



OFFICIAL

ImmiAccount Multi-factor Authentication (MFA) Quick Reference Guide

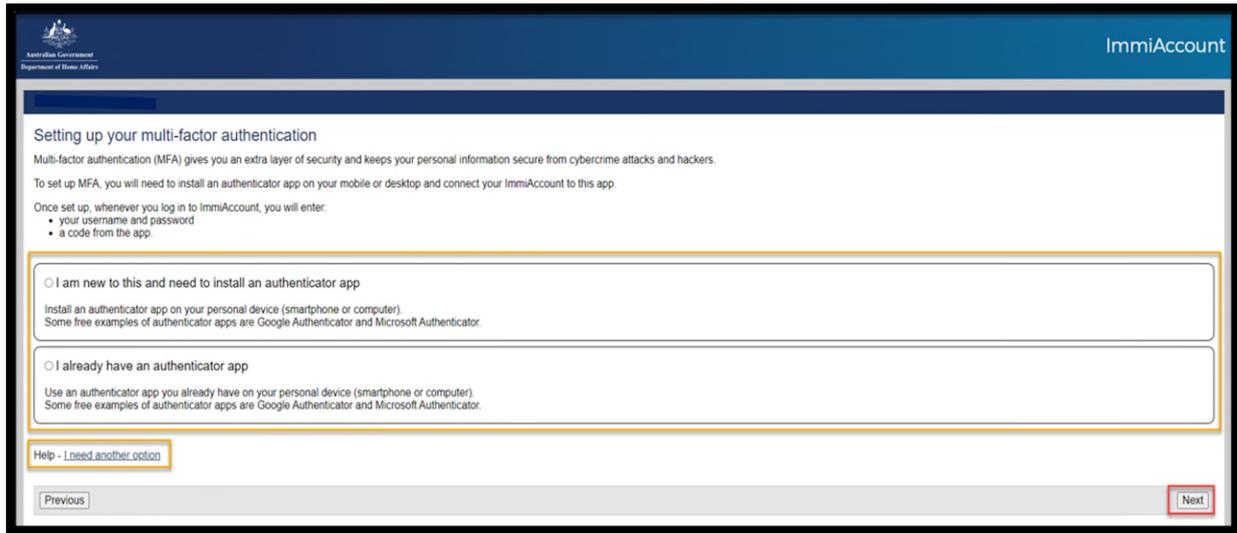
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The department will be introducing multi-factor authentication (MFA) for ImmiAccount on Wednesday 18 June 2025. When you first log into ImmiAccount you will be advised that MFA is now required.

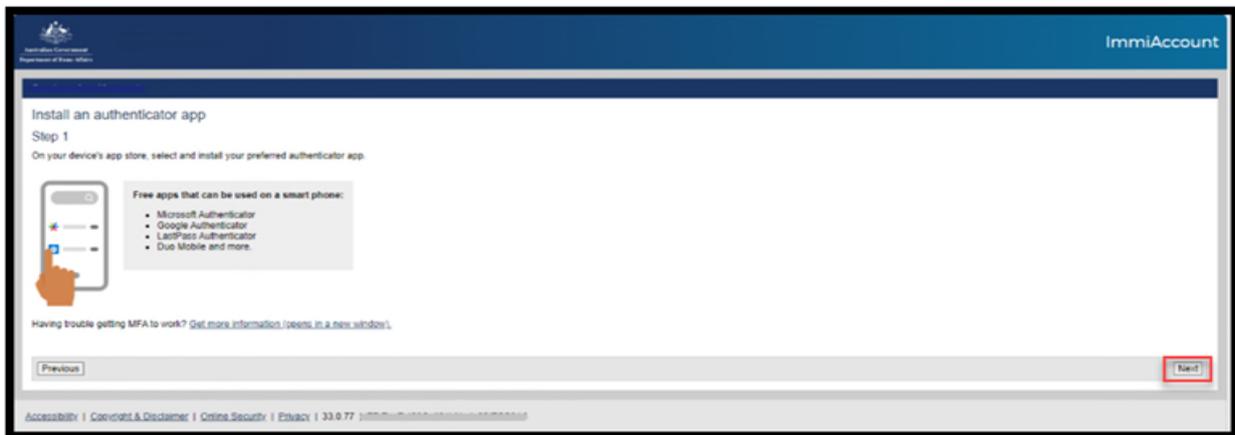
1. Setting up your MFA

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**.



Option 1: Install an authenticator app



On mobile device:

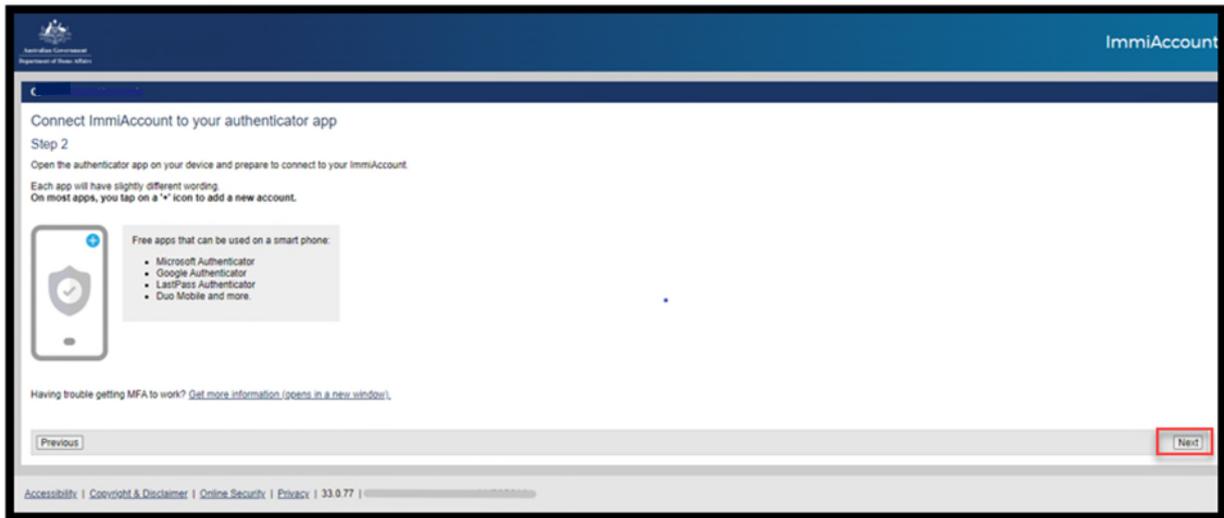
To install an authenticator app to a mobile device, open your device's app store (App Store for iOS, Google Play Store for Android), search for the desired app and follow the on-screen instructions to download and install it.

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.

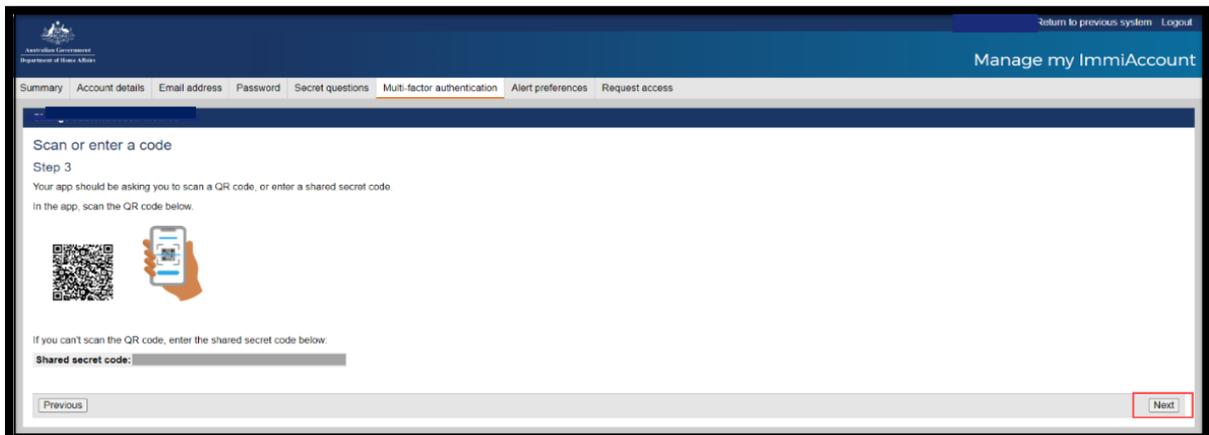
Option 2: Add ImmiAccount to your existing authenticator app

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

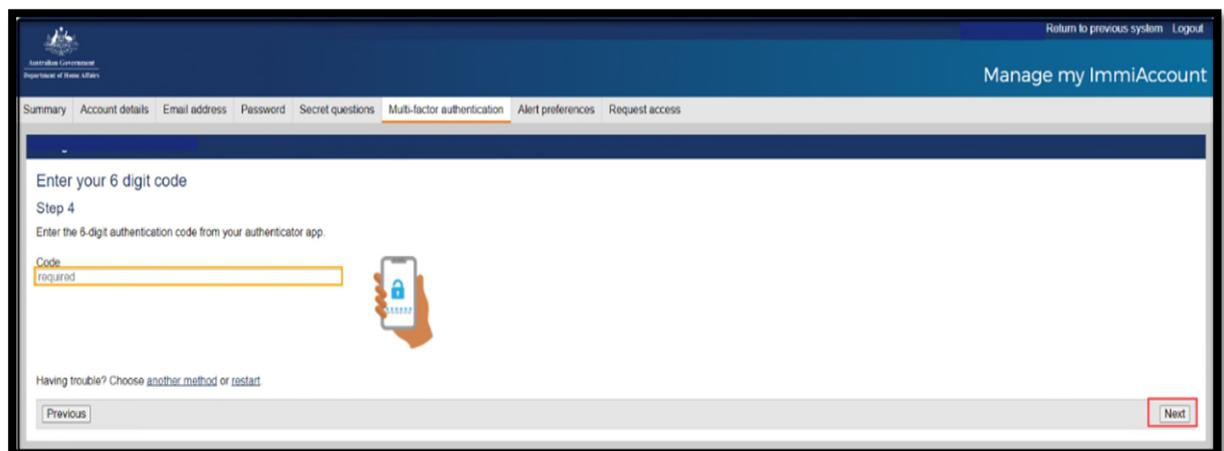


You will be shown two options.

- 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.

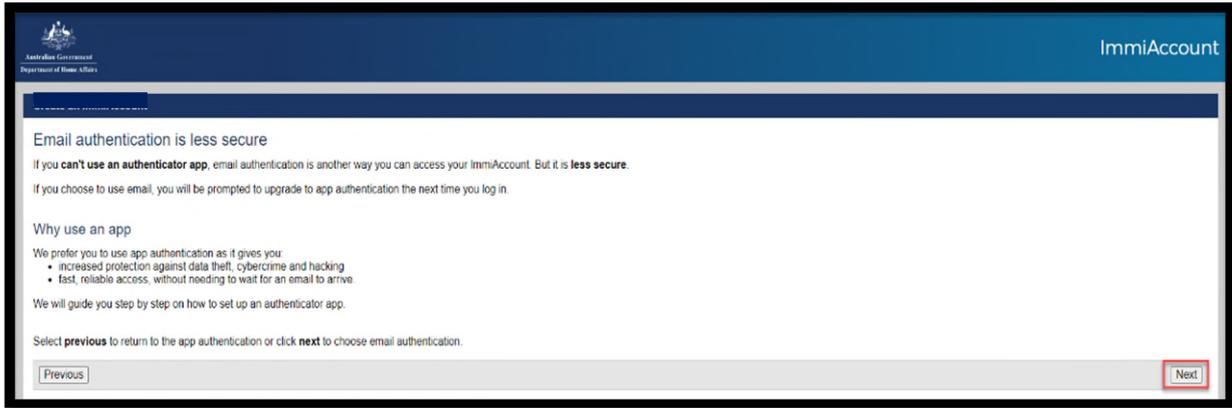


A code will be sent to your device authenticator app.

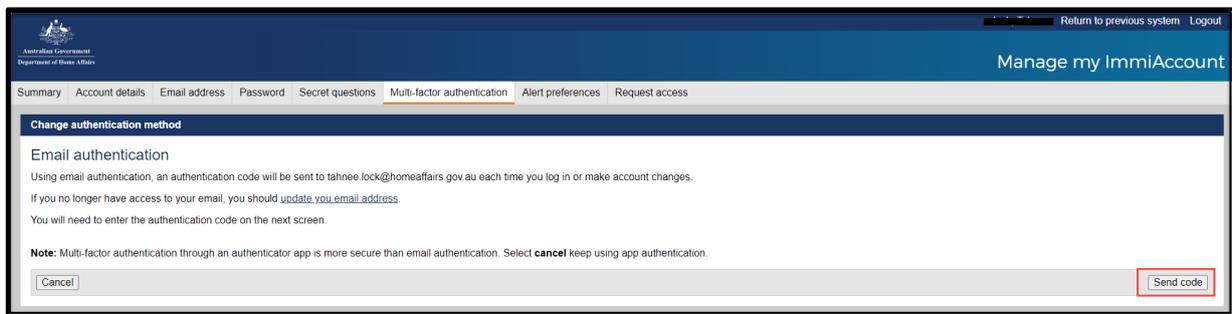


Option 3: Use email authentication

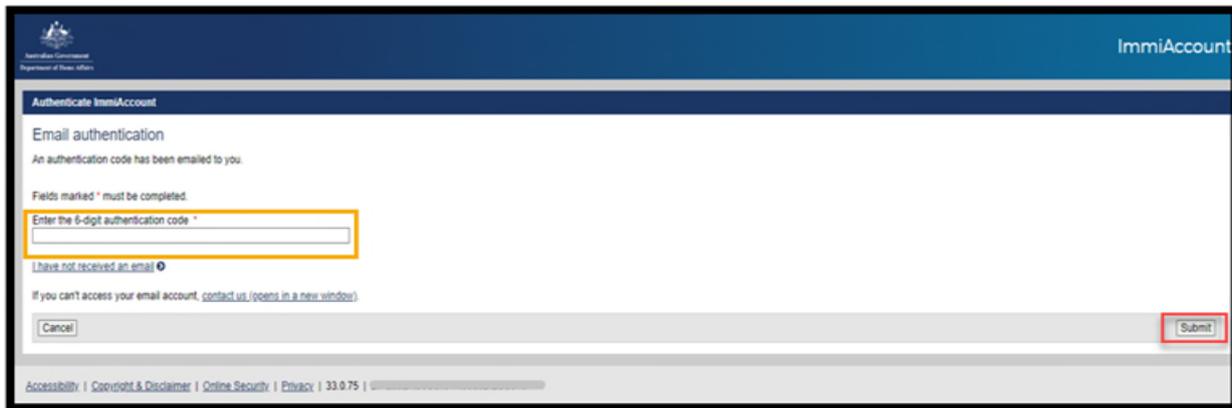
Note that email-based authentication is less secure than authenticator apps, as email accounts can be compromised. Select this option only if absolutely necessary.



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



Enter the 6 digit code into ImmiAccount.



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

2. Log in with MFA

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.

Successful submission of an authentication code will take you to a successful login page from which you can move to your Manage Account page.

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 [ImmiAccount MFA](#) to view the video or [Download the video](#) 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.