**Australian Government**

**Department of Immigration and Border Protection**

# 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 homepage, click the **Log into ImmiAccount** link.

The **ImmiAccount Login** screen displays.



1. Click **Create ImmiAccount**.

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



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.

7. 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.

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

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8. Either:

   a. Click the check box to use your email address as your username, or

   b. 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
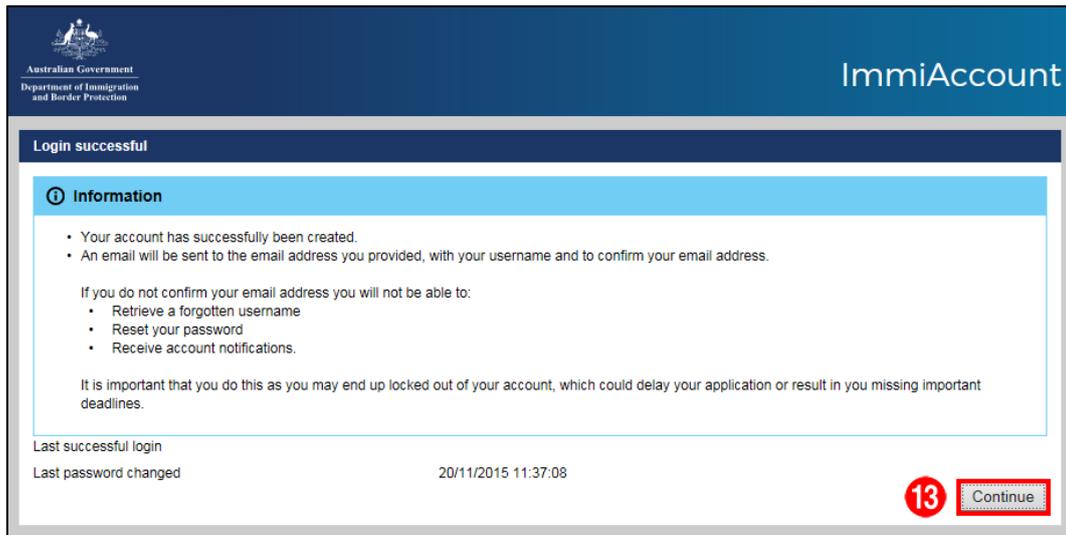
10. To read the terms and conditions for creating an **ImmiAccount**, follow the **View the ImmiAccount terms and conditions** link. Select the checkbox to indicate that you accept the terms and conditions

11. Type in the Security check characters exactly as displayed

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ⓘ 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.
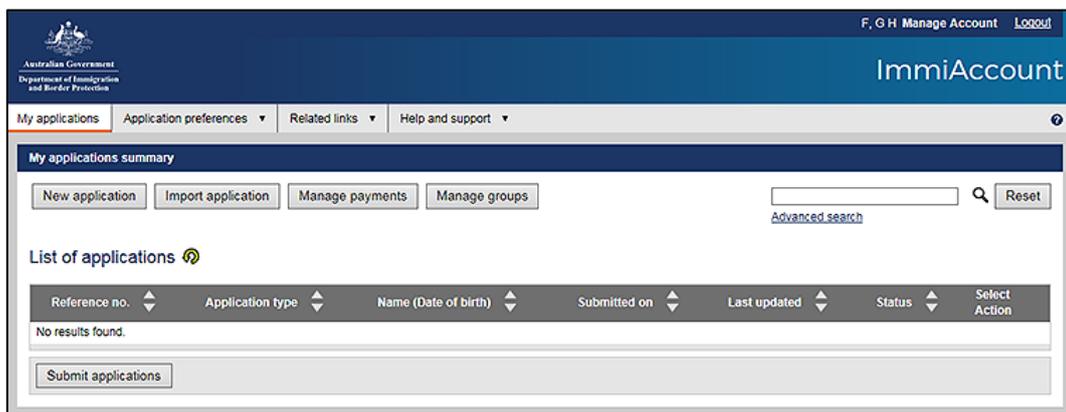
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12. Click **Submit**

The **Login successful** screen displays.



13. 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 **14**

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.
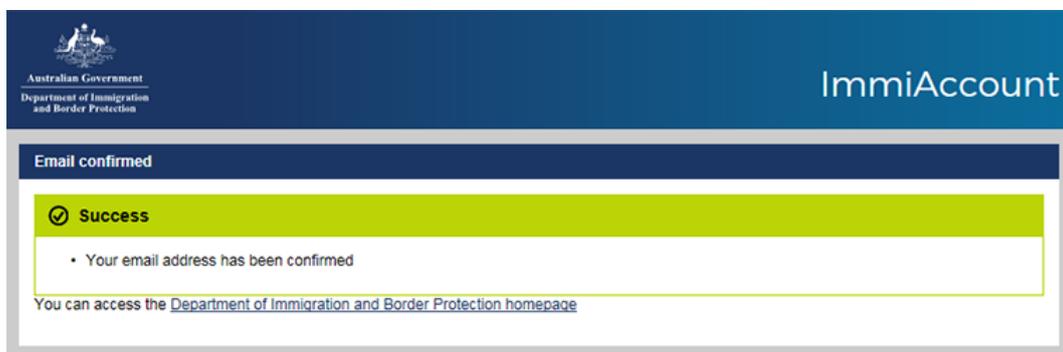
Yours sincerely

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**.