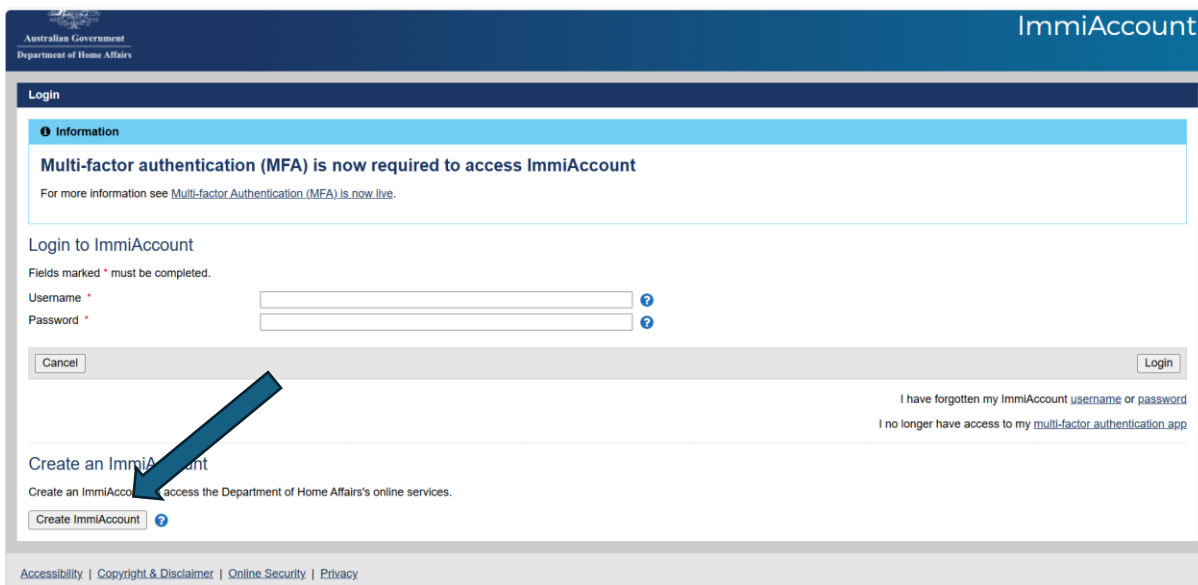


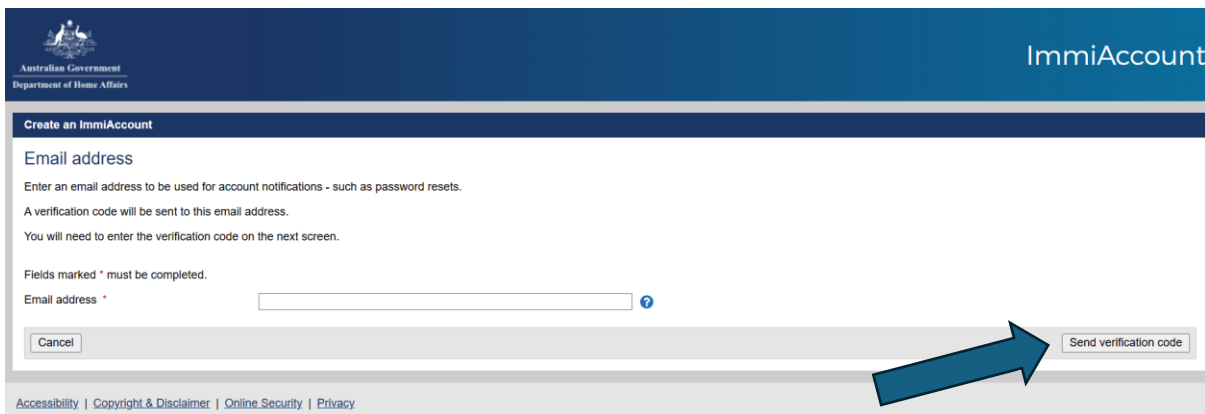
# Creating an ImmiAccount

**Step 1 Go to this website:** <https://online.immi.gov.au/lusc/login>

You will see this screen.



**Click on Create ImmiAccount.**

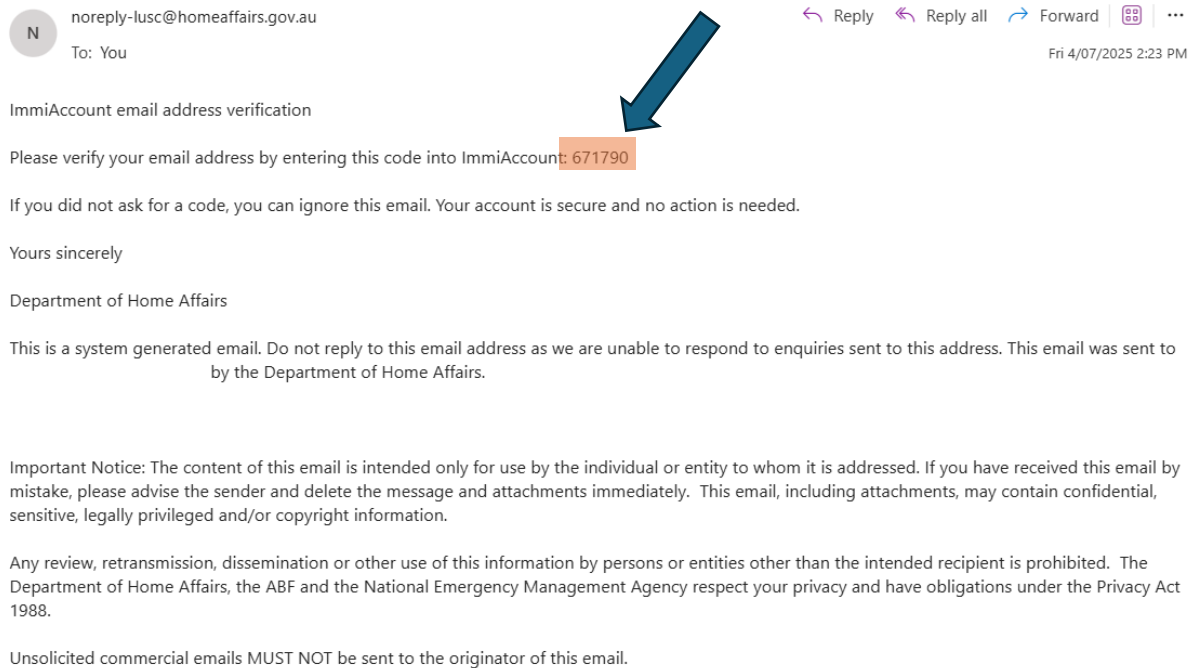


You will see to a screen asking for your email address. **Fill in with your email address.**

**Click on 'Send verification code'.**

## Step 2 Verify your email address

Home Affairs will send you an email like this with a code. Copy the code carefully.



Enter the code in the box in your ImmiAccount.

A screenshot of the 'ImmiAccount' web interface. The header shows the Australian Government logo and 'ImmiAccount'. The page title is 'Create an ImmiAccount' and the section is 'Email address verification'. It says: 'An email containing your verification code has been sent to. Verify your email address by entering the verification code in the box below.' There is a text input field with '671790' entered, which is highlighted in an orange box. Below the field is a link: 'I have not received an email'. At the bottom, there are 'Previous' and 'Next' buttons. A blue arrow points to the 'Next' button. The footer contains links for 'Accessibility', 'Copyright & Disclaimer', 'Online Security', and 'Privacy'.

Click Next.

### Step 3 Fill in your details

You will see this screen.

Australian Government  
Department of Home Affairs

ImmiAccount

Create an ImmiAccount

Services Required

Fields marked \* must be completed.

What type of online services do you need? \* ☒ Individual [?](#)  
☐ Organisation (including agents) [?](#)

Select the online services you need

Apply for a visa or citizenship (including sponsorship and nomination)  
Included in all Individual ImmiAccounts

☐ LEGENDcom (requires the purchase/join of an annual subscription)

New User Details

Family name \*  [?](#)  
Given names  [?](#)  
Phone \*   
Mobile phone

[Previous](#) [Next](#)

[Accessibility](#) | [Copyright & Disclaimer](#) | [Online Security](#) | [Privacy](#)

Fill in your details.

Click Next.

### Step 4 Set up your password and security questions

You will now see this screen.

Create an ImmiAccount

Account details

Fields marked \* must be completed.

Login details

You can use your email address as a username or enter a different username if you prefer.  
After you have created your account you will not be able to change your username.

Username \*  [?](#)

Password must be a minimum of fourteen (14) characters and include at least one (1) character from three (3) of the four (4) groups below:

- lower-case characters (a-z)
- upper-case characters (A-Z)
- digits (0-9)
- punctuation and special characters (~!@#\$%^&\*()\_+=-[]\,./?)

New password \*   
Re-type new password \*

Secret questions and answers

Note: you will need to remember the exact answers to these questions if you forget your password.

Question 1 \*  [?](#)  
Answer 1 \*

Question 2 \*   
Answer 2 \*

Question 3 \*   
Answer 3 \*

Declaration

Terms and conditions

☒ \* I accept the ImmiAccount terms and conditions to access the Department of Home Affairs services and agree to an ImmiAccount being created in my name. All details on this form are correct.

Security check

☒ \* I am not a robot

[Previous](#) [Next](#)

Set your preferred password, username, and security questions. **Then tick the two checkboxes at the bottom of the screen.**

Click Next.

This factsheet is legal information, not legal advice. You should always get personalised advice from a lawyer or registered migration before applying for a visa or doing anything that might change your immigration status.

Current on 28 July 2025

## Step 5 Set up Multi-factor Identification (MFA)

You will now see this screen.

**Create an ImmiAccount**

### Setting up your multi-factor authentication

Multi-factor authentication (MFA) gives you an extra layer of security and keeps your personal information secure from cybercrime attacks and hackers.

To set up MFA, you will need to install an authenticator app on your mobile or desktop and connect your ImmiAccount to this app.

Once set up, whenever you log in to ImmiAccount, you will enter:

- your username and password
- a code from the app.

**Do you have an authenticator app?**

☐ I am new to this and need to install an authenticator app

Install an authenticator app on your personal device (smartphone or computer).  
Some free examples of authenticator apps are Google Authenticator and Microsoft Authenticator.

☐ I already have an authenticator app

Use an authenticator app you already have on your personal device (smartphone or computer).  
Some free examples of authenticator apps are Google Authenticator and Microsoft Authenticator.

[Help - I need another option](#)

[Previous](#) [Next](#)

[Accessibility](#) | [Copyright & Disclaimer](#) | [Online Security](#) | [Privacy](#)

Go to the bottom of the page and click on 'I need another option'.

Click Next.

**Create an ImmiAccount**

### Email authentication is less secure

If you **can't use an authenticator app**, email authentication is another way you can access your ImmiAccount. But it is **less secure**.

If you choose to use email, you will be prompted to upgrade to app authentication the next time you log in.

**Why use an app**

We prefer you to use app authentication as it gives you:

- increased protection against data theft, cybercrime and hacking
- fast, reliable access, without needing to wait for an email to arrive.

We will guide you step by step on how to set up an authenticator app.

Select **previous** to return to the app authentication or click **next** to choose email authentication.

[Previous](#) [Next](#)

[Accessibility](#) | [Copyright & Disclaimer](#) | [Online Security](#) | [Privacy](#)

Click Next.

**Create an ImmiAccount**

### Email authentication

Using email, an authentication code will be sent to **Check your email** each time you log in or make account changes.

**Note:** Multi-factor authentication through an authenticator app is **more secure** than email authentication. Select **previous** for instructions on how to set up an authenticator app.

[Previous](#) [Next](#)

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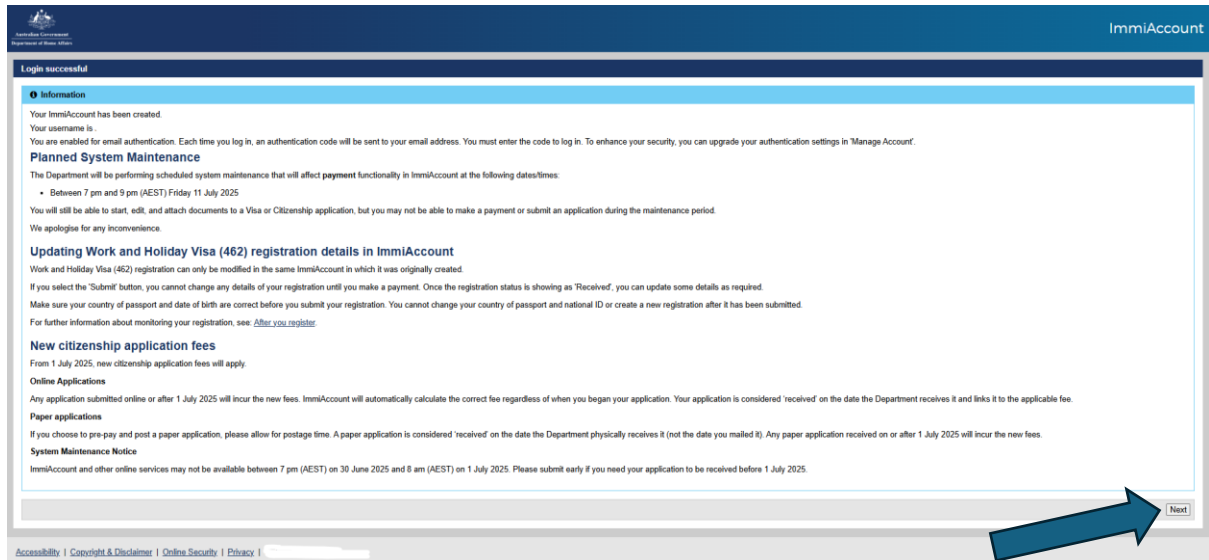
Check your email address is correct.

Click Next.

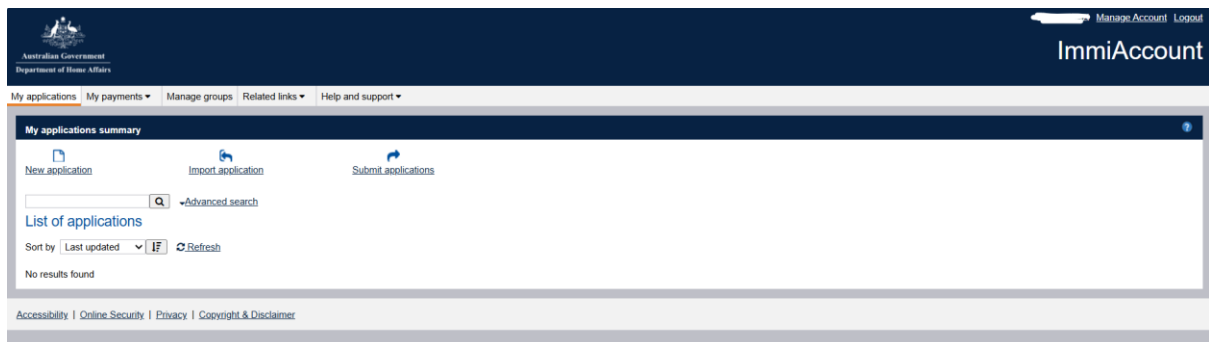
This factsheet is legal information, not legal advice. You should always get personalised advice from a lawyer or registered migration before applying for a visa or doing anything that might change your immigration status.

Current on 28 July 2025

You will now see this screen.



Click Next.



You will see this screen showing a list of applications you have lodged through the Account.

You can import applications you have lodged other ways.