



# ImmiAccount – How to create an ImmiAccount (individuals)

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If you are applying for a visa and/or citizenship, you can create an account on our website. 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.

This guide explains the steps for creating an **ImmiAccount**.

From the [www.border.gov.au](http://www.border.gov.au) homepage, click the **Log into ImmiAccount** link.

The **ImmiAccount Login** screen displays.

Australian Government  
Department of Immigration  
and Border Protection

ImmiAccount

Login

Login to ImmiAccount

Fields marked \* must be completed.

Username \* required

Password \* required

Cancel Login

I have forgotten my ImmiAccount username or password

Create an ImmiAccount

Create an ImmiAccount to access the Department of Immigration and Border Protection's online services.

Create ImmiAccount 1

1. Click **Create ImmiAccount**.

The **Create an ImmiAccount Step – 1 of 2** screen displays.

**Australian Government**  
Department of Immigration  
and Border Protection

**ImmiAccount**

**Create an ImmiAccount - Step 1 of 2**

**Services Required**

Fields marked \* must be completed.

What type of online services do you need? \*  Individual  Organisation (including agents)

Select the online services you need  Add LEGENDcom (requires the purchase/join of an annual subscription)

Apply for a visa or citizenship (including sponsorship and nomination)  
*Included in all Individual ImmiAccounts*

**New User Details**

Title

Family name \* required

Given names

Phone \* required

Mobile phone

Email address \* required

Confirm email address \* required

**Address details**

Address \* required

Suburb/Town \* required

Country \* AUSTRALIA

State \* Australian Capital Territory

Postcode/Zip \* required

2. Choose your **Title** from the dropdown list and enter your **Family name** and **Given names**
3. Enter your **Phone** and **Mobile phone** numbers
4. Enter your **Email address** and enter it again in the **Confirm email address** field
5. Enter your **Address** details in the relevant fields
6. Click **Continue**

The **Create an ImmiAccount Step – 2 of 2** screen displays.

**Australian Government**  
Department of Immigration and Border Protection

**ImmiAccount**

Create an ImmiAccount - Step 2 of 2

Account details

**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 \*

Question 2 \*

Answer 2 \*

Question 3 \*

Answer 3 \*

Question 4 \*

Answer 4 \*

Question 5 \*

Answer 5 \*

**Login details**

Username \*  Use my email address as my username or enter a different username below

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 \*

Enter password

Re-type new password \*

**Declaration**

**Terms and conditions**

[View the ImmiAccount terms and conditions](#)

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

**Security check**

If you are unable to view the image, you can [download the audio file](#)

Type in the characters you see or hear \*

7. Complete the secret questions and answers as follows:

- Click the  icon, and select a question from the menu.
- Enter the answer to the question you selected.
- Repeat steps **a** and **b** for all five questions.



You will need to remember the exact answers to these questions if you forget your password.

8. Either:

- Click the check box to use your email address as your username, or
- Enter a username in the field using the help information as a guide

9. Using the password information as a guide, create a password and enter it twice

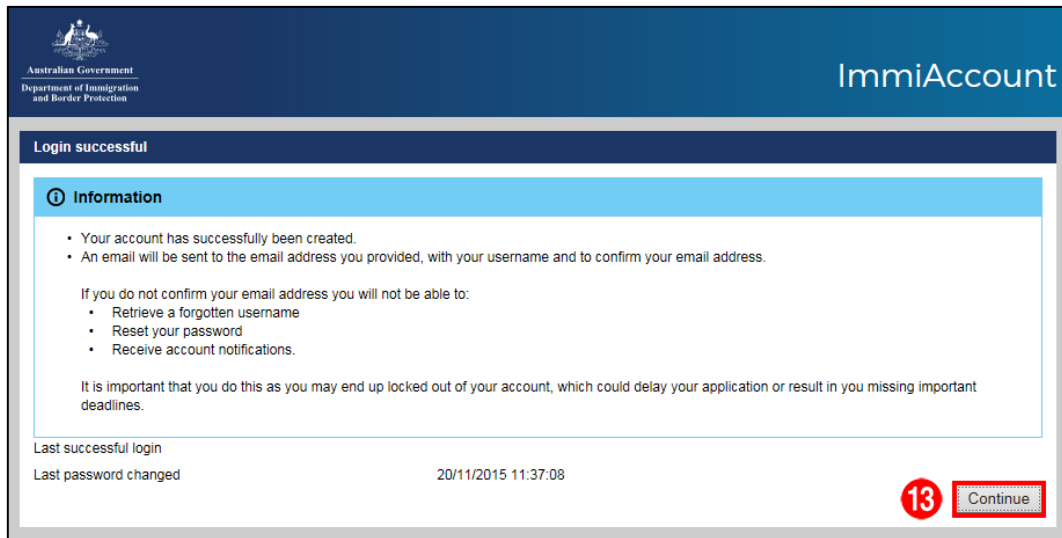
- To read the terms and conditions for creating an **ImmiAccount**, follow the **View the ImmiAccount terms and conditions** link. Select the checkbox to indicate that you accept the terms and conditions
- Type in the Security check characters exactly as displayed



To hear the characters spelt out, click the **download the audio file** link. If you are unsure of the characters, click the **Refresh** button to get new characters.

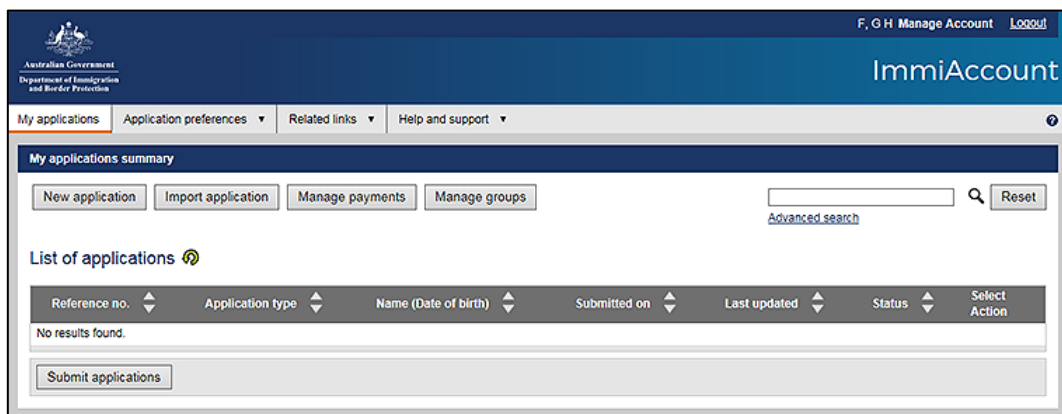
- Click **Submit**

The **Login successful** screen displays.



- Click **Continue**

The **My applications summary** screen displays.



An email is sent to you asking to confirm your email address.

To G H F

Username: GHF

Thank you for choosing to create an ImmiAccount. You must now confirm your email address to:

- \* Retrieve a forgotten username
- \* Reset your password
- \* Receive account alerts

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.

Please use the following link to confirm your email address:

<https://e6-online.immi.gov.au/lusc/verifyEmailNotification?id=a79f77c2-6d13-4af7-9acc-e6eaf8c5f121>

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This link is only valid for 28 days. If the link has expired, you can select to confirm your email, through the 'Manage Account' menu in your ImmiAccount.

Yours sincerely

Department of Immigration and Border Protection

14. From within the email, click the link supplied to confirm your email address

The **Email confirmed** screen displays in ImmiAccount.



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.



You have successfully created an **ImmiAccount**.