Our Visa Entitlement Verification Online system (VEVO) allows visa holders, employers, education providers and other organisations to check visa conditions.

VEVO can only provide information about people who have their details available in our systems. VEVO is not able to provide any details relating to visas that are not 'in-effect'. For example, if a person holds a Bridging visa but their substantive visa has not yet expired.

Learn how to:

- Register for a VEVO account
- Check someone's visa details with VEVO

Register an organisation for a VEVO account

Step 1. Your identification numbers required

To register you must have an Australian Business Number (ABN).

Education institutions should also provide your:

- Commonwealth Register for Institutions and Courses for Overseas Students (CRICOS) number; or
- Registered Training Organisation (RTO) number, if the CRICOS number is not available.

Step 2. Create an ImmiAccount

Go to ImmiAccount - Create an ImmiAccount.

Select Organisation, select Visa Entitlement Verification Online (VEVO) for organisations.

Your Organisation Account Administrator (OAA) may need to approve your access. If you are the first person from your organisation creating the ImmiAccount, we may assign you as the Organisation Account Administrator. Where an Organisation has an OAA, they will need to review access requests first, these will then workflow to the Department for final decision.

You will receive an email when your access has been approved.

Check someone's visa details with VEVO

You can then access VEVO through your ImmiAccount.

You can only check the visa conditions of non-Australian passport holders. You can not check Australian passports in VEVO. Non-Australian citizens also need to have an in-effect visa recorded to show in VEVO.

Step 1. Get the visa holder's travel document details and permission

Get permission from the visa holder to use their travel document details and make the VEVO check. Travel documents are used to confirm the holder's identity and nationality. Everyone who travels to Australia must present a valid and approved travel document.

VEVO accepts:

- Passport
- Convention Travel Document – also known as a Titre de Voyage
- Document for Travel To Australia (DFTTA)
- PLO56 Evidence Card

Step 2. Log in

Log into VEVO through your Organisation ImmiAccount.

Step 3. Enter the name of the visa holder you want to check

Enter the visa holder's family name as it appears on that person's travel document.

Step 4. Select the reference document

Select the type of travel document you are using for the search from the 'document type' options.

Step 5. Enter the visa holder's details

Enter the visa holder's:

- name
- date of birth
- travel document number

If an ImmiCard is the reference document you are using, you do not need to enter a country. For all other documents, enter the Country of the document.

Step 6. Submit the information

Click the box to accept VEVO's terms and conditions. If the details are correct, click 'Submit'.

Users who find VEVO is unavailable when they try to check visa details should record the time and date that VEVO system was unavailable.

Step 7. Save a PDF

You can save a PDF version of the VEVO return information.

Error messages

You may get an error message when using VEVO.

Please check that you entered the information correctly. Do not confuse similar letters and numbers, such as the letter 'I' and the number '1', or 'O' and '0'.

If VEVO for Organisations is unable to identify a visa holder, please follow the instructions in the error message.

If your Organisation Access Administrator has left your organisation and you cannot get access, or you have an unresolved issue, you can contact us by using the Visa Entitlement Online Enquiry form.

When you contact us, please tell us what the reason is for contact. If advising of an error message, please tell us what the error message said.