



Australian Government
Department of Immigration
and Border Protection



Australian
**CUSTOMS AND
BORDER PROTECTION**

ImmiAccount enhancements from 17 April 2015



This information is also available as a [webpage](#).

Summary of Enhancements

A number of important enhancements will be introduced to ImmiAccount on 17 April 2015.

Show me the general enhancements

Show me the application specific enhancements

Show me how to prepare for these enhancements



Summary of general enhancements

These general enhancements will be introduced to ImmiAccount on 17 April 2015. Click a button to find out more.

New application statuses

Forgotten TRN functionality

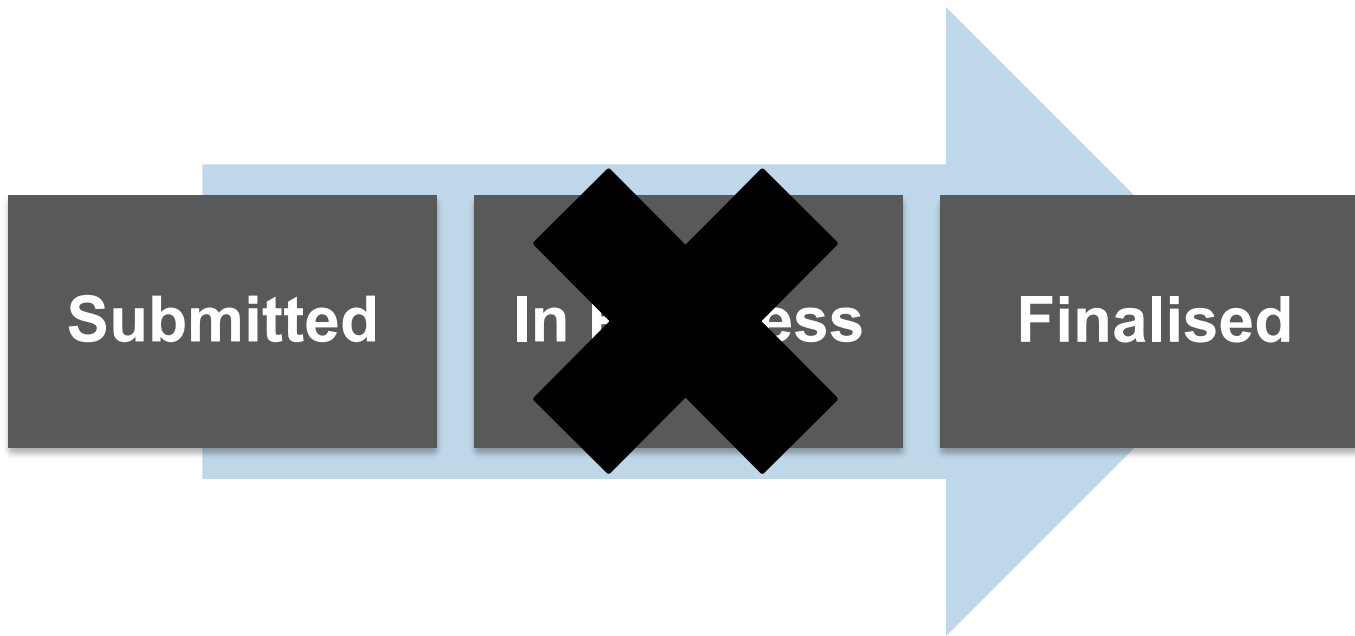
New **Request complete** button

Usability enhancements

New **Health** button

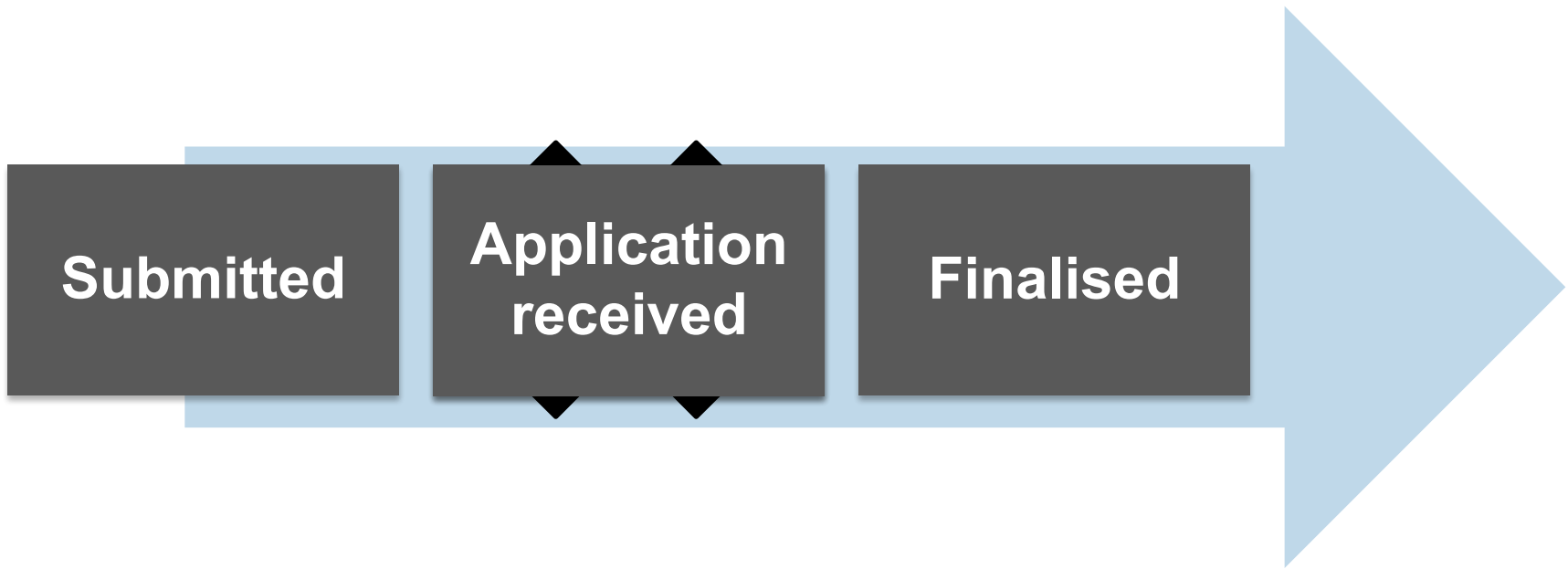
New Application Statuses

Application Statuses redefined



The status of **In Progress** is being retired and three new statuses introduced

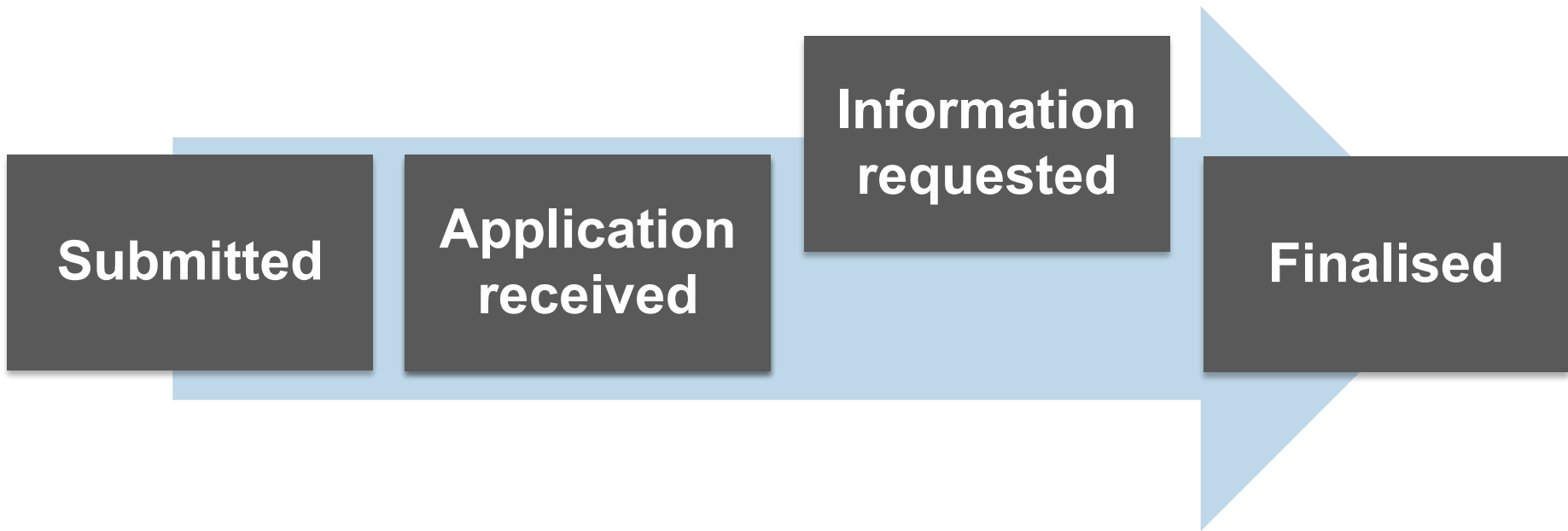
Application Statuses



The status of **In Progress** is being retired and three new statuses introduced

- **Application Received** – indicating your application has been successfully submitted and will be assessed within advertised application processing timeframes

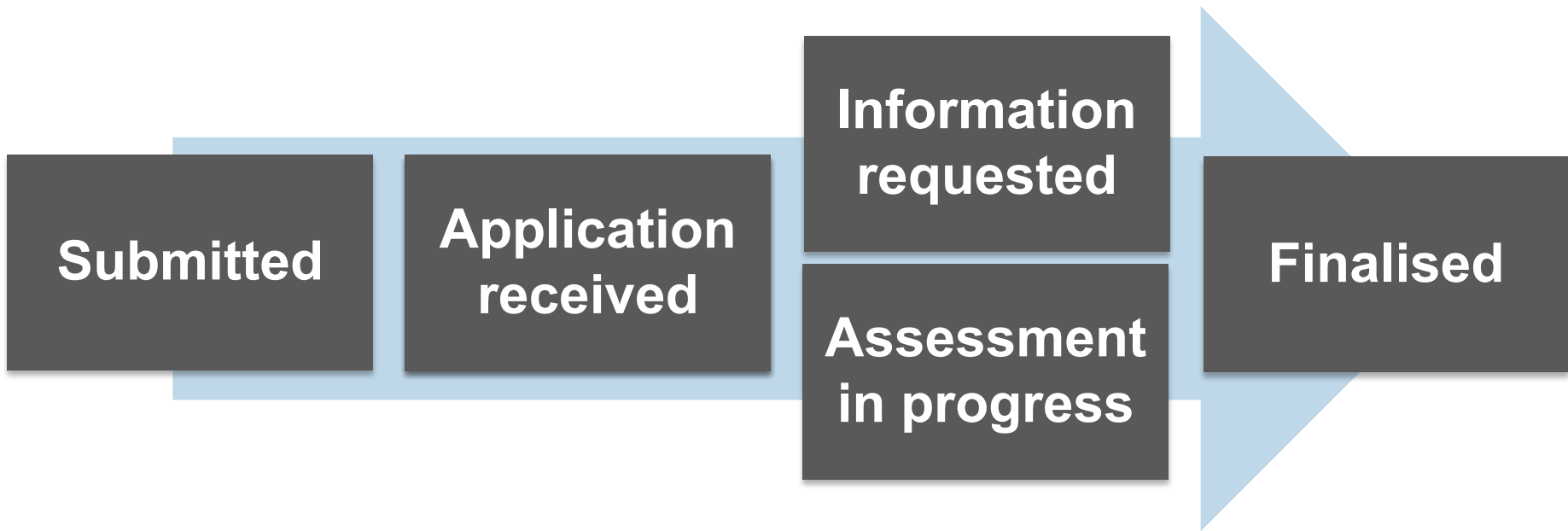
Application Statuses



The status of **In Progress** is being retired and three new statuses introduced

- **Information Requested** – indicating an immigration officer has assessed the application and found that more information is required, so they have requested that you provide further evidence in support of the application

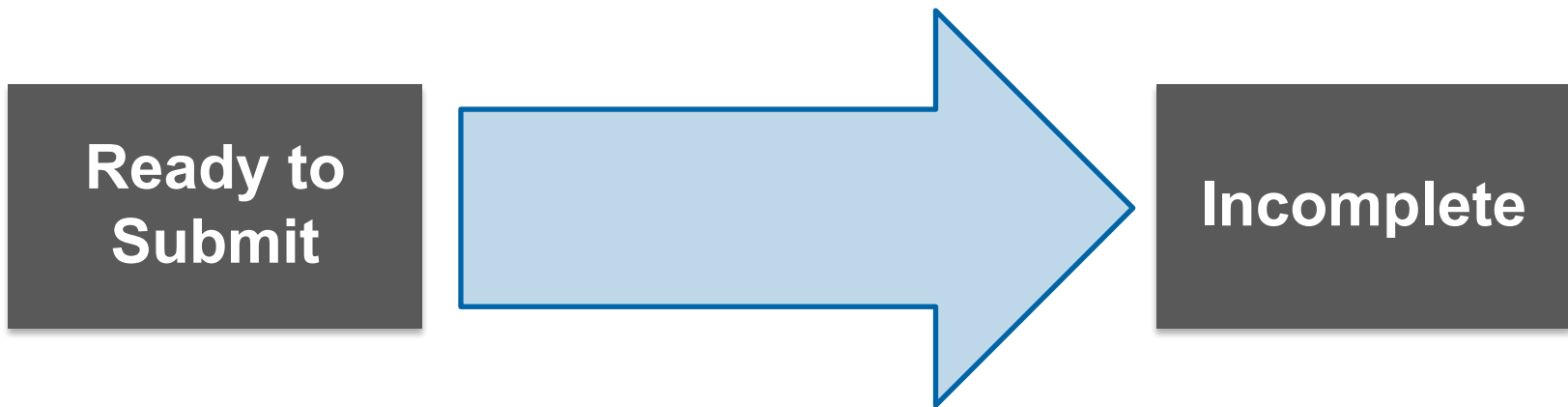
Application Statuses



The status of **In Progress** is being retired and three new statuses introduced

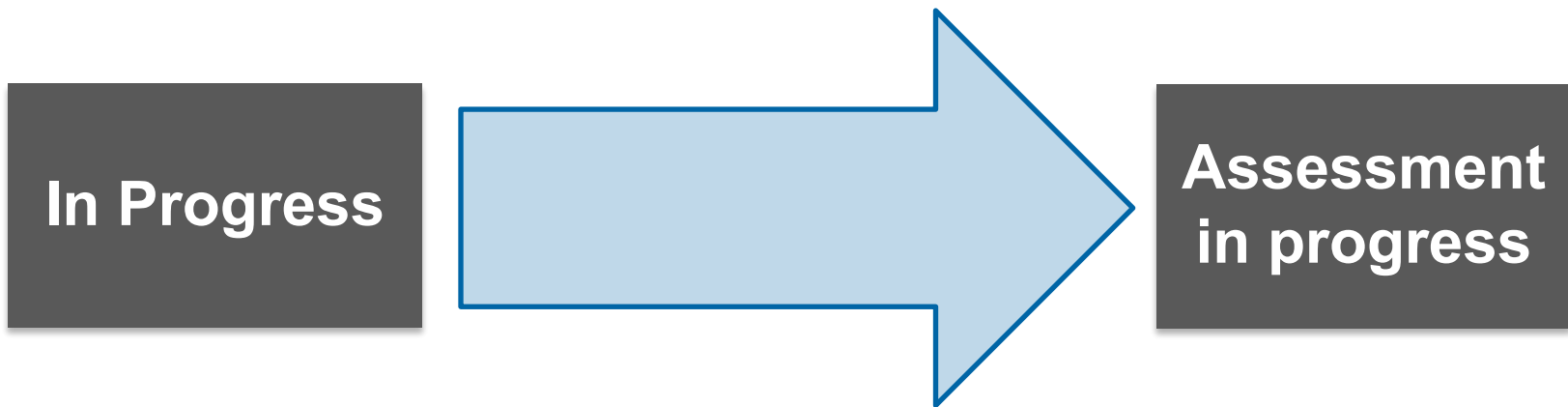
- **Assessment in Progress** – You have provided all the requested information. The department may proceed to make a decision on your application. The department may also ask you for further information. In this case, the status will return to **Information requested**.

Application Statuses



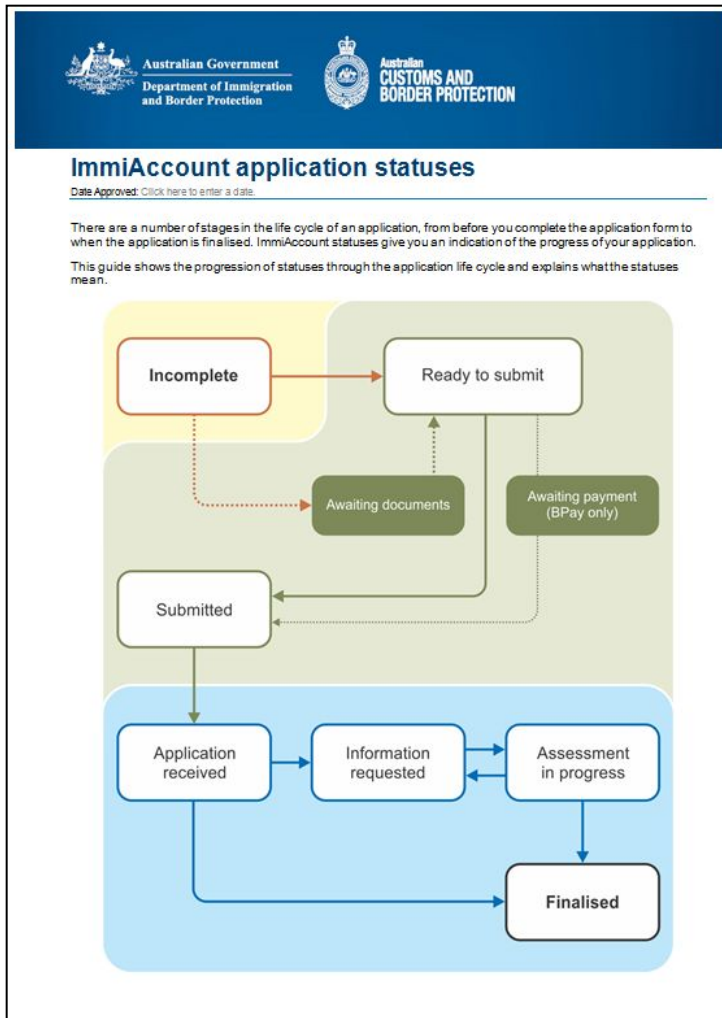
On April 17, all applications with a status of **Ready to Submit** will automatically change to **Incomplete**. This is to ensure that any new questions are answered before the application is submitted.

Application Statuses



On April 17, all applications with a status of **In Progress** will automatically change to **Assessment in progress**.

Application Statuses



For more information on Application Statuses, see the **ImmiAccount application statuses** guide available from the **Help** tab at <http://www.immi.gov.au/Services/Pages/immiaccount.aspx>

Application Status

You have learned about the application status enhancements. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



New Request
complete button

New Request complete button

Application for a Visitor Short Stay Visa

Transaction Reference Number (TRN): EGNN3FGRIU

Information

The Application for a Visitor Short Stay Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Feb 2015	View application
Application fee paid	26 Feb 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

Person 1 - Vijaya Vemulakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of		Recommended	Attach document ?
Financial Capacity - Personal, Evidence of		Recommended	Attach document ?
Health Insurance, Evidence of		Recommended	Attach document ?
Photograph - Passport		Recommended	Attach document ?
Travel Document		Recommended	Attach document ?

[Get health details](#)

[Complete character assessment particulars for this applicant](#) ?

You can currently attach document copies to most visa applications using the **Attach document** button

New Request complete button

Application for a Visitor Short Stay Visa

Transaction Reference Number (TRN): EGNN3FGRIU

Information

The Application for a Visitor Short Stay Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Feb 2015	View application
Application fee paid	26 Feb 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

Person 1 - Vijaya Vemulakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of		Recommended	Attach document ?
Financial Capacity - Personal, Evidence of		Recommended	Attach document ?
Health Insurance, Evidence of		Recommended	Attach document ?
Photograph - Passport		Recommended	Attach document ?
Travel Document		Recommended	Attach document ?

[Get health details](#)

[Complete character assessment particulars for this applicant](#) ?

Where attachment lists exist, you can also attach the copy of a document using the **Attach document link**

New Request complete button

Application for a Visitor Short Stay Visa

Transaction Reference Number (TRN): EGNN3FGRIU

Information

The Application for a Visitor Short Stay Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Feb 2015	View application
Application fee paid	26 Feb 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

If you have attached all requested documents through this ImmiAccount, click the 'Request complete' button below to assist the department to identify this application as being ready for assessment.

Request complete

Chandana M Vijaya venutalakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of	11/03/2015	Requested	Attach document ?
Financial Capacity - Personal, Evidence of	11/03/2015	Requested	Attach document ?
Health Insurance, Evidence of	11/03/2015	Requested	Attach document ?

If an Immigration officer requests copies of supporting documentation in a standardised department letter, a new **Request complete** button will display

New Request complete button

Application for a Visitor Short Stay Visa

Transaction Reference Number (TRN): EGNN3FGRIU

Information

The Application for a Visitor Short Stay Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Feb 2015	View application
Application fee paid	26 Feb 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

If you have attached all requested documents through this ImmiAccount, click the 'Request complete' button below to assist the department to identify this application as being ready for assessment.

[Request complete](#)

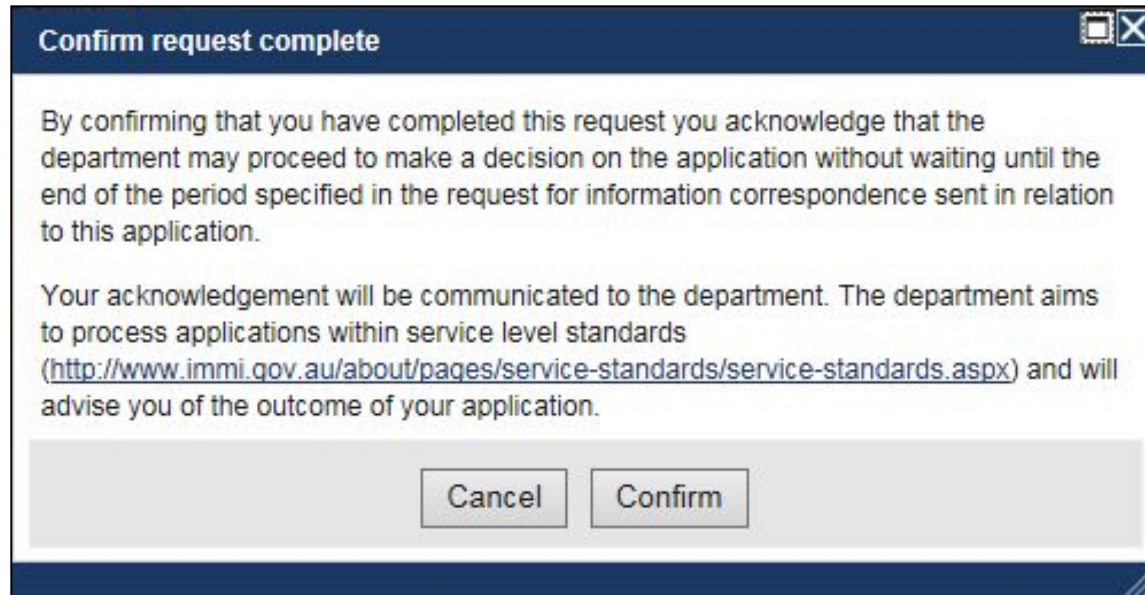
Chandana M Vijaya venutalakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of	11/03/2015	Requested	Attach document ?
Financial Capacity - Personal, Evidence of	11/03/2015	Requested	Attach document ?
Health Insurance, Evidence of	11/03/2015	Requested	Attach document ?

Use this button to indicate that you have supplied all the requested documentation and would like the department to progress with assessing the application

New Request complete button



If you click **Request complete**, a message displays. If you click **Confirm**, you are waiving the requirement for the department to wait for the period specified in the letter before assessing the application.

New Request complete button

You have learned about the new **Request complete** button. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



New Health button

New Health button

Application for a Visitor Short Stay Visa

Transaction Reference Number (TRN): EGNN3FGRIU

Information

The Application for a Visitor Short Stay Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Feb 2015	View application
Application fee paid	26 Feb 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

Person 1 - Vijaya Vemulakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of		Recommended	Attach document ?
Financial Capacity - Personal, Evidence of		Recommended	Attach document ?
Health Insurance, Evidence of		Recommended	Attach document ?
Photograph - Passport		Recommended	Attach document ?
Travel Document		Recommended	Attach document ?

[Get health details](#)

[Complete character assessment particulars for this applicant](#) ?

A new **Get health details** button will display in the **Next Steps** section of the application. Click this button to update the application with the current health status for the applicant.

New Health button

By clicking the **Get health details** button, a client's health status in ELP/eVisa will be updated to provide additional information.

Here is an example of a message that could display:

Next steps

Health requirement – examinations in progress

A panel clinic is currently processing this person's health examination(s) in eMedical. This screen will be updated once they have submitted this person's case to the department for processing. This may not occur until all results are finalised after the person has left the clinic. Ongoing delays should be followed up with the clinic in relation to the progress of your health examination results. Do not contact the department about this matter.

The next three slides provide examples of other messages that could be displayed.

Improved health messaging

Message

Health requirement – required examinations not yet determined

This person may be required to undergo health examinations as part of this visa application process. The message on this page should continue to be monitored for any updates.

Note: Updates to health information will not occur until a case officer investigates this person's case in line with published processing times for the visa that has been applied for. There is no need to contact the department at this time concerning this matter.

Health requirement – no examinations required [Note: MHD version of message]

No health examinations are required for this person for this visa subclass based on the information provided to the department. Once this person lodges a visa application, additional health examinations may be requested where circumstances have changed or additional information is provided to the case officer.

Health requirement – no examinations required [Note: visa app version of message]

Health has been finalised for this person for this visa subclass based on the information provided to the department. If this person needs to do anything further to meet the health requirement, they will be contacted by the department. There is no need to contact the department at this time concerning this matter.

Health requirement – required examinations not yet determined

The health examinations required for this person have not yet been determined. If health examinations are required, a link containing the details will be displayed when the person returns to this page.

Health requirement – required examinations not yet determined

This person may be required to undergo health examinations as part of this visa application process. The message on this page should continue to be monitored for any updates.

Note: Updates to health information will not occur until a case officer investigates the person's case in line with published processing times for the visa that has been applied for. There is no need to contact the department at this time concerning this matter.

Improved health messaging

Message

Health requirement – examinations required

This person is required to complete health examinations for their proposed visa application. Click on the link below to organise these health examinations.

[Organise your health examinations.](#)

Note: The department will not provide this person with advice regarding health examination results until they have lodged a visa application.

Health requirement – examinations required

This person is required to complete health examinations for this visa application. Click on the link below to organise these health examinations.

[Organise your health examinations.](#)

Once this person's health examinations results have been assessed by the department this page will be updated to reflect this.

Note: If this person does not complete the required health examinations the visa application can be refused.

Health requirement – examinations in progress

A panel clinic is currently processing this person's health examination(s) in eMedical. This screen will be updated once they have submitted this person's case to the department for processing. This may not occur until all results are finalised after the person has left the clinic. Ongoing delays should be followed up with the clinic in relation to the progress of your health examination results. Do not contact the department about this matter.

Health requirement – examinations ready for assessment – no action required

The required health examinations have been completed and submitted by the panel clinic to the department. This person's case will be processed or referred to the department's migration medical services provider, Bupa Medical Visa Services, for further assessment.

Improved health messaging

Message

Health requirement – health clearance provided – no action required [Note: MHD version of message]

All health examinations required for the specified visa subclass have been finalised. Once this person lodges a visa application, additional health examinations may be requested where circumstances have changed or additional information is provided to the case officer.

Health requirement – health clearance provided – no action required [Note: visa app version of message]

All health examinations required for the specified visa subclass have been finalised. Processing of this person's visa application can now continue. This will not occur until a case officer investigates the case in line with published processing times for the visa that has been applied for. Do not contact the department about health examinations in the meantime.

Health requirement – examinations assessed but further information required

A Medical Officer has determined that additional health information is required to determine whether this person meets the health requirement for the visa subclass specified. Further information will be provided by the department or the department's migration medical service provider, Bupa Medical Visa Services. Do not contact the department about health examinations in the meantime.

Health requirement – awaiting lodgement of visa application

Processing of health examinations is unable to continue until a visa application is lodged. Do not contact the department about health examinations in the meantime.

Health requirement – health assessed – wait for further advice from the department

Health examination results for this person have been assessed but further action may be required. The case officer will contact the person with further information. This will not occur until a case officer investigates the case in line with published processing times for the visa that has been applied for. Do not contact the department about health examinations in the meantime.

Health requirement – health not completed

This person's health was unable to be assessed as they did not complete the required health examinations.

New Health button

You have learned about the new **Health** button. What would you like to do now?

Return to the list of general enhancements

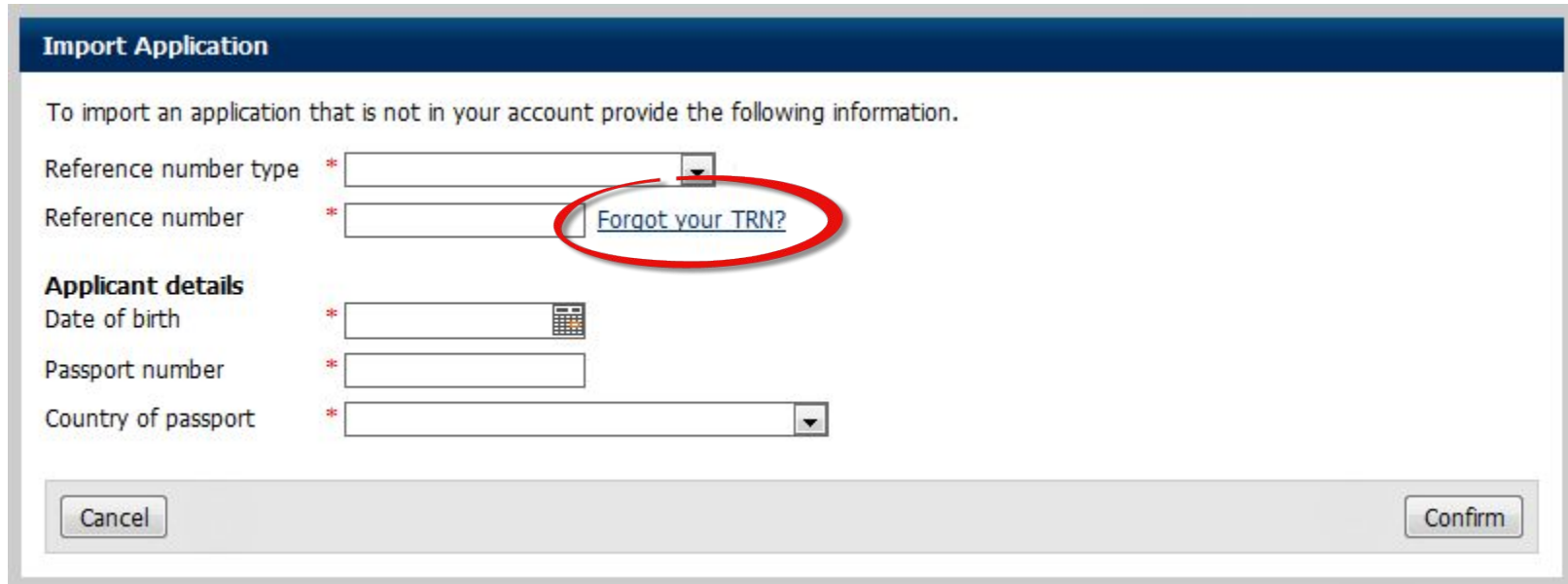
Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Forgotten TRN functionality

Forgotten TRN functionality




Import Application

To import an application that is not in your account provide the following information.

Reference number type *

Reference number * [Forgot your TRN?](#)

Applicant details

Date of birth * 

Passport number *

Country of passport *

The forgotten TRN functionality existed to help people import existing applications when ImmiAccount was first introduced. As ImmiAccount is well established, the functionality is no longer required so the **Forgot your TRN?** link will be removed on 17 April.

Forgotten TRN

You have learned about changes to the Forgotten TRN functionality. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Usability Enhancements

Usability enhancements

On April 17, a number of enhancements will be made to ImmiAccount to make it easier to use. These include:

- enhancements to the log-in screen
- enhancements to the account creation screen
- changes to declarations in online forms to reflect legislation changes
- an updated list of documents that can be added to an application
- an updated list of proof of identity options
- updated country lists
- more descriptive warning messages



Usability enhancements

The screenshot displays the ImmiAccount login interface. At the top left is the Australian Government logo and the Department of Immigration and Border Protection. The top right features the 'ImmiAccount' logo. The main content area is titled 'Login' and contains the following elements:

- A heading: 'Login using your ImmiAccount'
- A note: 'Fields marked * must be completed.'
- Two input fields: 'Username' and 'Password', both marked with an asterisk and containing the text 'required'. Each field has a help icon (question mark in a circle) to its right.
- Two buttons: 'Cancel' on the left and 'Login' on the right.
- A link: 'I have forgotten my ImmiAccount [username](#) or [password](#)'
- A section titled 'Create an ImmiAccount (Individuals)' with a 'Create ImmiAccount' button and a help icon.
- A section titled 'Register for an ImmiAccount (Organisations)' with a 'Register for ImmiAccount' button and a help icon.
- A note: 'Please note that registration is for organisation users only, such as migration agents, education agents, authorised eLodgement users and sponsoring companies. Organisation registration applications will be processed by the department.'

At the bottom of the page, there is a footer with links: 'About this website | [Accessibility](#) | [Privacy policy](#) | [Security](#) | [Disclaimer](#) | [Contact us](#)' and the slogan 'people our business'.

The log-in screen has been redesigned to make the **Create ImmiAccount** and **Register for ImmiAccount** options stand out

Usability enhancements

The screenshot shows the 'Create account' page for ImmiAccount. The page is titled 'Create account' and includes the Australian Government logo and the Department of Immigration and Border Protection. The main heading is 'ImmiAccount'. Below the heading, there is a section for 'Your details' with fields for 'Given names', 'Family name', 'Email address', and 'Confirm email address'. Each field has a 'required' label and a blue circular icon. Below this is a 'Secret questions and answers' section with five questions and answers, each with a 'required' label and a blue circular icon. A 'Security check' section follows, featuring a CAPTCHA image with the text 'd 4 b b m y k l' and a 'Refresh' button. Below the CAPTCHA is a text input field for the characters seen or heard, with a 'required' label and a blue circular icon. The 'Login details' section includes a checkbox for 'Use my email address as my username or enter a different username below' and a text input field for the username, with a 'required' label and a blue circular icon. A password requirement section states: 'Password must be a minimum of nine (9) characters and include at least one (1) character from three (3) of the four (4) groups below:'. The groups are: lower-case characters (a-z), upper-case characters (A-Z), digits (0-9), and punctuation and special characters (~!@#%&*'()_+=[\],.?;). Below this are text input fields for 'New password' and 'Re-type new password', both with 'required' labels and blue circular icons. A 'Terms and conditions' section includes a link to 'View the ImmiAccount terms and conditions' and a checkbox for 'I accept the ImmiAccount terms and conditions'. At the bottom, there are 'Cancel' and 'Create' buttons. The footer contains links for 'About this website', 'Accessibility', 'Privacy policy', 'Security', 'Disclaimer', and 'Contact us', along with the slogan 'people our business'.

The **Create Account** screen has been redesigned

- the password text boxes have been moved to appear just before the **terms and conditions** section
- the password description text has been updated

Usability enhancements

Character declarations

Has any applicant ever been charged with any offence that is currently awaiting legal action?
 Yes No

Has any applicant ever been convicted of an offence in any country (including any conviction which is now removed from official records)?
 Yes No

Has any applicant ever been the subject of an arrest warrant or Interpol notice?
 Yes No

Has any applicant ever been found guilty of a sexually based offence involving a child (including where no conviction was recorded)?
 Yes No

Has any applicant ever been named on a sex offender register?
 Yes No

Has any applicant ever been acquitted of any offence on the grounds of unsoundness of mind or insanity?
 Yes No

Has any applicant ever been found by a court not fit to plead?
 Yes No

Has any applicant ever been directly or indirectly involved in, or associated with, activities which would represent a risk to national security in Australia or any other country?
 Yes No

Has any applicant ever been charged with, or indicted for: genocide, war crimes, crimes against humanity, torture, slavery, or any other crime that is otherwise of a serious international concern?
 Yes No

Has any applicant ever been associated with a person, group or organisation that has been or is involved in criminal conduct?
 Yes No

Has any applicant ever been associated with an organisation engaged in violence or engaged in acts of violence (including war, insurgency, freedom fighting, terrorism, protest) either overseas or in Australia?
 Yes No

Has any applicant ever served in a military force, police force, state sponsored / private militia or intelligence agency (including secret police)?
 Yes No

Has any applicant ever undergone any military/paramilitary training, been trained in weapons/explosives or in the manufacture of chemical/biological products?
 Yes No

Has any applicant ever been involved in people smuggling or people trafficking offences?
 Yes No

Has any applicant ever been removed, deported or excluded from any country (including Australia)?
 Yes No

Has any applicant ever overstayed a visa in any country (including Australia)?
 Yes No

Has any applicant ever had any outstanding debts to the Australian Government or any public authority in Australia?
 Yes No

- The Character declarations will be updated to reflect changes in legislation
- The application for a Resident Return visa (RRV) will be updated to include Character declarations

Usability enhancements

Declaration by applicant

WARNING: Giving false or misleading information or documents is a serious offence.

I declare that:

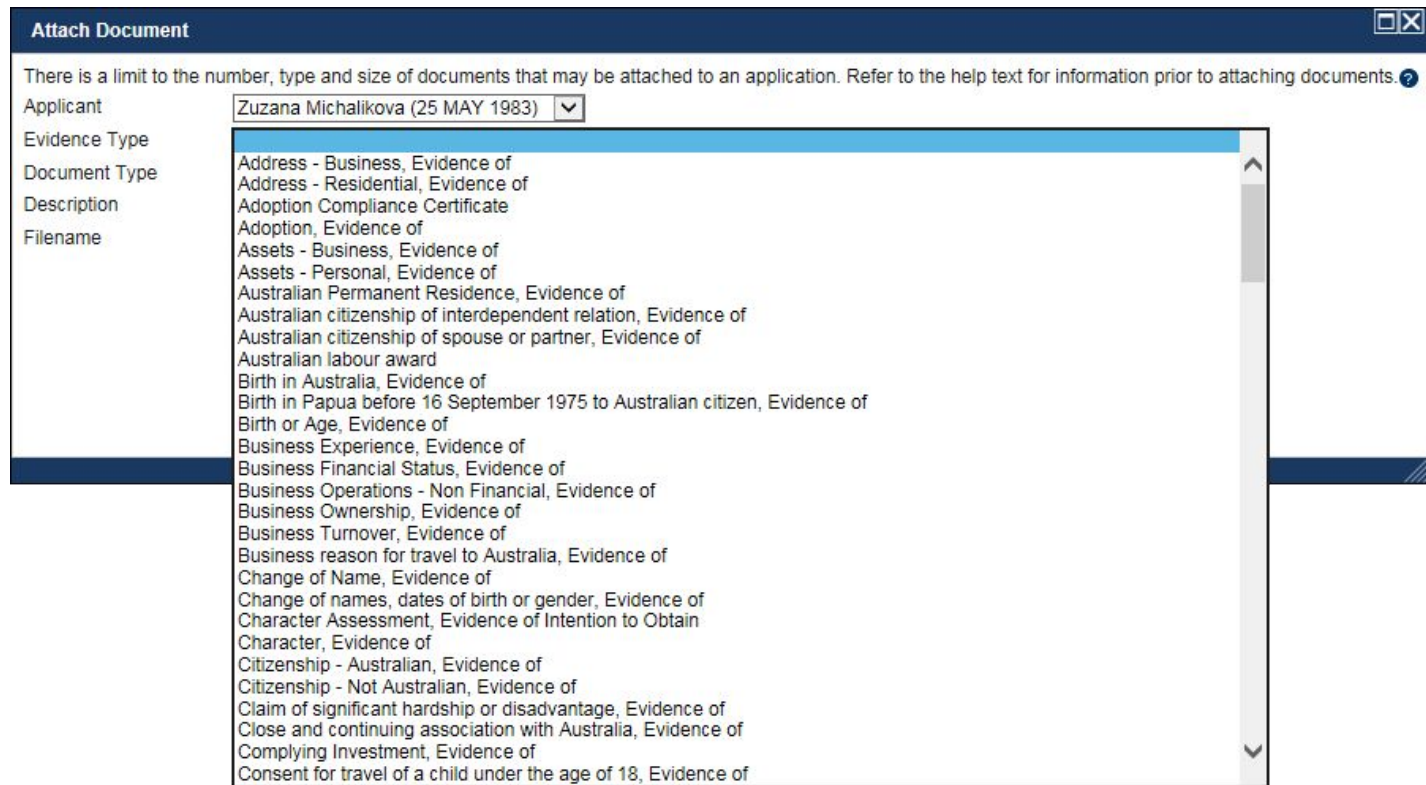
- The information provided in this form is complete, correct and up-to-date.
 I do not agree I agree
- I understand that if any fraudulent documents or false or misleading information has been provided with this application or if I fail to satisfy the Minister of my identity, my application may be refused and I, and any member of my family unit, may become unable to be granted a visa for a specified period of time.
 I do not agree I agree
- I understand that if documents are found to be fraudulent or information to be incorrect after the grant of a visa, the visa may subsequently be cancelled.
 I do not agree I agree
- I understand that I must attach a letter from my insurer confirming that I and any other applicants included in the application have made adequate arrangements for health insurance during the period of my/our intended stay in Australia. For more information and a copy of the certification letter [click here](#).
 I do not agree I agree
- I will abide by the conditions of the visa. For more information on the conditions of the visa [click here](#).
 I do not agree I agree
- I will respect Australian values as listed at the beginning of this application, during my stay in Australia and will obey the laws of Australia.
 I do not agree I agree
- I have read the information contained in the Privacy Notice ([Form 1442](#)).
 I do not agree I agree
- I understand the department may collect, use and disclose my personal information (including biometric information and other sensitive information) as outlined in the Privacy Notice ([Form 1442](#)).
 I do not agree I agree

Print Save Go to my account

Previous Next

- The declarations for visa applications that relate to PIC4020 have been updated to reflect changes in PIC4020 and privacy legislation
- Warning messages related to PIC4020 have also been added

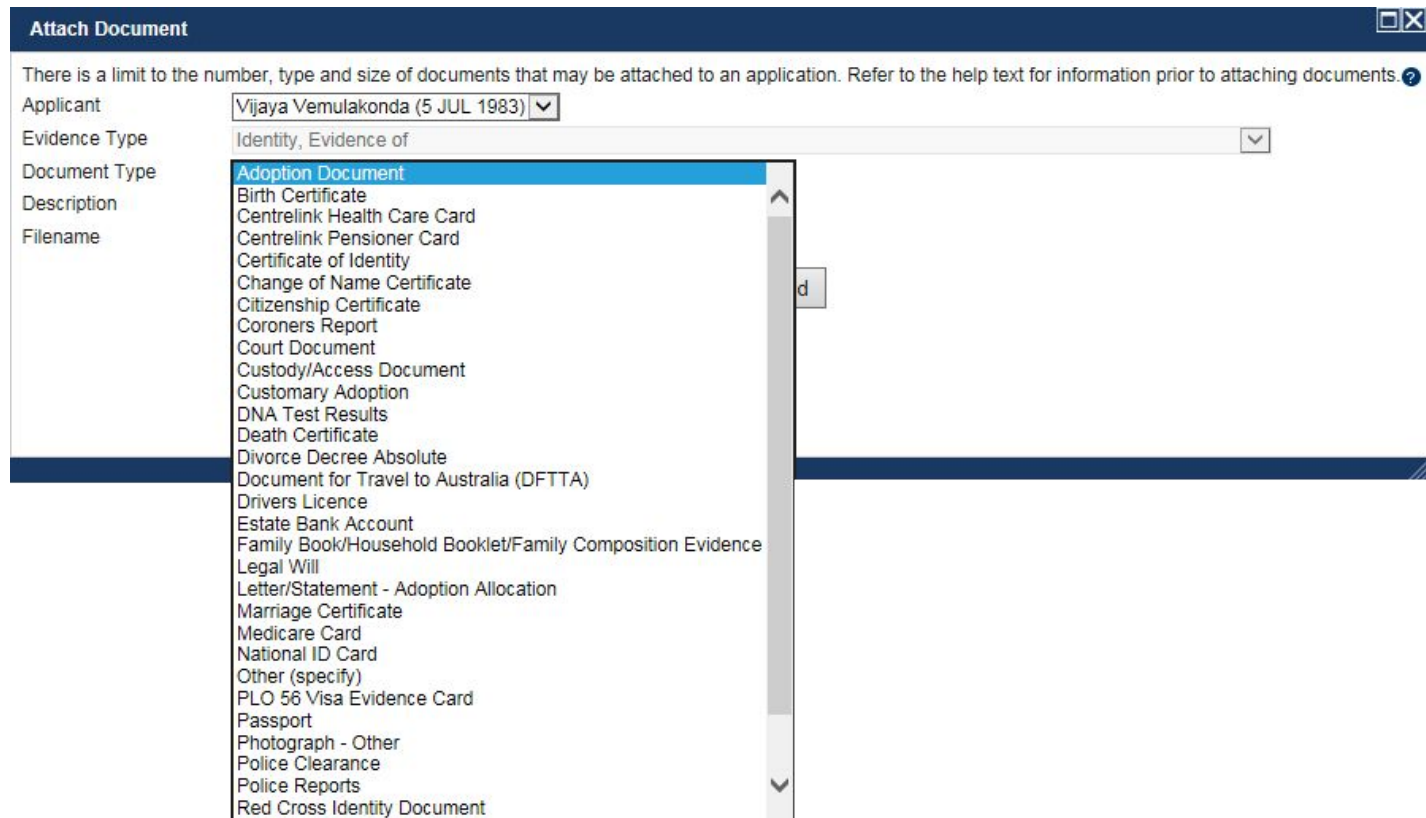
Usability enhancements



The screenshot shows a dialog box titled "Attach Document" with a close button in the top right corner. Below the title bar, there is a message: "There is a limit to the number, type and size of documents that may be attached to an application. Refer to the help text for information prior to attaching documents." followed by a help icon. Below this message, there are several fields: "Applicant" with a dropdown menu showing "Zuzana Michalikova (25 MAY 1983)", "Evidence Type", "Document Type", "Description", and "Filename". A large list of document types is displayed in a scrollable area, with the first item "Address - Business, Evidence of" highlighted in blue. The list includes various categories such as "Address - Residential, Evidence of", "Adoption Compliance Certificate", "Assets - Business, Evidence of", "Australian Permanent Residence, Evidence of", "Business Experience, Evidence of", "Business Financial Status, Evidence of", "Business Operations - Non Financial, Evidence of", "Business Ownership, Evidence of", "Business Turnover, Evidence of", "Business reason for travel to Australia, Evidence of", "Change of Name, Evidence of", "Change of names, dates of birth or gender, Evidence of", "Character Assessment, Evidence of Intention to Obtain", "Character, Evidence of", "Citizenship - Australian, Evidence of", "Citizenship - Not Australian, Evidence of", "Claim of significant hardship or disadvantage, Evidence of", "Close and continuing association with Australia, Evidence of", "Complying Investment, Evidence of", and "Consent for travel of a child under the age of 18, Evidence of".

The list of documents that can be uploaded as part of an application will be amended to remove documents that must be supplied either in person or by mail.

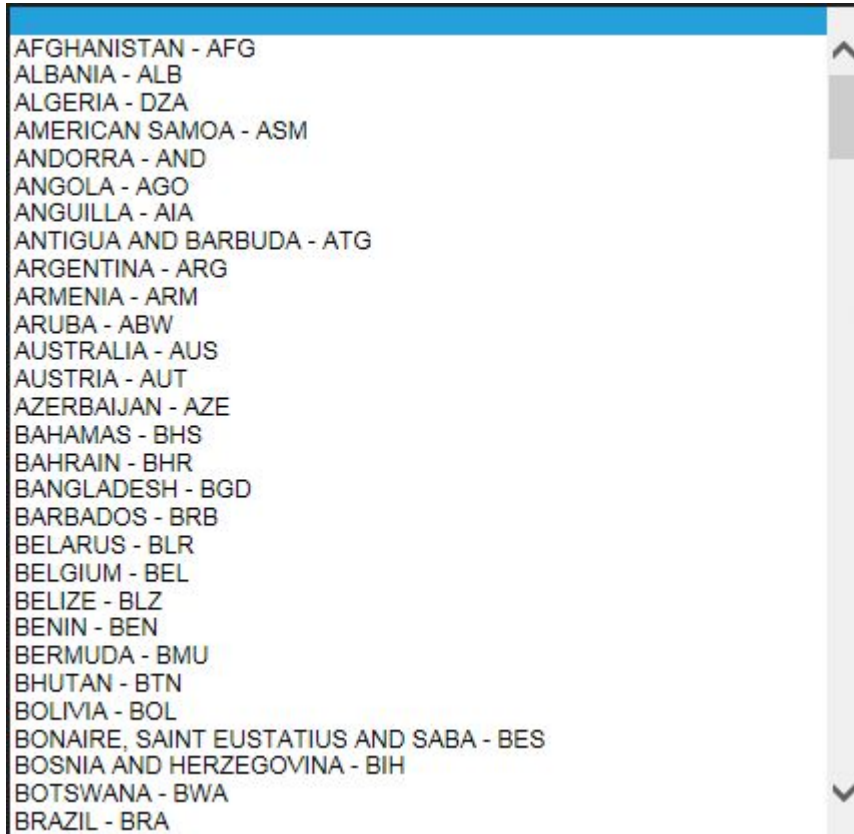
Usability Enhancements



The screenshot shows a window titled "Attach Document" with a dark blue header. Below the header, there is a text box with a help icon and a message: "There is a limit to the number, type and size of documents that may be attached to an application. Refer to the help text for information prior to attaching documents." Below this, there are several fields: "Applicant" with a dropdown menu showing "Vijaya Vemulakonda (5 JUL 1983)", "Evidence Type" with a dropdown menu showing "Identity, Evidence of", "Document Type" with a dropdown menu showing "Adoption Document", "Description", and "Filename". A large list of document types is displayed in a scrollable area, with "Adoption Document" selected. The list includes: Birth Certificate, Centrelink Health Care Card, Centrelink Pensioner Card, Certificate of Identity, Change of Name Certificate, Citizenship Certificate, Coroners Report, Court Document, Custody/Access Document, Customary Adoption, DNA Test Results, Death Certificate, Divorce Decree Absolute, Document for Travel to Australia (DFTTA), Drivers Licence, Estate Bank Account, Family Book/Household Booklet/Family Composition Evidence, Legal Will, Letter/Statement - Adoption Allocation, Marriage Certificate, Medicare Card, National ID Card, Other (specify), PLO 56 Visa Evidence Card, Passport, Photograph - Other, Police Clearance, Police Reports, and Red Cross Identity Document.

The list of identity documents that can be uploaded as part of an application will be amended to add four new options – Divorce certificates, Utilities Notice, Form 119 and the ImmiCard

Usability enhancements



The drop down list for **Country of passport** and **Nationality of passport holder** will be updated to include more countries, including:

- Falkland islands
- Marshall Islands
- Virgin Islands
- Congo
- the United Kingdom

Usability enhancements

You have learned about the usability enhancements.

What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Application specific enhancements

Application specific enhancements will be introduced to ImmiAccount on 17 April 2015. Click a button to find out more.

Citizenship

Skilled Migration

Family

Temporary Work

Resident Return

Visitor

Citizenship

Citizenship

Australian Government
Department of Immigration and Border Protection

EGGERTSDOTTIR, Birna [Manage Account](#) [Logout](#)

ImmiAccount

[My applications](#) [My preferences](#) [Related Links](#) [Help and support](#)

New application

Click on an application type from the list below to start an application, or you can use the [Visa Finder](#)

Application group ▲	Application type
⊗ Air & Sea Crew	
⊗ Citizenship	Australian citizenship by conferral Australian citizenship by descent
⊗ Family	
⊗ Health	
⊗ Resident Return	
⊗ Skilled Migration	
⊗ Student	
⊗ Temporary Work	
⊗ Visitor	
⊗ Work & Holiday	

1 - 10 of 10 results Page 1

[Expand all](#) [Collapse all](#)

[Cancel](#)

eCitz online conferral application forms will be migrated to ImmiAccount.



After 17 April 2015, the eCitz platform will no longer support new or in-flight applications. Existing conferral applicants who have commenced and saved draft applications using the eCitz platform will lose their applications if they are not lodged before 17 April.

Citizenship

Movement of conferral applications forms to ImmiAccount will have a number of benefits, including:

- Online conferral application fields will be pre-populated using data previously entered within the online application form
- Applicants will have greater security through a password protected ImmiAccount
- Applicants can upload their facial image (front of an endorsed photograph) as part of the application



Citizenship

You have learned about the changes to Citizenship applications. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Family

Family

New application

Click on an application type from the list below to start an application, or you can use the [Visa Finder](#)

Application group ▲	Application type
➤ Air & Sea Crew	
➤ Citizenship	
✓ Family	Sponsorship for a Partner to Migrate to Australia (300.309/100.820/801) Stage 1 - Partner or Prospective Marriage Visa (300.309/100.820/801) Stage 2 - Permanent Partner Visa Assessment (100.801)
➤ Health	
➤ Resident Return	
➤ Skilled Migration	
➤ Student	
➤ Temporary Work	
➤ Visitor	
➤ Work & Holiday	

1 - 10 of 10 results Page 1

Cancel

- The names of the online partner visa application forms will be amended
- The **Date of Marriage**, **Date of Intended Marriage** and **Date Relationship Began** fields in the **Relationship Status** component of partner visa applications will be made non-mandatory

Family

You have learned about the changes to Family visa applications. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Resident Return

Resident Return

Application for Resident Return Visa

Transaction Reference Number (TRN): EGNN3MXNJ8

Information

The Application for Resident Return Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	31 Mar 2015	View application
Application fee paid	31 Mar 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

Person 1 - Vijaya Vemulakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of		Recommended	Attach document ⓘ
Criminal Record Check, Evidence of Intention to Obtain		Recommended	Attach document ⓘ
Travel Document		Recommended	Attach document ⓘ
Substantial Ties - Business, Evidence of		Recommended	Attach document ⓘ
Substantial Ties - Cultural, Evidence of		Recommended	Attach document ⓘ
Personal ties to Australia, Evidence of		Recommended	Attach document ⓘ

Supporting document provided

Attachment lists will be added to the **Next Steps** section of Resident Return visa applications

Resident Return

You have learned about the changes to Resident Return visa applications. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Skilled Migration

Skilled migration

There are a number of small enhancements to Skilled Migration visa applications, including:

- When employers complete an **Employer Nomination Scheme (subclass 186)** or **Regional Sponsored Migration Scheme (subclass 187)** nomination, they will need to either provide all passport details, or none. They will not be able to provide partial passport details.
- When completing a **Skilled Regional visa (subclass 887)** application, applicants will no longer be required to provide a health examination booking number.



Skilled migration

Application for Temporary Graduate or Skilled Regional Visa

Transaction Reference Number (TRN): EGNN3ML0TK

Information

The Application for Temporary Graduate or Skilled Regional Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Mar 2015	View application
Application fee paid	26 Mar 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

Person 1 - Vijaya Vemulakonda (5 July 1983) Processing ↻

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of		Recommended	Attach document ⓘ
Character, Evidence of		Recommended	Attach document ⓘ
Character Assessment, Evidence of Intention to Obtain		Recommended	Attach document ⓘ
Form 956 Appointment of a migration agent		Recommended	Attach document ⓘ
Health, Evidence of		Recommended	Attach document ⓘ
Health Insurance, Evidence of		Recommended	Attach document ⓘ
Language Ability - English, Evidence of		Recommended	Attach document ⓘ
Photograph - Passport		Recommended	Attach document ⓘ
Qualifications - Overseas, Evidence of		Recommended	Attach document ⓘ
Relationship - Relative, Evidence of		Recommended	Attach document ⓘ
Relationship - Spouse, De facto Partner, Evidence of		Recommended	Attach document ⓘ
Travel Document		Recommended	Attach document ⓘ
Form 956A Appointment of an authorised contact		Recommended	Attach document ⓘ
Form 80 Personal particulars for character assessment		Recommended	Attach document ⓘ

[Go back to details](#)

Attachment lists will be added to the **Next Steps** section of application for these visa types:

- Skilled Regional visa (subclass 887)
- Temporary Graduate visa (subclass 485)

Skilled migration

New application

Click on an application type from the list below to start an application, or you can use the [Visa Finder](#)

Application group ▲	Application type
➤ Air & Sea Crew	
➤ Citizenship	
➤ Family	
➤ Health	
➤ Resident Return	
☑ Skilled Migration	Business Innovation and Investment Visa (Permanent) (888) Business Innovation and Investment Visa (Renewal) (188) Business Innovation and Investment Visa (Subsequent Entrant) (188) Employer Nomination for a Permanent Appointment (186,187) General Skilled Migration Visa (476, 887) Permanent Employer Sponsored or Nominated Visa (186,187) Provisional Skilled Regional Visa (Renewal) (489) Provisional Skilled Regional Visa (Subsequent Entrant) (489)
➤ Student	
☑ Temporary Work	Temporary Graduate Visa (485) Temporary Work (Short Stay Activity) Visa (457) Temporary Work Skilled Visa (Primary) (457) Temporary Work Skilled Visa (Subsequent Entrant) (457) Temporary Work Skilled Visa - Nomination (457) Temporary Work Skilled Visa - Standard Business Sponsorship (457)
➤ Visitor	
➤ Work & Holiday	

1 - 10 of 10 results Page 1

Cancel

The **Temporary Graduate visa (subclass 485)** application has been moved from the **Skilled Migration** grouping to the **Temporary Work** grouping

The application form for this visa type is also being amended to:

- remove questions about upfront health examinations
- update the values statement

Skilled migration

You have learned about the changes to Skilled Migration visa applications. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Temporary Work

Temporary Work

There are a number of small enhancements to Temporary work visa applications, including:

- When completing a **Temporary Work (Skilled) visa (subclass 457)** visa application, an error will display if the applicant does not provide a nomination ID
- The ability to submit an online application for a **Temporary Work (Short Stay Activity) visa (subclass 400)** will be extended to include people who hold passports from:
 - Bangladesh
 - Nepal
 - Sri Lanka
 - Palestinian Authority



Temporary Work

Application for Temporary Graduate or Skilled Regional Visa

Transaction Reference Number (TRN): EGNN3ML0TK

Information

The Application for Temporary Graduate or Skilled Regional Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Mar 2015	View application
Application fee paid	26 Mar 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

Person 1 - Vijaya Vemulakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of		Recommended	Attach document ⓘ
Character, Evidence of		Recommended	Attach document ⓘ
Character Assessment, Evidence of Intention to Obtain		Recommended	Attach document ⓘ
Form 956 Appointment of a migration agent		Recommended	Attach document ⓘ
Health, Evidence of		Recommended	Attach document ⓘ
Health Insurance, Evidence of		Recommended	Attach document ⓘ
Language Ability - English, Evidence of		Recommended	Attach document ⓘ
Photograph - Passport		Recommended	Attach document ⓘ
Qualifications - Overseas, Evidence of		Recommended	Attach document ⓘ
Relationship - Relative, Evidence of		Recommended	Attach document ⓘ
Relationship - Spouse, De facto Partner, Evidence of		Recommended	Attach document ⓘ
Travel Document		Recommended	Attach document ⓘ
Form 956A Appointment of an authorised contact		Recommended	Attach document ⓘ
Form 80 Personal particulars for character assessment		Recommended	Attach document ⓘ

[Get health checks](#)

Attachment lists will be added to the **Next Steps** section of application for these visa types:

- Temporary Graduate visa (subclass 485)
- Temporary Work (Skilled) visa (subclass 457)

Temporary Work

New application

Click on an application type from the list below to start an application, or you can use the [Visa Finder](#)

Application group ▲	Application type
➤ Air & Sea Crew	
➤ Citizenship	
➤ Family	
➤ Health	
➤ Resident Return	
☑ Skilled Migration	Business Innovation and Investment Visa (Permanent) (888) Business Innovation and Investment Visa (Renewal) (188) Business Innovation and Investment Visa (Subsequent Entrant) (188) Employer Nomination for a Permanent Appointment (186,187) General Skilled Migration Visa (476, 887) Permanent Employer Sponsored or Nominated Visa (186,187) Provisional Skilled Regional Visa (Renewal) (489) Provisional Skilled Regional Visa (Subsequent Entrant) (489)
➤ Student	
☑ Temporary Work	Temporary Graduate Visa (485) Temporary Work (Short Stay Activity) Visa (457) Temporary Work Skilled Visa (Primary) (457) Temporary Work Skilled Visa (Subsequent Entrant) (457) Temporary Work Skilled Visa - Nomination (457) Temporary Work Skilled Visa - Standard Business Sponsorship (457)
➤ Visitor	
➤ Work & Holiday	

1 - 10 of 10 results Page 1

Cancel

The **Temporary Graduate visa (subclass 485)** application has been moved from the **Skilled Migration** grouping to the **Temporary Work** grouping

The application form for this visa type is also being amended to:

- remove questions about upfront health examinations
- update the values statement

Temporary Work

You have learned about the changes to Temporary Work visa applications. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



Visitor

Visitor

There are a number of small enhancements to Visitor visa applications, including:

- The ability to submit an online application for a **Visitor visa (subclass 600)** will be extended to include people who hold passports from:
 - Bangladesh
 - Nepal
 - Sri Lanka
 - Palestinian Authority
 - Vietnam
 - Indonesia
- There will also be an Agent Only trial of online applications for **Visitor visas (subclass 600)** for people who hold a passport from India



Visitor

Application for a Visitor Short Stay Visa

Transaction Reference Number (TRN): EGNN3FGRIU

Information

The Application for a Visitor Short Stay Visa has been successfully submitted to the department.

For guidance on what documents to attach to this application (if applicable) please click on the "Document checklist" link under Related Links to the right of this page. Note: A document checklist link may not be available for all application types.

For information regarding application processing times, please click on the "Processing Times" link under Related Links to the right of this page. Note: A Processing times link may not be available for all application types.

Application documents

Type	Date	Action
Application submitted	26 Feb 2015	View application
Application fee paid	26 Feb 2015	View receipt

Supporting documents

The department may require additional documents to support the processing of this application. Documents may be attached using the links available under the Next steps for each person on this application or by using the Attach document button below.

[Attach document](#)

Person 1 - Vijaya Vemulakonda (5 July 1983) Processing ↗

Next steps

Type	Date	Progress	Action
Birth or Age, Evidence of		Recommended	Attach document ?
Financial Capacity - Personal, Evidence of		Recommended	Attach document ?
Health Insurance, Evidence of		Recommended	Attach document ?
Photograph - Passport		Recommended	Attach document ?
Travel Document		Recommended	Attach document ?

[Get health details](#)

[Complete character assessment particulars for this applicant](#) ?

Attachment lists will be added to the **Next Steps** section of **Visitor visa (subclass 600)** applications

Visitor

You have learned about the changes to Visitor visa applications. What would you like to do now?

Return to the list of general enhancements

Look at the list of application specific enhancements

Check what I need to do before the April 17, 2015



What do I need to do
before April 17, 2015?

BR2 Preparation

There are a few things you can do on April 16 to ensure a smooth transition, including:

- Where possible, submit any applications that have a status of **Ready to Submit**. You will not lose these applications on April 17, but you will have to step through each page and answer any questions that have changed if you submit them after that date.
- Complete as many eCitz applications that have been commenced or saved as a draft as possible, as these applications will have to be re-entered into ImmiAccount following April 17.



ImmiAccount support page

Home > Online Services > ImmiAccount

ImmiAccount

For detailed information about planned system maintenance or technical issues including known system errors see [System maintenance and technical issues](#).

[→ Login to ImmiAccount](#)

ImmiAccount is the 'front door' to our online services. You need to use ImmiAccount if you want to:

- apply for a visa or Citizenship by Descent online
- access the My Health Declarations service
- continue a saved online application
- import a paper application (service available for certain visa subclasses only)
- attach documents to an online or imported paper application
- consent to using eMedical and answer medical related questions where required
- check the progress of an online or imported paper application
- update passport details online
- change email and address details online
- access Visa Entitlement Verification Online (VEVO) (service available for organisations only).

[Accessing ImmiAccount](#) [Available services](#) [Help](#)

There are two types of ImmiAccount:

- **Individual/private user:** for individual applicants, a family member or friend to apply for a visa or citizenship
- **Organisation:** for organisations and agents applying for visa or citizenship or checking visa entitlements on behalf of others.

Individuals can create an ImmiAccount and get started straight away. Organisations and agents need to register for an ImmiAccount and have their access approved by the department before they can create an account.

[+ Expand headings](#)

- [Create an ImmiAccount \(individuals\)](#)
- [Register for an ImmiAccount \(organisations\)](#)

Last modified Monday 30 March 2015 [Provide feedback on this page](#) Share [f](#) [t](#) [in](#)

<http://www.immi.gov.au/Services/Pages/immiaccount.aspx>

The *ImmiAccount* support page has been revised to give agents access to succinct and useful information via a number of tabs.

The improvements include Quick Reference Guides, clearer guidance on attaching documents and a list of common error messages.

ImmiAccount support page

Home > Allforms > Immiaccount

ImmiAccount Technical Support Form

Important
If you have a technical problem with your ImmiAccount you can use this form to request help.

Read the FAQs and advice on the [ImmiAccount](#) page before submitting this form.

This form is **not** for enquiries about the status of your visa/citizenship application or immigration options. We will **not** respond to status or general enquiries made using this form. See the [contact us](#) page for information on how to make a general enquiry or an enquiry about an existing application.

We aim to respond to your enquiry within five to ten business days. Please do not send through repeat requests for assistance during this period.

Personal details

Family Name: (required)

Given Name: (required)

Email address: (required)

Phone Number: (required)

Username:

Type of account

Individual
 Agent/Organisation

Does your enquiry relate to an application in ImmiAccount? (required)

Yes
 No

Are you in Australia?

Yes
 No

Do you need to travel in the next 7 days or will your Australian visa expire during this period?

Yes

<https://www.immi.gov.au/allforms/immiaccount/technical-support-form/>

The *ImmiAccount Technical Support form* can be used by individuals, agents and organisations to make an enquiry or raise an issue in regards to their ImmiAccount or online application.

ImmiAccount support page

Home > Allforms > Immiaccount

ImmiAccount Technical Support Form

Important
If you have a technical problem with your ImmiAccount you can use this form to request help.

Read the FAQs and advice on the [ImmiAccount](#) page before submitting this form.

This form is **not** for enquiries about the status of your visa/citizenship application or immigration options. We will **not** respond to status or general enquiries made using this form. See the [contact us](#) page for information on how to make a general enquiry or an enquiry about an existing application.

We aim to respond to your enquiry within five to ten business days. Please do not send through repeat requests for assistance during this period.

Personal details

Family Name: (required)

Given Name: (required)

Email address: (required)

Phone Number: (required)

Username:

Type of account

Individual
 Agent/Organisation

Does your enquiry relate to an application in ImmiAccount? (required)

Yes
 No

Are you in Australia?

Yes
 No

Do you need to travel in the next 7 days or will your Australian visa expire during this period?

Yes

It will help ensure that the department receives the information they need in order to provide a timely response. It will also facilitate improved prioritisation of incoming queries.



This form replaces the existing Technical Support Form on the Agents Gateway.