Multi-factor Authentication (MFA) is coming to ImmiAccount

External Audience

June 2025

Change is coming

Multi-factor Authentication (MFA) protects a user's ImmiAccount by adding a second layer of security in addition to a password, strengthens account security and aligns with Australian Government cyber security standards.

What you need to know

From 18 June 2025, new and existing ImmiAccount users will be required to setup MFA, at first login.

- Users will be guided through the MFA setup in ImmiAccount step-by-step.

- Once MFA is enabled, users will be required to login using their password, and provide an MFA code at each login.

- MFA 'help & support' will be available on our website, virtual assistant, Global Service Centre, and ImmiAccount.

How to prepare before 18 June

Prepare for MFA prior 18 June:

- Verify your email address if you haven't logged in to your ImmiAccount in the last 6 months.

- Review support material on our website (Multi-factor Authentication (MFA) for ImmiAccount)

- Install an authenticator app on your mobile device if you do not already have one:
  - Open your device's app store (App Store for iOS, Google Play Store for Android).
  - Search for your desired authenticator app, there are many free apps available such as Google, Microsoft, LastPass and Duo Mobile. The department does not have its own authenticator app.
  - Follow the on-screen instructions to download and install it.

You don't have access to an authenticator app?

- **Email token** is another authenticator option; where a 6 digit code is sent to the user's registered email address. No software is required to be installed. This option is available for users who are unable to use an authenticator app.

Will you be using a PC to authenticate?

- KeePass is an authenticator app that you can use on a PC.

18 June – MFA launch

When you login to ImmiAccount from 18 June 2025:

- Enter your user name and password

- You will be advised that MFA is now required for ImmiAccount.

- Take your time to read and follow the step-by-step instructions provided on screen to setup MFA.

- Refer to the 'Help & Support' material on our website if needed.

Using an Authenticator app?
1. Open your authenticator app and add a new account (plus icon (+) or an "Add Account").
2. You will be shown two options.
   - Use your authenticator app to scan the QR code displayed on the ImmiAccount screen.
   - If you cannot scan the QR code, you can manually enter the shared secret key displayed on the screen into your authenticator app.
3. A code will be sent to your device authenticator app.

MFA pilot feedback

Overview

- 19 May – pilot phase commenced
- **380 participants**.
- Users were asked to set up MFA and check successful login, supported by a quick reference guide.
- Pilot participants:
  – Individual and organisational account holders
  – 39 different countries represented including Australia, China, India, Malaysia, Nepal, NZ, PNG, Philippines, and UK.

> **260 Pilot participants attempted MFA setup:**
> 99% successfully setup MFA on first attempt.
> - 80% using an authenticator app
> - 20% using email token.

Survey feedback (survey responses are anonymous)

- 77 out of 380 pilot participants are from the migration sector
- 36 out of 77 have submitted the survey; all of whom have enabled MFA successfully

Direct feedback to the MFA Project Team.

- 11% of queries were seeking further information about the OAA function.
- 11% requested further information relating to the sharing of account credentials.

Key messages

1. **MFA is a critical security enhancement to ImmiAccount**

   - Australian Government Cyber – Essential 8

   - Nixon Review (Rapid Review into Exploitation of Australia's Visa System) – Recommendation 28

2. **Do not share ImmiAccount user credentials**

   - Sharing ImmiAccount credentials is prohibited under the ImmiAccount Terms and Conditions (sections 5.1 and 5.6). All ImmiAccount users are required to have their own user credentials.

3. **Use the Organisation Account Administrator (OAAs) role**

   - Appoint one or more Organisation Account Administrators (OAAs) to manage staff access appropriately.

   - Important: All account holders can view applications under their organisation's 'Organisation Applications' section.

   - For instructions on setting up the OAA role, visit **Manage your organisation accounts** on the department's website.

4. **'Help & support' is available**

   - The department's website and Global Service Centre (GSC) can help.

Support Channels

Channel	Resource
Department website - Applying online in ImmiAccount https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online	ImmiAccount MFA step-by-step support.
MFA user guides https://immi.homeaffairs.gov.au/help-text/immiaccount-mfa/Pages/mfa-user-manual-for-test-phase.aspx	Information within ImmiAccount • ImmiAccount MFA Quick Reference Guide • KeePass User Guide • Organisation Administration User Guide.
ImmiAccount Technical Support Form https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/immiaccount-technical-support-form	Web form providing assistance for any ImmiAccount or online application issues, including MFA.
Global Service Centre (GSC) https://immi.homeaffairs.gov.au/help-support/contact-us/telephone	Telephone enquiries • 131 881