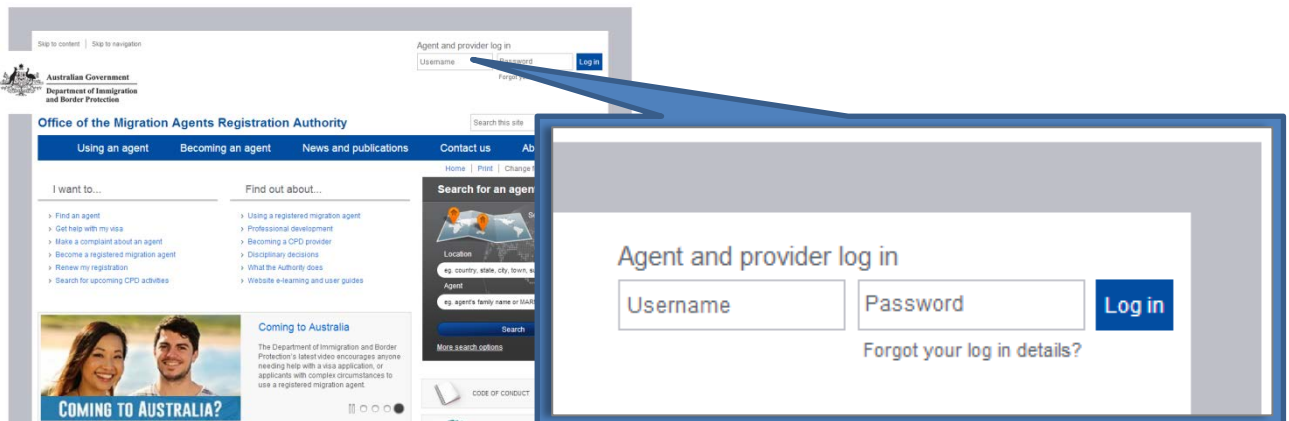


Getting Started Guide

Office of the MARA

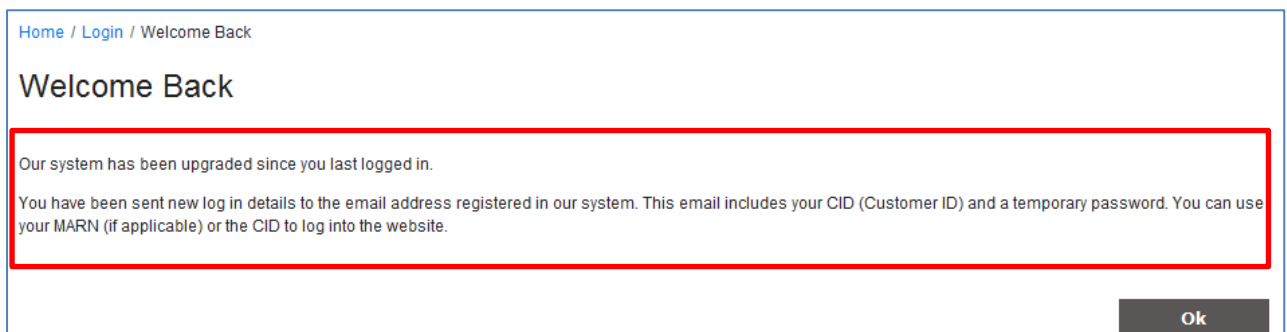
1. LOGGING IN WITH AN EXISTING MARN

Access the OMARA's website at www.mara.gov.au and enter your MARN and current password in the boxes indicated below:



2. TEMPORARY PASSWORD

If you have not logged into the OMARA website for some time then you may be taken to a “**Welcome Back**” message informing you that a temporary password has been sent to your email address that is currently registered with the OMARA.



3. UPGRADE PROFILE

Click on the link sent to you via your email, then log in using your **MARN** or your **Customer ID (CID)** and your temporary password.

Welcome to the Office of the MARA

Dear Mr Sample Agent,

Your Office of the MARA online profile has been successfully created.

Your log in details are:

- Username (CID): **03977XXXXXXXX**
- Temporary password: **123XXXXX**
- BPay CRN: **03977XXXXXXXXXX**

Use the link below to log into the Office of the MARA website. Log in with your MARN or the username (CID) and the temporary password provided above.

www.mara.gov.au/login

You will be asked to change your password and provide three (3) security questions when you first log in.

Message sent from
Office of the Migration Agents Registration Authority
www.mara.gov.au

Skip to content | Skip to navigation

Australian Government
Department of Immigration and Border Protection

Agent and provider log in
Username Password Log in
Forgot your log in details?

Office of the Migration Agents Registration Authority
Search this site

Using an agent | Becoming an agent | News and publications | Contact us | About us

Home | Print | Change font size: - A +

Log in

User name Username Password Password Log in

Note: You can use either your MARN or CID as your username

Search for an agent

Search map

Location
eg. country, state, city, town, suburb, postcode

Agent
eg. agent's family name or MARN

Search

More search options Clear

4. SET NEW PASSWORD AND SECURITY QUESTIONS

You will be prompted to set a new password which has to comply with the following guidelines:-

Passwords must be at least 7 characters long; **AND**

Must include a mixture of characters from at least **three (3)** of the following groups:

- lowercase characters (a-z);
- uppercase characters (A-Z);
- digits (0-9); or
- special characters (!@#\$%*())

You will also be prompted to set answers to three security questions which you can choose from a drop down list. Please remember the answers to these questions as they will enable you to reset your profile in the event you forget your password in the future.

Initial Login

Please change your password and create three (3) security questions .

Note:

- Passwords must be at least 7 characters long. You must include a mixture of characters from at least three (3) of the following groups: lowercase characters (a-z); uppercase characters (A-Z); digits (0-9); or special characters (!@#\$%*())
- The three (3) security questions will be used to identify you. For security reasons, please do not disclose your answers to anyone.

Current Password *

New Password *

Confirm Password *

Security Question 1

Your security question 1 *

Answer to the security question 1 *

Security Question 2

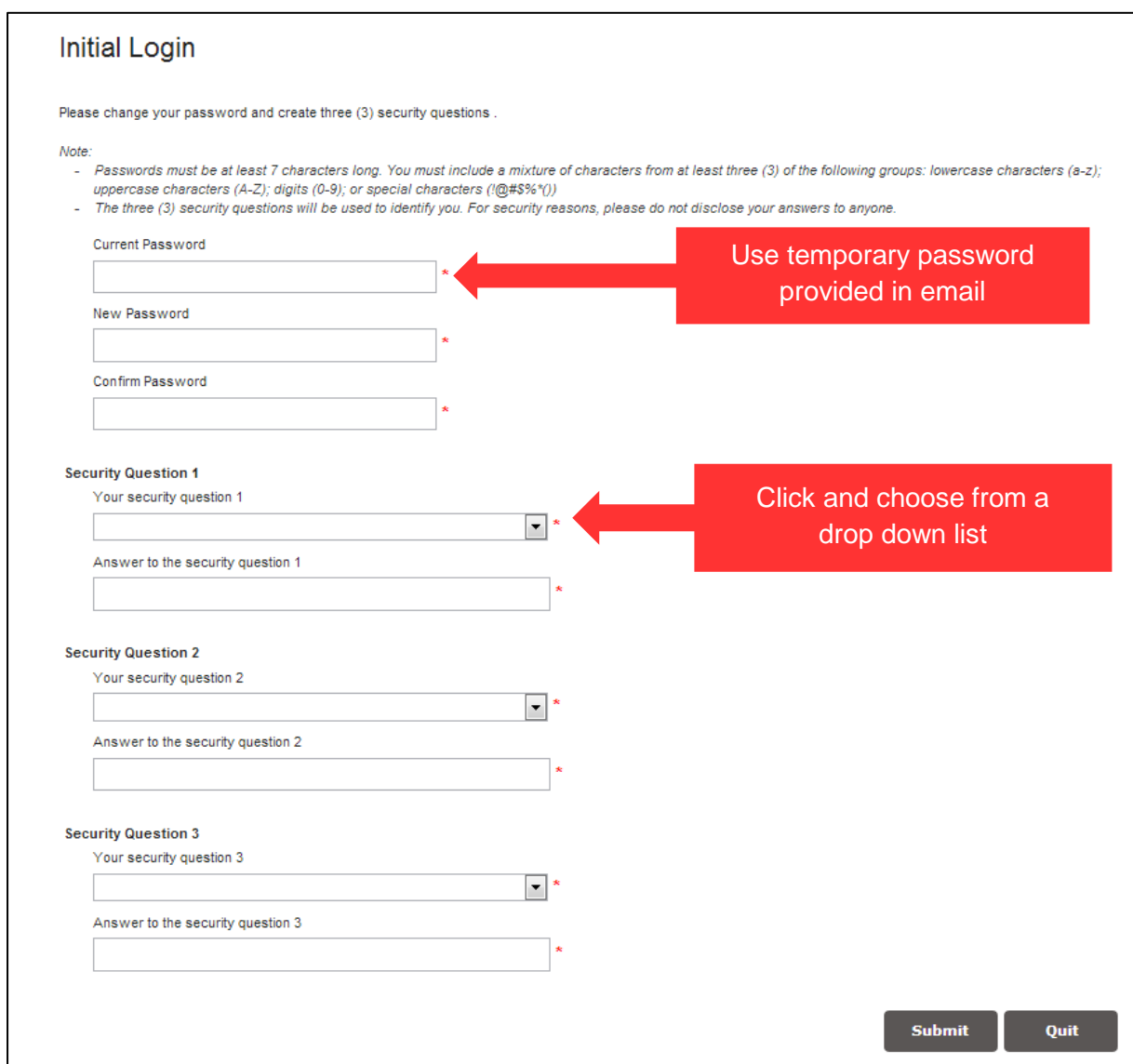
Your security question 2 *

Answer to the security question 2 *

Security Question 3

Your security question 3 *

Answer to the security question 3 *



Completing the above brings you to the page below. Click **OK** to bring you to your secure home page.



5. SECURE HOME PAGE

This home page should contain information that relates to your personal profile with the OMARA. Your name will be displayed in the top right corner of the screen. The border will change to blue to indicate that you are logged in. To return to your agent landing page at any time click **My Home** in the top right corner, under your name.

The screenshot displays the secure home page for an agent. At the top right, the user is identified as 'Sample Agent Name' with links for 'Log off' and 'My Home'. The page header includes the Australian Government logo and the Department of Immigration and Border Protection. The main navigation bar contains links for 'Information', 'Registration', 'CPD activities', 'News and publications', 'Contact us', and 'About us'. A search bar is located in the top right corner.

The main content area is titled 'Office of the Migration Agents Registration Authority' and includes a breadcrumb trail 'Home / Secure / Agent'. A note states: 'Note: In order to successfully claim CPD points, the CPD activities must have been completed within 12 months immediately before the day on which you lodge your repeat registration application. The CPD points listed below for your points for this registration year are current as of today's date.'

Under the heading 'Your points for this registration year...', a progress indicator shows 'You have ... 6' (in a green box) and 'You still need ... 4' (in a pink box), with the text 'You haven't met your total points' to the right. A link 'Get details of activities' is provided below.

The section 'Your CPD activities' shows the registration period from 15/03/2013 to 14/03/2014 and the current year from 06/07/2014 to 06/07/2015. A table lists the activities:

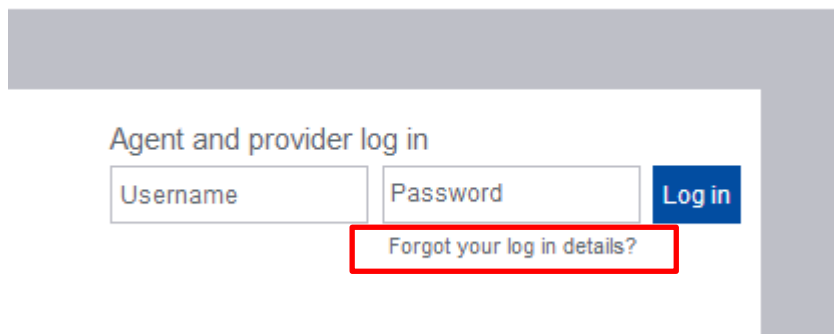
Activity Number	Title	Points value	Mandatory	Provider name	Date of completion
SM15	Sample CPD Seminar	5	No	Sample PD Provider	24/06/2015
PB36	Pro Bono Work	1	No	Sample PD Provider	01/02/2015

Below the table, it indicates 'Page: 1' and 'Count: 2'. A 'Message Board' section contains links for 'Website Enhancements' and 'MARA updates'.

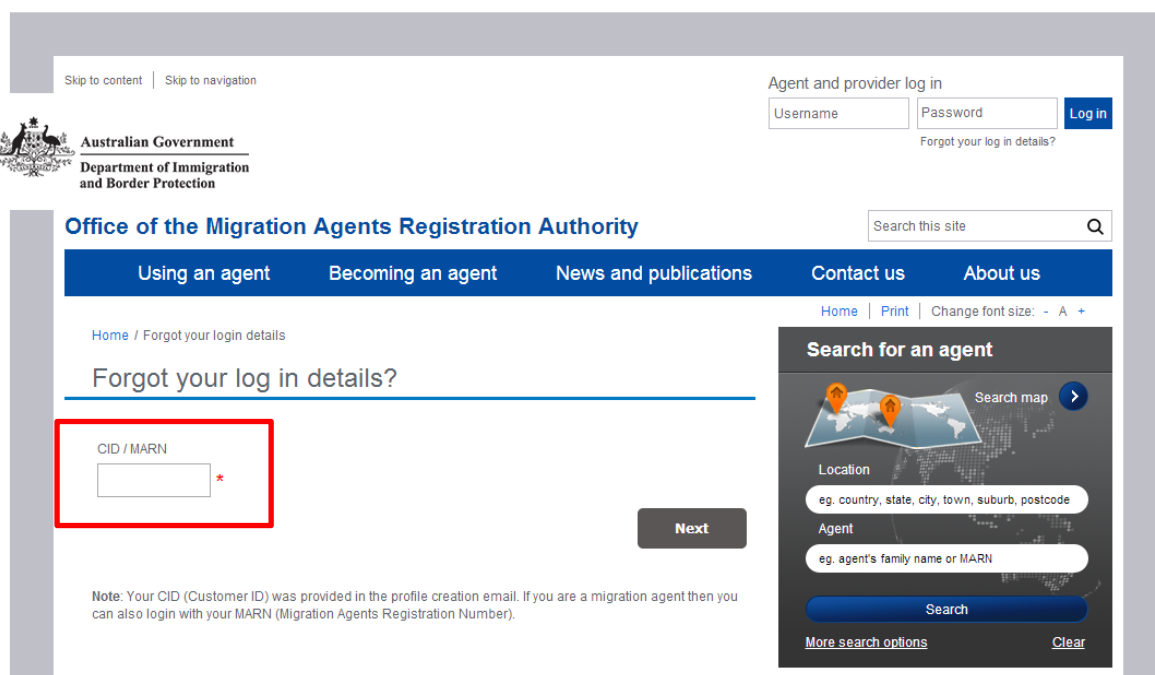
On the right side, there is a 'Search for an agent' section with a search map and input fields for 'Location' (eg. country, state, city, town, suburb, postcode) and 'Agent' (eg. agent's family name or MARN). Below this is a 'Top Tasks' section with buttons for 'Update my profile', 'Change my password', 'Change my security questions', and 'My CPD planner'. At the bottom right, there are links for 'CODE OF CONDUCT' and 'E-LEARNING AND USER GUIDES'.

6. RESETTING FORGOTTEN PASSWORDS

You are able to reset your password at any time if you have forgotten what it is. On the OMARA's website, simply click **Forgot your log in details?**



This should bring you the following screen. Fill in your MARN and click **Next**.



You will then be prompted to submit answers to your three secret questions.

The screenshot shows the 'Forgot your log in details?' page. At the top left is the Australian Government logo and the Department of Immigration and Border Protection. At the top right is an 'Agent and provider log in' section with fields for 'Username' and 'Password', and a 'Log in' button. Below the logo is the 'Office of the Migration Agents Registration Authority' header with navigation links: 'Using an agent', 'Becoming an agent', 'News and publications', 'Contact us', and 'About us'. A search bar is located to the right of the header. The main content area has a breadcrumb 'Home / Forgot your login details' and the title 'Forgot your log in details?'. Below the title are three text input fields for: 'What was your childhood nickname?', 'What street did you live on when you were 10 years old?', and 'What is the middle name of your oldest child?'. A 'Submit' button is positioned to the right of these fields. On the right side of the page is a 'Search for an agent' sidebar with a 'Search map' button, a 'Location' field (with example text: 'eg. country, state, city, town, suburb, postcode'), an 'Agent' field (with example text: 'eg. agent's family name or MARN'), a 'Search' button, and links for 'More search options' and 'Clear'. A note at the bottom of the page states: 'Note: Your CID (Customer ID) was provided in the profile creation email. If you are a migration agent then you can also login with your MARN (Migration Agents Registration Number).'

Correct answers to your secret questions will result in a temporary password being sent to your email address. Your MARN and temporary password will enable you to login and set your own password again for future use.

The screenshot shows the confirmation message on the 'Forgot your login details?' page. It features a breadcrumb 'Home / Forgot your login details' and the title 'Forgot your login details?'. The main message reads: 'An email has been sent to you with the details of temporary login. Please check your email and follow the instructions.' Below this is a note: 'Note: Your CID (Customer ID) was provided in the profile creation email. If you are a migration agent then you can also login with your MARN (Migration Agents Registration Number).'

7. NAVIGATING THE SECURE LOGIN AREA

Your secure login area provides quick access to information and tasks that agents would usually undertake in their interaction with the OMARA.

The CPD points that you have completed are displayed in a table on this page. If there are points missing please contact your CPD provider to confirm that points have been reported to the OMARA.

The **Your points for this registration year** box above the table of CPD points lists the total number of points you have completed and how many more you need to complete. This only lists the **total** points completed and needed. It does **not** cover mandatory point requirements.

The screenshot displays the user interface for the Office of the Migration Agents Registration Authority (OMARA). At the top, there is a navigation bar with links for 'Information', 'Registration', 'CPD activities', 'News and publications', 'Contact us', and 'About us'. A search bar is located on the right side of the page. The main content area is divided into several sections:

- Your points for this registration year...:** A summary box showing 'You have ... 6' (in a green box) and 'You still need ... 4' (in a pink box). A note below states: 'Note: In order to successfully claim CPD points, the CPD activities must have been completed within 12 months immediately before the day on which you lodge your repeat registration application. The CPD points listed below for your points for this registration year are current as of today's date.' A link 'Get details of activities' is provided.
- Your CPD activities:** A table listing activities completed during the registration period from 15/03/2013 to 14/03/2014, with a sub-period for 06/07/2014 to 06/07/2015. The table has columns for Activity Number, Title, Points value, Mandatory, Provider name, and Date of completion.
- Top Tasks:** A list of important tasks for the user to complete, including 'Update my profile', 'Change my password', 'Change my security questions', and 'My CPD planner'. There are also links for 'CODE OF CONDUCT' and 'E-LEARNING AND USER GUIDES'.

Activity Number	Title	Points value	Mandatory	Provider name	Date of completion
SM15	Sample CPD Seminar	5	No	Sample PD Provider	24/06/2015
PB36	Pro Bono Work	1	No	Sample PD Provider	01/02/2015

Top Tasks list important task that you may like to complete, like updating your profile and starting your repeat registration application

8. MESSAGE BOARD

This provides quick access to email notifications from the OMARA sent to all agents.

Message Board

> [This is another very very import message all agents must read](#)

9. TOP TASKS MENU

This right hand menu provides quick access to the common tasks agents undertake on the website.

Top Tasks

- Update my profile >
- Change my password >
- Change my security questions >
- My CPD planner >
- Apply for repeat registration >

10. SEARCH FOR AN AGENT


Direct access to **Search for an agent** is also available from your secure login area.

d within 12 months
points listed

	Date of completion
	24/06/2015
h	01/02/2015

Home | Print | Change font size: - A +

Search for an agent


Search map >

Location

eg. country, state, city, town, suburb, postcode

Agent

eg. agent's family name or MARN

Search

[More search options](#)

[Clear](#)

Top Tasks

- Update my profile >
- Change my password >
- Change my security questions >
- My CPD planner >
- Continue my application >

11. TOP RIBBON ACCESS

The top ribbon enables easy navigation to the useful pages and information.

11.1 Information Tab

Selecting **Information** will bring you to the following page:

The screenshot displays the website's top ribbon with the 'Information' tab highlighted. Below the ribbon, the 'Information' page content is visible, including sections for Repeat registration, Professional standards and obligations, Professional Development, and Resources. A search box for agents is also present on the right side of the page.

Office of the Migration Agents Registration Authority

Search this site

Information | Registration | Complaints | CPD activities | News and publications | Contact us | About us

Home | Print | Change font size: - A +

Home / Secure / Agent / Information

Information

Repeat registration

- > Repeat registration tips
- > Timeframes
- > Changing agent status
- > If your application is refused
- > What can affect my registration?

Professional standards and obligations

- > Managing client relationships
- > Code of conduct
- > Occupational competency standards
- > Ethical framework
- > Free Ethics Helpline: Ethicall
- > Practice guides

Professional Development

- > CPD Requirements
- > Types of CPD Activities
- > Maximising your CPD
- > Current providers of CPD
- > Search for upcoming CPD

Resources

- > Past CEO Newsletter
- > Using the migration agents graphic

Translated documents

አማርኛ - Amharic	Ελληνικά - Greek	زيماني كر - Kurdish	Kiswahili - Swahili
عربي - Arabic	हिन्दी - Hindi	Bahasa Malaysia	Tagalog
বাংলা - Bengali	Bahasa Indonesia	Myanmar	தமிழ் - Tamil
中文 - Chinese	Italiano - Italian	नेपाली - Nepali	ไทย - Thai
دري - Dari	日本語 - Japanese	Português - Portuguese	ትግርኛ - Tigrinya
Thuongjanj - Dinka	Karen	Português - Portuguese	Türkçe - Turkish
English	ខ្មែរ - Khmer	Русский - Russian	Việt-ngữ - Vietnamese

Using this site

Accessibility	Disclaimer
Feedback	News
Privacy	Supported browsers and file formats
Copyright	

Search for an agent

Search map

Location

Agent

[More search options](#) [Clear](#)

11.2 Registration Tab

Selecting **Registration** will bring you to the following page:

Information **Registration** CPD activities News and publications Contact us About us

[Home](#) / [Secure](#) / [Agent](#) / [Registration](#)

Registration

[Change My Registration Details](#)

[Check the status of my application](#)

- > [Update your personal details](#)
- > [Update your postal details](#)
- > [Update your business details](#)

11.3 CPD Activities Tab

Selecting **CPD activities** will provide information on CPD activities completed and points required for repeat registration.

Information Registration **CPD activities** News and publications Contact us About us

[Home](#) / [Secure](#) / [Agent](#) / [CPD activities](#)

CPD activities

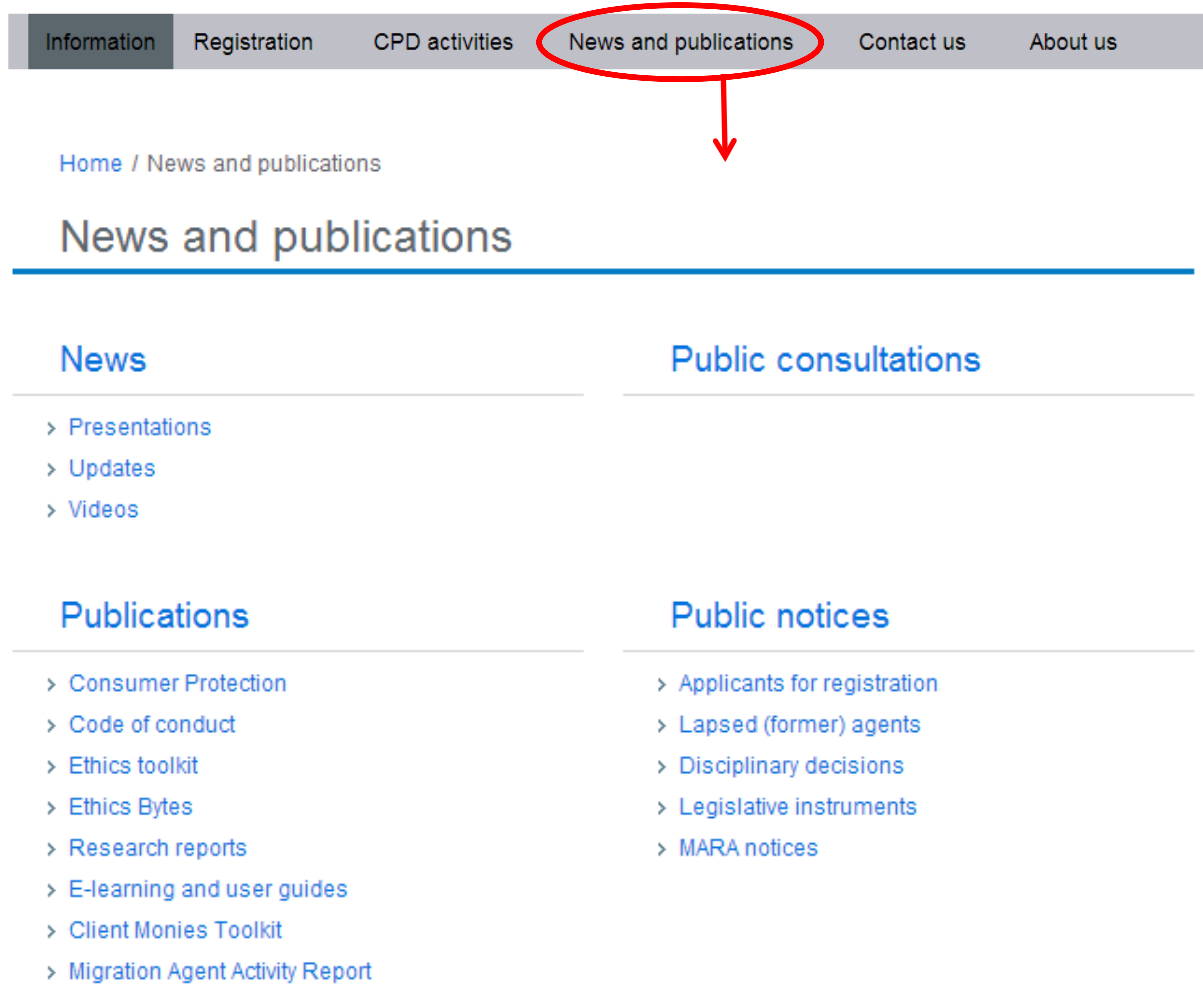
[Completed CPD activities](#)

[CPD planner](#)

[Search for upcoming CPD](#)

11.4 News and Publications Tab

Selecting **News and publications** will bring you to the following page:



The screenshot shows the RMA website's navigation bar with the following tabs: Information, Registration, CPD activities, News and publications, Contact us, and About us. The 'News and publications' tab is highlighted with a red circle and a red arrow pointing down to the page content.

Home / News and publications

News and publications

<h3>News</h3> <ul style="list-style-type: none">> Presentations> Updates> Videos	<h3>Public consultations</h3>
<h3>Publications</h3> <ul style="list-style-type: none">> Consumer Protection> Code of conduct> Ethics toolkit> Ethics Bytes> Research reports> E-learning and user guides> Client Monies Toolkit> Migration Agent Activity Report	<h3>Public notices</h3> <ul style="list-style-type: none">> Applicants for registration> Lapsed (former) agents> Disciplinary decisions> Legislative instruments> MARA notices

11.5 Contact Us Tab

Selecting **Contact Us** in your secure log in area will bring up an enquiry form pre-filled with your name, contact number and email.

Information Registration CPD activities News and publications **Contact us** About us

[Home](#) / [Contact us](#)

Contact us

Please note: the Authority does not process visa or citizenship applications and does not provide immigration assistance. Enquiries regarding these matters should be directed to the Department of Immigration and Border Protection (DIBP)
[Contact the Department of Immigration and Border Protection](#)

Contact Us Form

You must answer ALL questions marked with an asterisk.

Contact Number

	Country Code	Area Code	Number
Phone			
Mobile	+61	04	77777777
Fax			

Email address
a@b.comm

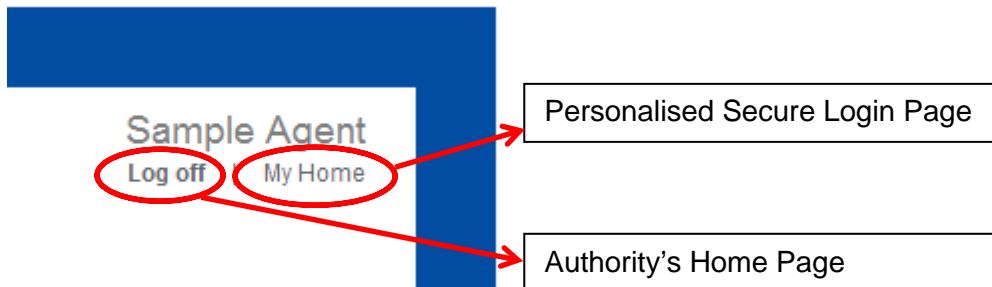
Details of enquiry

*

Submit

12. HOME BUTTONS

These buttons at the top right hand corner provide quick access to the OMARA's home page and your personal secure login home page



13. NEED ASSISTANCE?

If you require assistance with this process, you can contact us via the **Contact Us** form on the website.