

Using the ImmiAccount online service

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Who is this Infosheet for?

This Infosheet provides a brief guide to accessing the ImmiAccount online service operated by the Department of Home Affairs (the **Department**). You can use ImmiAccount to make or manage your applications for a visa in Australia, including making payments associated with your application.

IMPORTANT

- ImmiAccount is the Department's online service that allows you to lodge your visa applications, update your details, check the status of an application or access a copy of your application.
- If you are having trouble accessing ImmiAccount, contact the Department: <https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online/technical-help>

What is ImmiAccount?

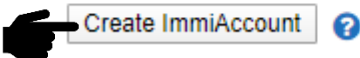

ImmiAccount is an online service provided by the Department. The ImmiAccount service can be used to lodge and manage your visa applications with the Department. You should only access ImmiAccount on a secure network to protect your personal information.

If you have a case with the Federal Circuit Court (**FCC**) or Federal Court (**FCA**), you can manage your case with a different online service, ComCourts. For help with the ComCourts online service, please see our **'HRLP Infosheet – Accessing your Court Files and ComCourts'**.

How do I access ImmiAccount?

To access ImmiAccount, type or copy the following address into your web browser: <https://online.immi.gov.au/lusc/login>. If you're having trouble accessing the site, try a different browser (e.g. Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox).

How do I create an ImmiAccount?

Step-by-step guide	
Creating an account	<p>If you have not used ImmiAccount before, you will need to create an ImmiAccount first.</p> <p>To create an account:</p> <ul style="list-style-type: none"> • Visit: https://online.immi.gov.au/lusc/login <p style="text-align: center;">Create an ImmiAccount</p> <p style="text-align: center;">Create an ImmiAccount to access the Department of Home Affairs's online services.</p> <p></p> <ul style="list-style-type: none"> • Type in your details under 'New User Details'. Make sure you include your own email address and not someone else's. While you can change your details later, ensure they are correct here. Click 'Next'.
Creating a secure username and password	<p>After putting in your details, you then have to create a username and a password. You will need both of these to log-in to your account once you've created it. You can choose anything that is easy to remember to be your username. For your password, choose something that it is easy to remember, but secure. For a strong password, follow these rules:</p> <ul style="list-style-type: none"> • Your password must contain at least 1 uppercase letter (A-Z), 1 lowercase letter (a-z) and 1 number and be between 8-12 characters. • Avoid using personal information as your password, such as your name, birthday, high school, place of birth, and so on. • Don't use the same password for your account that you've used for another service. • Avoid common words and phrases such as 'password'. • Use a combination of letters and numbers but avoid using a sequential series of numbers (e.g. 1234567, 123123, 111111) to make your password hard to guess. <p>You must remember your username and password so that you can access your account.</p>
Receiving security alerts	<p>Under 'Security alerts', you should have all of the boxes ticked. This ensures you will receive confirmation when you change your details or when you log in, and notification if someone else has tried to access your account.</p>
Finish creating your account	<p>When you've finished, double-check that your information is correct, then click 'Submit' to create your account.</p> <p style="text-align: right;"></p>

Using your account	You can now use ImmiAccount to lodge visa applications, make payments and check the status of your pending applications. To login to ImmiAccount using your account details, go to: https://online.immi.gov.au/lusc/login
Getting help	<p>If you need more help using ImmiAccount, visit: https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online, or use the 'Digital Assistant' function.</p> <p>The ImmiAccount service may be down for maintenance at certain times, particularly on weekends. This means it might not always work. You should not leave any applications until the last minute; you should try and complete them a few weeks in advance. If there are any problems with the online form or information you don't know and need time to gather, this will allow you enough time to lodge before your visa expires.</p> <p>You can see when the system may be down here: https://www.homeaffairs.gov.au/help-and-support/system-maintenance-and-technical-issues.</p>



What if I don't have a computer or internet access?

If you don't have access to a computer, you can access the ImmiAccount service on your phone. If you need help accessing a computer or the internet, you can visit your local library or internet cafe.

If you're having technical problems with ImmiAccount, visit the Department's website for assistance: <https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online/technical-help>.

If you have forgotten your username or password, you can use the following links to recover your ImmiAccount:

- **I've forgotten my username:** <https://online.immi.gov.au/lusc/forgotUsername>.
- **I've forgotten my password:** <https://online.immi.gov.au/lusc/forgotPassword>.

Disclaimer: This fact sheet provides general information to people seeking asylum in Australia through the onshore protection visa application process according to the law in July 2021. This fact sheet is not legal advice. You should not rely on this fact sheet to make decisions about your immigration matter. We strongly recommend that you get independent advice from a qualified legal practitioner or a registered migration agent. For information please visit: <https://www.mara.gov.au>.

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