



保持安全上网的最佳诀窍

要办理与 Medicare、Centrelink 或 Child Support 之间开展的业务，最方便的方式是网上办理业务。

当您上网时，请务必保持个人资料的安全，这一点很重要。

以下是关于如何在上网时保护自己的一些诀窍：

- 使用 myGov、您关联的网络帐户以及 Express Plus 移动应用之后应始终注销帐户。
- 在注销之后务必关闭您的互联网浏览器。
- 切勿写下或向人透露您的以下信息：
 - 您的网络帐户的密码
 - myGov 登录信息或 myGov Personal Identification Number (PIN)
 - 密码提示问题的答案。
- 在公共场所使用无线网络登录您的网络帐户时应格外小心。
- 创建由大写字母、数字和特殊字符组成的强密码。
- 通过设置密码保护您用于登录的设备。
- 在您的手机上使用密码并设置为在很短时间后锁定屏幕。

以下是关于如何安全上网的更多诀窍：

- 使用“隐私浏览模式”。
- 删除您的浏览器历史记录和数据。
- 使用完毕后，关闭您的互联网浏览器。
- 使用安全软件保护您的计算机、手机或平板电脑。

我们尊重您的安全和隐私，我们决不会：

- 通过向您发送电子邮件或短信要求您向我们透露有关您的银行账户、网络帐户、登录资料或密码的详细信息
- 在社交媒体上联系您，询问您的个人详细信息
- 通过网站链接向您发送短信或电子邮件。只有在您登录到您的网络帐户之后，您才会从这里收到链接
- 未经您的同意，向任何人透露您的详细信息，除非法律允许我们这样做。

如果您怀疑您受到欺诈或者您的身份信息被盗窃，您可以用英语拨打公共服务部的 **Scams and Identity Theft Helpdesk**，联系电话：**1800 941 126**。此支持热线的开放时间为周一至周五早上 8 点至下午 5 点(AEST)要用您的语言与我们沟通，请使用下面列出的电话号码之一联系我们。

您也可以用英语向 scamwatch.gov.au 举报任何可疑或未经授权的行为。

更多信息

- 浏览 humanservices.gov.au/onlinesecurity，了解更多详情（英语）
- 浏览 humanservices.gov.au/yourlanguage，在此页面，您可以用您的语言阅读、收听或观看信息
- 拨打 **131 202** 使用中文垂询 Centrelink 的相关福利金与服务
- 拨打 **131 450** 联系 Translating and Interpreting Service (TIS National)，用中文垂询 Medicare 和 Child Support 的相关福利金与服务
- 访问服务中心。

注意：澳大利亚境内座机拨打“13”开头的号码按固定费率收费。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码是免费的。公共电话和移动电话拨打可能会计时并以较高费率收取费用。

免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金，并针对您的具体情况提出申请。



Top tips for staying safe online

The easiest way to do your business with Medicare, Centrelink or Child Support is online.

It is important to keep your personal details safe when you are online.

Here are some tips on how you can try to protect yourself online:

- Always sign out when using myGov, your linked online accounts, and the Express Plus mobile apps.
- Make sure you close your internet browser after you sign out.
- Do not write down or tell people your:
 - passwords for your online accounts
 - myGov sign in details or myGov Personal Identification Number (PIN)
 - answers to secret questions.
- Take more care when using wireless internet in public places to log in to your online account.
- Create strong passwords using a combination of capital letters, numbers and special characters.
- Protect the device you use to sign in by setting up passwords.
- Use a password on your mobile phone and set it to lock after a short period of time.

Here are some more tips on how to browse the internet safely:

- Use 'private browsing mode'.
- Delete your browser history and data.
- Close your internet browser when you are finished using it.
- Use security software to protect your computer, mobile phone or tablet.

We value your security and privacy and will not:

- send you an email or text message asking you to give us details about your bank accounts, online accounts, sign in details or passwords
- contact you on social media asking for your personal details
- send you a text message or an email with a website link. The only links you will get from us will be after you have signed in to your online account
- give your details to anyone without your consent, unless the law permits us to do so.

If you suspect you are being scammed or your identity has been stolen, you can call the department's Scams and Identity Theft Helpdesk in English on **1800 941 126**. This is available



8am to 5pm (AEST) Monday to Friday for support. To speak with us in your language, contact us on one of the numbers mentioned below.

You can also report any suspicious or unauthorised activity in English to [scamwatch.gov.au](https://www.scamwatch.gov.au)

For more information

- go to humanservices.gov.au/onlinesecurity for more information in English
- go to humanservices.gov.au/yourlanguage where you can read, listen to or watch information in your language
- call **131 202** to speak with us in your language about Centrelink payments and services
- call the Translating and Interpreting Service (TIS National) on **131 450** to speak with us in your language about Medicare and Child Support payments and services
- visit a service centre.

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It is your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.