

User Guide

How to create an ImmiAccount & Join the UOW Library LEGENDcom Subscription

Date: 14 May 2025

What is LEGENDcom?

LEGENDcom is an electronic database that provides the most up-to-date Australian migration, citizenship and customs legislation and policy documents. this powerful decision-support tool is produced and maintained by the Australian Government, Department of Home Affairs.

LEGENDcom is available on a subscription basis through the Department of Home Affairs [ImmiAccount](#) system.

Guide overview

The UOW Library currently subscribes to LEGENDcom, through the [Commonwealth Library deposit and free issue scheme](#). UOW staff and students can access LEGENDcom through the Department of Home Affairs ImmiAccount system, by creating a personal ImmiAccount and completing a one-off 'request to join' the Library subscription.

This guide provides UOW staff and students with instructions on how create a personal ImmiAccount, then request to join and access the UOW Library LEGENDcom subscription:

Part 1

- How to create a new personal ImmiAccount by using your UOW email address. This is required to join and access the UOW Library LEGENDcom subscription.

Part 2

- How to join the UOW Library LEGENDcom subscription (you must have an ImmiAccount, and the request to join is one-off step)

Part 3

- How to access to LEGENDcom database after you have joined the UOW Library subscription

Instructions

Part 1: Creating a Personal ImmiAccount

1. Open **ImmiAccount**: <https://online.immi.gov.au/lusc/login>
2. Select **Create ImmiAccount**

3. Enter your UOW email address and select **Send verification code**.

- **Note:** To access LEGENDcom, you must use your UOW email address when creating your personal ImmiAccount.

4. An email with verification code will be sent from noreply-lusc@homeaffairs.gov.au to your UOW email address. This may take several minutes.
5. Entering the verification code and Select **Continue**.

6. Under the 'Services Required', select **Individual** and **LEGENDcom**

7. Enter New User Details, including Your Name and Phone number. Select **Continue**.

Create an ImmiAccount - Step 3 of 4

Services Required

Fields marked * must be completed.

What type of online services do you need? *

Individual

Organisation (including agents)

Select the online services you need

Apply for a visa or citizenship (including sponsorship and nomination)
Included in all Individual ImmiAccounts

LEGENDcom (requires the purchase/join of an annual subscription)

Note: For new subscriptions, or to join a subscription, access LEGENDcom by selecting the Summary tab in your ImmiAccount.

New User Details

Family name *

Given names

Phone *

Mobile phone

8. In the Account Details window, enter your Login details and set up your secret questions and answers.

- The ImmiAccount username will default to your UOW email address.
- **Note:** An ImmiAccount Username is unique and can only be changed **once under the current Account Details window**. To change the Username, enter a new Username to replace your UOW email address. Your ImmiAccount Username cannot be changed after your ImmiAccount is created.

Create an ImmiAccount - Step 4 of 4

Account details

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 fourteen (14) 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 * Password strength: OK

Re-type new password * Passwords match

Secret questions and answers

Note: you will need to remember the exact answers to these questions if you forget your password.

Question 1 *

Answer 1 *

Question 2 *

Answer 2 *

Question 3 *

Answer 3 *

9. Read and accept the Terms and Conditions

10. Tick the security check box and select **Submit**

Declaration

Terms and conditions [View the ImmiAccount terms and conditions](#)

I accept the ImmiAccount terms and conditions to access the Department of Home Affairs services and agree to an ImmiAccount being created in my name. All details on this form are correct.

Security check

 I am not a robot

[Previous](#) [Submit](#)

11. The Login Successful window is displayed.

Login successful

Information

Your account has been created.
Your username is Regulations-Policy.
Access [LEGENDcom](#) to purchase a new LEGENDcom subscription or add an existing subscription to your ImmiAccount.

Suspension of BPAY Payment option

The BPAY payment option will be unavailable from Friday 6 September 2024 to Saturday 14 September 2024.
Payment by credit card, Paypal and UnionPay is still available.
We apologise for any inconvenience.

Updating Pacific Engagement visa (PEV) registration details in ImmiAccount

PEV registration can only be modified in the same ImmiAccount in which it was originally created.

If you select the 'Submit' button, you cannot change any details of your registration until you make a payment. Once the registration status is showing as 'Received', you can update the details as required.

Make sure your country of passport and date of birth are correct before you submit your registration. You cannot change your country of passport or create a new registration after it has been submitted.

For further information about monitoring your registration, see: [After you register](#).

12. Scroll to the bottom of the window and Select **Continue**.

Attach 'Facial Image' error

Applicants for some visa and citizenship products are encountering an error when attaching a passport sized photograph to the application.

An error occurs on the 'Attach Documents' page of the application, when trying to attach an image under the heading 'Facial Image'. You may see the following error message:

- Mouth closed: the system is detecting that the person's mouth is open. Close the mouth so the lips are naturally together and are in a neutral position. Do not smile.*
Click 'Choose Files' again to select a new image. The applicant will be given three (3) attempts to attach an image that meets Departmental guidelines. See 'Help' for further information

Visa applicants - If you have attached all other documents, to submit your application:

- Select 'next' to proceed to the application submission screen
- You will be asked to explain why you cannot provide 'Supporting Evidence'. Enter the reason 'system error message when trying to attach facial image'
- Select 'Confirm'
- You will be able to submit your application and attach the passport photograph at a later date

Citizenship applicants - This is a mandatory document, to submit your application:

- Attempt three times to attach the photograph
- Ensure all three attempts are done on the screen where the error displays
- On the third attempt, the image will upload successfully

Technical teams are investigating the issue. We apologise for any inconvenience.

Last successful login
Last password changed 10/09/2024 10:21:10

[Continue](#)

You have now successfully created your ImmiAccount.

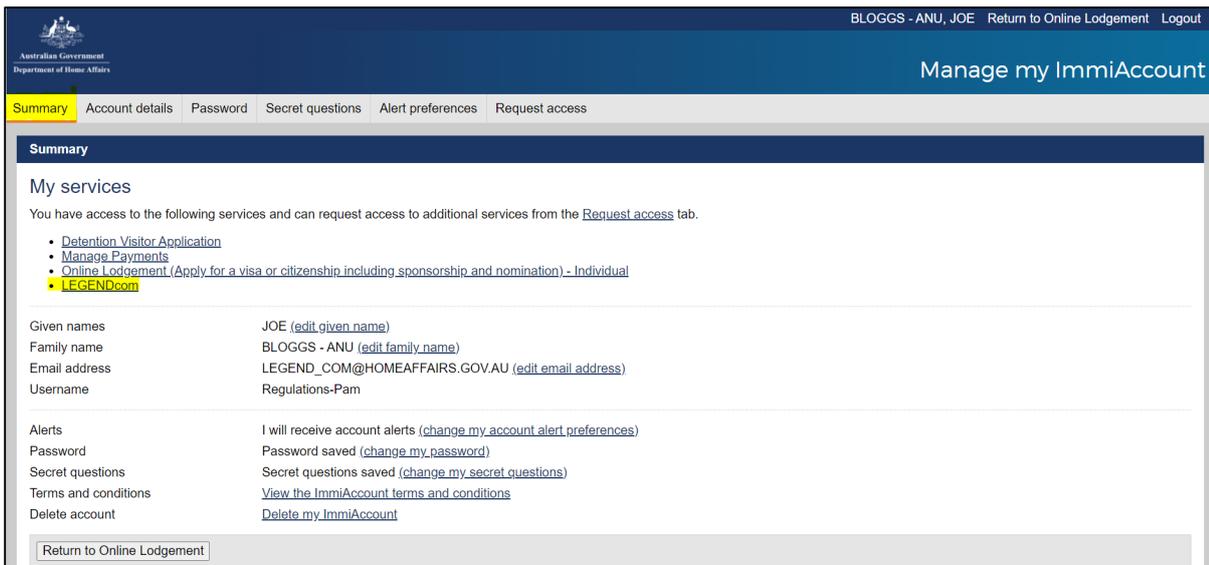
Part 2: Requesting to Join the UOW Library LEGENDcom Subscription

To complete a one-off request to join the UOW Library LEGENDcom subscription:

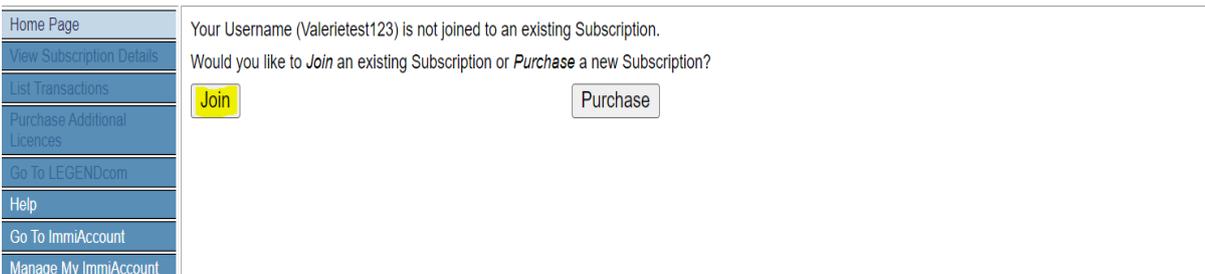
1. Log into your **ImmiAccount**: <https://online.immi.gov.au/lusc/login>
2. The 'My applications' window is displayed. Select **Manage Account**, located on the top right corner of the window.



3. The 'Summary' window is displayed. Select **LEGENDcom** under 'My services'.



4. Once on the LEGENDcom page you will be prompted to either 'Join and existing subscription' or to 'Purchase a new subscription'. Select **Join**.



5. Enter the UOW Library LEGENDcom subscription ID: **S227973**, then select **Submit**.

Home Page	As part of this join request, the following information from your ImmiAccount will be shared with the Primary and Alternative contacts of the LEGENDcom Subscription you wish to join:
View Subscription Details	
List Transactions	<ul style="list-style-type: none"> • First name, Family name • ImmiAccount Username • Email address
Purchase Additional Licences	
Go To LEGENDcom	
Help	What is the LEGENDcom Subscription ID of the Subscription that you would like to join?
Go To ImmiAccount	LEGENDcom Subscription ID <input type="text" value="S227973"/>
Manage My ImmiAccount	If you are not sure of the LEGENDcom SubscriptionID, check with the Primary Contact for the subscription you wish to join.
	<input type="button" value="Submit"/>

6. An email has now been sent to the UOW Library notifying the Primary Contact of your join request.

Home Page	An email requesting confirmation of your access has been sent to the Primary Contact for the Subscription. You will receive an email when this request has been processed.
View Subscription Details	
List Transactions	To allow time for your request to be processed, you will receive immediate access to LEGENDcom for a period of 14 days. If your request has not been processed during this period your access to LEGENDcom will be removed and you will need to contact the Primary Contact for the subscription.
Purchase Additional Licences	If you require further assistance with this request, please contact the LEGENDcom Help Desk. Contact details are available by selecting "Help" from the Menu.
Go To LEGENDcom	Select "Go To LEGENDcom" from the menu to access LEGENDcom
Help	Select "Manage my ImmiAccount" from the menu to return to your account
Go To ImmiAccount	
Manage My ImmiAccount	

7. You are now granted a period of 14 days temporary access to LEGENDcom while waiting for the approve of your join request. Select **Go To LEGENDcom** and access the database.
8. A notification email will be sent to your UOW email address once your request to join the subscription is approved. See an example email below.
9. Should you not receive an email after 14 days of making the request and find that you no longer have access, please contact the UOW Library (email to lib-erm@uow.edu.au) with your UOW email address and your ImmiAccount username.

-----example notification email-----

Email Subject: LEGENDcom: Request to join Subscription APPROVED

Dear MURPHY Dan,

Your request to join Subscription S227973 has been approved.

To access LEGENDcom use the following link and enter your ImmiAccount username and password.

ImmiAccount LEGENDcom Log-on page: <https://immi.homeaffairs.gov.au/help-support/tools/legendcom>

To assist you in learning to use LEGENDcom, training material is located under the "Training Material" link found in the footer of each LEGENDcom page when you access your LEGENDcom subscription.

This material includes

- Tip sheets
- Instructional videos

If you have any further queries please do not hesitate to contact us.

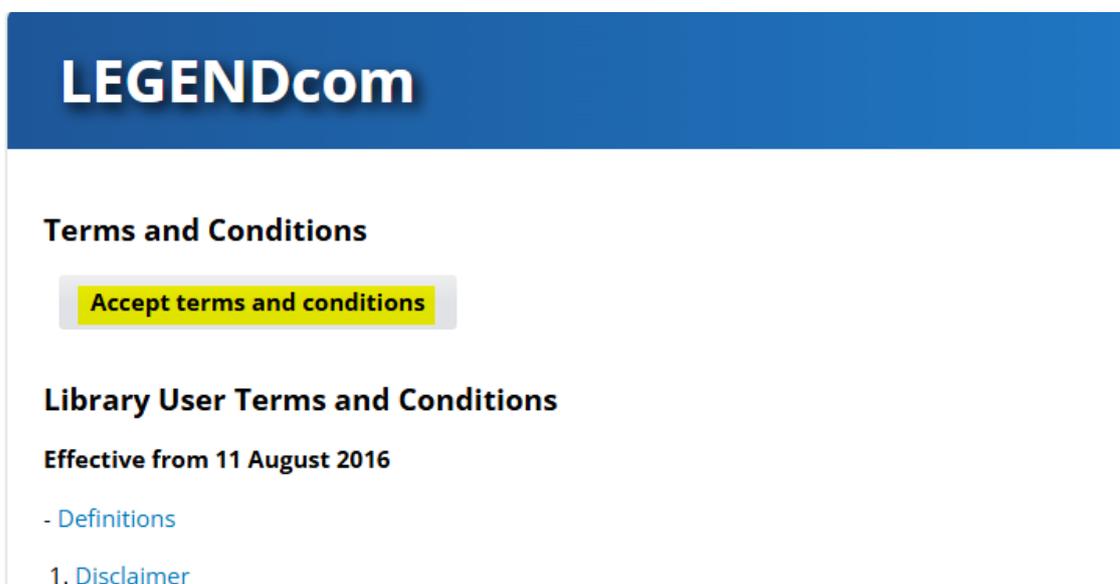
Kind regards,

LEGENDcom Help Desk
Department of Home Affairs
PO Box 25 Belconnen ACT 2616 Australia
Hours of operation: 8.30 am - 5.00 pm Monday - Friday AEST/ADST
Telephone: 1800 008 717 (within Australia)
Telephone: +61 2 6196 0300 (Overseas)
Email: legend_com@homeaffairs.gov.au

Part 3: Continuing Access to LEGENDcom After Joining the UOW Library Subscription

After your request to join the UOW Library LEGENDcom subscription is approved, you can access the database:

1. Go to the UOW Library's A-Z Database List and select LEGENDcom:
<https://uow.libguides.com/az.php?q=LEGENDcom>; or go directly to the LEGENDcom logon page
<https://immi.homeaffairs.gov.au/help-support/tools/legendcom> and select **Login to LEGENDcom**.
2. Enter your ImmiAccount login credentials, select **Login**.
3. Select **Continue**, from the bottom right of the 'Login successful' window.
4. Select **Accept terms and conditions** to open the LEGENDcom content homepage.
5. Please remember to select **Sign out** from the menu bar before you exit the database.



The screenshot shows the LEGENDcom login interface. At the top, there is a blue header with the text "LEGENDcom" in white. Below the header, the page is titled "Terms and Conditions". A prominent yellow button with the text "Accept terms and conditions" is visible. Underneath, the text "Library User Terms and Conditions" is displayed, followed by "Effective from 11 August 2016". There are two links: "- Definitions" and "1. Disclaimer".