



Login to Health Assessment Portal

This tip sheet will assist you with the process of accessing the Health Assessment Portal (referred to as HAPlite) after you have completed the account creation process. Some Frequently Asked Questions have also been included in this tip sheet.

Note: Separate instructions are available for the account creation process (*Tip Sheet – Creating Account to Access Haplite*).

A. Login

Step 1. Click the URL <https://online.immi.gov.au/usm/auth>

The ImmiAccount **Login** screen will display.

The screenshot shows the ImmiAccount login interface. At the top left is the Australian Government logo and text: 'Australian Government Department of Immigration and Border Protection'. At the top right is the 'ImmiAccount' logo. The main heading is 'Login'. Below this is a sub-heading 'Login to ImmiAccount'. A note states 'Fields marked * must be completed.' There are two input fields: 'Username' and 'Password', both with a red asterisk and a question mark icon. Below the fields are 'Cancel' and 'Login' buttons. A link 'I have forgotten my ImmiAccount username or password' is located below the 'Login' button. At the bottom, there is a section 'Create an ImmiAccount' with the text 'Create an ImmiAccount to access the Department of Immigration and Border Protection's online services.' and a 'Create ImmiAccount' button with a question mark icon.

Note: You should save this URL: <https://online.immi.gov.au/usm/auth> to the favourites of your internet browser and name it as HAPlite for convenient access.

Step 2. Enter Username (your email address or created user name during creating your account)

Step 3. Enter Password

Step 4. Click Login

The **Login successful** screen will display.

Login successful

Information

- Test Broadcast - BR3 test see test BA001.4 effective from 22/08/2015, set on 21/09/2015

ISSUE WITH RESIDENTIAL ADDRESS DETAILS IN THE EVISITOR (651) APPLICATION FORM

We are aware of an issue that is currently impacting some clients applying for an eVisitor.

If you select 'England' as the 'Country of residence' in the 'Personal details' page then the 'Province' drop-down list in the 'Residential address' page only allows you to select from three provinces.

If you are a resident of England, please select the 'United Kingdom' as your 'Country of residence' in the 'Personal details' page. This will allow you to then select from the complete 'Province' list in the 'Residential address' page.

We apologise for any inconvenience these issues may cause.

Last successful login 31/10/2015 11:28:54
 Last password changed 25/10/2015 13:24:46

[Continue](#)

Note: The **Information** section will only display if there are any issues regarding Home Affairs' online applications. This will only display if you are a clinic administrator.

Step 5. Click Continue

The **Manage my ImmiAccount** screen will display with the following listed as hyperlinks under **My services**:

- [Health Assessment Portal](#)
- [Organisation Account Administration](#)
- [LEGENDcom](#)

chaudhary, annie Return to previous system Manage organisation users Logout

Australian Government
Department of Immigration and Border Protection

Manage my ImmiAccount

Summary Account details Password Secret questions Alert preferences Request access

Summary

An error has occurred
Your ImmiAccount does not have access to the Online Lodgement service.

My services
You have access to the following services and can request access to additional services from the [Request access](#) tab.

- [Deletion Visitor Application](#)
- [Health Assessment Portal](#)
- [Ref & Hum Read Only](#)
- [Manage Payments](#)
- [Organisation Account Administration](#)
Organisation Account Administrator
- [LEGENDcom](#)

You can [remove services](#) from your ImmiAccount.

Given names annie ([edit given name](#))
 Family name chaudhary ([edit family name](#))
 Email address manju.chaudhary@homeaffairs.gov.au ([edit email address](#))
 Username Annie

Alerts I will receive account alerts ([change my account alert preferences](#))
 Password Password saved ([change my password](#))
 Secret questions Secret questions saved ([change my secret questions](#))
 Terms and conditions [View the ImmiAccount terms and conditions](#)
 Delete account [Delete my ImmiAccount](#)

[Return to previous system](#)

Note: Both the [Health Assessment Portal](#) and [Organisation Account Administration](#) will be listed under **My services** for a clinic administrator only.

Note: The [LEGENDcom](#) service will appear for every user however this will not work.

Note: The **Return to previous system** will also navigate you to the HAP.

Note: This error is not relevant for HAP user.

Step 6. Click the [Health Assessment Portal](#) link

The **Case Search** screen in HAP will display.



Note: Your HAP session will automatically timeout after 30 minutes of inactivity in the system. By clicking on the <https://online.immi.gov.au/usm/auth> you can navigate to the **Manage my Account** screen from where you can access HAP again by clicking on **Return to previous** or the [Health Assessment Portal](#) hyperlink.

Note: In HAP currently there is no option to return to the **Manage my ImmiAccount** screen. To navigate to **Manage my ImmiAccount** you will need to use the back arrow on the internet browser. Alternatively click the URL: <https://online.immi.gov.au/usm/auth> again to return to **Manage my ImmiAccount** screen. You will not be prompted to re-enter your login details as long as your ImmiAccount session has not been timed out.

B. Frequently Asked Questions and Answers

1- *How long is my password valid for?*

Your password for ImmiAccount will never expire. As long as you are still engaged at your clinic you will be able to access HAP through ImmiAccount.

2- *What if I have forgotten my password?*

Step 1. Click **password** hyperlink in the ImmiAccount Login screen

username or [password](#)', where 'password' is highlighted with a red box. At the bottom, there is a section 'Create an ImmiAccount' with the text 'Create an ImmiAccount to access the Department of Immigration and Border Protection's online services.' and a 'Create ImmiAccount' button with a help icon."/>

Australian Government
Department of Immigration
and Border Protection

ImmiAccount

Login

Login to ImmiAccount

Fields marked * must be completed.

Username * required ?

Password * required ?

Cancel Login

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

Create an ImmiAccount

Create an ImmiAccount to access the Department of Immigration and Border Protection's online services.

Create ImmiAccount ?

Note: You must **NOT** use the **Create ImmiAccount** or **Register for ImmiAccount** buttons on the **Login** screen.

The Forgot Password screen will display.

Forgot Password

Enter the following details to recover your password.

An email will be sent containing instructions for you to recover your password

Fields marked * must be completed.

Username * required ?

* I am not a robot

Cancel Continue

Step 1. Enter Username as requested

Step 2. Select the check box for I am not a robot

Step 3. Press Continue

A success message will display.

Login

Success

- We have sent an email to the email address associated to this ImmiAccount to help you reset your password.

If you don't receive an email, check your spam or junk email folder. Otherwise, go to the Help and support section of www.border.gov.au/Trav/Visa/Immi for more information.

Note: You will only receive an email if you entered the username correctly.

Login using your ImmiAccount

Fields marked * must be completed.

Username *required ?

Password *required ?

Cancel
Login

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

Create an ImmiAccount (Individuals)

Create ImmiAccount ?

You will receive an email titled **Reset forgotten ImmiAccount password** from no_reply@homeaffairs.gov.au

Step 1. Open your email

Step 2. Click the web address hyperlink in this email

Subject: Reset forgotten ImmiAccount password

Reset forgotten ImmiAccount password

To Williams Jen

Username: clinic-s

You have used the 'forgotten password' option to reset your ImmiAccount password.

Please use the following link so that we can verify your identity and reset your password:

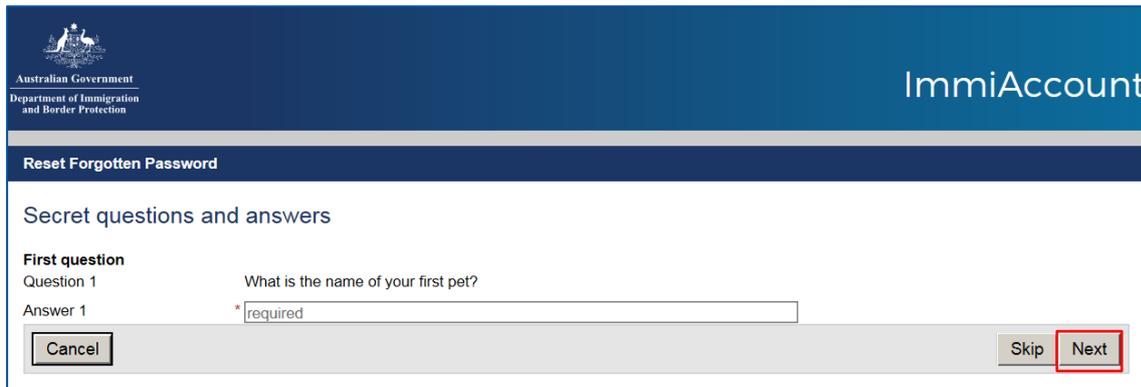
<https://e6-online.immi.gov.au/lusc/forgotPasswordNotification?id=41ba93ec-b16f-43ac-82ff-f839e12531f4>

This link is only valid for 96 hours. Once it expires you will need to restart the password reset process by using the 'forgotten password' option from the login screen.

Yours sincerely

Department of Immigration and Border Protection

The **Reset Forgotten Password** screen will prompt you to provide an answer to the secret questions for verification purposes.

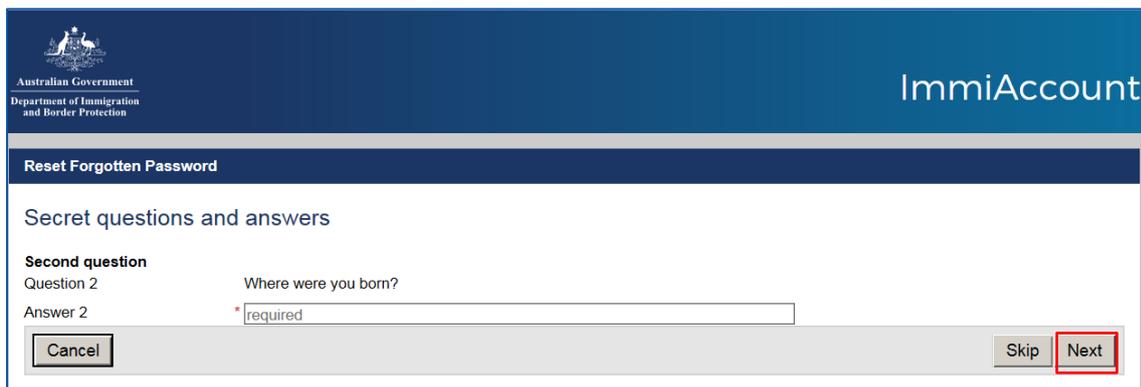


The screenshot shows the 'Reset Forgotten Password' screen in the ImmiAccount system. The header includes the Australian Government logo and the Department of Immigration and Border Protection. The main heading is 'Reset Forgotten Password'. Below this, the section is titled 'Secret questions and answers'. The first question is displayed: 'Question 1: What is the name of your first pet?'. Below the question is an input field for 'Answer 1' with a red asterisk and the word 'required' next to it. At the bottom of the form, there are three buttons: 'Cancel', 'Skip', and 'Next'. The 'Next' button is highlighted with a red border.

Step 1. Enter your answer to **Question 1**

Step 2. Click **Next**

Step 3. Enter your answer to **Question 2**



The screenshot shows the 'Reset Forgotten Password' screen in the ImmiAccount system, now displaying the second question. The header and main heading are the same as in the previous screenshot. The section is titled 'Secret questions and answers'. The second question is displayed: 'Question 2: Where were you born?'. Below the question is an input field for 'Answer 2' with a red asterisk and the word 'required' next to it. At the bottom of the form, there are three buttons: 'Cancel', 'Skip', and 'Next'. The 'Next' button is highlighted with a red border.

Note: You will be required to answer only two of the three secret questions. The answers to these questions must be those that you had set up when you created your ImmiAccount.

Note: You may use the **Skip** button to pick up an alternate secret question.

Step 4. Click **Next**

The **Change Password** screen will display.

Note: Your password must be a minimum of 9 characters. It must consist of at least one character from the following four groups:

- Lower case letters (a – z)
- Upper case letters (A – Z)
- Digits (0 – 9)
- Punctuation and special characters ~ ` ! @ # \$ % ^ & * () _ + = - { } \ , . ? /

For example: Cmilfull7, MILFULL7\$, cathy123#

Step 1. Enter a New password

Step 2. Re-enter the New password

Step 3. Click Continue

The **Login Successful** screen displays.

Step 1. Click Continue

The **Manage my ImmiAccount** screen will display.

3- What if I still can't reset my password because I have forgotten the answers to my secret questions?

Contact your clinic administrator and they will allocate a temporary password for you. Once a temporary password has been allocated, you will receive an automated email advising that an administrator has performed a Changed password operation on your account. Your administrator will need to provide you with this password verbally.

If you are a [clinic administrator](#) and can't reset your own password then contact the Department of Home Affairs at health@homeaffairs.gov.au

4- I have been given a password by my clinic administrator, do I need to set up a new password for myself?

Once you have logged in with your user ID and temporary password, you will be prompted to change the password. Follow steps 9 to 13 under Question 2 above.

5- What if I wish to change answers for the Secret questions?

Note: It is recommended to reset answers for the secret questions if you have been unable to reset your password through automated service.

Step 1. Login to ImmiAccount with your Username and password (if you are not already logged in)

Step 2. Click the **Secret questions** tab in the **Manage ImmiAccount** screen

Your current selection of three **Secret questions** will display.

The screenshot shows a web interface for changing secret questions. At the top, there are tabs: Summary, Account details, Password, Secret questions (highlighted), and Alert preferences. Below the tabs is a header 'Change secret questions'. The main content area contains instructions: 'To update your secret questions and answers, edit the questions and answers and select 'Save':' and 'Fields marked * must be completed.' There are five rows of input fields. The first row is 'Current password' with a red asterisk and 'required' text. The next three rows are 'Question 1' through 'Question 3', each with a dropdown menu and a red asterisk. The last two rows are 'Question 4' and 'Question 5', each with a dropdown menu. Each question row has an 'Answer' field below it, with a red asterisk and 'required' text. At the bottom of the form are 'Cancel' and 'Save' buttons.

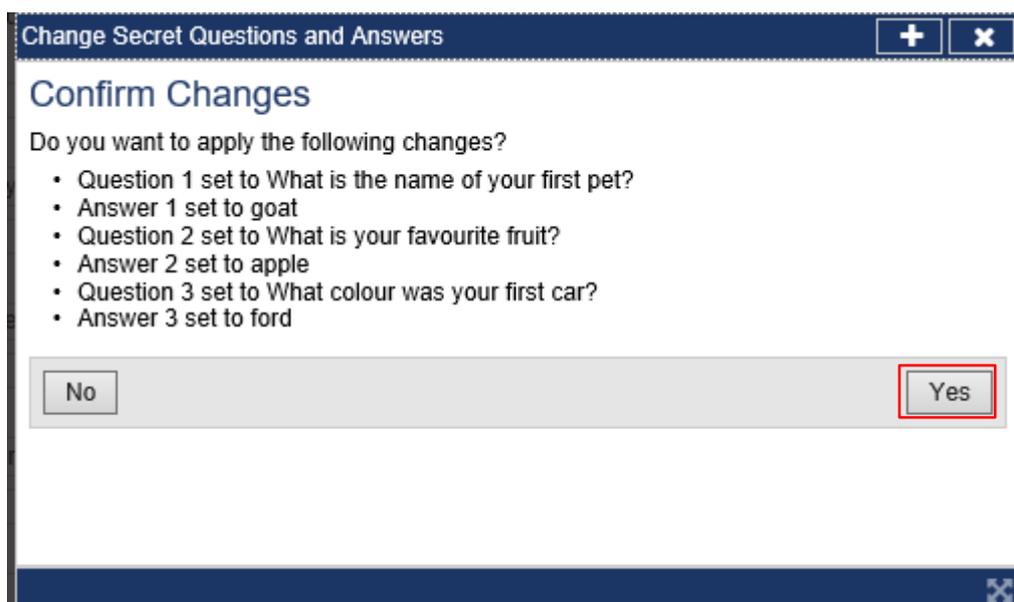
Step 1. Enter your **Current password**

Step 2. If you wish you may change one or all the three **Secret questions** from the drop down lists

Step 3. Enter an **Answer** for each question

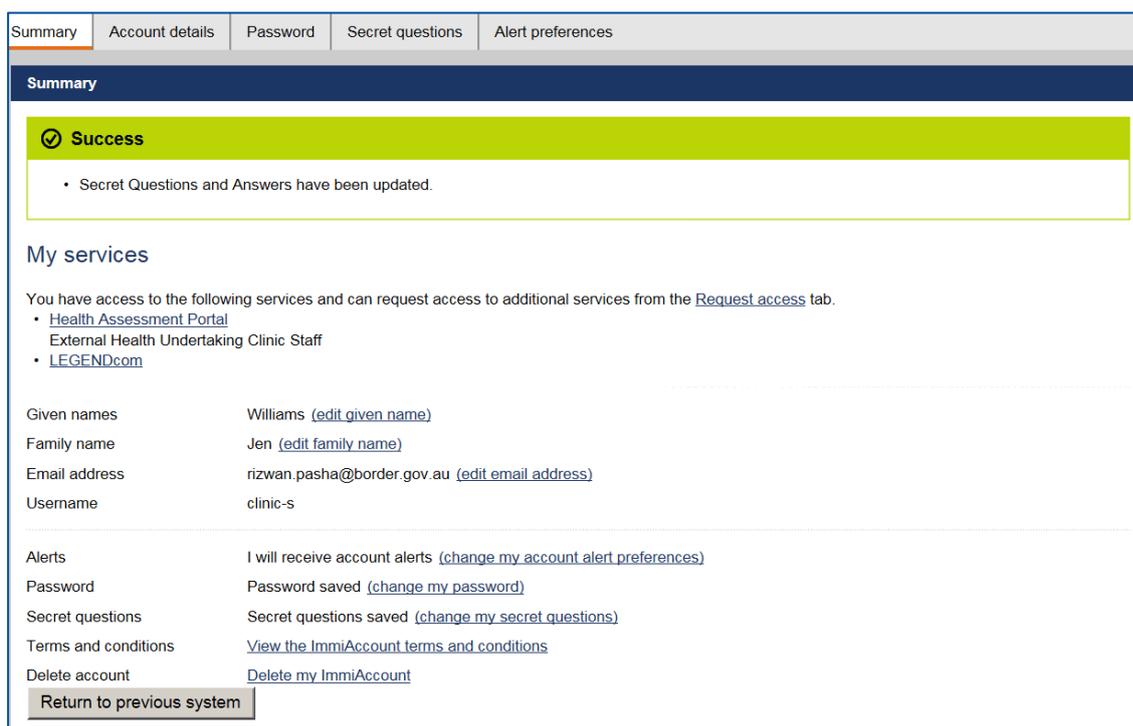
Step 4. Press **Save**

The **Confirm Changes** window will display.



Step 1. Click Yes

A success message will display in the **Manage my ImmiAccount** screen



6- What if I wish to change my password because my account may have been compromised?

You must always keep your Username/password secure. You may change your password if you wish to do so:

Step 1. Login to **ImmiAccount** with your Username and password (if you are not already logged in)

Step 2. Click the **Password** tab in the **Manage ImmiAccount** screen

Summary	Account details	Password	Secret questions	Alert preferences										
Summary														
<div style="background-color: #92d050; padding: 5px;"> <p>Success</p> <ul style="list-style-type: none"> Password Update Succeeded. Please continue. </div>														
<h3>My services</h3> <p>You have access to the following services and can request access to additional services from the Request access tab.</p> <ul style="list-style-type: none"> Health Assessment Portal External Health Undertaking Clinic Staff LEGENDcom 														
<table border="0"> <tr> <td>Given names</td> <td>Williams (edit given name)</td> </tr> <tr> <td>Family name</td> <td>Jen (edit family name)</td> </tr> <tr> <td>Email address</td> <td>rizwan.pasha@border.gov.au (edit email address)</td> </tr> <tr> <td>Username</td> <td>clinic-s</td> </tr> </table>					Given names	Williams (edit given name)	Family name	Jen (edit family name)	Email address	rizwan.pasha@border.gov.au (edit email address)	Username	clinic-s		
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<input type="button" value="Return to previous system"/>														

Step 3. Enter your Current password

Step 4. Enter a New password

Step 5. Re-enter the New password

Step 6. Click **Save**

Note: Your password must be a minimum of 9 characters. It must include of at least one character from three of the four groups below:

- Lower case letters (a – z)
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For example: Cmilfull7, MILFULL7\$, cathy123#

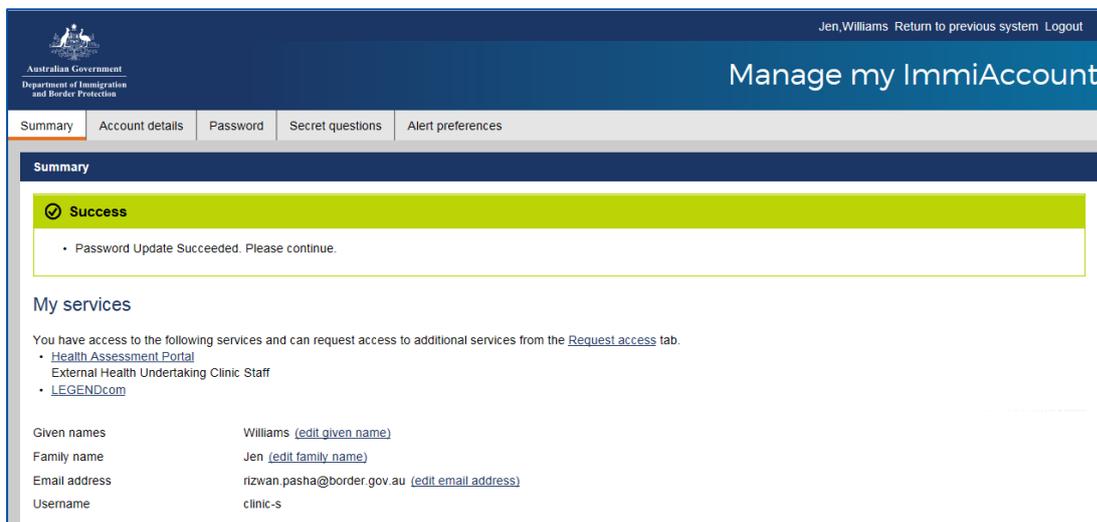
Change Password □ ×

Confirm Changes

Do you want to change your ImmiAccount password?

Step 1. Click Yes

A success message will display in the **Manage my ImmiAccount** screen.



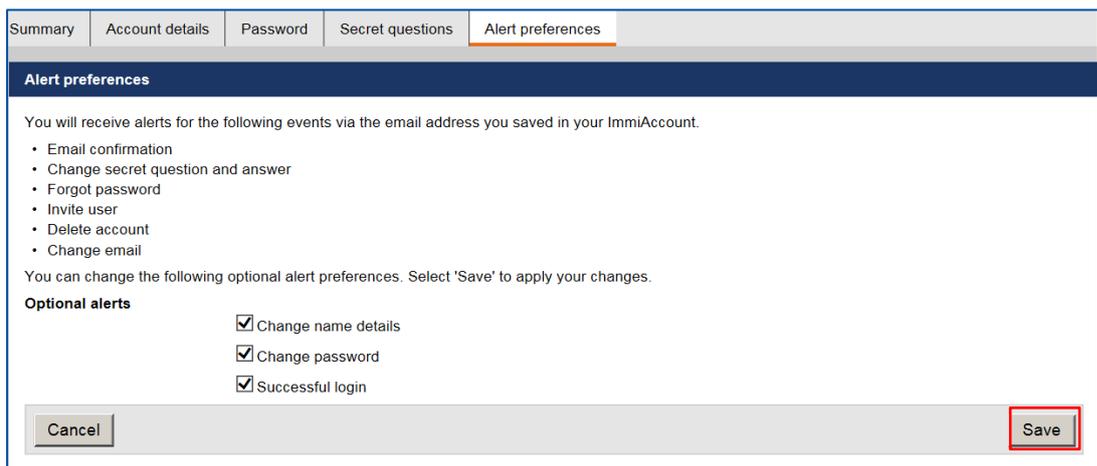
7- Why am I receiving Login successful emails every time I login?

As an ImmiAccount user you will receive system generated emails as alerts, for example for login, password reset etc. Those alerts are for security reasons however you can choose to stop some of those alerts.

Step 1. Login to **ImmiAccount** with your Username and password (if you are not already logged in)

Step 2. Click Alert preferences tab

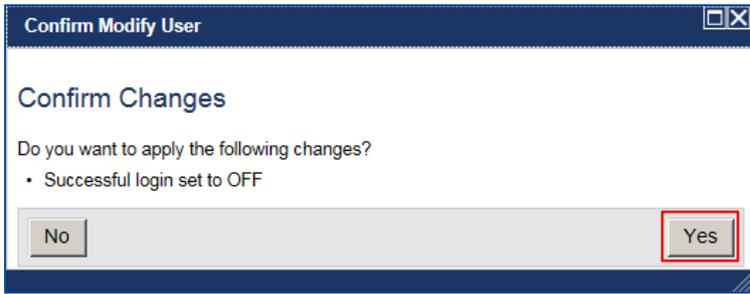
The **Alert preferences** screen will display.



Step 1. Untick the required check box

Step 2. Click **Save**

The **Confirm Modify User** window will display.



Step 3. Click Yes

The **Summary** screen with a Success message will display.

