



# 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** page displays.

1. Click **Create ImmiAccount**.

The **Create Account** page displays.

The screenshot shows the 'Create account' page. At the top, it says 'Enter the following details to create an ImmiAccount:'. Below this, there are two sections: 'Your details' and 'Secret questions and answers'. The 'Your details' section has four fields: 'Given names', 'Family name', 'Email address', and 'Confirm email address'. The 'Secret questions and answers' section has five questions, each with a dropdown menu for the question and a text input for the answer. Red callouts with numbers 2 through 5 point to the 'Given names', 'Family name', 'Email address', 'Confirm email address', and the 'Secret questions and answers' section respectively.

2. Enter your first name along with and any middle names.
3. Enter your family name.
4. Enter your email address twice.
5. Complete the secret questions and answers as follows:
  - a. Click the  icon, and select a question from the menu.
  - b. Enter the answer to the question you selected.
  - c. 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.

The screenshot shows the 'Security check' page. At the top, there is a CAPTCHA image with the characters 'b h q p p 5 r' and a 'Refresh' button. Below the image, there is a text input field for 'Type in the characters you see or hear'. The 'Login details' section has a checkbox for 'Use my email address as my username or enter a different username below' and a text input for 'Username'. Below this, there is a password requirement section with a list of requirements: 'lower-case characters (a-z)', 'upper-case characters (A-Z)', 'digits (0-9)', and 'punctuation and special characters (~!@#%&\*()\_+={}\.?)'. There are two text input fields for 'New password' and 'Re-type new password'. The 'Terms and conditions' section has a link to 'View the ImmiAccount terms and conditions' and a checkbox for '\* I accept the ImmiAccount terms and conditions'. At the bottom, there are 'Cancel' and 'Create' buttons. Red callouts with numbers 6 through 10 point to the CAPTCHA image, the 'Type in the characters you see or hear' field, the 'Username' field, the password requirements, the 'New password' field, the 'Re-type new password' field, the 'Terms and conditions' section, and the 'Create' button respectively.

6. Type in the Security check characters exactly as displayed.

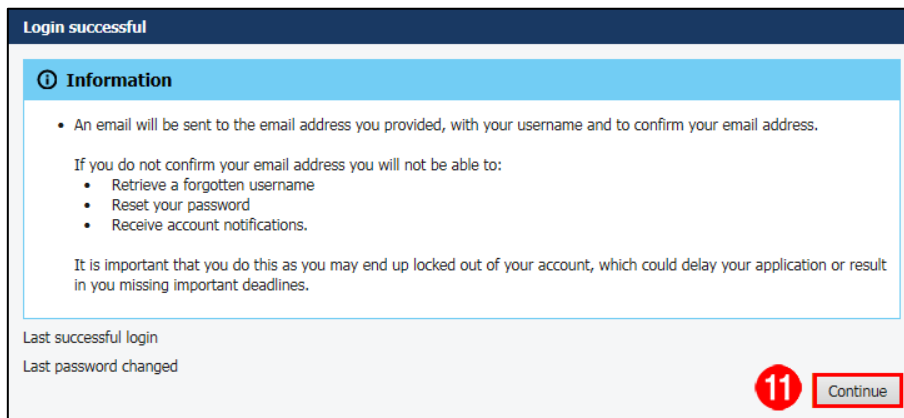


To hear the characters spelt out, click the **download the audio file** link. If you are unsure of the characters, click the **Refresh** button to get new characters.

7. Either:

- d. Click the check box to use your email address as your username, or
  - e. Enter a username in the field using the help information as a guide.
8. Using the password information as a guide, create a password and enter it twice.
9. 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.
10. Click **Create**.

The **Login successful** page displays.



11. Click **Continue**.

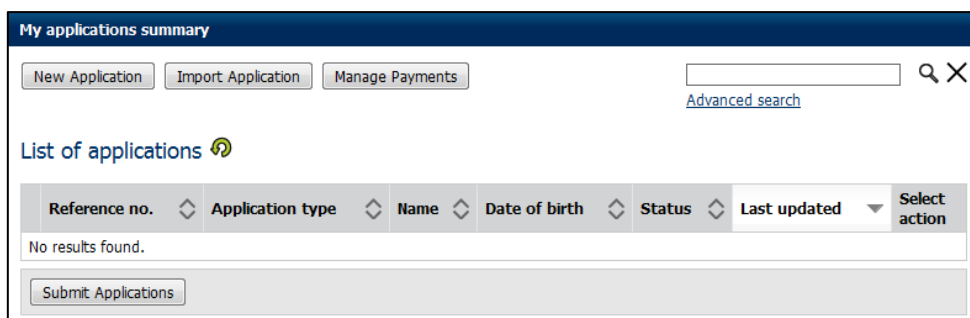
An email is sent to you asking to confirm your email address.

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.



You have successfully created an **ImmiAccount**.