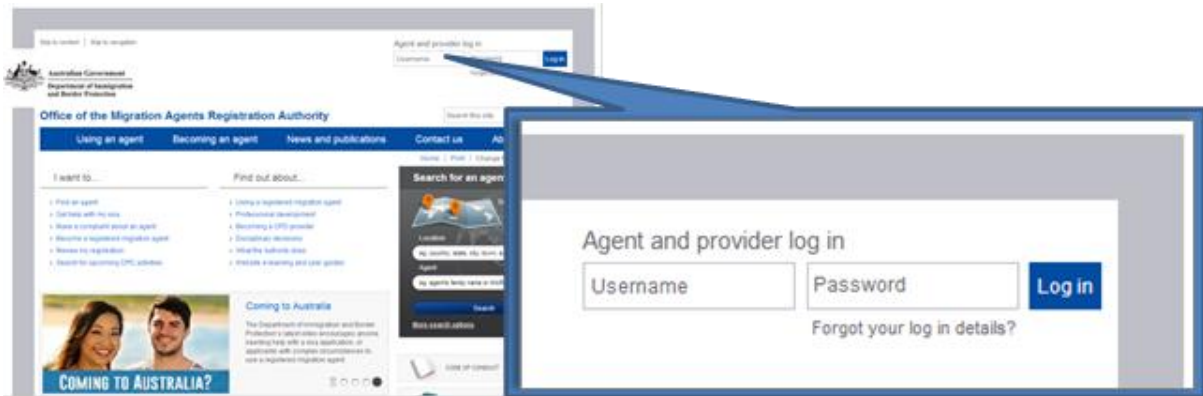


A Guide to Updating Your Profile

Office of the MARA

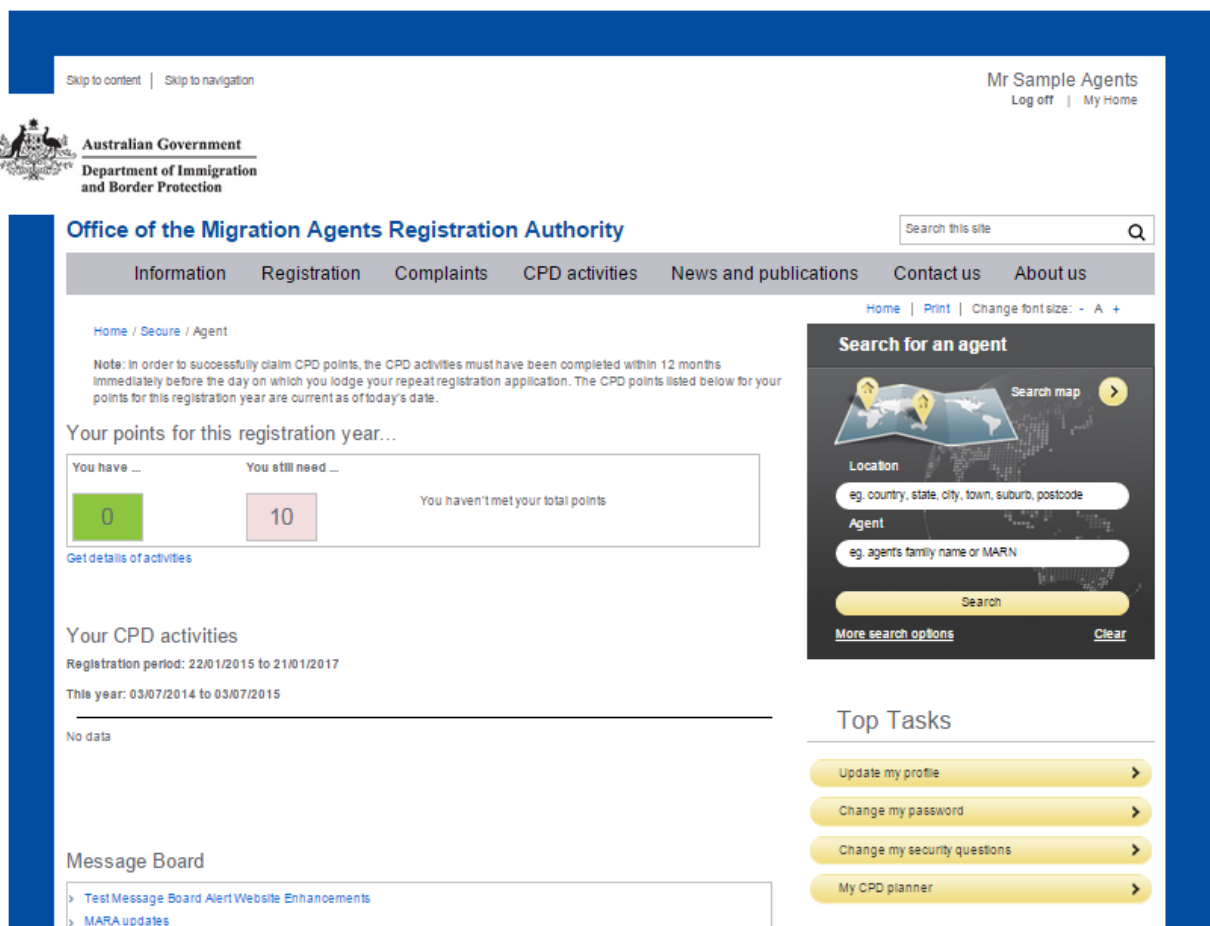
1. LOGGING IN

To update your profile you will need to log into your secure agent area of the Office of the MARA (OMARA) website. Go to www.mara.gov.au and enter your MARN and current password in the boxes indicated below.



2. SECURE HOMEPAGE

Once logged in you will see your agent homepage with information about your registration, CPD, messages and alerts.

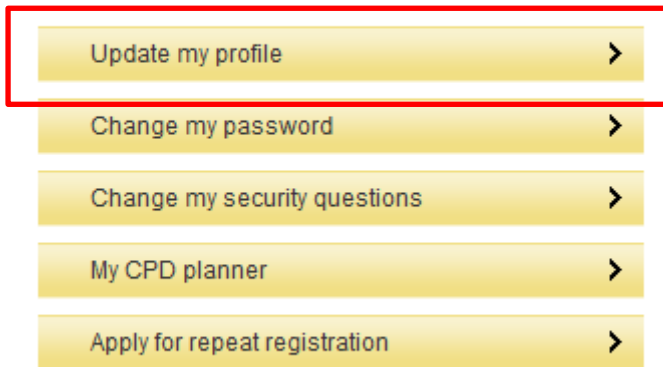


3. SELECT UPDATE MY PROFILE

On the Top Tasks menu on the right side of the screen select **Update my profile**

Selecting this will take you to a landing page where you can review and update your profile.

Top Tasks



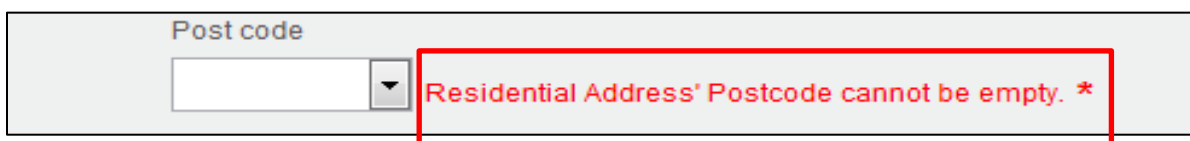
4. UPDATING YOUR PROFILE (LANDING PAGE)

There are seven categories of information which the OMARA allows online updating (subject to business rules). These include:

- Type of registration
- Your photograph
- Your professions/qualifications (where applicable)
- Your contact details
- Your residential address
- Your postal address
- Your business details (Primary and secondary)

Check the details the OMARA currently has recorded for you and update where necessary.

Mandatory questions are indicated with a red asterisk (*). If you continue without completing a mandatory question then you may see the message below. This is to highlight to you that you must complete an answer for this question.



Change My Registration Details landing page

Change My Registration Details

About the information you give:
Please remember that it is an offence under the Criminal Code Act 1995, to make a statement or give information or a document to a Commonwealth entity that is false or misleading and that a penalty of up to 12 months imprisonment may apply.

Your details

MARN	XXXXXXXX
Name	Sample Agent

Type of Registration

If you need to change your registration status as you are now operating, or plan to operate, on a different basis please select edit. You will need to enter a date your status changed. Please refer to Regulation 6 of the Migration Agents Registration Application Charge Regulations 1998.

Current registration type	Commercial
---------------------------	------------

Your photograph [Edit](#)

Publish photo on website	Yes
--------------------------	-----

Your contact details [Edit](#)

Home phone	XX X XXXXXXXX
Mobile	XXXXXXXXXX
Email address for communication with the Authority	sampleagent@abc.com.au
Email address for display on the Register of Migration Agents	info@abc.com.au

Your residential details [Edit](#)

Residential Address	123 Apple St Capital City XXXX AUSTRALIA
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Your postal details [Edit](#)

Postal Address	PO Box XXXX Capital City XXXX AUSTRALIA
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Your business details [Edit](#)

Your primary business details

Entity Name	ABC of Migration Pty Ltd
Business Name	ABC Migration
ABN	XXXXXXXXXXXX
Street address	123 Apple St Capital City XXXX AUSTRALIA
Telephone	XX X XXXXXXXX
Fax	XX X XXXXXXXX
Relationship to business	Director

Quit

4.1 Edit - Type of registration*

Agents who wish to change their registration type must contact the authority on 1300 226 272 to discuss and arrange.

4.2 Edit – Your photograph

Allows the upload of a new photo and to check or uncheck permission to publish your photo on the Register of Migration Agents.

NOTE: Uploaded photos will **not** appear on the OMARA website until they have been checked against requirements. This process can take a few days.

Do you want to update your photo?	<input type="button" value="No"/>
Publish photo on website	<input type="button" value="Yes"/>

4.3 Edit – Your professions/qualifications (if applicable)

This section will be available if you have previously advised the OMARA of relevant qualifications you hold or professions that you belong to. If you have obtained a relevant qualification or professional membership since your last registration application then you should contact the OMARA to discuss this with us.

As an example, if you have a legal practising certificate issued by an authorised Australian body, then you will need to update the details here. Use this facility to upload annual certificate expiry dates and to check or uncheck permission to publish this fact on the Register of Migration Agents.

4.4 Edit – Your contact details

Allows changes to your contact phone numbers and email addresses.

1. All Phone/fax numbers are displayed in three separate parts, Country code, Area code and Local number. There should be NO spaces in any of the phone number fields and no special characters like '+'. The leading zero (0) is also removed.

For example the Australian number (02) 9876 XXXX should be entered as:-

Country	Area	Local
61	2	9876XXXX

The mobile number 0414 XXX XXX would be entered as:-

Country	Area	Local
61	4	14XXXXXX

2. The Email address for communication with the Office of MARA is the email address we will use to send all important emails, including repeat registration reminders and password resets. Do not use an email address that you share with other people as personal information may be communicated with you via this email address. This email address is a mandatory field.
3. The Email address for display on the Register of Migration Agents will be the email address that appears on the public register available on the OMARA's website. This can be the same as the communication email or different. This field is not mandatory.

4.5 Edit – Your residential address

Allows changes to your residential address.

4.6 Edit – Your postal details

Allows changes to your postal details.

There is also a fast-path option – by selecting the **Postal address is** dropdown menu, you can select either **Same as Primary Business Address** or **Same as Residential Address** and details will auto complete with your selected address.

Postal address is: Other Address

Postal address

Country: Australia *

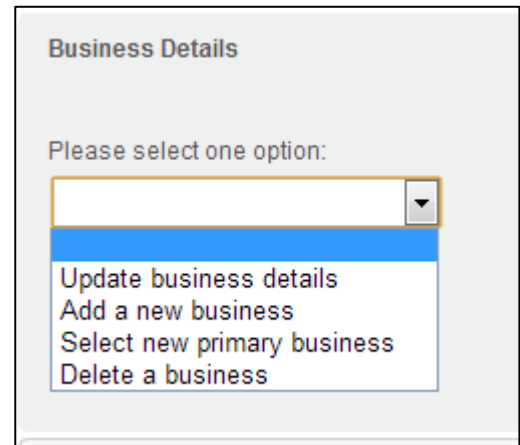
State: NSW *

4.7 Edit – Your business details

Allows changes to your business details both primary and if it applies secondary business(s). Business rules apply and as a result you may be restricted in some situations. Appropriate error messages will display.

You can:

- Update existing business details
- Add a new business
- Select a new primary business
- Delete a business from your current list
- Update existing business details.



The screenshot shows a web interface titled "Business Details". Below the title, it says "Please select one option:". There is a dropdown menu with a downward arrow on the right. The dropdown is open, showing four options: "Update business details", "Add a new business", "Select new primary business", and "Delete a business". The first option, "Update business details", is highlighted with a blue background.

Note: Non-commercial agents will not be able to update existing business details.

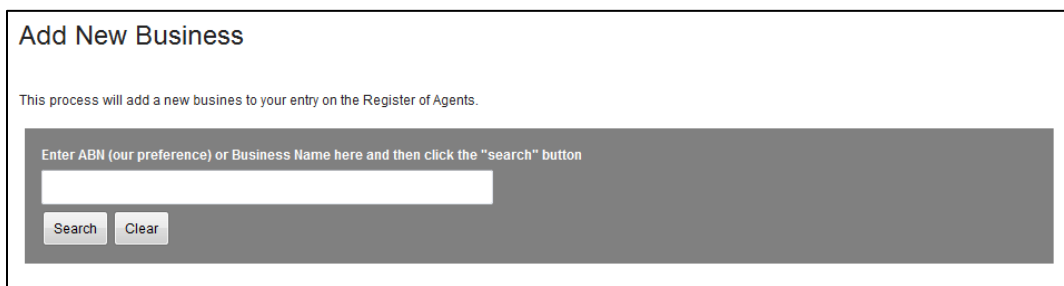
Some businesses will be blocked from updating because:

1. There are five or more agents associated with the business,
2. A request from the organisation that only the nominated representative of the business can make changes,
3. The business is an association; trust or government department,

Where a business has more than 1 agent but no greater than 4 agents and is not blocked as per (1-3) above, a warning message will display indicating which agents will be impacted by the change.

Note: As a registered migration agent, you may have a relationship with a business that has other registered migration agents associated with it. As such, all of these agents will have the same business address, telephone number etc. Therefore, when you submit an update that changes these business details, it will change the business details for all of these associated agents. This does not apply to your personal/residential/postal details, which are unique to you.

Changes to business details may require supporting documentation. Further, you may upload other additional documents that you believe support any changes.



The screenshot shows a web form titled "Add New Business". Below the title, it says "This process will add a new business to your entry on the Register of Agents." There is a text input field with the placeholder text "Enter ABN (our preference) or Business Name here and then click the 'search' button". Below the input field are two buttons: "Search" and "Clear".

4.7.1 Add a new business.

Note: Associations, trusts and government departments cannot be added online. Please contact the Office of the MARA using the Contact Us facility on the website if you need to add a business from one of these business types.

To add a business, use the business search tool.

1. Enter either an ABN (our preferred method) or business name into the search,
2. A search of our business records will occur. If a match is found in our records, select the business from the results list and click Continue,
3. If no results found or results are not suitable then you will be able to perform a second search, this time of the ABR (Australian Business Register). This will happen automatically if no results from your initial search were found. If a match is found you can select from the ABR results list and click Continue,
4. If no results found or results are not suitable You can add a new business by completing the manual form. To do this, select “Add a new business manually and continue” and then click the related **Continue** button. Complete the details on the next screen and then select **Add Business**

(No, my business is not listed above)

Do you want to:

Add a new business manually and continue

Continue

You can search again. Please 'clear' the search box and enter a new ABN or Business Name and click search

Note: As you progress through each level of search, the business types you can add will be reduced (e.g. you cannot add an Australian company by use of the manual form).

Changes to business details may require supporting documentation. Further, you may upload other additional documents that you believe support any changes.

After you have selected **Continue** you will be required to check and/or complete details about the business you are adding.

You need to tell us if this is your primary business. You will also need to select the relationship you have with this business. Depending on the business structure you may also have to tell us if there are any individuals who hold a charge, mortgage and/or security over some or all of the assets of the business.

Update My Profile Guide

Business structure

Company

Relationship to business

Are there any individuals who hold a charge (whether fixed or floating), mortgage and/or security over some or all of the assets of the business?

Consultant
Director
Employee
Executive Officer
Independent Contractor
Voluntary Worker

Add Business Cancel Adding Business

Warning: Use of the buttons below will take you to previous or next pages/steps of this application form and may not save the data you have entered at this step if used incorrectly.

After you click **Add Business** the next screen will allow you to add another business, remove the business you just added or click **Next** to continue.

You must click **Add Business** to add this business to your record.

This process will add your business relationships to your application.

The business/businesses listed below have been added to your application.

Nominated primary business: **Sample Migration Business**

Business Name	Address	Contact	Relationship
<input type="radio"/> Sample Migration ABN XXXXXXXX	25 Sample Street Sampletown Australian		Employee ✘

You can:

1. Edit the businesses above by selecting the radio button next to the business name;
2. Delete a business entry from your application by clicking on the ✘;
3. Add other businesses by clicking the 'Add another business' button; or
4. Continue to the next step of the application by clicking the NEXT button.

Add another business

PREVIOUS SAVE EXIT NEXT

4.7.2 Select a new primary business

There are two ways to select a new primary business.

The first and easiest is to make one of your secondary businesses (if you have one) your new primary business by clicking **Select a new primary business**.

The second method is to use the **Add a new business** function and make the new business your primary.

Both of these options will cause your current primary business to become a secondary business.

4.7.3 Delete a business

An agent must always have a primary business. You cannot delete a primary business. If you wish to delete your current primary business, you must first replace it with another by either selecting **Add a new business** and making it your primary or choosing **Select a new primary business** from your secondary business (if one exists).

Once you have replaced your existing primary business it will become, by default one of your secondary businesses, which you can easily delete.

5. NEED ASSISTANCE?

If you require assistance with this process, you can contact by logging in and using the **Contact Us** form on the website.