



Attach documents to an online application

This information offers you guidance in attaching documents to your online application.

Before you start attaching files to your application, it is important that you read the information below and in particular are aware that:

- There is a limit to the type, size and number of files you can attach to each application type as outlined below. Upload any required or critical documents first and then any other recommended documents you want to provide.
- You will not be able to remove a file that has been attached to an application after lodgement, so make sure you attach the correct file. We also cannot delete attachments as they form part of your application so please do not contact us about deleting attachments.
- If you have reached your limit and have more documents to attach, you will need to wait until your application has been allocated to a case officer and they advise you of specific additional information that you need to provide and where to send this information.

If you attach low quality scanned documents, it might slow down the processing of your application

Documents you need to attach

Check the relevant document checklist for the list of documents required for any visa, sponsorship, nomination or citizenship application.

You do not need to attach documents for 'My Health Declarations'.

Visa applications

You can attach documents to your visa application after you have submitted and paid for your application, up until it is finalised.

For some visa application types (Visitor and Temporary Work Short Stay Specialist) you will be required to attach documents before you proceed to pay and submit your application.

Note: If you need to attach documents, make sure you do so before, or as soon as possible after submitting your application to ensure your application can be processed as quickly as possible. Some applications may be refused if you have not attached documents at time of lodgement.

Citizenship applications

You will be required to attach documents to your citizenship application before you proceed to pay and submit your application.

If you have already submitted your application, and are required to attach additional documents, you will need to go back into your application to attach your documents.

Number of documents that can be attached

The following table details the maximum number of files you are able to attach to each online application.

Application type	Maximum number of files
Business Innovation and Investment (132, 188, 888)	0 See the relevant visa subclass page for information on where to send the documents
Citizenship by Descent	20 per applicant
eVisitor (651)	60
Maritime Crew (988)	0
Partner (300, 309/100, 820/801)	60 per applicant
Resident Return (155/157)	60
Student (570, 571, 572, 573, 574, 575)	60
Temporary Work (Short Stay Specialist) (400)	60 per applicant
Temporary Work (International Relations) (403)	60
Temporary Activity (subclass 408)	60
Visitor (600)	60

Type of files that can be attached and tips for reducing the file size

Visa applications

We are able to accept the following file formats up to **5MB** in size.

Extension	File type	Tip to reduce file size
.BMP	Bitmap image file	Use a freeware graphics program to convert .BMP files to .JPG files.
.DCM	DICOM digital x-ray image	
.DOC .DOCX	Microsoft Word document	Remove unnecessary images, formatting and macros. If it is .DOC, save the file as a Word 5.0/95 version. If the file is still too large, create a PDF document. See Adobe Document Solutions for assistance.
.DOT	Microsoft Word 2003 template	Remove unnecessary images and macros. If template functionality is not necessary, save the file as a .DOC or .RTF file.

Extension	File type	Tip to reduce file size
.GIF	Graphics Interchange Format image or graphics file	Reduce the file size of a .GIF image by setting the resolution to 96 DPI (dots per inch).
.JPG	JPEG image file	Reduce the file size of a .JPG image by setting the resolution to 96 DPI (dots per inch).
.PDF	Adobe Acrobat Portable Document Format file	Reduce the file size of a .PDF document by: <ul style="list-style-type: none"> • Recreating the PDF with Distiller set to 'lowest file size'. • Ensuring that all images in the PDF are set to 96 DPI.
.PNG	PNG image file	
.PPT .PPTX	Microsoft PowerPoint presentation document	Save the file as a RTF or DOC file or create a PDF document. See Adobe Document Solutions for assistance.
.RTF	Rich Text Format document	Remove any unnecessary graphics, links or formatting.
.TXT	Text file	If a bare text file is over 500KB, it will be physically too long to be useful. Consider splitting the document into more useful parts or removing unnecessary data.
.XLS .XLSX	Microsoft Excel spreadsheet	If it is .XLS file, remove unnecessary images and macros. Save the file as an Excel 5.0/95 version.

Citizenship applications

We are able to accept the following file formats up to **5MB** in size.

Extension	File type	Tip to reduce file size
.JPG .JPEG .JPE	JPEG image file	Reduce the file size of a .JPG image by setting the resolution to 96 DPI (dots per inch).
.BMP	Bitmap image file	Use a freeware graphics program to convert .BMP files to .JPG files.
.GIF	Graphics Interchange Format image or graphics file	Reduce the file size of a .GIF image by setting the resolution to 96 DPI (dots per inch).
.PDF	Adobe Acrobat Portable Document Format file	Reduce the file size of a .PDF document by: <ul style="list-style-type: none"> • Recreating the PDF with Distiller set to 'lowest file size'. • Ensuring that all images in the PDF are set to 96 DPI. <p>Note: Encrypted .pdf files cannot be accepted. You must save your scanned file in a different file format before attaching.</p>
.PNG	PNG image file	

Note: If you attach documents **after** submitting your citizenship application we can only accept scanned documents in the following file formats no larger than **500KB**.

Extension	File type	Tip to reduce file size
.JPG .JPEG .JPE	JPEG image file	Reduce the file size of a .JPG image by setting the resolution to 96 DPI (dots per inch).

File naming tips

When naming your files to be attached to an online application only use numbers 0–9 and letters A–Z (upper and lower case), dashes '-' and underscores '_'.

You must avoid using spaces ' ', periods '.', ampersand '&', hash '#', star '*', exclamation marks '!', quotations "" and any other character that is not a letter, a number, a dash or an underscore.

Compressed files

We do not accept files that have been compressed. A compressed file is a container for documents, programs or other files that have been packaged together and reduced in size.

A common example is files compressed using WinZip® with a '.zip' file extension. If the document you are attempting to attach is too large we recommend that you create a PDF document.

See [Adobe Document Solutions](#) for assistance.

Help

The following quick reference guides provide assistance on attaching documents to an application in ImmiAccount:

- [Attach documents to a visa application \(303KB PDF\)](#)
- [Attach documents to a citizenship application \(667KB PDF\)](#)