



# ImmiAccount – How to update your application address details

Version: 2 (4-6-2015)

If your residential address, postal address, or contact telephone number details change after you have submitted an application, you must update these details in your application.

This guide explains the steps on how to change your address or contact telephone number details for an online or imported paper application in **ImmiAccount**.



The application must have a status of **Submitted**, **Application received**, **Information requested**, **Assessment in progress** or **Finalised** to use this function.

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 screenshot shows the 'My applications summary' page in ImmiAccount. At the top, there is a navigation bar with 'My applications', 'My preferences', 'Related Links', and 'Help and support'. Below this is a table of applications. The first application is highlighted with a red box around the reference number 'EGNN3NIA23' and a red circle with the number '1' below it. The table has the following columns: Reference no., Application type, Name, Date of birth, Status, Last updated, and Select action.

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

1. In the **Reference No.** column, click on the appropriate application link.

The **Application for a (application type)** page displays.

**Application for a Visitor Short Stay Visa**

Transaction Reference Number (TRN): EGNN3NIA23

**Information**

The Application for a Visitor Short Stay Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

**Application documents**

Type	Date	Action
Application submitted	31 Mar 2015	<a href="#">View application</a>
Application fee paid	31 Mar 2015	<a href="#">View receipt</a>

Correspondence for this application is currently being sent to the Primary Applicant at the following email address: greg.davies@immi.gov.au

**Supporting documents**

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

Person 1 - Marie Brown (26 November 1983) Processing ↻

**Related Links**

- [View](#)
- [Correspondence](#)
- [Visitor information](#)
- [Change of address details](#)
- [Change of email address details](#)
- [Change of passport details](#)
- [Add/withdraw authorised recipient](#)
- [Add/withdraw migration agent or exempt person](#)
- [Change in Circumstances](#)
- [Request for access to documents or information](#)
- [Adding an applicant](#)
- [Health details](#)
- [Document checklist](#)
- [Visa Pricing](#)
- [Estimator](#)
- [Processing times](#)
- [Biometrics collection](#)

**Help and Support**

- [Contact us](#)
- [Client service charter](#)
- [Client feedback](#)
- [ImmiAccount support](#)

2. From the **Related Links** menu, click the **Change of address details** link.

The **Change of Address Details** page displays.

**Change of Address Details**

Transaction Reference Number (TRN): EGNN3NIA23

**Applicant**

Name: MARIE BROWN (26 Nov 1983) 3

Select the contact details that are being changed

Residential address 4

Postal address

[Cancel](#) [Print](#) [Go to my account](#) [Submit Form](#)

**Help and Support**

3. From the **Name** drop down list, ensure the correct applicant is selected.

4. From the **Select the contact details that are being changed** options select one or both of the options:

- a. **Residential address** – for changes to your residential address or contact telephone numbers.
- b. **Postal address** – for changes to your postal address.

When you have made your selection, the fields you need to complete display.

The screenshot shows the 'Change of Address Details' form. At the top, it displays the Australian Government logo and the user's name 'BROWN, Marie' with links for 'Manage Account' and 'Logout'. The page title is 'Online Lodgement'. The form is titled 'Change of Address Details' and shows a Transaction Reference Number (TRN) of 'EGNN3NIA23'. Under the 'Applicant' section, the name is 'MARIE BROWN (26 Nov 1983)'. There are two checkboxes: 'Residential address' and 'Postal address', both of which are checked. The 'Residential address' section (highlighted with a red box and number 5) includes fields for Country, Address, Suburb / Town, State or Province, and Postal code. The 'Contact telephone numbers' section (highlighted with a red box and number 6) includes fields for Home phone, Business phone, and Mobile / Cell phone. The 'Postal address' section (highlighted with a red box and number 7) starts with a question 'Is the postal address the same as the residential address?' with radio buttons for 'Yes' and 'No'. Below this, there are fields for Country, Address, Suburb / Town, State or Province, and Postal code (highlighted with a red box and number 8). At the bottom of the form, there are buttons for 'Cancel', 'Print', 'Go to my account', and 'Submit Form' (highlighted with a red box and number 9).

5. **Residential Address** (If Residential Address option is selected): Enter your new residential address.

Depending on the country you select, a drop down arrow may appear in the State/Territory or State/Province field.

6. **Contact telephone numbers** (If Residential Address option is selected): Enter your new contact telephone numbers.

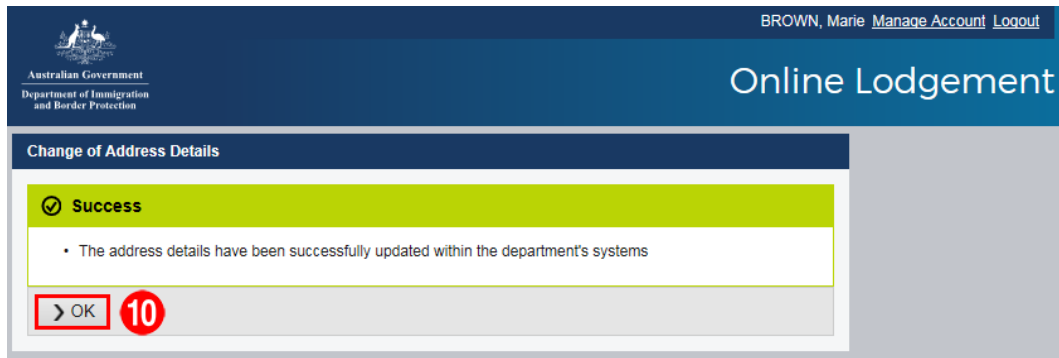
7. **Postal Address** (If Postal Address option is selected): Select:

- Yes** if new **Postal** address is the same as **Residential** address
  - No** if new **Postal** address is different from **Residential** address.
- If you select **No**, the **Postal address** fields display.

8. Enter your new postal address.

9. Click **Submit Form**.

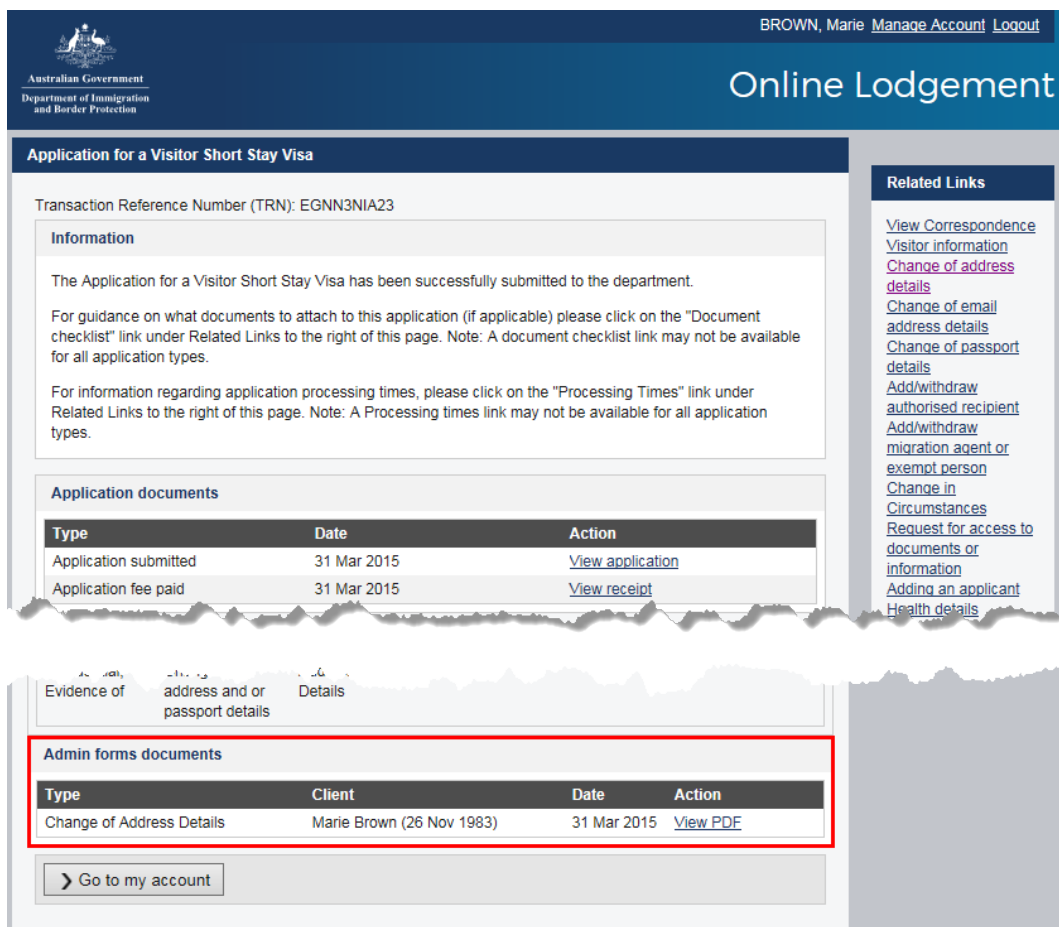
The **Change of Address Details** page displays with a success message.



The screenshot shows the 'Change of Address Details' page with a success message. The page header includes the Australian Government logo and the text 'BROWN, Marie Manage Account Logout'. The main heading is 'Online Lodgement'. Below the heading, there is a section titled 'Change of Address Details' with a green success banner that says 'Success' and a message: 'The address details have been successfully updated within the department's systems'. At the bottom of the message, there is a red 'OK' button and a red circle with the number '10'.

10. Click **> OK** .

The **Application for a (application type)** page displays with **Change of Address Details** information listed in the **Admin forms documents** section.




The screenshot shows the 'Application for a Visitor Short Stay Visa' page. The page header includes the Australian Government logo and the text 'BROWN, Marie Manage Account Logout'. The main heading is 'Online Lodgement'. Below the heading, there is a section titled 'Application for a Visitor Short Stay Visa' with a transaction reference number (TRN): EGN3NIA23. The page contains several sections: 'Information' with a message about the successful submission of the application; 'Application documents' with a table listing the application submission and fee payment; 'Related Links' with a list of links for various services; and 'Admin forms documents' with a table listing the 'Change of Address Details' document. The 'Admin forms documents' table is highlighted with a red border.

Type	Date	Action
Application submitted	31 Mar 2015	<a href="#">View application</a>
Application fee paid	31 Mar 2015	<a href="#">View receipt</a>

Type	Client	Date	Action
Change of Address Details	Marie Brown (26 Nov 1983)	31 Mar 2015	<a href="#">View PDF</a>

You have successfully updated your address details.

 If you have other submitted applications, complete this procedure for each application.