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Setting up ImmiAccount Multi-factor Authentication (MFA) for users in China

ImmiAccount 用户（中国区域）多重要素认证操作指南

1. Preparing for MFA 多重要素认证相关准备工作

As Authenticator apps are not commonly used in China, the Department has included an option for authentication codes to be received via email.

因认证应用软件在中国无法使用，澳大利亚移民局为中国的 ImmiAccount 用户提供使用邮件接收验证码的方式。

Users who haven't logged in to their ImmiAccount for 6 months should log in and verify their email address before 18 June.

近六个月未登陆过 ImmiAccount 的用户，应在 2025 年 6 月 18 日前登录并验证邮箱。

Sharing ImmiAccount credentials is prohibited under the ImmiAccount Terms and Conditions (sections 5.1 & 5.6) – as authentication codes will be sent via email, each user should have a unique email address associated with their ImmiAccount (i.e. shared email addresses are not permitted).

根据 ImmiAccount 用户使用准则，不同的 ImmiAccount 用户之间不应交换密码（使用准则 5.1 及 5.6 条款）。验证码将会通过邮件发送，每个 ImmiAccount 的用户都应使用仅和自己的账户关联的邮箱接收验证码（不同账户使用同一邮箱验证是不允许的）。

If your agency has been using a shared email address for multiple ImmiAccounts you should take steps now to create individual addresses for each of your staff and then update the address in each user's ImmiAccount.

如贵社目前现有不同 ImmiAccount 使用相同邮箱，请您按照下面的步骤为各用户建立不同的邮箱地址，并且在各自的 ImmiAccount 里更新邮箱信息。

2. Setting up your MFA 设置多重要素认证

When you first log into ImmiAccount on 18 June 2025 you will be advised that MFA is now required.

从 2025 年 6 月 18 日起，当您第一次尝试登录 ImmiAccount 时，您将会被告知需要进行认证。

There are three options:

1. I am new to this and need to install an Authenticator app
2. I already have an Authenticator app
3. Help – I need another option

系统会列出三种认证方式：

1. 首次认证，需安装认证应用软件
2. 我已有认证应用软件
3. 需要帮助 – 我需要其他认证方式

Users in China should select **Help – I need another option** (option 3) and click **Next**:

中国的 ImmiAccount 用户应选择选项 3 “需要帮助 – 我需要其他认证方式” 并点击下一步：

Setting up your multi-factor authentication

Multi-factor authentication (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 username 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 - I need another option

Previous Next

Select Next on the following screen to choose email authentication:

在接下来的页面中点击下一步：

Create an 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 prefer 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

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The email address associated with your ImmiAccount will appear in the first line (yellow box in the example below). This is the address that your codes will be sent to.

随后，与您 ImmiAccount 相关联的邮箱地址将会列在第一行（下图示例中的黄色方框位置）。验证码将会发送到您的这个邮箱中。

Check the email address – if it is not correct, or you have been using a shared address and haven't changed it, click **Update your email address** to make the required changes.

请检查邮箱是否正确，如邮箱有误或者是您和其他用户共用这个邮箱，请点击“**更新邮箱地址**”以更改邮箱。

If the address is correct, click **Send code**. A code will then be sent to your verified email address.

邮箱地址更新无误后，请点击“**发送验证码**”。验证码将会以邮件形式发送至您的邮箱。

Open your email account and find the email containing the code.

Ensure your email provider is not blocking authentication messages (check your spam and junk mail folders). 登录您的邮箱账户，找到包含验证码的邮件。请您确保认证邮件没有被邮箱系统拦截（检查您的垃圾邮件）。

Enter the 6 digit code into ImmiAccount and click **Submit**:

在 ImmiAccount 页面填上六位验证码并点击**提交**：

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

系统将会提示“邮箱验证已设定完成”。

3. Log in with MFA 认证和登录

Australia Government
Department of Home Affairs

ImmiAccount

Login

Login to ImmiAccount

Fields marked * must be completed.

Username *

Password *

I have forgotten my ImmiAccount [username](#) or [password](#)

I cannot use my [multi-factor authentication](#)

Create an ImmiAccount

Create an ImmiAccount to access the Department of Home Affairs' online services.

[Accessibility](#) | [Copyright & Disclaimer](#) | [Online Security](#) | [Privacy](#)

On successful login a 6 digit code will be sent to your verified email address.

每次登录时，输入用户名和密码点击登录后，六位验证码将会发送到您的邮箱地址。

Ensure your email provider is not blocking authentication messages (check your spam and junk mail folders). 请您确认证邮件没有被邮箱系统拦截（检查您的垃圾邮件）。

Email tokens are valid for 15 minutes. 验证码 15 分钟内有效。

Australia Government
Department of Home Affairs

ImmiAccount

Authenticate ImmiAccount

Email authentication

An authentication code has been emailed to you.

Fields marked * must be completed.

Enter the 6-digit authentication code *

[I have not received an email](#)

If you can't access your email account, [contact us](#) (opens in a new window).

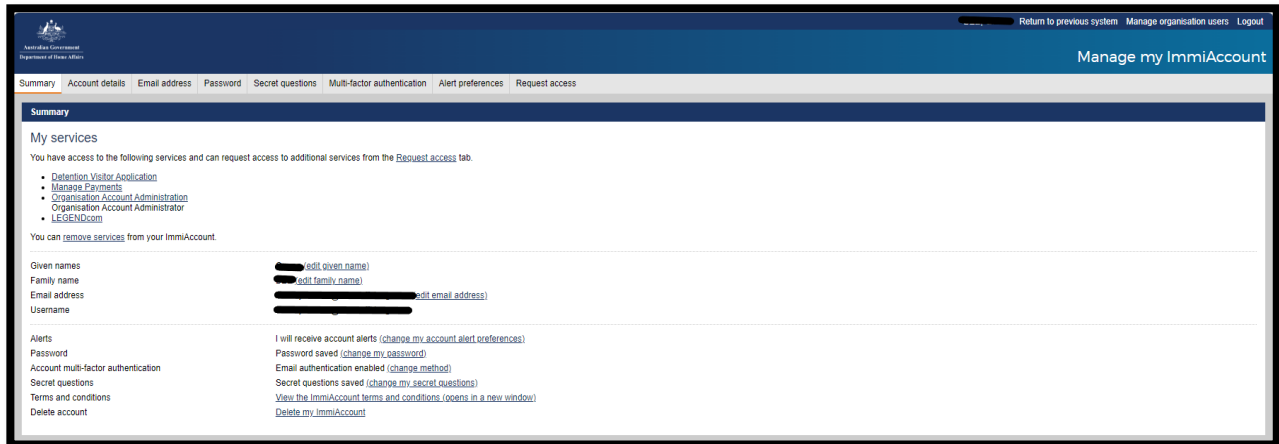
[Accessibility](#) | [Copyright & Disclaimer](#) | [Online Security](#) | [Privacy](#) | 33.0.75

Enter the 6 digit code into ImmiAccount and click **Submit**.

在 ImmiAccount 页面填上六位验证码并点击**提交**。

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

正确输入验证码后，系统将会跳转至登录成功页面，随后您可以正常使用“管理我的 ImmiAccount”页面功能。



Need to speak with someone? 如您需要帮助

If you are experiencing problems, contact the Global Service Centre on +61 2 6196 0196.

The Global Service Centre is available Monday – Friday 9am - 5pm (Australian time).

如果您需要帮助或遇到任何问题，请联系全球服务中心 (电话：+61 2 6196 0196)。

全球服务中心的工作时间为周一至周五 上午九点至下午五点（澳洲时间）。