



Australian Government
Department of Immigration
and Border Protection

ImmiAccount – What does the status of my application in ImmiAccount mean?

Version: 1 (18-6-2015)

Your visa or citizenship application will progress through a number of stages as it is processed by the department—from when you start the application form to when processing of your application is finalised.

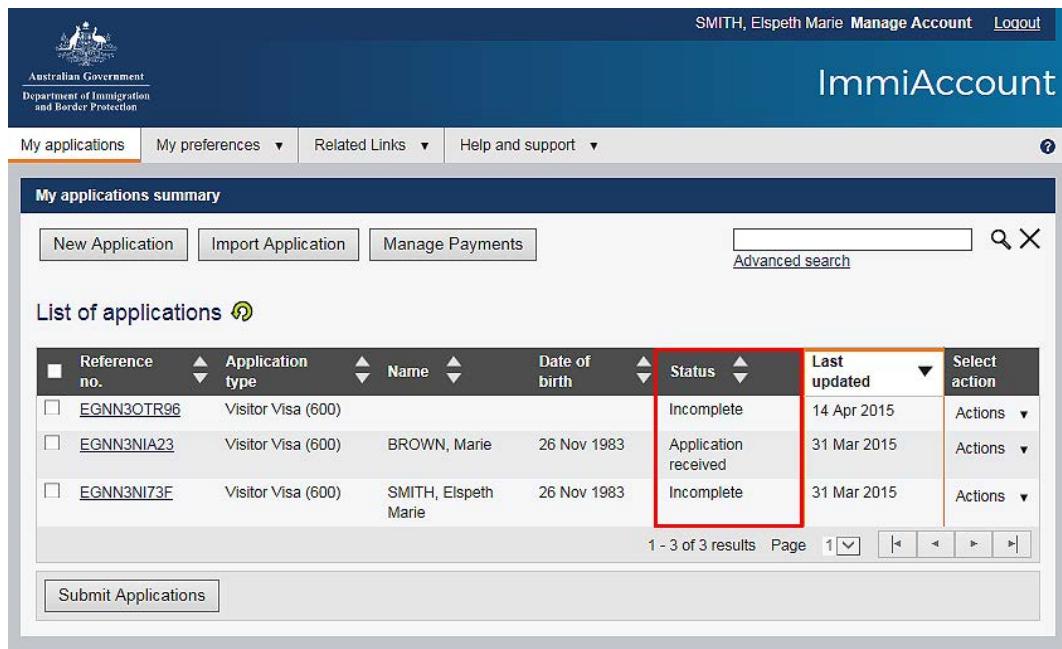
You can check the status of your application in ImmiAccount to give you an indication of the progress of your application.

Login to your **ImmiAccount**.

 For information on how to login to your **ImmiAccount**, refer to the **How to login to ImmiAccount** Quick Reference Guide.

The **My applications summary** page displays.

The statuses of your applications are shown in the List of applications under the **Status** heading.

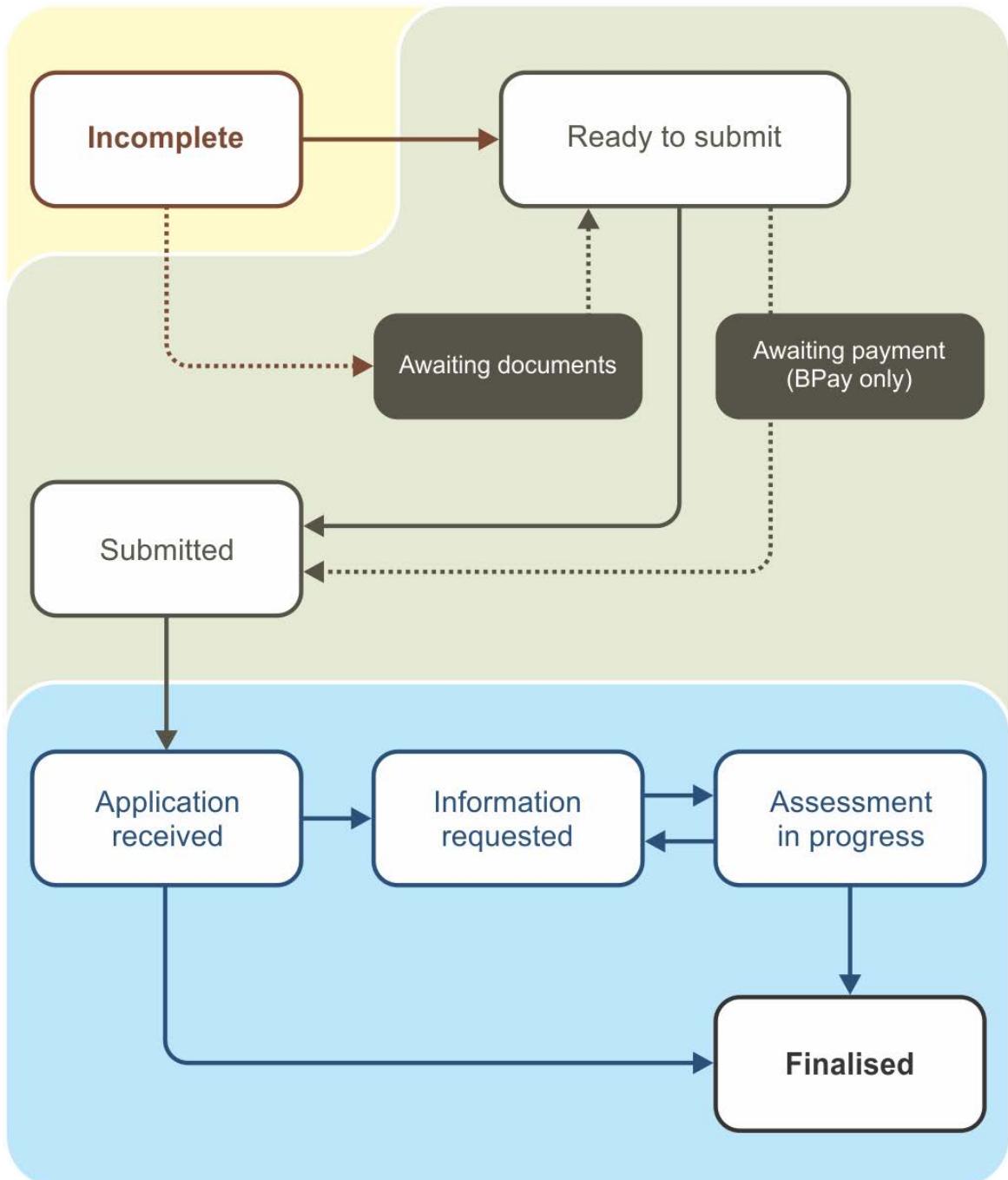


Reference no.	Application type	Name	Date of birth	Status	Last updated	Select action
EGNN3OTR96	Visitor Visa (600)			Incomplete	14 Apr 2015	Actions
EGNN3NIA23	Visitor Visa (600)	BROWN, Marie	26 Nov 1983	Application received	31 Mar 2015	Actions
EGNN3NI73F	Visitor Visa (600)	SMITH, Elspeth Marie	26 Nov 1983	Incomplete	31 Mar 2015	Actions



The Status of your application changes in your **List of applications**, as it progresses through the application process.

The diagram below shows you the 'life cycle' that applications follow when being processed by the department.



The following describes each status.

Incomplete

You have started an online application but you have not completed the form.

Ready to submit

You have completed the online application form but have not yet paid the application charge, or have saved the application without submitting.

Awaiting documents

You have completed the online application form but have not provided the required supporting documentation.

 This status only applies when documentation must be provided before the application is submitted. It is currently only used for citizenship applications.

Awaiting payment

You have indicated that you have paid the application charge via BPay and we are waiting for the bank to confirm that the payment has been processed.

 This status only applies to application types that have a BPAY option.

Submitted

Your application has been submitted and received by the department.

Application received

Your application has been received and will be assessed within advertised application processing timeframes.

 See our [service standards for processing applications](#) for information regarding application processing times. Please note that if you repeatedly contact the department for an update on the processing of your application it can slow down processing.

Information requested

An immigration officer has assessed the application and found that more information is required. They have requested that you provide further evidence in support of the application.

You should attach the requested documents in ImmiAccount and use the **Request complete** button to indicate that you have provided all the requested information.

 For information on how to attach documents to your application, refer to the **How to attach documents to an application** Quick Reference Guide.

Assessment in progress

You have provided the requested information. The department may proceed to make a decision on your application. The department may also ask you for further information. In this case, the status will return to **Information requested**.



If you submitted your application before 17 April 2015, the status will be shown as **Assessment in progress** unless a new request for information has been sent after that date. Please check for emails from the department and ensure that you provide all requested information within the necessary timeframes.

Finalised

A decision has been made on the application. You will be notified of the decision by email or post.