



Fact sheet - ImmiAccount Import Limits

June 2026

Overview

The Department of Home Affairs is introducing measures to further strengthen the privacy, safety and wellbeing of our clients. As part of this, we are implementing a change that will impact use of the ImmiAccount import function.

The import function currently allows access to an application using basic client reference details. While this supports legitimate access, repeated use can pose privacy and abuse risks, including unauthorised monitoring and duplicate access across multiple accounts. The Department has seen increased fraudulent activity using the import function and must take action to address this activity.

From 1 July, an application can only be successfully imported three times in total.

On the fourth attempt, the system will automatically block any further imports of that application. Once applied, the block will prevent all future import attempts unless it is manually reset.

When an application is blocked, the following message will be displayed:

"This application is not available for import. For more information, see [Apply and manage your application](#)."

To request the reset of an import block, Migration Agents and Legal Practitioners will need to **contact the department** via the [ImmiAccount Technical Support Form](#). Once the block is reset, the import counter will then allow up to three new successful imports.

Use of Import, Share and Assign functions

We are aware that some Migration Agents and Legal Practitioners are using the Import function to access applications, rather than using the Assign or Share functions available to Organisation ImmiAccount users.

The Organisation Account Administrator role (OAA) enables designated users to manage and assist with access issues within their organisation. If your organisation has not yet established an OAA, please refer to [Manage your organisation accounts](#) for guidance on how to do so.

Where appropriate, Migration Agents and Legal Practitioners should use Assign or Share, as these functions are designed to manage applications within an organisation more effectively.

Following is an overview of each function.

Understanding Import, Share and Assign

ImmiAccount users can import, share, or assign applications between accounts. Each option provides full access to the application but is intended for different purposes.

Import

Adds an application to an ImmiAccount using known identifiers (such as application ID or TRN, date of birth, and passport details). The application remains in the original account.

Share

Allows a user with access to an application to invite another user to work on it. The invited user can perform tasks such as attaching documents and updating details. The original user may choose to retain or remove the application from their account after sharing.

Assign

Enables an organisation ImmiAccount user to assign/transfer one or more applications to another user within the same organisation. The application is removed from the original user's account. This function is only available to organisation accounts.

After an application is imported, shared, or assigned, the receiving account has full access to application details, correspondence, and administrative forms.

For more information, refer to [Apply and manage your application](#).

Assign an application

Organisation ImmiAccount users can assign applications to other users within the same organisation. This function requires 'Online Lodgement' access and can be used at any application stage, including unsubmitted applications.

To assign an application:

1. Log in to ImmiAccount
2. Select Organisation applications
3. Select the application(s) to assign
4. Select Assign applications

The screenshot displays the 'Organisation applications summary' page in the ImmiAccount system. The page header includes the Australian Government Department of Home Affairs logo and the 'ImmiAccount' title. A navigation bar shows 'My applications', 'My payments', 'Organisation applications' (highlighted), 'Manage groups', 'Manage pre-fill data', 'Related links', and 'Help and support'. The main content area is titled 'List of applications' and features a table with the following columns: Reference no., Application type, Name (Date of birth), Submitted on, Last updated, Status, and Assigned to. The table lists various visa applications, with 'EGN047NTEX' (eVisitor (651) (Pre March 2023)) selected. At the bottom, the 'Assign applications' button is highlighted.

Reference no.	Application type	Name (Date of birth)	Submitted on	Last updated	Status	Assigned to
☐ EGN0NJJ2719	Australian citizenship by conferral			02 Nov 2020	Incomplete	
☐ EGNOWCTWLC	Working Holiday Visa (417) (post 17 April 2019)			03 Sep 2021	Incomplete	
☐ EGNPWVC4YN8	Visitor Visa (600)		11 May 2026	20 May 2026	Received	
☐ EGNPSWOF3J	Visitor Visa (600)			20 May 2026	Incomplete	
☐ EGNZLH973	Temporary Work - Short Stay Specialist Visa (400)			07 Aug 2017	Incomplete	
☐ EGNP43V5XS	Visitor Visa (600)			13 Jul 2022	Incomplete	
☐ EGN09QF03JO	Protection, Resolution of Status, Temporary Protection or Safe Haven Enterprise Visa (866, 851, 785, 790)			09 Jun 2021	Incomplete	
☐ EGN08BIOEL	Stage 1 - Partner or Prospective Marriage Visa (300,309/100,820/801)			21 Nov 2018	Incomplete	
☐ EGN0OWU255	Visitor Visa (600)			23 Feb 2021	Incomplete	
☐ EGNPQEKYHN	eVisitor (651) (Post March 2023)			19 Jun 2025	Incomplete	
☐ EGNPQV3N08E	Hong Kong and New Zealand Stream - Skilled Independent Visa (189)			22 Jun 2021	Incomplete	
☒ EGN047NTEX	eVisitor (651) (Pre March 2023)		11 Jan 2018	18 Jun 2025	Received	
☐ EGNOWCUDOK	Work and Holiday visa (462) (post November 2017)			03 Sep 2021	Incomplete	
☐ EGN0NJJ2B7	Australian citizenship by descent			02 Nov 2020	Incomplete	
☐ EGN09403LW	Resident Return Visa (155, 157) (post June 2018)			27 Aug 2018	Incomplete	
☐ EGN0NK15W	Student Visa (500)		02 Nov 2020	27 Jun 2024	Received	
☐ EGNPVMOK2L	Visitor Visa (600)			15 Apr 2026	Awaiting documents	

5. Enter the recipient's family name, given name, and username
6. Select the staff member and confirm

ImmiAccount

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

Assign applications

Confirm applications to assign.

Application list

Reference no.	Application type	Name	Date of birth	Status	Last updated	Assigned to	Username
EGNO47NTEX	eVisitor (651) (Pre March 2023)	TEST, Client	01 Jan 1986	Received	16 Jun 2025		

Page 1 of 1

Select a staff member

Family name: Given name: Username:

Staff member list

Family name	Given name	Username

Page 1 of 1

Once assigned, the application is removed from the original user's account.

If you have any feedback or require additional information, please contact oss.projects@homeaffairs.gov.au.