



Office of Migration Agents Registration Authority

User guide:
OMARA Portal Account access using
Multi-factor Authentication (MFA)

Version date: 4 February 2026

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1. Overview

Office of the Migration Agents Registration Authority (OMARA)

The Office of the Migration Agents Registration Authority (OMARA) is the regulator of the RMA profession in Australia. Section 316 of the *Migration Act 1958* (Cth) (the Migration Act) lists the functions of the OMARA (referred to in the Migration Act as the Authority).

The OMARA protects consumers of immigration assistance given by RMAs, by:

- only registering people who meet specific character and qualification requirements,
- investigating complaints and referrals about RMAs, and
- taking disciplinary action against RMAs and former RMAs where necessary.

To obtain and maintain their registration, all RMAs must comply with professional standards of integrity and undertake continuing professional development (CPD). CPD supports RMAs to maintain a sound working knowledge of migration law so they can provide accurate advice to clients.

OMARA Portal

The OMARA Portal (the Portal) enables RMAs to manage their registration, keep their personal details up-to-date and track their completed professional development activities with the OMARA.

In order to keep the Portal secure, the OMARA has introduced Multi-factor Authentication (MFA) requiring users to follow a two-step verification process to access their Portal accounts.

As of October 2025, you must use multi-factor authentication (MFA) to log into the OMARA Portal whether you are new to the Portal or an established user. If you did not migrate to MFA prior to 2 February 2026, you must follow the steps in this user guide.

Portal screens will vary depending on the device being used. The images in this document have been taken using a standard computer and may not fully match all devices. The steps are the same, regardless of the device being used.

Who should use this user guide?

This user guide is for:

- **New users** creating a log in for the first time.
- **Previous users** who did not migrate to MFA prior to 2 February 2026.
- **Current MFA users** who have forgotten their password.
- **Current MFA users** who have forgotten their log in email address.

2. Accessing the OMARA Portal for RMAs and CPD Providers

How to access the OMARA Portal

The OMARA Portal is accessed from the OMARA website www.mara.gov.au or directly at this link: <https://portal.mara.gov.au/>.

To register you must create an OMARA Portal Account that includes a **unique email** and a **password** used for authentication.

The email should be an individual one and not a group mailbox.

Do not share your account with others, you are responsible for your own account.

Browser options

To ensure you can use the full functionality of the OMARA Portal, we recommend you use a **current version** of Microsoft Edge, Mozilla Firefox, Google Chrome or Apple Safari.

Your browser must allow Secure Sockets Layer (SSL) connections and have Cookies and JavaScript enabled. Most browsers will already have these features turned on and you should not need to change these settings. Refer to your browser's help function for more information about these settings.

3. Creating a Portal Account for first time RMAs and CPD providers (PC and mobile)

Your screen will look slightly different depending on whether you are using a **PC** or a **mobile** to migrate.

For **first time** users of the OMARA portal:

1. Visit the OMARA Portal – <https://portal.mara.gov.au/>.
2. Click on **Sign In/Sign Up** option.

PC users	Mobile users
 <p>This will be on the top right-hand side of your screen</p>	 <ol style="list-style-type: none"> 1. Press the three lined icon on the top right-hand side of your screen. 2. Select the Sign In/Sign Up option on the bottom left of your screen.

3. On the welcome to OMARA Portal sign in page, select the **Sign In/Sign Up** option.

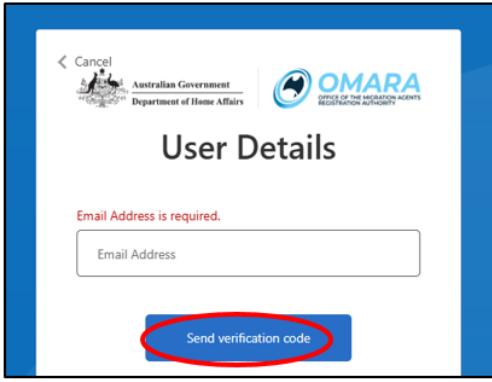
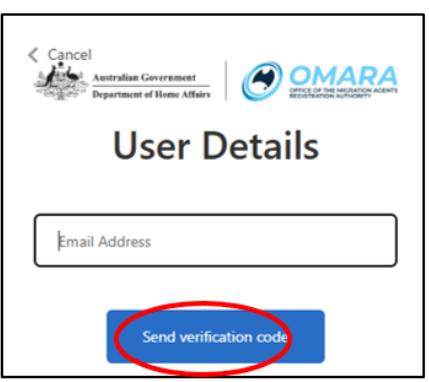
PC users	Mobile users
	 <p>Welcome to OMARA sign in portal</p> <p>OMARA has introduced multi-factor authentication (MFA) to enhance security.</p> <p>Sign In / Sign Up</p> <p>Contact</p> <p>Do you have a question, feedback or a complaint? Let us help you find the right answer.</p> <p>Contact us</p> <p>Useful immigration assistance</p> <p>Be careful of scammers pretending to be immigration officers. Report unauthorised immigration assistance in the market.</p> <p>Report unauthorised immigration assistance</p> <p>Information on</p> <p>Australian visas and Citizenship</p>

4. The following sign in screen will appear, select the **Sign up now** option.

PC users	Mobile users
	

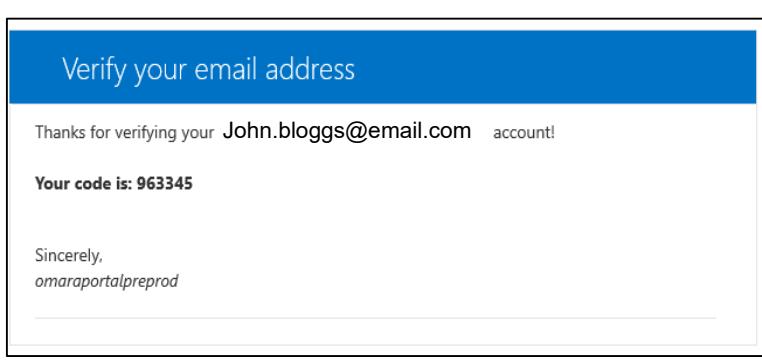
5. On the user details page, enter your unique email address and press **Send verification code** option.

IMPORTANT: Please ensure the unique email address is one you can personally access and not one linked to your employer.

PC users	Mobile users
	

6. Check your email to see if you have received your **verification code**.

This may take a few minutes. Please check your spam/junk folder if you do not receive the email after a few minutes.

PC users and mobile users


7. Insert the verification code into the text box and select the **Verify code** option.

PC users and mobile users

Verification code has been sent to your inbox. Please copy it to the input box below.

8. You will see a message “E-mail address verified, you can now continue.” on the top of your screen.

PC users and mobile users

E-mail address verified. You can now continue.

Email Address *

9. Create a new password and enter your name. Then press **Create**.

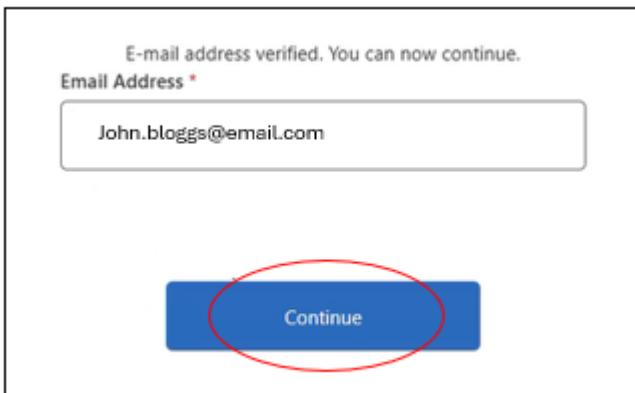
PC users and mobile users

Second verification of email address – to set up MFA

- As an added security feature you must verify your email a **second** time. This second verification is to set up MFA.
- Please repeat **steps 5 to 8**.
- Note that the verification code will be a different code than the one you received in **step 6**.

10. You will receive notification that your email has been verified. Select **Continue**.

PC users and mobile users



E-mail address verified. You can now continue.

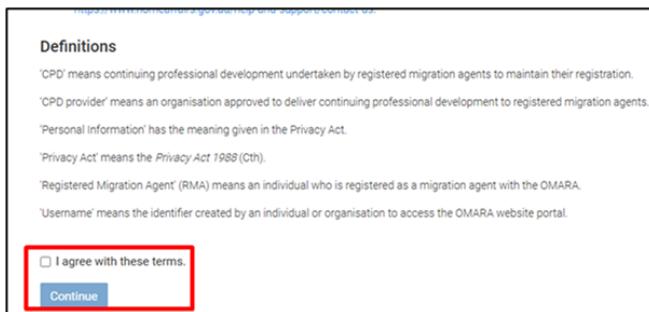
Email Address *

John.bloggs@email.com

Continue

11. The terms and conditions of use will appear. Read these terms and if you agree tick “I agree with these terms” and press **Continue**.

PC users and mobile users



<https://www.ommigrationagents.gov.au/step-3-set-up-mfa.html>

Definitions

'CPD' means continuing professional development undertaken by registered migration agents to maintain their registration.

'CPD provider' means an organisation approved to deliver continuing professional development to registered migration agents.

'Personal Information' has the meaning given in the Privacy Act.

'Privacy Act' means the Privacy Act 1988 (Cth).

'Registered Migration Agent' (RMA) means an individual who is registered as a migration agent with the OMARA.

'Username' means the identifier created by an individual or organisation to access the OMARA website portal.

I agree with these terms.

Continue

COMPLETED

You have now created a new account and set up multi-factor authentication for the OMARA Portal.

4. Existing RMA or CPD provider who did not migrate to MFA prior to 2 February 2026

If you are an existing RMA or CPD provider who did **NOT** migrate to MFA before 2 February 2026, please do the following:

1. Create a new portal account by following the steps under **Section 3 - Creating a new Portal Account (PC and mobile)**.
2. Email mara.info@homeaffairs.gov.au with the subject line “Merge new account with Existing unmigrated Account”. In the email, please include the following information:
 - a. Your Full Name and Date of Birth
 - b. Migration Agent Registration Number (MARN)
 - c. Email address for your new portal account
 - d. Attach your government issued Photo ID

Allow up to two to five business days for OMARA to action your request. You will receive confirmation from OMARA that your account has been updated.

5. Existing MFA users who have forgotten their password (PC and mobile)

Your log in screen will look slightly different depending on whether you are using a **PC** or a **mobile**.

If you are a new user who has **set up a new account** and **enabled MFA** but forgotten your password, follow the steps below.

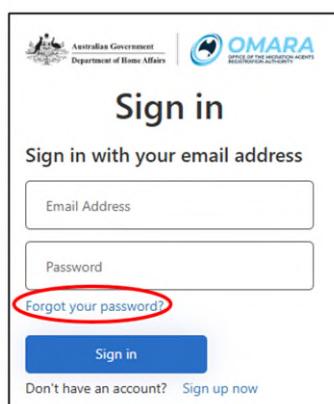
1. Visit the OMARA Portal – <https://portal.mara.gov.au/>.
2. Click on the **Sign In/Sign Up** option.

PC users	Mobile users
 <p>This will be on the top right-hand side of your screen</p>	 <p>Press the three lined icon on the top right-hand side of your screen first then select Sign In/Sign Up</p>

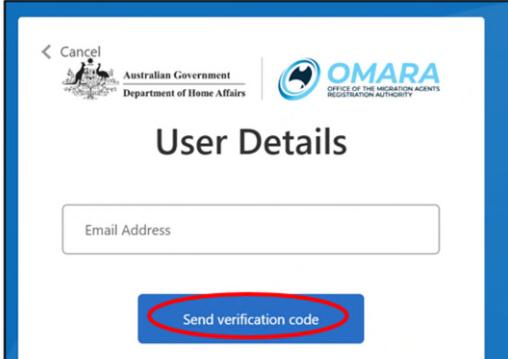
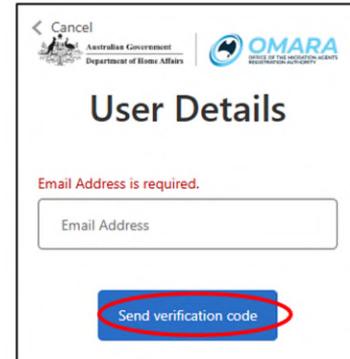
3. When you arrive at the welcome to OMARA sign in page, select the **Sign In/Sign Up** option.

PC users	Mobile users
	

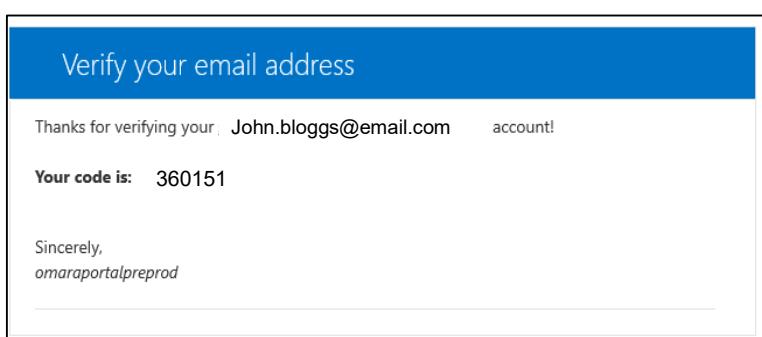
4. When you arrive at the sign in page, select **Forgot your Password?** option.

PC users	Mobile users
	

5. At the user details page, enter your email address and select **Send verification code**.

PC users	Mobile users
	

6. Check your email inbox to obtain the verification code. This may take a few minutes. Please check your spam/junk folder if the email has not arrived after a few minutes.

PC users and mobile users


7. Insert the verification code into the text box and select **Verify code**.

PC and mobile users

Verification code has been sent to your inbox. Please copy it to the input box below.

John.bloggs@email.com

360151

[Verify code](#)
[Send new code](#)

8. You will receive a message “E-mail address verified, you can now continue” on the top of your screen. Select **Continue**.

E-mail address verified. You can now continue.

Email Address *

John.bloggs@email.com

[Continue](#)

Second verification of email address – for MFA

- As an added security feature you will need to verify your email a **second** time.
- Please repeat **steps 5-8**.
- Note that the verification code will be a different code than the one you received in **step 6**.

9. Enter in a new password in the following textboxes. Once done, select **Continue**.

PC and mobile users

User Details

New Password

Confirm New Password

[Continue](#)

10. The terms and conditions will appear. Scroll down to the bottom of the page, read and if you agree tick “I agree with these terms” and select **Continue**.

PC users and mobile users

Definitions

'CPD' means continuing professional development undertaken by registered migration agents to maintain their registration.

'CPD provider' means an organisation approved to deliver continuing professional development to registered migration agents.

'Personal Information' has the meaning given in the Privacy Act.

'Privacy Act' means the *Privacy Act 1988* (Cth).

'Registered Migration Agent' (RMA) means an individual who is registered as a migration agent with the OMARA.

'Username' means the identifier created by an individual or organisation to access the OMARA website portal.

I agree with these terms.

Continue

COMPLETED

You have now logged into the portal and have changed your password.

6. Existing MFA users who have forgotten/lost their log in email

For existing users of MFA who have forgotten their log in email address:

Email mara.info@homeaffairs.gov.au with the subject line “Request to change login email address.” In the email, please include the following information:

1. Your Full Name
2. The new email address for your portal login
3. Migration Agent Registration Number (MARN)
4. Attach your government issued Photo ID

Allow up to two to five business days for OMARA to action your request.

You will receive confirmation from OMARA that your account has been updated.