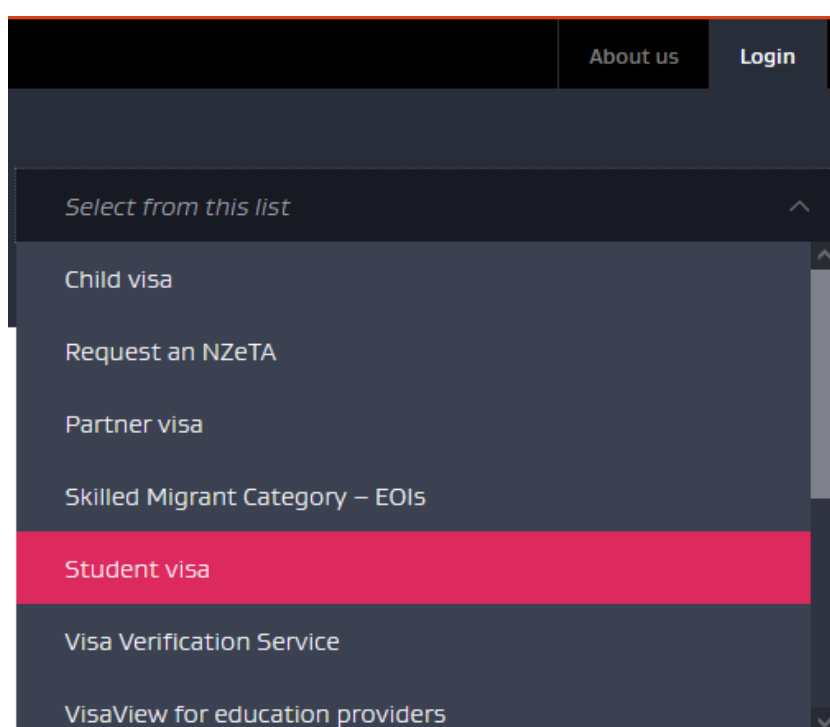


## How to create a RealMe account

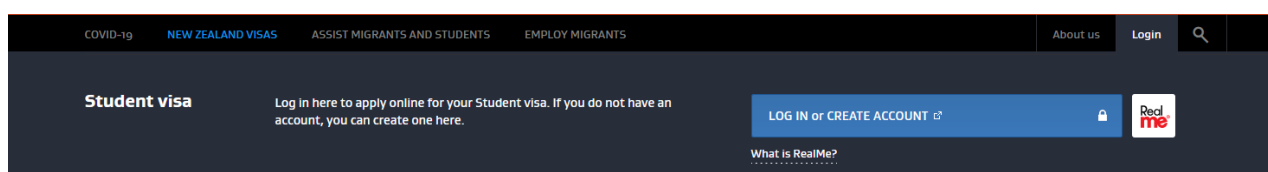
You need a RealMe account to apply for a student visa online. RealMe is designed to protect your privacy and is a service used by many New Zealand businesses and government departments.

### Creating a RealMe account and applying for a visa

1. From the top right hand side corner of the [INZ home page](#), select Login and then select Student Visa from the drop down/list.



2. Now click on 'LOG IN OR CREATE ACCOUNT' (blue button)



3. Select 'CREATE YOUR REALME' login

## Create a RealMe login

**To access this service you need a RealMe login.**

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

CREATE YOUR REALME LOGIN

4. Set up your RealMe account by:
  - providing your email address
  - providing a username
  - providing a password
  - choosing 3 security questions and providing answers proving you're a human — enter the characters you see in the picture
5. Accept the Terms of use and select Continue
6. Accept the account security disclaimer to create your Immigration Online profile
7. You will be redirected to the Immigration Online page. Enter a display name (this can be different to your RealMe username) and your email address
8. Choose Agree and continue
9. You will receive 2 emails:
  - an email from RealMe to say that your Registration is successful and
  - an email from Immigration Online to verify your accountCheck your spam mail if you have not received an email
10. Select Verification Link in the email from Immigration Online to activate your account. Then follow the links provided to verify your account
11. Select View my account and then Student Visa to complete the online application form

### **If you forget your RealMe username or password**

If you forget your username or password when you log in, choose 'Forgot Username' or 'Forgot Password' and follow the steps. If you reset your password but you still cannot log in, wait for 15 minutes and try the new password again.

If you continue to experience problems accessing your RealMe account, call the Immigration NZ [Contact Centre](#)