

How to create an ImmiAccount

This fact sheet is for people who would like to create an ImmiAccount.

Create a place to record your log-in details and security questions

It is **very important** that you are able to remember the details you create for your account so you don't get locked out. You could have a pen and paper ready, or some way of recording what your details will be. This could be an email you send to yourself, a piece of paper you write down the details on, or a word document you save. Write down each detail as you enter it into the website and store this record somewhere safe.

Name, phone number and address

Go to: <https://online.immi.gov.au/lusc/login> and click on "Create ImmiAccount":

The screenshot shows the 'Login' page of the ImmiAccount system. At the top, there is a blue header with 'Login'. Below it, a light blue box contains 'Intermittent outages to ImmiAccount' with a link to more information. The main section is 'Login to ImmiAccount' with fields for 'Username *' and 'Password *', both marked as 'required'. There are 'Cancel' and 'Login' buttons. Below the login section, there is a 'Create an ImmiAccount' section with a 'Create ImmiAccount' button highlighted by an orange box. A link 'I have forgotten my ImmiAccount username or password' is also visible.

You will need to enter your name, phone number, and an email address:

The screenshot shows the 'Create an ImmiAccount - Step 1 of 2' page. It starts with 'Services Required' and asks 'What type of online services do you need? *' with radio buttons for 'Individual' (selected) and 'Organisation (including agents)'. Below, it asks to 'Select the online services you need' with checkboxes for 'Apply for a visa or citizenship (including sponsorship and nomination) included in all Individual ImmiAccounts' and 'LEGENDcom (requires the purchase/join of an annual subscription)'. The 'New User Details' section includes fields for 'Family name *', 'Given names', 'Phone *', 'Mobile phone', 'Email address *', and 'Confirm email address *', all marked as 'required'. There are 'Cancel' and 'Continue' buttons at the bottom.

Username and password and security questions

Create a username and a password and answer three security questions:

Create an ImmiAccount - Step 2 of 2

Account details

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 *
Password strength: OK ✓

Re-type new password *
Passwords match ✓

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 *

Security alerts

ImmiAccount will send you alerts to help protect the security of your account. Select whether you wish to receive alerts about the following:

- Change name details
- Successful logon
- Change password

You can change these preferences in the future if required.

Declaration

Terms and conditions

[View the ImmiAccount 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

Submit


Confirm your email

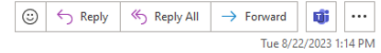
Confirm your email address by clicking on the link emailed to you:

RACS

REFUGEE ADVICE & CASEWORK SERVICE

Confirm your ImmiAccount email address [SEC=OFFICIAL]

 noreply-lusc@homeaffairs.gov.au
To



Tue 8/22/2023 1:14 PM

Confirm your ImmiAccount email address

To

Username: L

Thank you for choosing to create an ImmiAccount.

You must now confirm your email address using the following link:

<https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fonline.immi.gov.au%2F%2FverifyEmail%2F8de1c89a871e4404c0b108dba2bdca8e%7C803ed3b94e874513880fd7ef30352fd3%7C09%7C09%7C638282708%7C7CTWFpbGZsb3d8eyJWljoIm4wLjAwMDA1LCQjoiV2luZmZiLjB1Ii6k1haWw1LCJXVC16Mn0%3D%7C3000%7C%7C>

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.

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 Home Affairs

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Email confirmed

 **Success**

Your email address has been confirmed.

You can access the [Department of Home Affairs homepage](#)

You should now be able to login to your ImmiAccount via this address:

<https://online.immi.gov.au/lusc/login>

We recommend you elect for your browser to “remember” your login details the first time you log in.

Getting help from RACS

RACS is entirely independent of the Department of Home Affairs. All assistance is free.

If you would like advice or assistance, RACS offers the following service options:

Service	Day	Time	Address/Number
Telephone Advice	Monday to Friday	10AM to 1PM and 2PM to 4PM	(02) 8355 7227 or admin@racs.org.au
Auburn Drop-in	Wednesday	Register in person from 10 AM to 12 PM	Visit 44A Macquarie Road, Auburn

Please note: This fact sheet contains general information only. It does not constitute legal or migration advice. RACS is independent of the Department of Home Affairs. All assistance is free. This factsheet was prepared in October 2023.