



Australian Government

Department of Home Affairs

Changes to ImmiAccount for 2 March 2018

Summary of changes:

- New 'Action Required' flag
- New layout of Application Details screen
- Enhanced attachments functionality
- Email address verification
- Changes to application status
- Simplification of correspondence
- Updates to passport details

Action required flag

To show when you need to provide information to progress the assessment of an application

- A flag will be displayed on the list of applications if any applicants are required to:
 - attend a health examination
 - provide biometrics (not displayed for citizenship applications)
 - submit a Form 80
 - provide additional documents.
- New hyperlinks will enable you to navigate directly to the relevant page to initiate the action. For example, if a Form 80 is required, clicking the link will take you to the online form.
- The application list can be sorted by 'action required'.

Action required flag

New look Application Summary screen

Australian Government
Department of Immigration and Border Protection

LEONIE, Migration Agency [Manage Account](#) [Logout](#)

ImmiAccount

My applications | My payments | Organisation applications | Manage groups | Manage pre-fill data | Related links | Help and support

My applications summary


[New application](#) | [Import application](#) | [Submit applications](#)

Advanced search

List of applications

Sort by: Last updated | Refresh

1 - 20 of 53 results Page 1

 FISH, Juan (01 Jan 1980)	
Temporary Work (Activity) Initial assessment	
Reference No EGNN6UJEKM	Last updated 01 Feb 2018
Type Temporary Work - Short Stay Specialist Visa (400)	Date submitted 11 Jan 2018
Actions required <ul style="list-style-type: none">View the latest request for informationArrange biometrics collection	
View details	Copy Update us Remove Share

A flag is displayed against the applications with outstanding actions.

A link is displayed to allow you to navigate to the relevant page to follow up on the requested action.

New layout: application details

Action focused rather than applicant focused

- The application details page has been redesigned to incorporate feedback from users.
- The navigation menu will be action-focused rather than applicant-focused.
- Clicking on an 'Action' will show the requirements for each applicant; this will make it easier to provide information to progress the assessment of an application.
- The new design makes it easier to access ImmiAccount on mobile devices.

New layout: application details

Sample screen – ‘Actions’ based menu

OLD

Australian Government
Department of Immigration
and Border Protection

BOO, Tickety Manage Account Logout
Online Lodgement

My applications My payments Related links Help and support

Application for a Temporary Work (Short Stay Specialist) Visa Reference Number: EGNO482F97

Application Received

View application status
View application mailbox
Update us
FISH, SILVER (01 Oct 1980)
Attach documents
View health assessment
FISH, GOLD (01 Jan 1981)
Attach documents
View health assessment
FISH, CAT (10 Oct 2010)
Attach documents
View health assessment

View application status

Important information
This application has been received by the department and will be assessed.
Please ensure you have attached all required supporting documentation. Failure to do so may result in delays in processing. Please refer to the 'Attach documents' link on the left hand side of this screen.

Application history

Type
Application submitted
Application fee paid

Accessibility Copyright & Disclaimer Online Security Privacy

NEW

Australian Government
Department of Immigration
and Border Protection

LEONIE, Migration Agency Manage Account Logout
Online Lodgement

My applications My payments Related links Help and support

Application for a Temporary Work (Short Stay Specialist) Visa Reference Number: EGNNGUJEKM

Application home

Application status: Initial assessment

Applicants

- Fish, Juan (01 Jan 1980)
- Fish, Tuo (02 Feb 1980)
- Fish, Leetul (03 Mar 2013)

Important information
This application requires additional supporting documentation. Please check correspondence and attach the requested documents.
By clicking on the 'Information Provided' button you acknowledge that the Department may proceed to make a decision on the application. Not clicking the 'Information Provided' button in no way lengthens or overrides the period specified in the correspondence.

Application history

Type	Date	Action
Application submitted	12 Jan 2018	View application
Application fee paid	12 Jan 2018	View receipt

Accessibility Copyright & Disclaimer Online Security Privacy

New layout: application details

Sample screen – Health assessment displays all applicants on a single page

OLD

This screenshot shows the 'OLD' layout for an application with reference number EGNO482F97. The page title is 'Application for a Temporary Work (Short Stay Specialist) Visa Reference Number: EGNO482F97'. The status is 'Received'. The main content area displays 'Health assessment for Fish, Silver (01 Oct 1980)' with the note 'No examinations required'. A sidebar on the left lists other applicants: FISH, SILVER (01 Oct 1980), FISH, GOLD (01 Jan 1981), and FISH, CAT (10 Oct 2010). The 'View health assessment' link for the Silver applicant is highlighted with an orange box. The top navigation bar includes 'My applications', 'My payments', 'Related links', and 'Help and support'. The footer contains 'Accessibility', 'Copyright & Disclaimer', 'Online Security', and 'Privacy'.

NEW

This screenshot shows the 'NEW' layout for an application with reference number EGN6UJEKM. The page title is 'Application for a Temporary Work (Short Stay Specialist) Visa Reference Number: EGN6UJEKM'. The status is 'Received'. The main content area displays 'Health assessment' with a list of applicants: Fish, Juan (01 Jan 1980), Fish, Tuo (02 Feb 1980), and Fish, Leetul (03 Mar 2013). All three applicants have 'No examinations required'. The entire content area is enclosed in a red border. A sidebar on the left contains a 'Menu' with 'Health assessment' highlighted in orange. The top navigation bar includes 'My applications', 'My payments', 'Related links', and 'Help and support'. The footer contains 'Accessibility', 'Copyright & Disclaimer', 'Online Security', and 'Privacy'.

New design: attachments

Redesigned based on user feedback and usability research

- The 'attach documents' page has been redesigned to address usability issues.
- The aim is to make it clearer which documents have been received by the Department.
- Users will be able to add multiple attachments to a document type at a time.

New design: attachments

A list of applicants will be displayed. The 'twisty' expands to view the list of required documents for each applicant

The screenshot shows the 'Online Lodgement' interface for the Australian Government Department of Immigration and Border Protection. The user is logged in as 'LEONIE, Migration Agency' and is viewing an application for a 'Temporary Work (Short Stay Specialist) Visa' with reference number 'EGNN6UJEKM'. The 'Attach documents' section is highlighted with a red box and contains a list of applicants with their attachment counts:

- FISH, Juan (01 Jan 1980)**: 5 attachments received of 60 maximum.
- FISH, Tuo (02 Feb 1980)**: 2 attachments received of 60 maximum.
- FISH, Leetul (03 Mar 2013)**: 1 attachments received of 60 maximum.

Each applicant name is preceded by a '+' icon, indicating that the list is expandable. A confirmation button at the bottom of the section reads 'I confirm I have provided information as requested'.

Page footer: Accessibility Copyright & Disclaimer Online Security Privacy 8.0.051

New design: attachments

You can select multiple files to attach to a document type in a single action

The image shows a user interface for document management. On the left, a sidebar lists document types: 'FISH, Juan (01 Jan 1980)' (10 attachments received of 60 maximum), 'Qualifications, Skills and Experience, Evidence of' (1 Received), 'Travel and Stay Itinerary, Evidence of' (0 Received), and 'Employment in Australia, Evidence of' (0 Received). The 'Travel and Stay Itinerary, Evidence of' section is expanded, showing a form with fields for 'Document Type' (set to 'Itinerary'), 'Description', and 'File names'. A 'Browse...' button is next to the 'File names' field. Below the form, three files are listed: 'Travel itinerary.docx', 'Wine Tasting itinerary.docx', and 'Additional document.docx', each with a trash icon. An 'Attach' button is at the bottom right of the attachment area. A red box highlights the 'Document Type', 'Description', 'File names', and the list of files.

FISH, Juan (01 Jan 1980)
- 10 attachments received of 60 maximum.

Required

+ Qualifications, Skills and Experience, Evidence of
1 Received

- Travel and Stay Itinerary, Evidence of
0 Received

Add documents

Document Type: Itinerary

Description:

File names:

Travel itinerary.docx

Wine Tasting itinerary.docx

Additional document.docx

New design: attachments

Received attachments

- Documents that have been successfully attached will be grouped under the heading 'Received'.
- You can still add more attachments to a document type that is shown as being 'Received'.

Application for migration to Australia by a partner Reference Number: EGN7EE8XN

Menu

- Application home
- Messages
- Update details

Actions

- Attach documents**
- Health assessment

Attach documents

Refer to the [checklist of documents](#) for more information about what to attach. There are specific [quality and formatting](#) requirements when scanning documents.

Expand all Collapse all

O'SULLIVAN, Patricia (13 Feb 1980)

- 13 attachments received of 60 maximum.

Recommended

- Australian Permanent Residence, Evidence of**
+ 0 Received
- Military Discharge, Evidence of**
+ 0 Received
- Citizenship - Australian, Evidence of**
+ 0 Received

Received

- Address - Residential, Evidence of**
+ 1 Received

Verification of email address

Verification of email address for the authorised recipient of correspondence in all online forms

- Verification of email addresses was implemented in November 2017 for selected forms. The functionality will be expanded to all online forms.
- An email will be sent to the address specified for communication. The email contains a link the recipient must click on to verify that the email address for correspondence is correct.
- For legal reasons, an application can still be lodged and correspondence will be sent without verifying the email address – however, you are encouraged to verify.
- If you have used the same email address for communication across multiple applications, or it is the same as your ImmiAccount registered email address you will only need to verify the address once.

Application status changes

A number of status updates will be renamed to more accurately reflect the progress of an application

Pre- march 2018	New status	Description
Information Requested	Initial Assessment	This status will be displayed when a processing officer sends a Request for Information
Assessment in Progress	Further Assessment	This status will be displayed when a processing officer has received the requested information

Note: Once an application has reached 'Further Assessment' the status will not change until the application is finalised.

Simplifying correspondence

Redesign of letter templates based on user feedback

The following letter templates have been simplified:

- Acknowledgement of Application Received
- Bridging Visa Grant Notification
- Grant Notification.

These changes have been made to:

- draw attention to important information
- shorten and simplify content with blank pages removed.

The image shows two side-by-side email templates from the Australian Government Department of Home Affairs. The left template is the original, and the right is the simplified version.

Original Template (Left):

- Header: Australian Government, Department of Home Affairs
- Greeting: Dear XXXX
- Text: We received your Visa description (subclass XXX)
- Section: **Application status** (Visa description (subclass XXX))
- Section: **Useful links**
 - View or update your application: www.border.gov.au
 - For more information: www.border.gov.au
- Section: **Application summary**

Main applicant	XXXXXXXX
Date of birth	XXXXXXXX
Visa	Visa description
Date of application	01 February
Application ID	XXXXXXXXXX
Transaction reference number	XXXXXXXXXX
- Section: **What's next?**

Your application will be processed. This can take
- Section: **How long will it take to process my**

Find out how long it generally takes to process www.border.gov.au/processing-times
- Footer: www.border.gov.au, Yours sincerely, Department of Home Affairs, Sent to: <email address>, Sent on: 1 February 2018

Simplified Template (Right):

- Header: Australian Government, Department of Home Affairs
- Greeting: Dear Client Name
- Text: We have granted you a Temporary Graduate (subclass 485) visa on 7 February 2018.
- Section: **Application status** (Temporary Graduate (subclass 485): **Granted**)
- Section: **Visa conditions**
 - 8501 - Maintain health insurance
 - 8503 - No further stay

An explanation of each condition of this Temporary Graduate (subclass 485) visa is provided below.

You can check these conditions at any time by using the Visa Entitlement Verification Online (VEVO) service. The four-digit number presented next to each condition above is used in VEVO to identify each condition that applies to this Temporary Graduate (subclass 485) visa.
- Section: **Visa duration and travel**

Date of grant	7 February 2018
Arrive by	7 February 2020
Visa ends on	7 February 2020
Travel	Multiple entries
- Section: **Visa summary**

Name	Multiple entries
Date of birth	13 June 1999
Visa	Temporary Graduate (subclass 485)
Date of grant	2009567658728
Visa grant number	1234567890
Passport (or other travel document) number	1112345456
Passport (or other travel document) country	Germany
Application ID	111234545678
Transaction reference number	EGNN8H99NX

Help and support

- [ImmiAccount technical support form](#)
- Attaching documents [quick reference guide](#):
 - An updated attaching documents quick reference guide will be available after 2 March 2018.

Outage information:

- [System maintenance and technical issues](#):
 - Scheduled outage information and known technical issues can also be located on the ImmiAccount login and information screens.