Australian Government
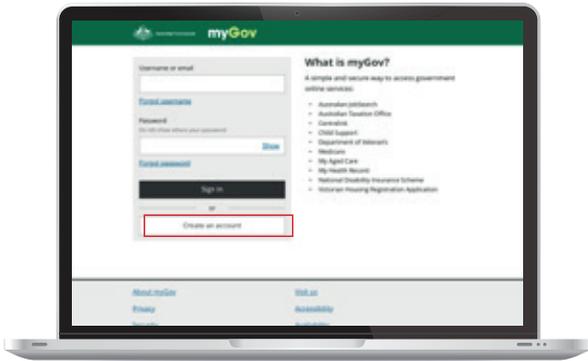

Get started

A simple and secure way to access government services online

Go to **my.gov.au** and select

[Create an account]

1 Terms of use

▶ Read and select I agree to accept our **Terms of use**.

2 Enter an email

▶ Enter your email address, then select Next

If you share an email address, only one of you can use that email address for myGov.

▶ Enter the code we email you, then select Next

3 Enter your mobile

▶ Enter your mobile number, then select Next

If you share a mobile number, only one of you can use that mobile number for myGov.

▶ If you don't have access to a mobile phone or mobile coverage, select skip this step

▶ If you entered your mobile number, we will send you a code by text message. Enter the code, then select Next

4 Create password

▶ Create and re-enter your password, then select Next

Your *password must have at least 7 character*s and 1 number.

5 Create secret questions

▶ Create 3 questions and answers that only you can answer.

▶ Select your first question from the list or create your own.

▶ Select Next after entering your answer, and repeat for questions 2 and 3.

Make sure your answers are easy for you to remember.

✓ | Account created
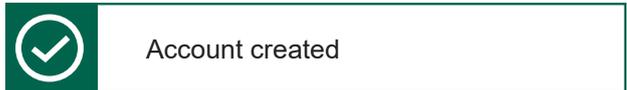
Your username will be emailed to you.

▶ You can now:

- link government services to your myGov account.

- update your sttings to tell us how you want to sign in securely.

- choose to receive Inbox notifications by text message or email.

▶ Select Continue to myGov

ⓘ **Always sign out**
For your privacy and security, select Sign out when you have finished using your myGov account.

Forgot your username?
You can sign in using the email address you used to create your account.

Link online services

1 To link a service

- for the first time, select **Link your first service**, or

- select `Services` in the top menu

2 Select the service you would like to link to.

▶ Depending on the service you link, you may be asked to agree to myGov storing personal information. If you agree, select `I agree`

3 Select how you would like to link your service:

- I have an online account with the service

- I do not have an online account with the service

- I have a linking code

4 Select `Next`

Depending on your selection, you will need to provide details known to the service.

Personalise your account

1 ### Sign in securely

When you sign in to your myGov account, you can either:

- get a text message code sent to your mobile number,

- get a one-time use code from myGov Access, or

- answer one of your secret questions.

▶ Select `Account settings` in the menu bar, then select **Sign in options** under **Sign in settings**.

▶ Enter your password, then select `Next`

▶ Choose the security option you want to use to sign in to your myGov account, then select `Confirm`

ⓘ New mobile number?

If you change your mobile number, make sure you update your myGov details first.

This is so you still have access to your security codes to access your account.

2 ### Inbox notification

Tell us how we can let you know there's a new message in your myGov Inbox.

▶ Select `Account settings` in the menu bar, and select **Inbox notifications** under **General settings**.

▶ Select how we tell you there's a new message in your Inbox:

- email, or

- text message to your mobile

▶ To confirm your choice, enter the code sent to your mobile number or email address, then select `Confirm`

These details can be different to your myGov sign in details.

ⓘ Inbox notifications

The email address or mobile number you use for your Inbox notifications can be different to your myGov sign in details.

3 ### Your username

You can also sign in with the email address you used to create your account, or your mobile number if you enable this sign in option in your Account settings.

▶ Select `Account settings` in the menu bar, and select **Username** under **Sign in settings**.

▶ Select your email address and/or mobile number.

If your username is your mobile number and you change that number, you'll need to update your username in your Account settings.

ⓘ Changed your mobile number?

If you've changed your mobile number and can't get your text message code, you can now update your mobile number online.

You need:

- to select the option 'update your mobile number' when signing in

- to access to the email address linked to your myGov account, and

- your new number.

Use our online guide for help to update the mobile number used for your **myGov** account **humanservices.gov.au/mygovguides**

Need help

go to **my.gov.au**

youtube.com/mygovau

the myGov help desk operates: 7 am–10 pm Monday to Friday, and 10 am–5 pm Saturday to Sunday. Call **132 307** and select **Option 1**

Keep up to date
follow us on Twitter **@myGovAU**

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