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Creating ImmiAccount to Access the Health Assessment Portal (HAP)

The HAP (referred to as HAPlite) will be accessible through the Department of Home Affairs' ImmiAccount facility. For this purpose each user will be required to create an ImmiAccount. This tip sheet will assist users to create their ImmiAccount to access HAP.

Note: The Department of Home Affairs (Home Affairs) staff will create one or two nominated clinic administrators for your clinic. The clinic administrator will then set up access for other users at their clinic.

Once you have been set up either by Home Affairs or a clinic administrator at your clinic, you will be required to create your own account (ImmiAccount) as outlined below:

Step 1. You will receive an email titled **Invitation to create an ImmiAccount** from no_reply@homeaffairs.gov.au

Invitation to create an ImmiAccount

To hum ref

This email has been sent to advise you that you have been invited to create an ImmiAccount to access the following service(s)

- * Health Assessment Portal
- * Organisation Account Administration

In order for your ImmiAccount to be created, we need you to provide some additional information that will be used to verify your identity when you use a self-service function within ImmiAccount (such as retrieving a forgotten username).

Please use the following link to create your ImmiAccount:

<https://e6-online.immi.gov.au/lusc/invitation?id=2d17f0d4-b6a5-4210-99aa-1ec90e19a021>

Please note that this link is valid for 96 hours and can be used only once. Once the link has expired, you will need to request a reset from ImmiAccount Support and provide your:

- * Reference number (or at least the first five characters from 'id=' in above link)

<http://www.border.gov.au/Trav/Visa/Immi/immiaaccount-technical-support-form>

Yours sincerely

Department of Immigration and Border Protection

Step 2. Click the web address hyperlink in this email

Note: If you have not received the account creating email you must check the trash/spam folder of your mailbox for the email from no_reply@homeaffairs.gov.au. If you still can't find it, please contact your clinic administrator who will be able to send you a new invitation. If you are a clinic administrator and have not received an account creation email, then contact Home Affairs at health@homeaffairs.gov.au.

Note: The hyperlink to create an ImmiAccount is valid for 96 hours (4 days). If an account is not created within 96 hours (4 days) then you will need to be set up again by your clinic administrator or by Home Affairs (if you are a clinic administrator).

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The **Create account** screen with your personal details and address details will display

Australian Government
Department of Immigration and Border Protection

ImmiAccount

Create account

Invitation to create an ImmiAccount

Please complete your user details to create an ImmiAccount for use with the following organisation

Organisation name
HAPLite Ref & Hum Clinic

Organisation ID
789456

Invited by
Hum ref

Services
Health Assessment Portal

Enter the following details to create an ImmiAccount:

Fields marked * must be completed.

Your details

Title

Given names ?

Family name ?

Email address ?

Phone

Mobile phone

Address details

Address

Suburb/Town

Country

State

Postcode/Zip

Step 3. Check that the details are correct. Re-enter if required

Step 4. Your email address is displayed as your Username. Change if required

Login details

You can use your email address as a username or enter a different username if you prefer.

After you have created your account you will not be able to change your username.

Username ?

Password must be a minimum of nine (9) characters **and** include at least one (1) character from three (3) of the four (4) groups below:

- lower-case characters (a-z)
- upper-case characters (A-Z)
- digits (0-9)
- punctuation and special characters (~!@#\$\$%^&*()_+={}\.,?/)

New password ?

Re-type new password

Step 5. Enter a password of your choice in the **New password** field

Step 6. Re-enter the password in the **Re-type new password** field

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

Lower case letters (a – z)

- Upper case letters (A – Z)

- Digits (0 – 9)

- Punctuation and special characters ~ ` ! @ # \$ % ^ & * () _ + = - { } \ , . ? /

For example: Cmilller7, MILLER7\$,tracy123#

Step 7. Select three **Secret questions** from the drop down lists

Step 8. Enter an **Answer** for each question

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Secret questions and answers

Question 1	*	<input type="text"/>	▼	?
Answer 1	*	<input type="text" value="required"/>		
Question 2	*	<input type="text"/>	▼	
Answer 2	*	<input type="text" value="required"/>		
Question 3	*	<input type="text"/>	▼	
Answer 3	*	<input type="text" value="required"/>		

Note: These Secret questions and their answers will be used to verify you if you need to reset your password at a later stage. You may click the ? icon to check the rules for an answer.

Step 9. Click the checkbox to accept the **ImmiAccount Terms and Conditions**

Note: You must accept the ImmiAccount terms and conditions. To view these terms and conditions click [View the ImmiAccount terms and conditions](#) hyperlink.

Step 10. Click **Create**

A success message displays on a **Login** screen confirming that your account has been created successfully.

Australian Government
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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.

Step 10. Enter your **Username** (your email address or your own created Username)

Step 11. Enter your **Password** (as set during the account creation process above)

Step 12. Click **Login**

The **Login** successful screen will display.

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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
Last password changed 25/10/2015 13:24:46

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.

Note: Time stamp for **Last successful login** will be displayed when you log in to the system again.

Step 13. Click Continue

The **Terms and Conditions for using the Health Assessment Portal (HAP)** will display

You have agreed to the following Terms and Conditions for using the Health Assessment Portal (HAP)

The HAP is a system hosted by the Department of Home Affairs that is used by the Department and its migration medical service providers (MMSp) to process immigration medical examinations (IME) and health assessments for visa applicants to Australia.

You are only permitted to access and use HAP in accordance with these Terms and Conditions and as permitted by applicable laws. Consequently, it is important that you understand your rights and responsibilities before proceeding.

By proceeding to use the HAP, you acknowledge and agree that you must:

- keep your HAP user ID password and your secret questions and answers secure at all times;
- not permit any other person to use your user ID and password;
- change your password regularly and when prompted;
- advise your Administrator immediately if your password becomes known by an unauthorised person so that the relevant password can be changed;
- ensure that the personal information of clients contained in HAP is treated in accordance with Australian privacy laws. This includes, but is not limited to protecting collected information against loss, unauthorised access, use, modification, disclosure and other misuse;
- take reasonable steps to ensure the security of personal information of clients in HAP; and
- login to HAP from a computer with appropriate and up-to-date firewall and anti-virus software.

By using HAP, you are also agreeing to only access individual health case records where you have a genuine need to do so. Please be aware that each time a health case is accessed in HAP a log entry will be generated and filed. Unlawful or unnecessary access, use or disclosure of information contained in HAP can result in administrative and/or criminal action.

Please note:

- These Terms and Conditions are governed by the laws of the State of New South Wales, Australia. Accordingly, you submit to the non-exclusive jurisdiction of the courts of the State of New South Wales and the courts of appeal from them.
- The Department of Home Affairs/your Administrator may at any time and for any reason revoke a HAP user's access to the system, including for failure to comply with responsibilities concerning security and privacy or to otherwise comply with any of these Terms and Conditions. You will be advised by the Department of Home Affairs/your Administrator if revocation of your access occurs.
- Information or materials contained on HAP can be submitted from the Department of Home Affairs eMedical system and be provided by third parties. Information or materials which are offensive, pornographic, unsuitable for minors to access or otherwise of a criminal or violent nature, may also be accessible through HAP as a result of either hacking activities, or material placed on linked websites. The Department of Home Affairs does not warrant, guarantee or make any representation as to the suitability of the information accessible for viewing via HAP or the use or quality of information contained in HAP. It may not be correct, accurate, reliable, complete or current.
- The Department of Home Affairs reserves the right at any time to modify these Terms and Conditions. If modifications are made, you will be required to record your acceptance of the modified Terms and Conditions.

Note: You will be required to accept the **Terms and Conditions for using the Health Assessment Portal (HAP)** only once when you access the [Health Assessment Portal](#) for the first time.

Step 14. Click I Agree

The HAP homepage with **Case Search** screen will display.

Print Logout

Health

Case Search

Case Search

ID Type * HAP ID ▾

ID * Required

Returned results limit * 100

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User ID: GPRef My Portal Environment: E6 Cluster: HAPUI01b/Web85Cell01bNode01 Baseline: b44d6065c970902220f8b035f70c697b0444fee Version: 22.1.024 Theme: 9.0.037 (Server version: 1.4.19)