



myGov - Crea una cuenta

Utilice esta guía para crear una cuenta de myGov.

myGov es un modo seguro de acceder a los servicios gubernamentales en línea.

Para comenzar, visite my.gov.au

Después, seleccione **Create an account**.



Username or email

[Forgot username](#)

Password

Do not show others your password

[Show](#)

[Forgot password](#)

Sign in

or

Create an account

What is myGov?

A simple and secure way to access government online services:

- Australian JobSearch
- Australian Taxation Office
- Centrelink
- Child Support
- Department of Veterans' Affairs
- HousingVic Online Services
- Medicare
- My Aged Care
- My Health Record
- National Disability Insurance Scheme
- National Redress Scheme

Crear una cuenta

Paso 1: acepte las condiciones de uso

Lea las **condiciones de uso** y la **nota de privacidad**. Están disponibles en inglés.

Las **condiciones de uso** son las reglas que usted debe cumplir al crear y usar su cuenta demyGov.

La **nota de privacidad** explica cómo recogemos, usamos y compartimos su información personal. También explica cómo usted puede acceder y corregir la información que tenemos de usted.

Si usted leyó y acepta las **condiciones de uso**, seleccione **I agree**.

Si usted tiene dudas sobre las condiciones de uso o sobre la nota de privacidad, solicite ayuda para que alguien se las explique.

The screenshot shows a mobile application interface for the 'Terms of use' page. At the top left is a blue '< Back' link. The title 'Terms of use' is in bold, followed by 'Step 1 of 5'. The main text reads: 'By creating a myGov account, you are agreeing to be bound by the [terms of use](#). You are also agreeing to how the Department of Human Services [collects, uses and discloses your personal information](#), as set out in the [privacy notice](#). The terms set out your responsibilities as a myGov account holder and our responsibilities as the service provider of myGov. By clicking 'I agree', this means you have read and understood the full [terms of use](#) and agree to comply with them.' At the bottom are two buttons: 'Cancel' and 'I agree'. The 'I agree' button is highlighted with a red border. Green callout boxes with arrows point to the 'terms of use' link (labeled 'condiciones de uso'), the 'privacy notice' link (labeled 'nota de privacidad'), and the 'I agree' button (labeled 'Acepto').

Paso 2: ingresar su dirección de correo electrónico

Si usted comparte un dirección de correo electrónico, una sola persona podrá usarlo para su cuenta de myGov. En caso de que este correo electrónico ya esté siendo usado en una cuenta de myGov, usted necesitará usar otra dirección de correo electrónico.

Ingrese su dirección de correo electrónico, después seleccione **Next**.

The screenshot shows the 'myGov' interface for the 'Enter an email' step. At the top, there is a green header with the Australian Government logo and the 'myGov' text. Below the header, there is a blue link for '< Back'. The main heading is 'Enter an email' with the subtext 'Step 2 of 5'. The instructions state: 'Enter the email address you will use to sign in to your myGov account. We will email you a code that you will need to enter on the next screen.' Below this, it says 'We will send an email to this address if you receive a message in your myGov inbox.' There is a text input field for the 'Email address' which is highlighted with a red border. To the right of the input field, a green callout box points to it with the text 'Dirección de correo electrónico'. At the bottom, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red border, and a green callout box points to it with the text 'Siguiete'.

Enviaremos un código a su correo electrónico.

Ingrese el código, después seleccione **Next**.

The screenshot shows the 'myGov' interface for the 'Enter code' step. At the top, there is a green header with the Australian Government logo and the 'myGov' text. Below the header, there is a blue link for '< Back'. The main heading is 'Enter code' with the subtext 'Step 2 of 5'. The instructions state: 'We sent a code to john.citizen@gmail.com'. Below this, there is a text input field for the 'Code' which is highlighted with a red border. To the right of the input field, a green callout box points to it with the text 'Código'. At the bottom, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red border, and a green callout box points to it with the text 'Siguiete'.

Paso 3: ingresar su número móvil

Registre su número móvil a su cuenta de myGov. También puede usar este número como su usuario.

Si usted no tiene un teléfono móvil o cobertura de telefonía móvil, seleccione **skip this step**.

Si usted comparte un número de teléfono móvil con alguien, una sola persona podrá usarlo para el registro de su cuenta de myGov.

Ingrese su número móvil, después seleccione **Next**.

The screenshot shows the 'myGov' mobile registration interface. At the top, it says 'Australian Government myGov'. Below that is a '< Back' link. The main heading is 'Enter your mobile' with the subtext 'Step 3 of 5'. A green callout box labeled 'Omitir este paso' points to the text: 'If you don't have a mobile number or mobile coverage, you'll need to answer secret questions to sign in. Select skip this step, if you can't use a mobile number.' Below this is a 'Mobile number' label and a red-outlined input field. A green callout box labeled 'Número móvil' points to this field. At the bottom, there are two buttons: 'Cancel' and 'Next'. A green callout box labeled 'Siguiete' points to the 'Next' button.

Si usted registra su número móvil con myGov, enviaremos un código a través de un mensaje de texto.

Ingrese el código, después seleccione **Next**.



Enter code

We sent a code to your mobile.

Code Código

[I did not receive my code](#)

Cancel

Next

Siguiente

Paso 4: crear una contraseña

Su cuenta de myGov necesita una contraseña. Usted elige su propia contraseña. No debería compartir su contraseña.

Su contraseña debe tener al menos 7 caracteres y al menos 1 número.

Para crear una contraseña:

- Ingrese su contraseña.
- Después, re-ingrese su contraseña y seleccione **Next**.

Australian Government **myGov**

[Back](#)

Create password

Step 4 of 5

Your password must have at least 7 characters and include at least 1 number.

Do not show others your password.

Password [Show](#)

Re-enter password [Show](#)

[Help creating a password](#)

Paso 5: crear preguntas secretas

Las preguntas y respuestas secretas ayudan a mantener su cuenta segura y puede usarlas para iniciar sesión. Asegúrese de ser la única persona que conoce las respuestas de sus preguntas. Sus respuestas necesitan coincidir exactamente.

Usted necesita elegir 3 preguntas e ingresar sus respuestas.

Puede crear sus propias preguntas. Para esto, seleccione **Write my own question**, después ingrese su propia pregunta.

O, puede elegir su pregunta en la lista. Estas incluyen:

- ¿Cuál es el nombre de la primera calle en la que viví?
- ¿Qué lugar visite en mis primeras vacaciones?
- ¿Cuál era mi lugar favorito para visitar de niño?

Ingrese su respuesta, después seleccione **Next**. Repita estos pasos para las preguntas 2 y 3.

The screenshot shows the 'Create secret question 1' screen, which is Step 5 of 5. It contains a list of questions with radio buttons, an 'Answer' input field, and 'Cancel' and 'Next' buttons. Green callout boxes with lines pointing to the interface elements provide Spanish translations for the questions and buttons. A red box highlights the 'Answer' input field, with a callout box indicating where to enter the response. The 'Next' button is also highlighted with a red box and a callout box.

Annotations:

- ¿Cuál es el nombre de la primera calle en la que
- ¿Qué lugar visite en mis primeras vacaciones?
- ¿Cuál era mi lugar favorito para visitar de niño?
- Escribir mi propia pregunta
- Ingrese su respuesta
- Siguiente

Paso 6: Cuenta creada

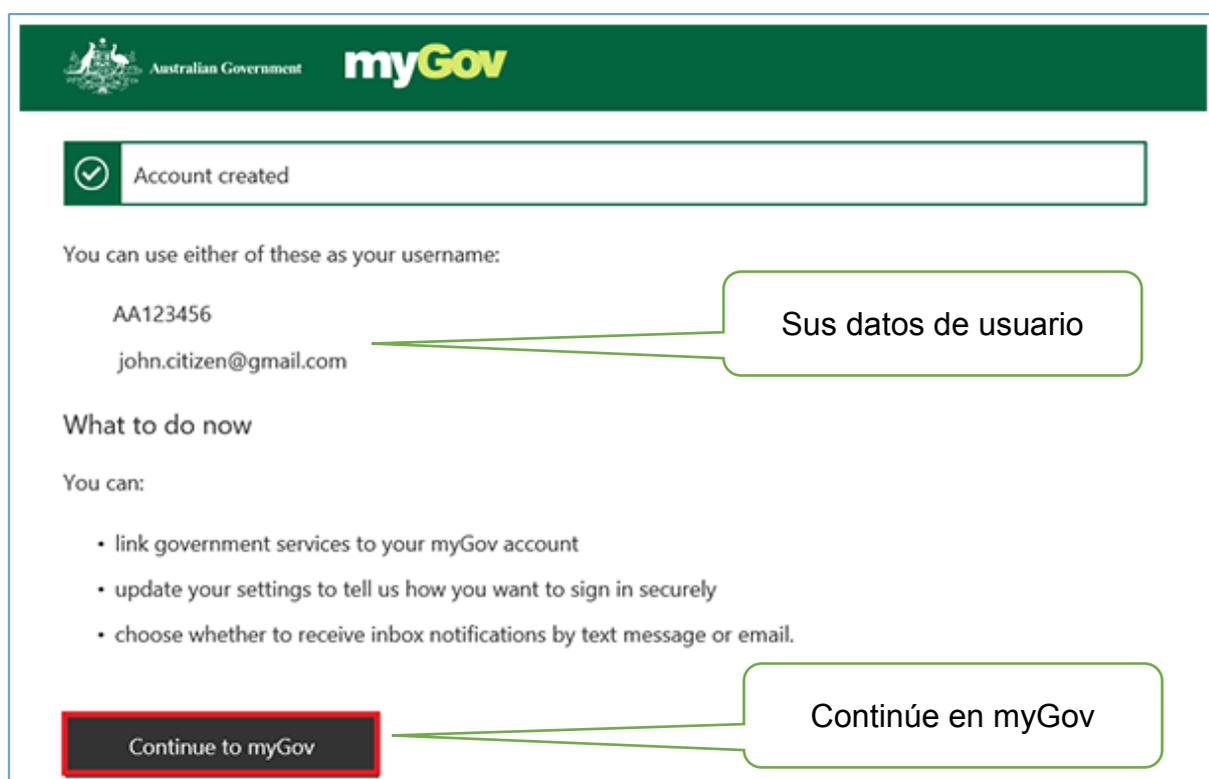
Usted ha creado una cuenta de myGov.

Su nombre de usuario aparecerá en la pantalla. También recibirá un correo electrónico con estos datos.

Para iniciar sesión, seleccione **Continue to myGov**.

Esto lo llevará a la pantalla de Inicio. Podrá:

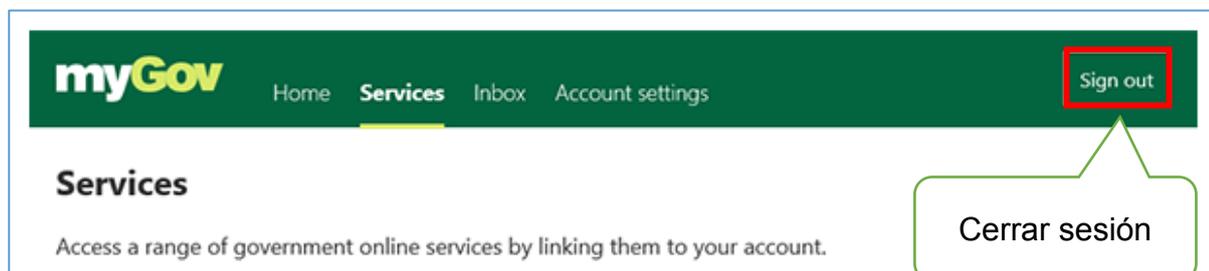
- Enlazar servicios
- Ir a **Ajustes de la cuenta** y configurar sus **opciones de inicio de cuenta** y su **Bandeja de entrada**.



The screenshot shows the myGov account creation confirmation page. At the top, there is a green header with the Australian Government logo and the myGov logo. Below the header, a green box with a white checkmark icon and the text "Account created" is displayed. The main content area has a white background. It starts with the text "You can use either of these as your username:" followed by two options: "AA123456" and "john.citizen@gmail.com". A green callout box with a white border points to these options and contains the text "Sus datos de usuario". Below this, the text "What to do now" is followed by "You can:" and a list of three bullet points: "link government services to your myGov account", "update your settings to tell us how you want to sign in securely", and "choose whether to receive inbox notifications by text message or email.". At the bottom, there is a dark grey button with the text "Continue to myGov" in white. A red border highlights this button, and a green callout box with a white border points to it and contains the text "Continúe en myGov".

Importante: siempre cierre su sesión

Por su privacidad y seguridad, seleccione **Sign out** cuando termine de usar su cuenta de myGov.



Más información

Para ayuda en inglés:

- Utilice nuestras guías en línea de paso a paso. Visite humanservices.gov.au/onlineguides
- Llame al servicio de asistencia técnica de myGov al **132 307** y seleccione **Option 1**. Disponible de lunes a viernes desde 7am – 10pm y los sábados y domingos de 10am – 5pm.
- Visite el centro de servicio o la fachada de myGov.

Para ayuda en su idioma:

- Vaya a humanservices.gov.au/yourlanguage donde puede leer, escuchar o mirar videos con información en su idioma.
- Llame al **131 202** para hablar con nosotros en su idioma sobre los pagos y servicios de Centrelink.
- Llame al Translating and Interpreting Service (TIS National) al **131 450** para hablar con nosotros en su idioma sobre los pagos y servicios de Medicare y Child Support.

Nota: las llamadas desde el teléfono de su residencial a números '13' desde cualquier lugar de Australia se cobran a una tasa fija. Esa tasa puede variar del precio de una llamada local y también puede variar entre los proveedores de servicios telefónicos. Las llamadas a números '1800' desde el teléfono de su residencia son gratuitas. Las llamadas desde teléfonos públicos y móviles puede que dependan del tiempo de duración y cobrarse a una tarifa más alta.

Renuncia

La información contenida en esta publicación intenta ser solo una guía de pagos y servicios. Es su responsabilidad decidir si usted desea aplicar a un pago y hacer una aplicación en relación a sus circunstancias concretas.



myGov - create an account

Use this guide to create a myGov account.

myGov is a secure way to access government services online.

To start, go to my.gov.au

Then, select **Create an account**.



Username or email

[Forgot username](#)

Password

Do not show others your password

 [Show](#)

[Forgot password](#)

Sign in

or

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- HousingVic Online Services
- Medicare
- My Aged Care
- My Health Record
- National Disability Insurance Scheme
- National Redress Scheme

Create an account



Step 1: agree to terms of use

Read the **terms of use** and the **privacy notice**. These are in English.

The **terms of use** are the rules you must follow when you create and use your myGov account.

The **privacy notice** explains how we collect, use and share your personal information. It also explains how you can access and correct the information we have about you.

If you have read and agree with the **terms of use**, select **I agree**.

If you are unsure about the terms of use or privacy notice, ask someone to explain it to you.

The screenshot shows a mobile interface for the 'Terms of use' screen. At the top left is a '< Back' link. The main heading is 'Terms of use' with a sub-heading 'Step 1 of 5'. The text reads: 'By creating a myGov account, you are agreeing to be bound by the [terms of use](#). You are also agreeing to how the Department of Human Services collects, uses and discloses your personal information, as set out in the [privacy notice](#). The terms set out your responsibilities as a myGov account holder and our responsibilities as the service provider of myGov. By clicking 'I agree', this means you have read and understood the full [terms of use](#) and agree to comply with them.' At the bottom, there are two buttons: 'Cancel' and 'I agree'. The 'I agree' button is highlighted with a red border. Green callout boxes with lines pointing to the text identify 'terms of use', 'privacy notice', and 'I agree'.

Step 2: enter your email address

If you share an email address, only one person can use it for their myGov account. If this email address is already used for a myGov account, you will need to use another email address.

Enter your email address, then select **Next**.

Australian Government **myGov**

[Back](#)

Enter an email

Step 2 of 5

Enter the email address you will use to sign in to your myGov account. We will email you a code that you will need to enter on the next screen.

We will send an email to this address if you receive a message in your myGov inbox.

Email address

Cancel Next

Email address

Next

We will send you a code to your email address.

Enter the code, then select **Next**.

Australian Government **myGov**

[Back](#)

Enter code

Step 2 of 5

We sent a code to john.citizen@gmail.com

Code

Cancel Next

Code

Next

Step 3: enter your mobile number

Register your mobile phone number to your myGov account. You can also use this number as your username.

If you don't have a mobile phone or mobile phone coverage, select **skip this step**.

If you share a mobile phone number with someone, only one person can use it for their myGov account to sign in.

Enter your mobile number, then select **Next**.

The screenshot shows the 'myGov' interface for 'Step 3 of 5: Enter your mobile'. The page header includes the Australian Government logo and the 'myGov' brand. A 'Back' link is visible. The main heading is 'Enter your mobile' with the sub-heading 'Step 3 of 5'. Below this, there is explanatory text: 'myGov will send you a one-time use code each time you sign in to your account.' and 'If you don't have a mobile number or mobile coverage, you'll need to answer secret questions to sign in. Select [skip this step](#), if you can't use a mobile number.' A text input field labeled 'Mobile number' is highlighted with a red border. Below the input field are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red border. Three callout boxes with green borders and arrows point to the 'skip this step' link, the 'Mobile number' input field, and the 'Next' button.

If you register your mobile phone number with myGov, we will send you a text message with a code.

Enter the code, then select **Next**.



Enter code

We sent a code to your mobile.

Code

[I did not receive my code](#)

Cancel

Next

Next

Step 4: create password

Your myGov account needs a password. You choose your own password. You should not share your password.

Your password must have at least 7 characters and at least 1 number.

To create a password:

- Enter your password.
- Then, re-enter your password and select **Next**.

Australian Government **myGov**

[← Back](#)

Create password

Step 4 of 5

Your password must have at least 7 characters and include at least 1 number.

Do not show others your password.

Password [Show](#)

Re-enter password [Show](#)

[Help creating a password](#)

Callouts: Password, Re-enter password, Next

Step 5: create secret questions

Secret questions and answers help keep your account secure and you can use them to sign in. Make sure you are the only person who can answer the questions. Your answers need to be an exact match.

You need to choose 3 questions and enter your answers.

You can create your own questions. To do this, select **Write my own question**, then enter your own question.

Or, you can choose your questions from the list. These include:

- What is the name of the first street I lived in?
- Where did I go on my first holiday?
- What was my favourite place to visit as a child?

Enter your answer, then select **Next**. Do this again for questions 2 and 3.

The screenshot shows a mobile interface for creating a secret question. At the top left is a blue '< Back' link. The title is 'Create secret question 1' with 'Step 5 of 5' below it. A subtitle reads 'Create 3 questions and answers that you can easily answer and others are unlikely to know.' Below this is a note: 'If you need to answer your secret questions in the future, the answers must be an exact match to those you give here.' A list of seven radio button options follows: 'What is the name of the first street I lived in?', 'Where did I go on my first holiday?', 'What was my favourite childhood book?', 'What was the first single/album I bought?', 'What was the name of my first pet?', 'What was the full name of my first boyfriend/girlfriend?', and 'What was my favourite place to visit as a child?'. The final option is 'Write my own question'. Below the list is an 'Answer' field, which is a red-outlined text box. At the bottom are two buttons: a white 'Cancel' button and a dark grey 'Next' button. Green callout boxes with lines pointing to the form elements contain the following text: 'What is the name of the first street I lived in?' (pointing to the first option), 'Where did I go on my first holiday?' (pointing to the second option), 'What was my favourite place to visit as a child?' (pointing to the sixth option), 'Write my own question' (pointing to the seventh option), 'Enter your answer' (pointing to the answer field), and 'Next' (pointing to the 'Next' button).

Step 6: account created

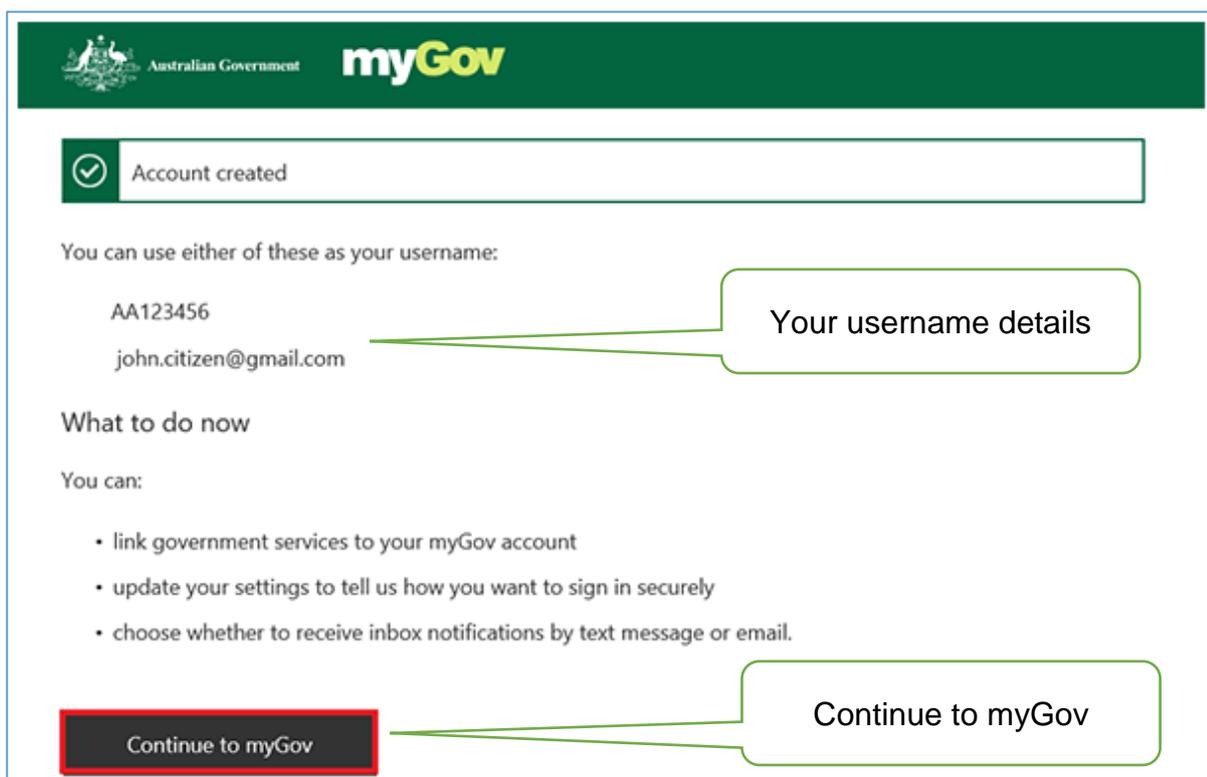
You have created a myGov account.

Your username will appear on the screen. We will also email these details to you.

To sign in, select **Continue to myGov**.

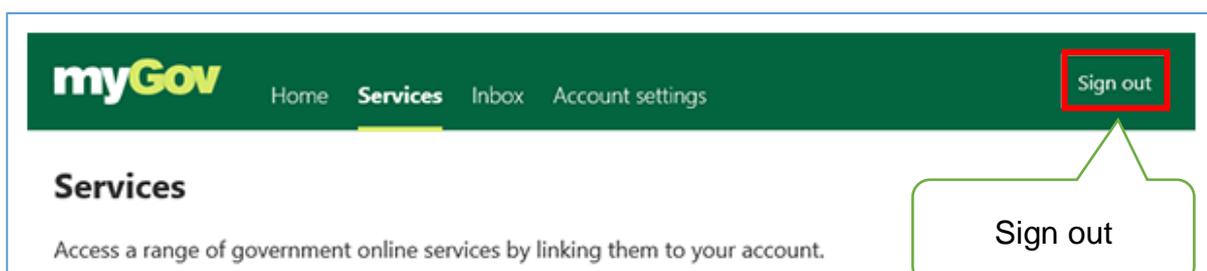
This takes you to the Home screen. You can then:

- link services
- go to **Account settings** and set up your **sign in options** and **Inbox notifications**.



Important: always sign out

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



More information

For help in English:

- use our step by step online guides. Go to humanservices.gov.au/onlineguides
- call the myGov helpdesk on **132 307** and select **Option 1**. It is open Monday to Friday 7 am – 10 pm and Saturday to Sunday 10 am – 5 pm.
- visit a service centre or myGov shopfront.

For help in your language:

- 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

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.