



ImmiAccount Multi-factor Authentication (MFA) Quick Reference Guide

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The department will be introducing multi-factor authentication (MFA) for ImmiAccount on Wednesday 18 June 2025. When you first log into ImmiAccount you will be advised that MFA is now required.

1. Setting up your MFA

There are three options:

- 1. I am new to this and **need to install an Authenticator app -** choose this option if you do not already have an authenticator app installed on your smartphone or other device.
- 2. I already have an Authenticator app choose this option if you already have an authenticator app installed and are familiar with how to use it.
- 3. Help I need another option choose this option if you want or need to use email token.

Autofac Granad Reprinter of Res Mar	ImmiAccount
Setting up your multi-factor authentication	
Multi-factor sufferitication (MFA) gives you an extra layer of security and keeps your personal information secure from cybercrime attacks and hackers. To set up MFA, you will need to install an authenticator app on your mobile or desktop and connect your ImmiAccount to this app. Once set up, whenever you log in to ImmiAccount, you will enter: • your usename and password • a code from the app.	
I am new to this and need to install an authenticator app Install an authenticator app on your personal device (smartphone or computer). Some free examples of authenticator apps are Google Authenticator and Microsoft Authenticator.	
I already have an authenticator app Use an authenticator app you already have on your personal device (smartphone or computer). Some free examples of authenticator apps are Google Authenticator and Microsoft Authenticator.	
Help - Lneed another option Previous	Next

Option 1: Install an authenticator app

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Install an authenticator app Stop 1 On your device's app store, select and instal your preferred authenticator app.	
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Having bouble getting MPA to work? <u>Get.more.internation.jopens.in.a.new.windowi.</u>	
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On mobile device:

To install an authenticator app to a mobile device, open your device's app store (App Store for iOS, Google Play Store for Android), search for the desired app and follow the on-screen instructions to download and install it.

On Personal Computer (PC):

KeePass is an authenticator app that can be used on a PC - this does require a degree of technical ability. Download KeePass to your PC from the KeePass home page and follow their instructions. Refer to the Keepass User Guide using the link in the email sent to you on 19 May 2025 from MFA.Project.Launch@homeaffairs.gov.au.

Option 2: Add ImmiAccount to your existing authenticator app

Open your authenticator app and select to add a new account (plus icon (+) or an "Add Account").

And Former Apparent Part of the Unit	ImmiAccount
Connect ImmiAccount to your authenticator app	
Step 2	
Open the authenticator app on your device and prepare to connect to your immiAccount.	
Each ago will have sliphtly different wording On most apps, you tap on a '+' icon to add a new account.	
Free apps that can be used on a smart phone: . Microsoft Authenticator . Google Authenticator . LastPas Authenticator . Duo Mobile and more.	
Having bouble getting MFA to work? <u>Get more information (poens in a new window)</u> , Previous	Next
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You will be shown two options.

- i. Scan a QR code: Use your authenticator app to scan the QR code displayed on the ImmiAccount screen.
- ii. **Enter a shared secret key:** If you cannot scan the QR code, you can manually enter the shared secret key displayed on the screen into your authenticator app.

Ji.								Return to previous sy	stem Logout
Australian Gree Department of Hon	ument e Affairs							Manage my Immi/	Account
Summary	Account details	Email address	Password	Secret questions	Multi-factor authentication	Alert preferences	Request access		
Scan	or enter a co	de							
Step 3									
Your app	should be asking	you to scan a QR	code, or ente	er a shared secret cr	ode.				
In the ap	p, scan the QR co	de below.							
If you ca	n't scan the QR co	de, enter the shar	ed secret coo	de below:					_
Shared	secret code:								
Previo	us								Next
_			_						

A code will be sent to your device authenticator app.

, ulia	Return to previous system Logout
Latria General Deprised dies slas	Manage my ImmiAccount
Summary Account details Email address Password Secret questions Multi-factor authentication Alert preferences Request access	
Enter your 6 digit code Step 4 Enter the 6-digit authentication code from your authenticator app.	
Code Inspirod	
Having trouble? Choose another method or restart	
Previous	Next

Option 3: Use email authentication

Note that email-based authentication is less secure than authenticator apps, as email accounts can be compromised. Select this option only if absolutely necessary.

Andrae Concent Tegeneer of these State	ImmiAccount
Email authentication is less secure	
If you can't use an authenticator app, email authentication is another way you can access your immiAccount. But it is less secure.	
If you choose to use email, you will be prompted to upgrade to app authentication the next time you log in.	
Why use an app We profer you to use app authentication as it gives you: • increased protection against data theft, cybercrime and hacking • fast, reliable access, without needing to wait for an email to arrive We will guide you step by step on how to set up an authenticator app.	
Select previous to return to the app authentication or click next to choose email authentication. Previous	Next

Check your email address. When you select <Send Code> a code will be sent to your verified email address.

	٤.							Return to previous system Logout
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Summa	y Account details	Email address	Password	Secret questions	Multi-factor authentication	Alert preferences	Request access	
				_				
Char	ge authentication r	nethod						
Em	ail authenticat	ion						
Using	email authentication	n, an authenticatio	n code will be	sent to tahnee.lock	@homeaffairs.gov.au each tin	me you log in or make	e account changes.	
If you	no longer have acce	ess to your email,	you should <u>up</u>	date you email addr	<u>'855</u> .			
You	vill need to enter the	authentication cod	le on the next	screen.				
Note	Note: Multi-factor authentication through an authenticator app is more secure than email authentication. Select cancel keep using app authentication.							
Ce	ncel							Send code

Enter the 6 digit code into ImmiAccount.

And da Ground Typeser Alex shirs	ImmiAccount
Authenticate ImmiAccount	
Email authentication An authentication code has been emailed to you. Fields maried * must be completed. Enter the 6-dipt authentication code * Intrave not received an email Intrave not received an email III If you can't access your email account, <u>contact us (poens in a new window)</u> .	
Canoel Accessibility ConriptL&Disclamer Online Security Physicy 33.0.75	Submit

The 'Email authentication has been enabled' screen will display.

2. Log in with MFA

Antralia Government Department of Home Affairs		ImmiAccount
Login		
Login to ImmiAccount Fields marked * must be completed. Username * Password *	required required	0
Cancel		Login I have forgotten my ImmiAccount <u>username</u> or <u>password</u> I cannot use my <u>multi-factor authentication</u>
Create an ImmiAccount Create an ImmiAccount to access the De Create ImmiAccount 0	partment of Home Affairs' online services.	
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On successful login a 6 digit code will be sent to your authenticator app or your verified email address, depending on the method you have chosen.

Authenticate InmiAccount	
App authentication	
Enter the 6-digit authentication code from your authenticator app.	
required	
If you no longer have access to the authenticator app, reset your account authentication.	
Cancel	Submit
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Media General Regional Alter Max	ImmiAccount
Authenticate ImmiAccount	
Email authentication	
An authentication code has been emailed to you.	
Fields marited * must be completed.	
Enter the 6-sigit authentication code *	
Lhave not received an email	
If you can't access your email account, <u>contact us (geens in a new window)</u> .	
Cancel	Submit
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Successful submission of an authentication code will take you to a successful login page from which you can move to your Manage Account page.

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Summary Account delate Email addres Password Secret questions Multi-factor authentication Aint preferences Request access		
Summary		
My services Via have access to the following services and can request access to additional register the Request socies bit		
Outerstein Valsta Assistantia Outerstein Valsta Assistantia Outerstein Valsta Assistantia Outerstein Assistantia Outerstein Assost Annesistantia Outerstein Assost Annesistantia Outerstein Assost Annesistantia Outerstein Assost Annesistantia		
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3. Troubleshooting

Listed below are some frequently asked questions about setting up MFA for ImmiAccount.

User setting up MFA and does not have an authenticator app

Q. I don't have a mobile device.

A. Use email token to authenticate, click on 'Help – I need another option'. Noting that email token is the less secure option.

Q. I don't want to use an authenticator app.

A. Use email token to authenticate, click on 'Help – I need another option'. Noting that email token is the less secure option.

Q. Is there another option to authenticate that's not via an app or email?

A. No.

Q. I don't have access to my emails.

A. A requirement of all ImmiAccount users is to have a verified email address.

User does not know which authenticator app to use

Q. I don't have any of those apps on the screen.

A. Most free authenticator apps are suitable.

Q Does the Department of Home Affairs have their own authenticator app?

A. No.

Q. I don't want to pay for an app.

A. Most commercial authentication apps are free of charge.

Q. How do I install an authenticator app?

A. Check out the video at <u>ImmiAccount MFA</u> to view the video or <u>Download the video</u> to download; or follow the authenticator app's online help.

Q. I can't get my authenticator app to work.

- A. Try restarting your device or the app itself.
- A. If using an authentication app, try reinstalling or updating it.
- A. Check your app home page for trouble-shooting

Q. Do I need internet for my app to work?

A. An internet connection is not required for the apps to work - only for the initial download.

User cannot scan QR code

Q. My mobile does not have a camera/doesn't work to scan the QR code.

A. Please type in the shared secret code into your mobile device.

Q. I don't trust QR codes.

A. Type in the shared secret code to your authenticator app.

User cannot locate the 6 digit code

Q. Why does my 6 digit code/token keep changing?

A. Your authenticator app provides a Time-based One-Time Password (TOTP), which is a 6 digit code that changes every 30 seconds.

Q. I think there is an issue with the clock/time on my app.

A. Ensure your device's clock/time is correct.

User cannot locate email token.

Q. How long will an email token remain valid for?

A. 15 minutes.

Q. My email provider has blocked the department's email.

A. Ensure your email provider isn't blocking authentication messages.

Need to speak with someone?

Contact Global Service Centre on 131 881 within Australia or +61 2 6196 0196 from outside Australia.