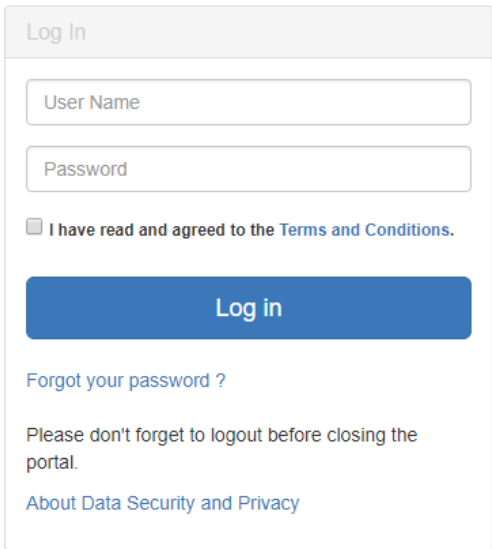


How to Complete a Web Questionnaire - A guide for your clients

This article covers how [your client](#) can complete a Web Questionnaire via the Secure Client Portal.

1. Open the Secure Client Portal Inbox

When a Web Questionnaire is sent by a Lawyer/Agent for completion by a client, it will appear in the Client Portal Inbox as an encrypted message. To access the Inbox you will need to log in to the Portal using the relevant login information.



The screenshot shows a login form titled "Log In" with a light gray header. Below the header are two input fields: "User Name" and "Password". Under the "Password" field is a checkbox labeled "I have read and agreed to the [Terms and Conditions](#).". Below the checkbox is a blue "Log in" button. Under the button are three links: "Forgot your password ?", "Please don't forget to logout before closing the portal.", and "About Data Security and Privacy".

Once logged in, you will see the Inbox with a message that contains the Questionnaire.

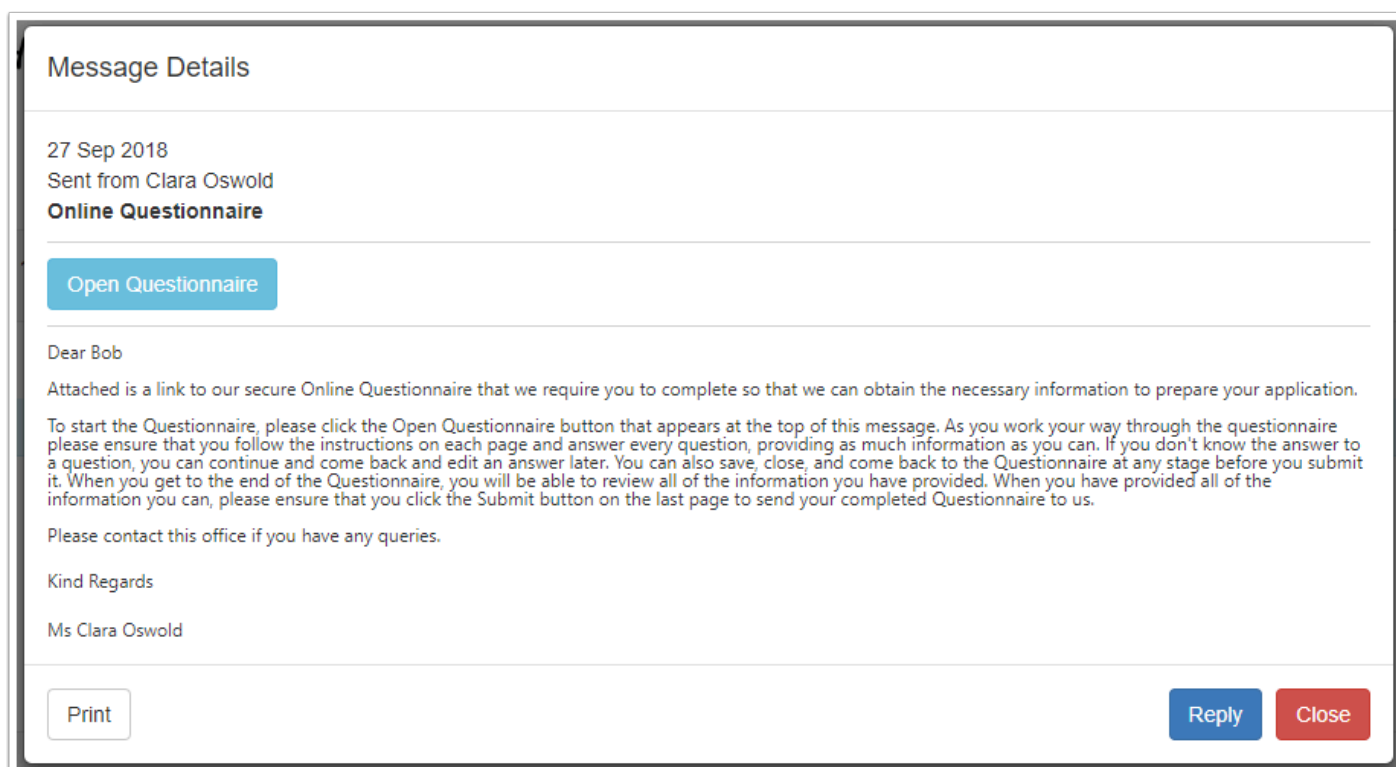


2. Open and Review the Message

To open the message, click any where on the message row or the arrow at the end of the row

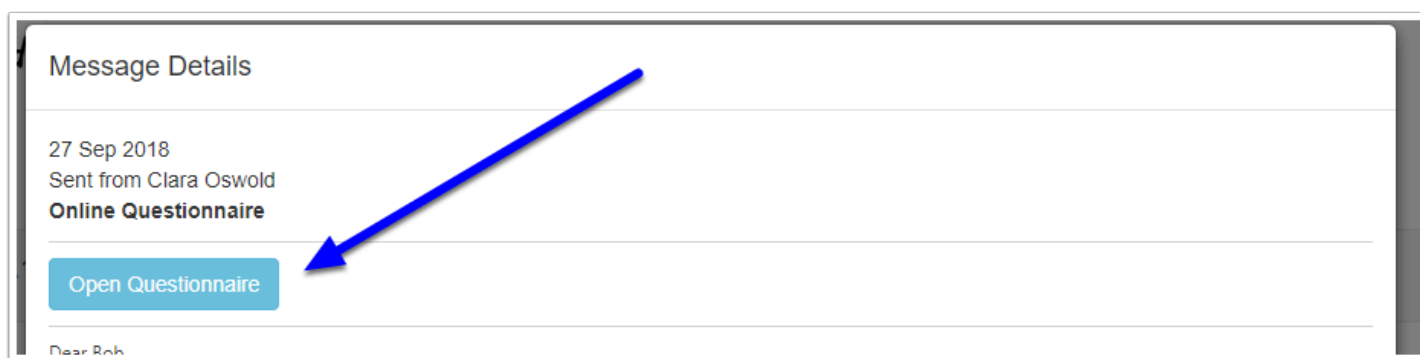


The message will now decrypt and open. You should review the contents of the message carefully and it will contain instructions on how to complete the Questionnaire.



3. Open the Questionnaire

To open the Web Questionnaire, click the **Open Questionnaire** button



4. Start the Questionnaire

The Questionnaire will now proceed to open to the Start page. You should read the instructions which appear on the Start page and then when you are ready to commence filling out the Questionnaire, click the **Start** button.

StartMain ApplicantSpouse / PartnerChildrenFamilyRelationshipsAll ApplicantsSubmit

Your Questionnaire

Our Questionnaire is designed to assist you to provide the information we need.

- 1. Start**

This is the first and most important part of the process. Click the Start button below to commence filling out your Questionnaire.
- 2. Edit**

Follow the instructions on each page and answer every question, providing as much information as you can. If you don't know the answer to a question, you can continue and come back and edit an answer later. You can save, close, and come back to the Questionnaire at any stage before you submit it.
- 3. Submit**

When you get to the end of the Questionnaire, you will be able to review all of the information you have provided. When you have provided all of the information you can, click the Submit button to send your completed Questionnaire to us.

Start

Important

Please note that this is not an application form. We may use the information you have provided in this questionnaire to prepare a visa, nomination or sponsorship application including any application forms. Remember, providing us with all the correct information will help us to prepare your application. Providing incorrect or incomplete information may result in your application being delayed, refused or any Visa granted being cancelled.

5. Provide the Required Information

Follow the instructions on each page and answer every question, providing as much information as you can. If you don't know the answer to a question, you can continue and come back and edit an answer later. You can save, close, and come back to the Questionnaire at any stage before you submit it.

Start

Main Applicant

Spouse / Partner

Children

Family

Relationships

All Applicants

Submit

Details

Other

Identity

Employment

Education

Language

Family

Main Applicant's Details

In the Main Applicant section, please provide details about the person who is intending to be the primary applicant.

Are you or will you be the Main Applicant in any application?

Yes

No

Main Applicant's Personal Details

Prefix/Title

Mr

Mrs

Miss

Ms

Dr

Other

Family Name

Given Names

Preferred Names

Gender

Male

Female

Other

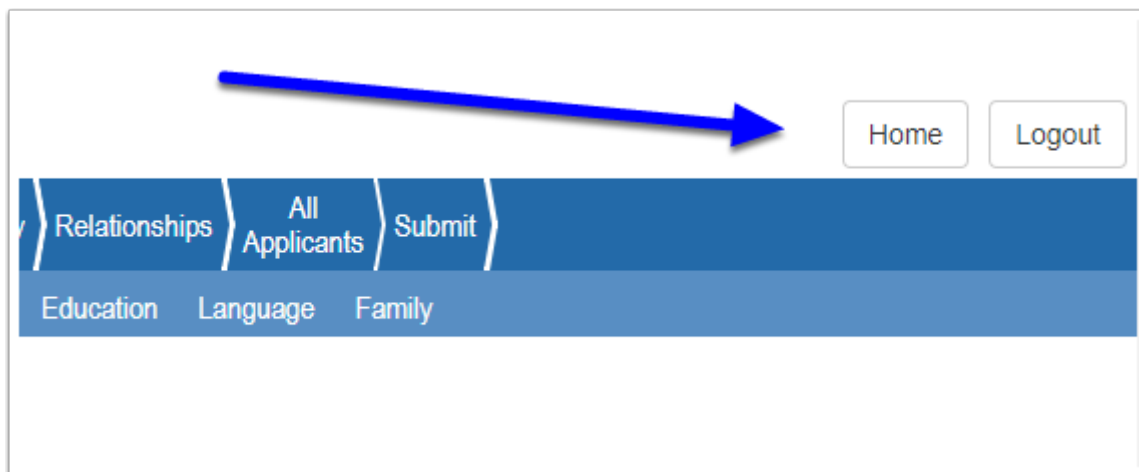
To move between pages, use the **Continue** or **Previous** buttons that are at the bottom of each page. Clicking **Continue** or **Save** will save what you have entered on the page.

Previous

Save

Continue

 **Tip:** You can save, close, and come back to the Questionnaire at any stage before you submit it. To return back to the main Portal page at any time click the **Home** button in the top right hand corner of the page.



6. Review

When you get to the end of the Questionnaire, you will be able to review all of the information you have provided.

 **Tip:** Each heading section on the submit page contains hyperlinks that you can click to take you back to a specific section in the Questionnaire.

Main Applicant - Employment

In this section, provide details about the main applicant's employment history.

Are you currently Employed in a paid position?

Yes

Employment History

Date From

7. Submit

When you have provided all of the information you can, go to the end of the Submit page and review the declaration and the terms and conditions. To submit the Questionnaire, you will need to click **Yes** on the declaration and then click the **Submit** button to send your completed Questionnaire.

No

Important

To submit your completed questionnaire, please review and accept the following declaration and then click the Submit button. Note that once you submit the Questionnaire no further changes can be made to this document. If after you have submitted you need to make changes, please contact us.

Again please note that this is not an application form. The information you have provided may be used by us to help prepare an application including any supporting document or forms. Submitting this questionnaire does not constitute the lodgement of any application.

I understand and accept the [terms & conditions](#) and I confirm that the information I have supplied is true and correct. I also authorise my agent to conduct any and all necessary enquires to determine my eligibility including performing any visa Entitlement Check with immigration authorities.

Yes

No

Submit

Once you click Submit, the Questionnaire will be finalised and sent for review. To finish, click the **Continue** button.

Has any applicant been charged with, or indicted for: genocide, war crimes, crimes against humanity, torture,

Upload Successful

Your Questionnaire has been sent to us for our review. Please contact us if you need to make any changes.
Click Continue to return to the Client Portal or click Review for a summary of what has been sent.

No

[Review](#) [Continue](#)



-  Note that no further changes can be made to the Questionnaire after it has been submitted unless it is returned to you by the Lawyer/Agent. You can however at any stage open the Questionnaire via the original message to review a copy of what has been provided.