the four (4) groups below:

- lower-case characters (a-z)
- upper-case characters (A-Z)
- digits (0-9)
- punctuation and special characters (~!@#\$%^&*()_+=[\.,?/)

New password required

Re-type new password required

Secret questions and answers
Note: you will need to remember the exact answers to these questions if you forget your password.

Question 1 ?

Answer 1 required

Question 2 ?

Answer 2 required

Question 3 ?

Answer 3 required

Security alerts
ImmiAccount will send you alerts to help protect the security of your account. Select whether you wish to receive alerts about the following:

- Change name details
- Successful logon
- Change password

You can change these preferences in the future if required.

Declaration

Terms and conditions [View the ImmiAccount terms and conditions](#)

I accept the ImmiAccount terms and conditions to access the Department of Home Affairs services and agree to an ImmiAccount being created in my name. All details on this form are correct.

Security check

I am not a robot

4. Enter your Username and New Password under Login details
5. Complete the secret questions. You will need to remember the exact answers to these questions if you forget your password.
6. Under Declaration - Select the checkbox to indicate that you accept the terms and conditions. Select the checkbox I am not a robot and click submit

The Login successful page displays:

Login successful

Information

Your account has successfully been created.
An email will be sent to the email address you provided, with your username and to confirm your email address.

If you do not confirm your email address you will not be able to:

- Retrieve a forgotten username
- Reset your password
- Receive account notifications.

It is important that you do this as you may end up locked out of your account, which could delay your application or result in you missing important deadlines.

Sponsored Parent (Temporary) visa

The Department has updated COVID-19 visa concession information for Sponsored Parent (Temporary) (subclass 870) visa holders on the Department of Home Affairs' website at: <https://covid19.homeaffairs.gov.au/covid-19-visa-concessions>

Action Required flag still showing:

Please disregard the action required flag if you have already provided the following information and it is still showing as required on your application summary page:

- Biometrics
- Additional payment requirement

This is a known system issue that is currently being investigated by technical teams.

Note: Citizenship applications are not affected.

Planned System Maintenance

The Department will be performing scheduled system maintenance that will affect **payment** functionality in ImmiAccount at the following dates/times:

- 9:00am until 5:00pm Sunday 20 February 2022 AEDT

You will still be able to start, edit, and attach documents to a Visa or Citizenship application, but you may not be able to make a payment or submit an application during the maintenance period.

We apologise for any inconvenience.

Suspension of BPAY Request Payment option

The BPAY Request payment option will be unavailable from Friday 25 February 2022 until Saturday 5 March 2022.

Payment by credit card, Paypal and UnionPay is still available.

We apologise for any inconvenience.

Some delays to visa processing due to COVID-19

Some visa processing times have been affected and applications may take longer to finalise. As a priority, the Department is processing visa applications for travellers who are exempt from our travel restrictions to support urgent travel.

It is important that you do this as you may end up locked out of your account, which could delay your application or result in you missing important deadlines.

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Complete the Digital Passenger Declaration before you travel to Australia

All travellers coming to Australia are required to provide critical health information prior to their departure, through the [Digital Passenger Declaration \(DPD\)](#). You can start your DPD 7 days before travel, but must complete it within 72 hours before departure for Australia.

Find out more about Australia's [COVID-19 travel and border arrangements](#)

Last successful login
Last password changed 17/02/2022 12:11:54

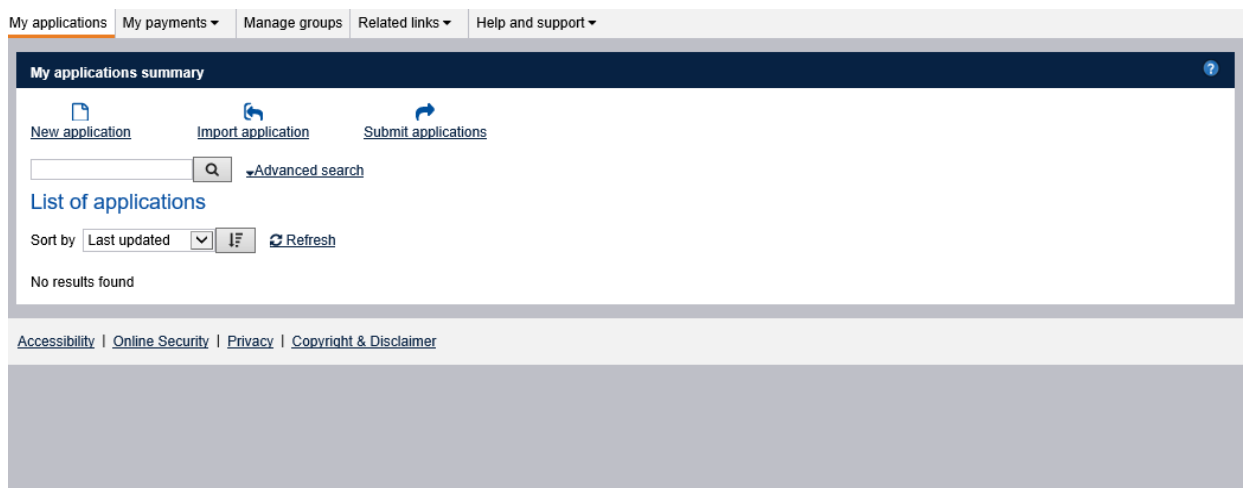
[Continue](#)

7. Click **Continue**

An email will be sent to you asking to confirm your email address.
From within the email, click the link supplied to confirm your email address.

You must do this to be able to use the ImmiAccount self-service functions, including retrieving a forgotten username or password and receiving account notifications.

The **My applications summary** page displays:



The screenshot shows the 'My applications summary' page. At the top, there is a navigation bar with the following items: 'My applications' (active), 'My payments', 'Manage groups', 'Related links', and 'Help and support'. Below the navigation bar is a dark blue header with the title 'My applications summary' and a help icon. The main content area contains three links: 'New application', 'Import application', and 'Submit applications'. Below these links is a search bar with a magnifying glass icon and a dropdown menu labeled 'Advanced search'. Underneath the search bar is the heading 'List of applications'. Below the heading, there is a 'Sort by' dropdown menu set to 'Last updated', a filter icon, and a 'Refresh' button. The text 'No results found' is displayed below the filter and refresh options. At the bottom of the page, there is a footer with links for 'Accessibility', 'Online Security', 'Privacy', and 'Copyright & Disclaimer'.

You have now successfully created an ImmiAccount.