

Creating an ImmiAccount

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

You will see this screen.

Australian Government
Department of Home Affairs

ImmiAccount

Login

Information

Multi-factor authentication (MFA) is now required to access ImmiAccount

For more information see [Multi-factor Authentication \(MFA\) is now live](#).

Login to ImmiAccount

Fields marked * must be completed.

Username *

Password *

[I have forgotten my ImmiAccount username or password](#)

[I no longer have access to my multi-factor authentication app](#)

Create an ImmiAccount

Create an ImmiAccount to access the Department of Home Affairs's online services.

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

CLICK ON CREATE IMMIACCOUNT.

Australian Government
Department of Home Affairs

ImmiAccount

Create an ImmiAccount

Email address

Enter an email address to be used for account notifications - such as password resets.

A verification code will be sent to this email address.

You will need to enter the verification code on the next screen.

Fields marked * must be completed.

Email address *

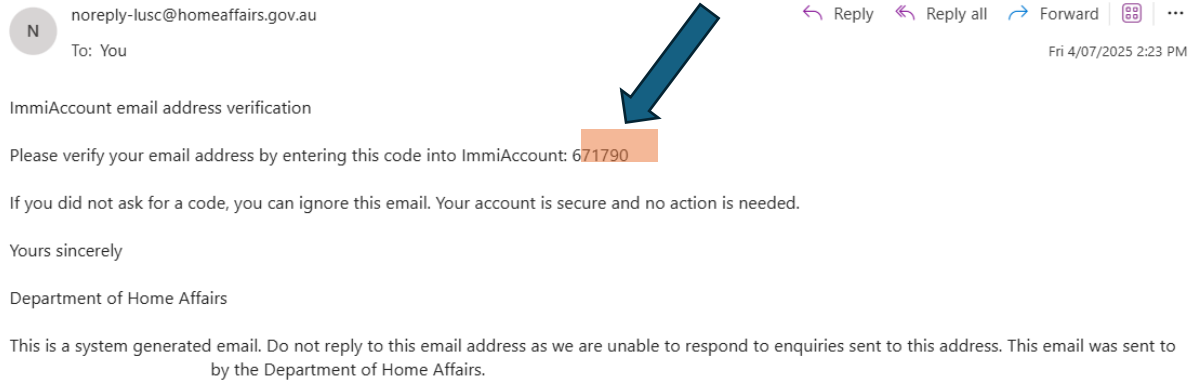
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You will see to a screen asking for your email address. **FILL IN WITH YOUR EMAIL ADDRESS.**

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.



Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs, the ABF and the National Emergency Management Agency respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails MUST NOT be sent to the originator of this email.

ENTER THE CODE IN THE BOX IN YOUR IMMIACCOUNT.

The screenshot shows the 'ImmiAccount' web interface. The header includes the Australian Government logo and 'ImmiAccount'. The main heading is 'Create an ImmiAccount' followed by 'Email address verification'. The text says: 'An email containing your verification code has been sent to. Verify your email address by entering the verification code in the box below.' Below this, it says 'Fields marked * must be completed.' and 'Email verification code *'. The code '671790' is entered in the text box. There is a link 'I have not received an email' and a 'Previous' button. The 'Next' button is highlighted with a blue arrow. At the bottom, there are links for 'Accessibility', 'Copyright & Disclaimer', 'Online Security', and 'Privacy'.

CLICK NEXT.

Step 3 Fill in your details

You will see this screen.

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

[View the ImmiAccount terms and conditions \(opens in a new window\)](#)

☐ 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](#)

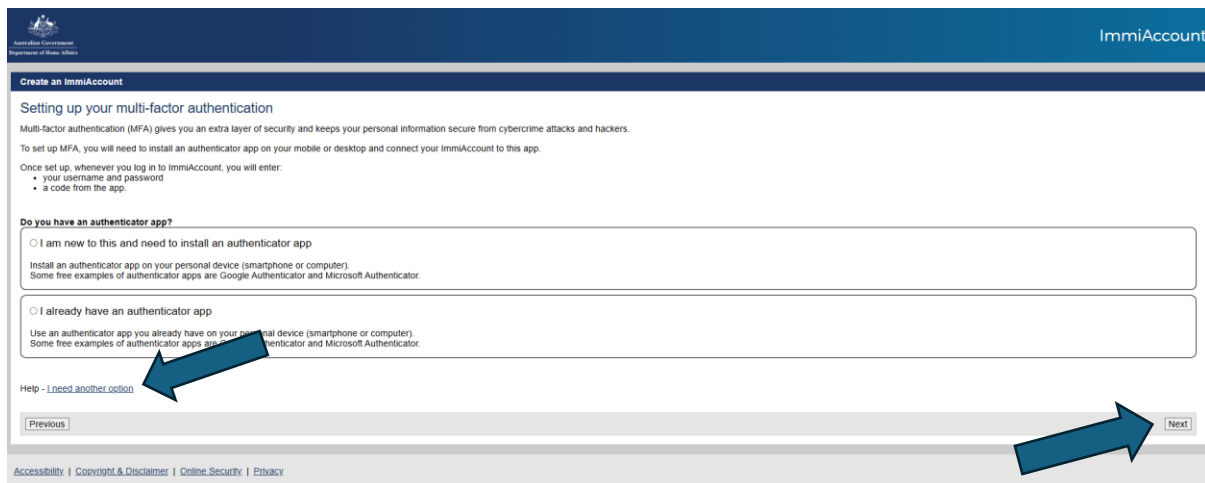
[Accessibility](#) | [Copyright & Disclaimer](#) | [Online Security](#) | [Privacy](#)

Set your preferred password, username, and security questions. **THEN TICK THE TWO CHECKBOXES AT THE BOTTOM OF THE SCREEN.**

CLICK NEXT.

Step 5 Set up Multi-factor Identification (MFA)

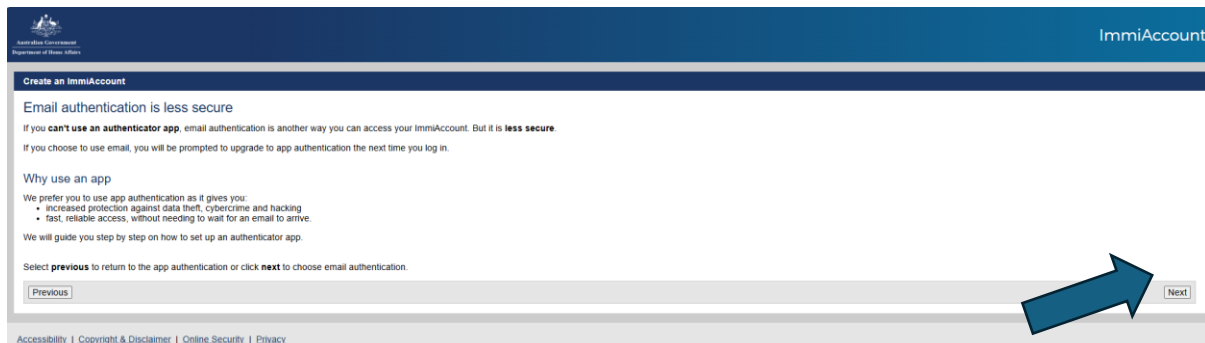
You will now see this screen.



The screenshot shows the 'Create an ImmiAccount' page with the heading 'Setting up your multi-factor authentication'. It explains that MFA provides an extra layer of security. Below, it asks 'Do you have an authenticator app?' with two radio button options: 'I am new to this and need to install an authenticator app' and 'I already have an authenticator app'. A blue arrow points to the 'I already have an authenticator app' option. At the bottom, another blue arrow points to the 'Next' button. The footer includes links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

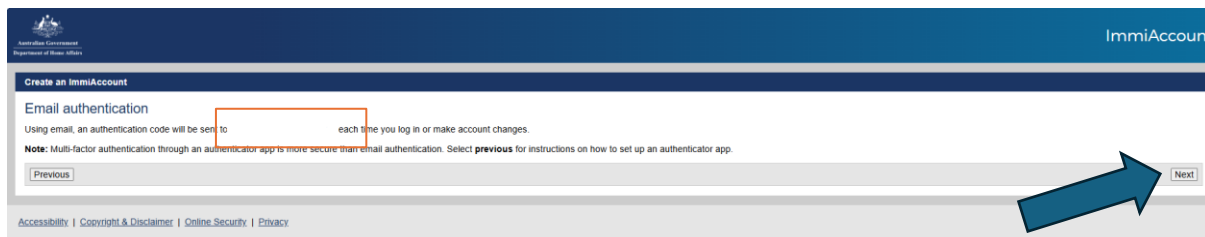
GO TO THE BOTTOM OF THE PAGE AND CLICK ON 'I NEED ANOTHER OPTION'.

CLICK NEXT.



The screenshot shows the 'Create an ImmiAccount' page with the heading 'Email authentication is less secure'. It states that email authentication is less secure than app authentication. Below, it asks 'Why use an app?' and lists benefits like increased protection and fast, reliable access. At the bottom, a blue arrow points to the 'Next' button. The footer includes links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

CLICK NEXT.

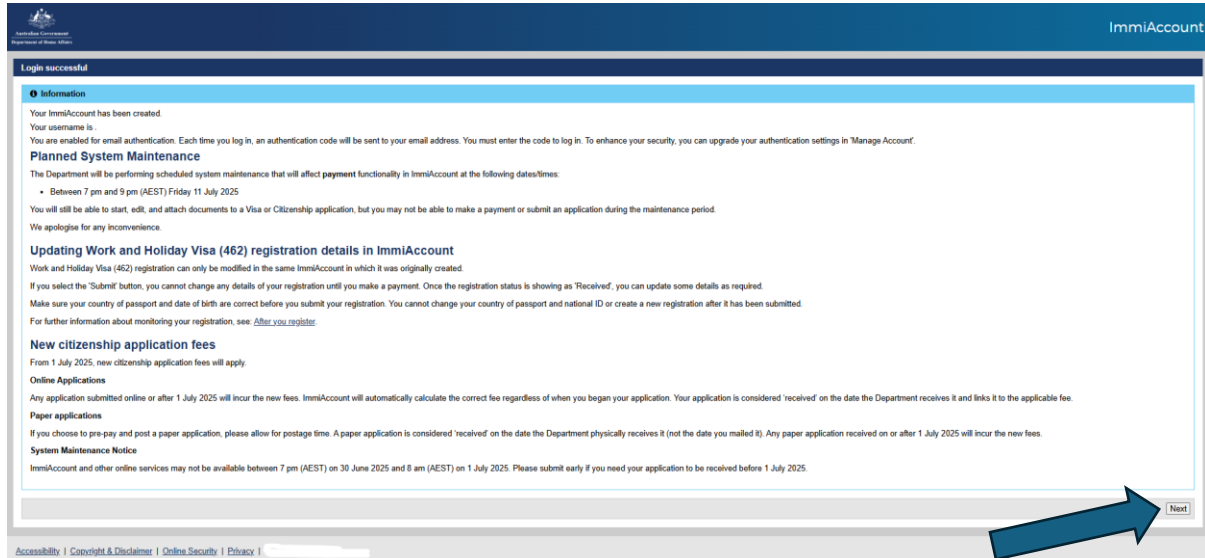


The screenshot shows the 'Create an ImmiAccount' page with the heading 'Email authentication'. It explains that using email for authentication is less secure than using an authenticator app. A red box highlights the text 'each time you log in or make account changes'. At the bottom, a blue arrow points to the 'Next' button. The footer includes links for Accessibility, Copyright & Disclaimer, Online Security, and Privacy.

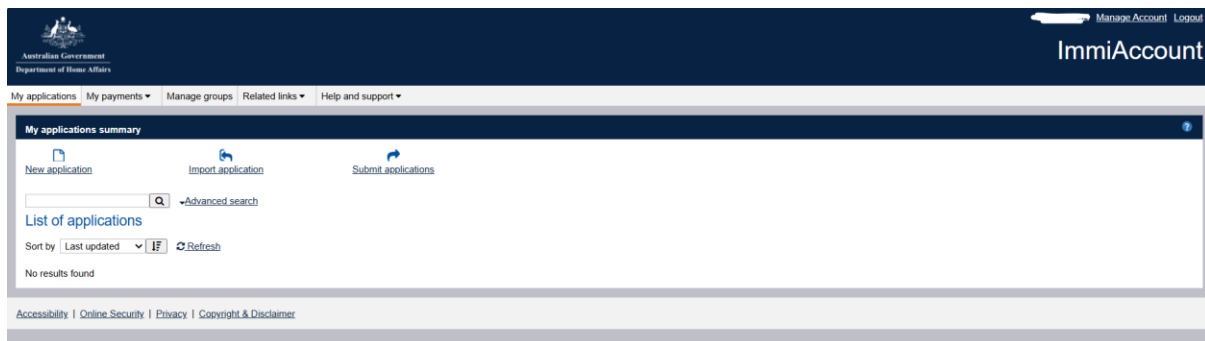
CHECK YOUR EMAIL ADDRESS IS CORRECT.

CLICK NEXT.

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.

This factsheet is general information not legal advice. You should always speak to a lawyer before applying for a visa, sponsoring someone or doing anything that might affect your immigration status. Last updated 18 August 2026.