

Update to ImmiAccount — new online services for paper-based Parent visa applications

Online services are now available to support Parent visa applicants who lodge a paper-based application.

While applicants must still apply using a paper form, they can now import their application into ImmiAccount once we have acknowledged we have received it.

Importing an application into ImmiAccount gives applicants access to a range of online services that make it easier to manage their application.

These services help applicants save time and include the ability to:

- upload supporting documents
- view messages from us
- update personal details
- view the application's status.

The services are available for all new and existing applications, except for Parent (subclass 103) visa applications lodged before November 2018.

A step-by-step guide to importing paper applications into ImmiAccount is available on the [Apply and manage your application](#) page.

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