



Australian Government

**Department of Immigration
and Border Protection**

ImmiAccount – How to view correspondence for an application

Version: 2 (1-6-2015)

When you have submitted an application to the department, you may receive correspondence in relation to your application.



You will only be able to view correspondence in your **ImmiAccount** if the email address in your application is the same as the email address used for your **ImmiAccount**.

You can view the following correspondence in **ImmiAccount**:

- Acknowledgement of application received
- Request for more information/documents
- Biometric request letters
- Grant notifications
- Nomination and sponsorship approval notifications
- Withdrawal of application/nomination/sponsorship

Correspondence will be sent to the email or postal address nominated in your application. If you select 'No' to electronic communication, make a mistake in your email address or choose to use an authorised recipient or agent, you will not see correspondence relating to your application in your account.



Most email programs now include an automatic spam filter. To ensure you receive all your correspondence from us, check your junk folder and add the **border.gov.au** domain to your list of trusted and safe senders.

If you have activated your application alerts preference in your **ImmiAccount**, the department will send you an alert to your nominated email address when correspondence has been sent.



For information on how to activate your application alert preferences, refer to the **How to change your application alert preferences** Quick Reference Guide.

This guide explains the steps for viewing the correspondence sent to you by the department
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's a navigation bar with 'My applications', 'My preferences', 'Related Links', and 'Help and support'. Below this is a search bar and buttons for 'New Application', 'Import Application', and 'Manage Payments'. The main content area is titled 'List of applications' and contains a table with the following data:

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

At the bottom of the table, there's a 'Submit Applications' button and a pagination control showing '1 - 3 of 3 results' and 'Page 1'. A red circle '1' highlights the 'Actions' button for the second application, and a red circle '2' highlights the 'View Correspondence' option in the dropdown menu.

1. Click **Actions** for the application correspondence you want to view.
2. From the drop down menu, click **View Correspondence**.

The **View correspondence** page displays.

The screenshot shows the 'View correspondence' page in ImmiAccount. At the top, there's a navigation bar with 'My applications', 'My preferences', 'Related Links', and 'Help and support'. Below this is a search bar and buttons for 'New Application', 'Import Application', and 'Manage Payments'. The main content area is titled 'View correspondence' and contains the following information:

This page lists correspondence sent to your email address. See help if your correspondence is not listed.

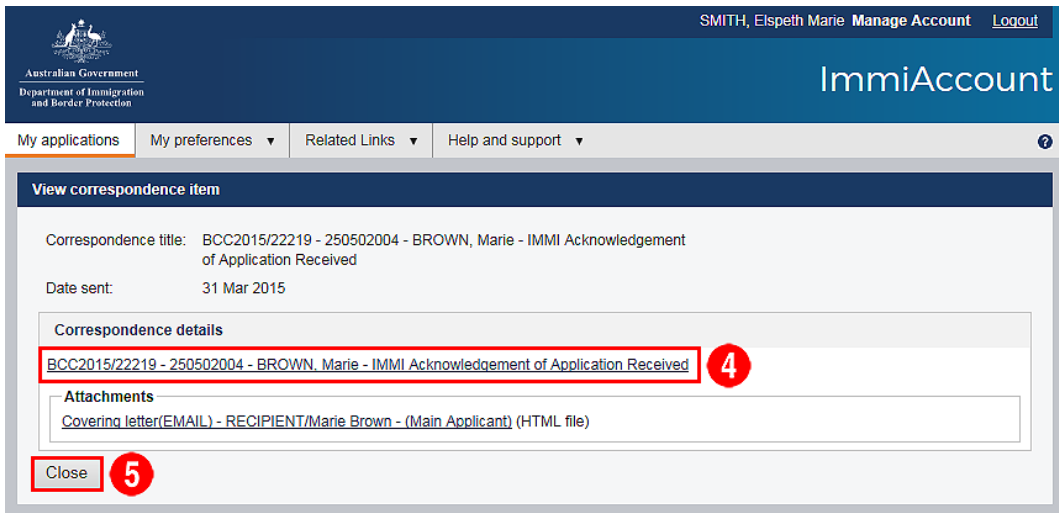
Reference no.: EGNN3NIA23
Name: BROWN, Marie
Date of birth: 26 Nov 1983

Date sent	Correspondence title
31 Mar 2015	IMMI Acknowledgement of Application Received

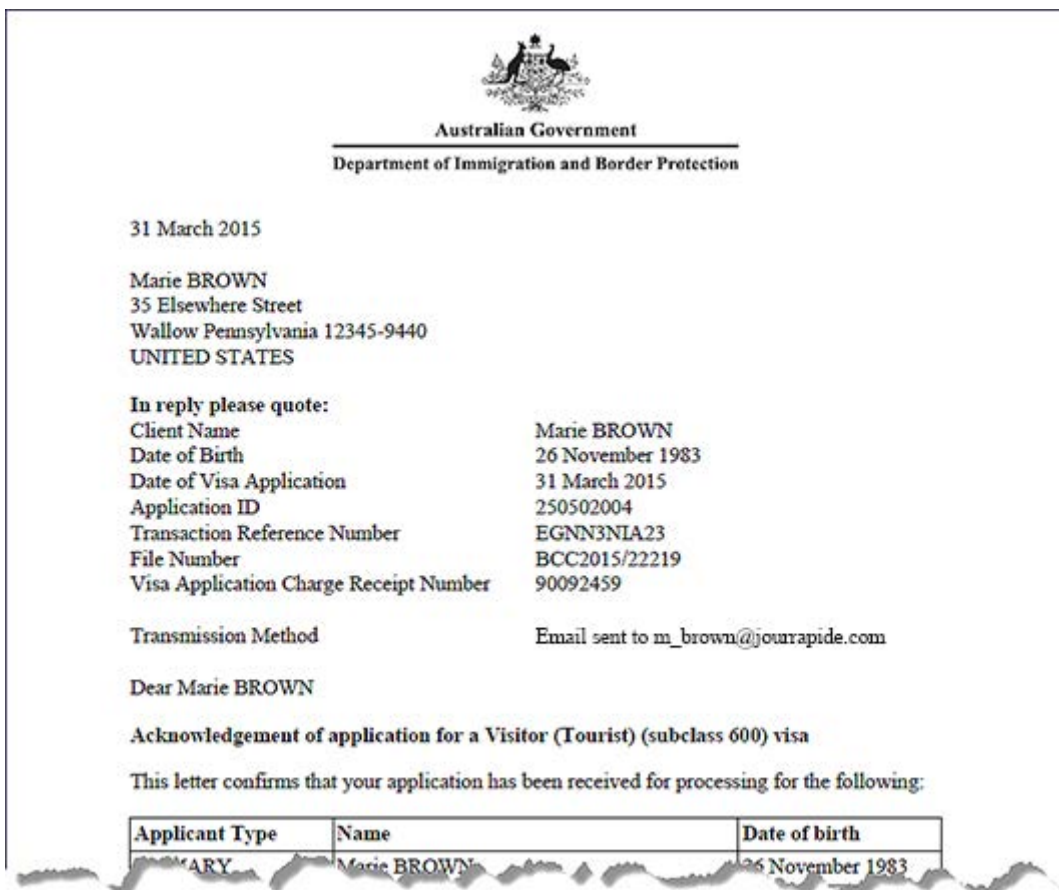
At the bottom of the table, there's a 'Back' button and a pagination control showing '1 result' and 'Page 1'. A red circle '3' highlights the 'IMMI Acknowledgement of Application Received' link.


3. Click the **Correspondence title** link for the document you want to view.

The **View correspondence item** page displays.



- Click the **Correspondence details** link you want to view.
The selected correspondence opens in a new window.




Australian Government
 Department of Immigration and Border Protection

31 March 2015

Marie BROWN
 35 Elsewhere Street
 Wallow Pennsylvania 12345-9440
 UNITED STATES

In reply please quote:

Client Name	Marie BROWN
Date of Birth	26 November 1983
Date of Visa Application	31 March 2015
Application ID	250502004
Transaction Reference Number	EGNN3NIA23
File Number	BCC2015/22219
Visa Application Charge Receipt Number	90092459

Transmission Method Email sent to m_brown@jourapide.com

Dear Marie BROWN

Acknowledgement of application for a Visitor (Tourist) (subclass 600) visa

This letter confirms that your application has been received for processing for the following:

Applicant Type	Name	Date of birth
MARRY	Marie BROWN	26 November 1983

- When you have finished viewing the correspondence, click **Close** to return to the **View correspondence** window.
You have now successfully viewed the correspondence for an application.