

As a licensed immigration adviser or lawyer, it is your responsibility to provide NZQA with correct information and select the right options for the application you are submitting.

## Registering for an agent account

Visit [our online portal](#) to submit your agent account registration application. For the agent account registration, you need to provide:

- official photo ID (such as passport or driver's licence)
- licence or practising certificate
- work email address
- phone number
- business name (or name of your employer)
- business address

Note, your business email address will be your agent account login – use a valid email address as you will need to activate your agent account with a Verification Code. The Verification Code will be sent to the email address you use to login.

Once you have submitted your agent account registration application, you cannot change your personal details. If you wish to do so, please [contact us](#).

Once you have submitted your agent account registration application, we will check and verify your information in 5 working days. If we need further information and/or documentation, we will contact you.

## Activating your agent account

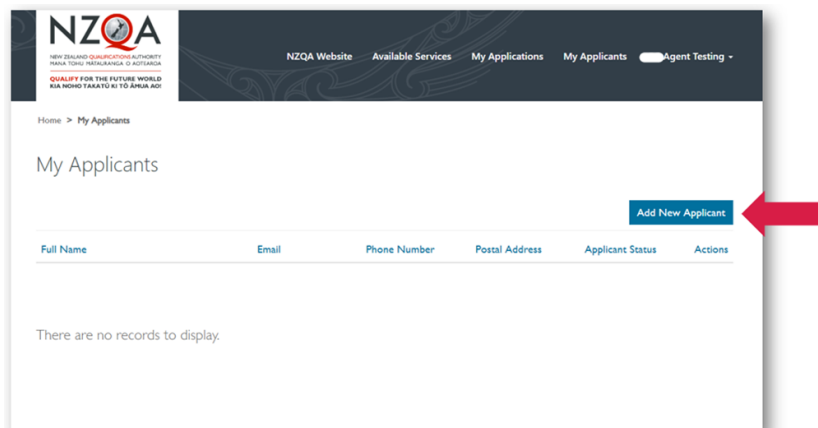
Once we have checked and verified your information, we will accept your agent account registration application and create your agent account.

You will receive an email explaining how to activate your agent account. This is the same as the Password Reset process.

## Creating your client's applicant account

Visit our application portal and sign in with your login details. The sign-in page is the same as that for the applicants. But you will be redirected to the agent portal based on your account login.

Use the 'Add a New Applicant' button on the My Applicants page to create an applicant account for your client.



## Creating your client's applicant account (continued)

When creating an applicant account for your client, you must enter your client's personal details. NZQA will use this information to process applications.

Make sure all information (such as your client's email address) is correct. Ensure you upload a colour copy of your client's passport bio page and evidence of name change (if applicable). You also need to upload a completed [Authorisation Form \(PDF, 206 KB\)](#) signed by your client.

Once you have successfully created an applicant account for your client, they will receive an email of confirmation.

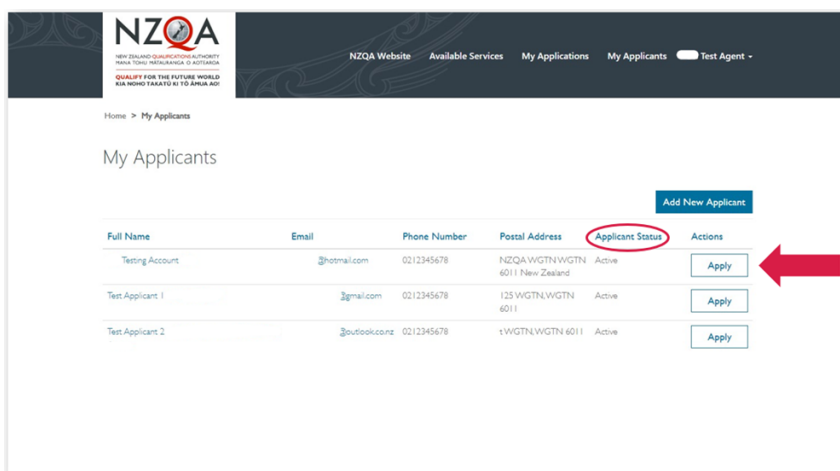
You cannot update your client's personal details (except phone number and address) once you have submitted their account. If you wish to do so, please [contact us](#).

## Selecting the right options

[Our website](#) content changed significantly on 12 April 2022. Refer to the 'IQAs for immigration' page before you submit an application for your client. Please [contact us](#) if you are unsure what to select.

## Submitting an application

Visit the My Applicant page and click 'Apply' to submit an application for your client. Make sure to check the status of your client's applicant account as you can only submit applications for them when the Applicant Status is 'Active'.



Full Name	Email	Phone Number	Postal Address	Applicant Status	Actions
Testing Account	@hotmail.com	0212345678	NZQA WGTN WGTN 6011 New Zealand	Active	<input type="button" value="Apply"/>
Test Applicant 1	@gmail.com	0212345678	125 WGTN WGTN 6011	Active	<input type="button" value="Apply"/>
Test Applicant 2	@outlook.co.nz	0212345678	+1 WGTN WGTN 6011	Active	<input type="button" value="Apply"/>

## Transferring existing applicant accounts and applications

Once you have an agent account, we can transfer other existing accounts and applications to this. You will need to provide completed [Authorisation Forms \(PDF, 206 KB\)](#) signed by your respective clients.

### Questions?

Contact us at [QRSadmin@nzqa.govt.nz](mailto:QRSadmin@nzqa.govt.nz) or on +64 (4) 463 3000 (toll-free in NZ: 0800 697 296)

