



myGov - ربط خدمة بدون حساب إلكتروني

استخدم هذا الدليل إذا لم يكن لديك حساب إلكتروني لدى الخدمة.

myGov طريقة آمنة للوصول إلى الخدمات الحكومية عبر الإنترنت.

يمكنك ربط مجموعة من الخدمات الحكومية مع حساب myGov الخاص بك. هذا يعني أنه يمكنك القيام بأعمالك الحكومية عبر الإنترنت من خلال myGov.

عند ربط إحدى الخدمات، سنطرح عليك بعض الأسئلة للتأكد من أننا نربط السجل الصحيح مع حساب myGov الخاص بك. ستكون هذه الأسئلة مختلفة لكل خدمة ترتبط بها. يمكن أن تشمل الأسئلة:

- الأرقام المرجعية
- تاريخ الدفع ، أو
- تفاصيل الحساب المصرفي.

تأكد من أن لديك هذه المعلومات جاهزة قبل أن تبدأ.

الخطوة 1: سجل دخولك إلى myGov

لتسجيل الدخول، قم بزيارة my.gov.au

Australian Government **myGov**

اسم المستخدم أو البريد الإلكتروني

Username or email

Forgot use

كلمة المرور

Password

Do not show others your password

Show

Forgot password

تسجيل الدخول

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

اختر:

- Services، أو
- .Link your first service

The screenshot shows the myGov website interface. At the top, there is a navigation bar with the myGov logo and links for Home, Services, Inbox, and Account settings. A 'Sign out' button is located in the top right corner. Below the navigation bar, there is a greeting 'Good afternoon' and the user's email address 'john.citizen@gmail.com' with the note 'This is your first sign-in'. A notification banner states: 'We recommend you update your [sign-in options](#) to receive a code when you sign-in.' Below this, the 'Your services' section features a large button with a plus sign and the text 'Link your first service'. A callout box points to this button with the Arabic text 'اربط الخدمة الأولى الخاصة بك'. Below the services section, there is an 'Inbox messages' section with a '1 unread' indicator. A message from myGov is visible, dated 11/05/2017, with the subject 'Introducing the Inbox'. At the bottom of the inbox section, there is a link 'See all messages >'.

حدّد الخدمة التي تريد ربطها من القائمة.

في هذا المثال، سنقوم بربط **Centrelink**.

myGov Home **Services** Inbox Account settings Sign out

Services

Access a range of government online services by linking them to your account.

Link a service

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	>

إذا كنت تريد الربط مع Centrelink، أو Medicare أو Australian Taxation Office للمرة الأولى، سيُطلب منك الموافقة على قيام myGov بتخزين معلوماتك الشخصية.

اختر **I agree** للموافقة على قيام myGov بتخزين معلوماتك الشخصية.

إذا لم توافق، فلن تتمكن من ربط Centrelink أو Medicare أو Australian Taxation Office.

myGov Home **Services** Inbox Account settings Sign out

Storing your personal information

تخزين معلوماتك الشخصية

To link this service to your myGov account, myGov will store the legal name and date of birth you have recorded with that service.

Cancel **I agree** أوافق

الخطوة 2: ربط خدمة جديدة

اختر **I do not have an online account with Centrelink**

ثم انقر على **Next**.

إذا كنت تريد ربط خدمة مختلفة، فسوف تظهر اسمها بدلاً عن سنترلينك Centrelink.

myGov Home **Services** Inbox Account settings Sign out

Link new service

Creating a link to a member service is easy.

If you have an online account you will be asked to provide us with your account ID and password for that account so it can be linked to myGov.

If you don't have an online account you will need to answer a series of questions specific to you. These questions will be different for each service you link but could include: reference numbers, payment history and bank account details. Make sure you have this information ready before you begin.

If you have a linking code you will be asked to provide the code and relevant details in the next step.

Select the best option that describes your situation: [Help](#) ▾

I have an online account with Centrelink

I do not have an online account with Centrelink

I have a linking code

Cancel Next

التالي

ليس لدي حساب إلكتروني لدى Centrelink

الخطوة 3: ادخل بياناتك

سنطرح عليك بعض الأسئلة للتأكد من أننا نربط السجل الصحيح مع حساب myGov الخاص بك.

قد نطلب منك تأكيد التفاصيل الشخصية التي قدمتها من قبل، مثل:

- اسمك
- عنوانك
- تاريخ ميلادك
- رقم المرجع

myGov
Home **Services** Inbox Account settings
Sign out

Link new service

Thank you.

Next we need to ask you some questions to make sure we find your record.

These questions are based on information you have provided to the Centrelink

Your member service reference number رقم عضويتك المرجعي لدى الخدمة

Centrelink Customer Reference Number (CRN) (no spaces) Centrelink Customer Reference Number (CRN) (بدون مسافات)

[Help](#) ▾

Your personal details

Given name (first only) [Help](#) ▾ الاسم الأول (الأول فقط)

Family/Surname [Help](#) ▾ اسم العائلة

Date of birth (dd/mm/yyyy) [Help](#) ▾ تاريخ الميلاد

DD MM YYYY

ادخل بيانات عنوانك، ثم انقر على **Next**.

Your address عنوانك

Unit/Flat number [Help](#) رقم الوحدة / الشقة

Street number [Help](#) رقم الشارع

Street name [Help](#) اسم الشارع

Suburb/Town [Help](#) الضاحية / البلدة

Postcode [Help](#) الرمز البريدي

State [Help](#) الولاية/المقاطعة

Country [Help](#) الدولة

التالي

الخطوة 4: تم الربط

الآن خدماتك مربوطة مع حساب myGov الإلكتروني الخاص بك.

يمكنك:

- ربط خدمات أخرى باختيار خدمة من قائمة **Link a service**
- قم بمعاملات أخرى بالنقر على **Home**، أو
- غادر myGov بالنقر على زر **Sign out**.

myGov Home Services Inbox Account settings Sign out

Services الصفحة الرئيسية

خروج

✓ You have successfully linked **Centrelink** to your myGov account.

✓ Your legal name and date of birth have been added to your myGov account.

Access a range of government online services by linking them to your account.

Your linked services

Centrelink
Linked on 12 Jul 2018

خدماتك المربوطة Unlink

Link a service ربط خدمة

Australian JobSearch >

Australian Taxation Office >

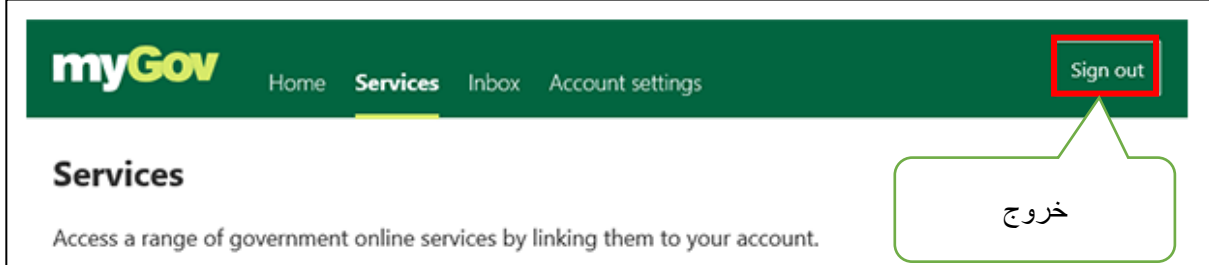
Child Support >

Department of Veterans' Affairs >

HousingVic Online Services >

مهم: تأكد من تسجيل خروجك في كل مرة

للحفاظ على خصوصيتك وأمانك، انقر على **Sign out** عند الانتهاء من استخدام حساب myGov الخاص بك.



المزيد من المعلومات

للمساعدة باللغة الإنجليزية:

- استخدم إرشاداتنا التفصيلية عبر الإنترنت. قم بزيارة humanservices.gov.au/onlineguides
- اتصل بخط المساعدة الخاص بـ myGov على الرقم 132 307 واختر **Option 1**. الخط مفتوح من الاثنين إلى الجمعة من الساعة 7 صباحاً حتى الساعة 10 مساءً، ومن السبت إلى الأحد من الساعة 10 صباحاً حتى الساعة 5 مساءً.
- قم بزيارة مركز خدمة أو منفذ myGov.

للمساعدة بلغتك:

- قم بزيارة humanservices.gov.au/yourlanguage حيث يمكنك قراءة أو الاستماع أو مشاهدة معلومات بلغتك.
- اتصل على الرقم 131 202 للتحدث إلينا بلغتك عن دفعات وخدمات Centrelink.
- اتصل بـ Translating and Interpreting Service (TIS National) على الرقم 131 450 للتحدث إلينا بلغتك عن Medicare ودفعات وخدمات Child Support.

ملحوظة: المكالمات المجرة من هاتفك المنزلي إلى الأرقام التي تبدأ بـ '13' من أي مكان في أستراليا يُفرض عليها سعر ثابت. قد يختلف هذا السعر عن سعر المكالمات المحلية وقد يختلف أيضاً بين مقدمي الخدمات الهاتفية. المكالمات المجرة إلى الأرقام التي تبدأ بـ '1800' من هاتفك المنزلي مجانية. المكالمات المجرة من الهواتف العمومية والمحمولة قد تخضع لحساب الوقت ويُفرض عليها سعر أعلى.

إخلاء المسؤولية

الغرض من المعلومات الواردة في هذه النشرة أن تكون إرشادية فقط عن الدفعات والخدمات. تقع على عاتقك مسؤولية تحديد ما إذا كنت ترغب في التقدم بطلب للحصول على دفعة وتقديم طلب فيما يتعلق بظروفك الخاصة.



myGov – link a service without an online account

Use this guide if you don't have an online account with a service.

myGov is a secure way to access government services online.

You can link a range of government services to your myGov account. This means you can do your government business online through myGov.

When you link a service, we will ask you some questions to make sure we link the correct record to your myGov account. These questions will be different for each service you link to. They can include:

- reference numbers
- payment history, or
- bank account details.

Make sure you have this information ready before you begin.



Step 1: sign in to myGov

To sign in, go to my.gov.au

The screenshot shows the myGov sign-in interface. At the top, there is a dark green header with the Australian Government logo and the myGov logo. Below the header, the sign-in form is displayed. It includes a text input field for 'Username or email', a 'Forgot username' link, a text input field for 'Password', a 'Do not show others your password' checkbox, a 'Show' link, a 'Forgot password' link, a 'Sign in' button, and a 'Create an account' button. Three callout boxes with green borders and pointers highlight the 'Username or email' input field, the 'Password' input field, and the 'Sign in' button.

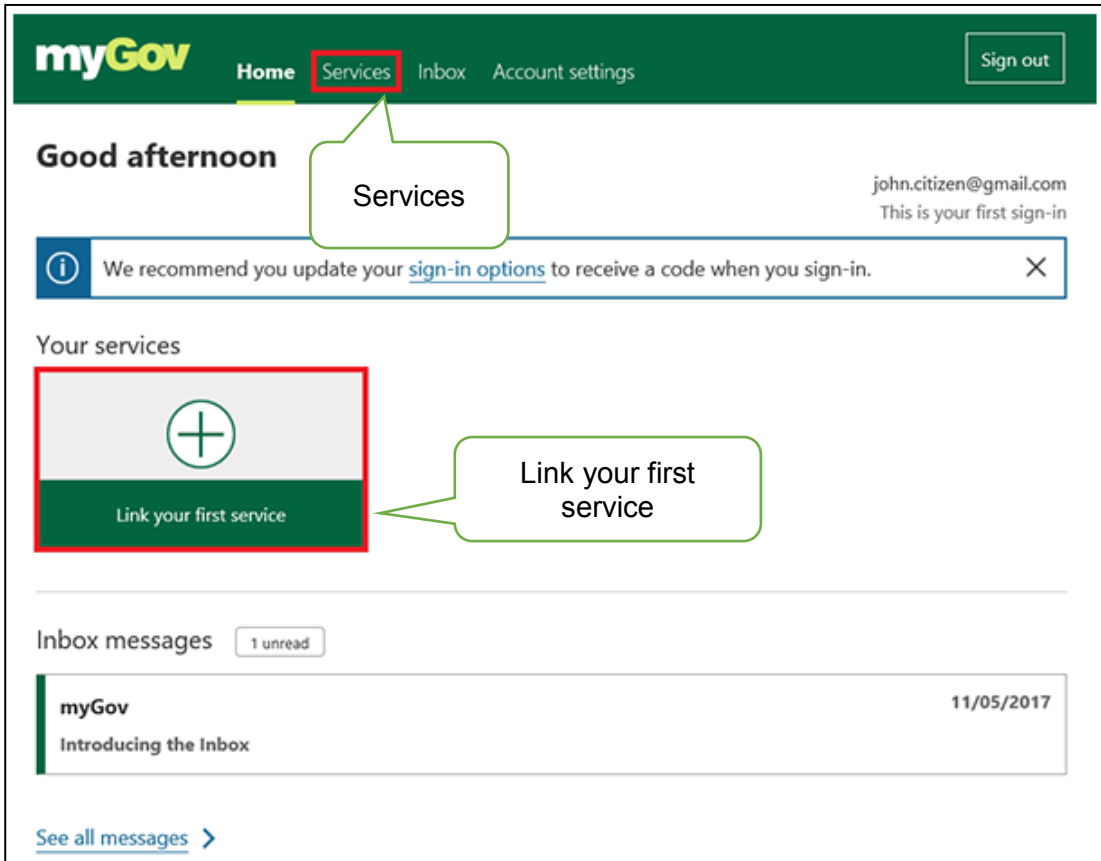
What is myGov?

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

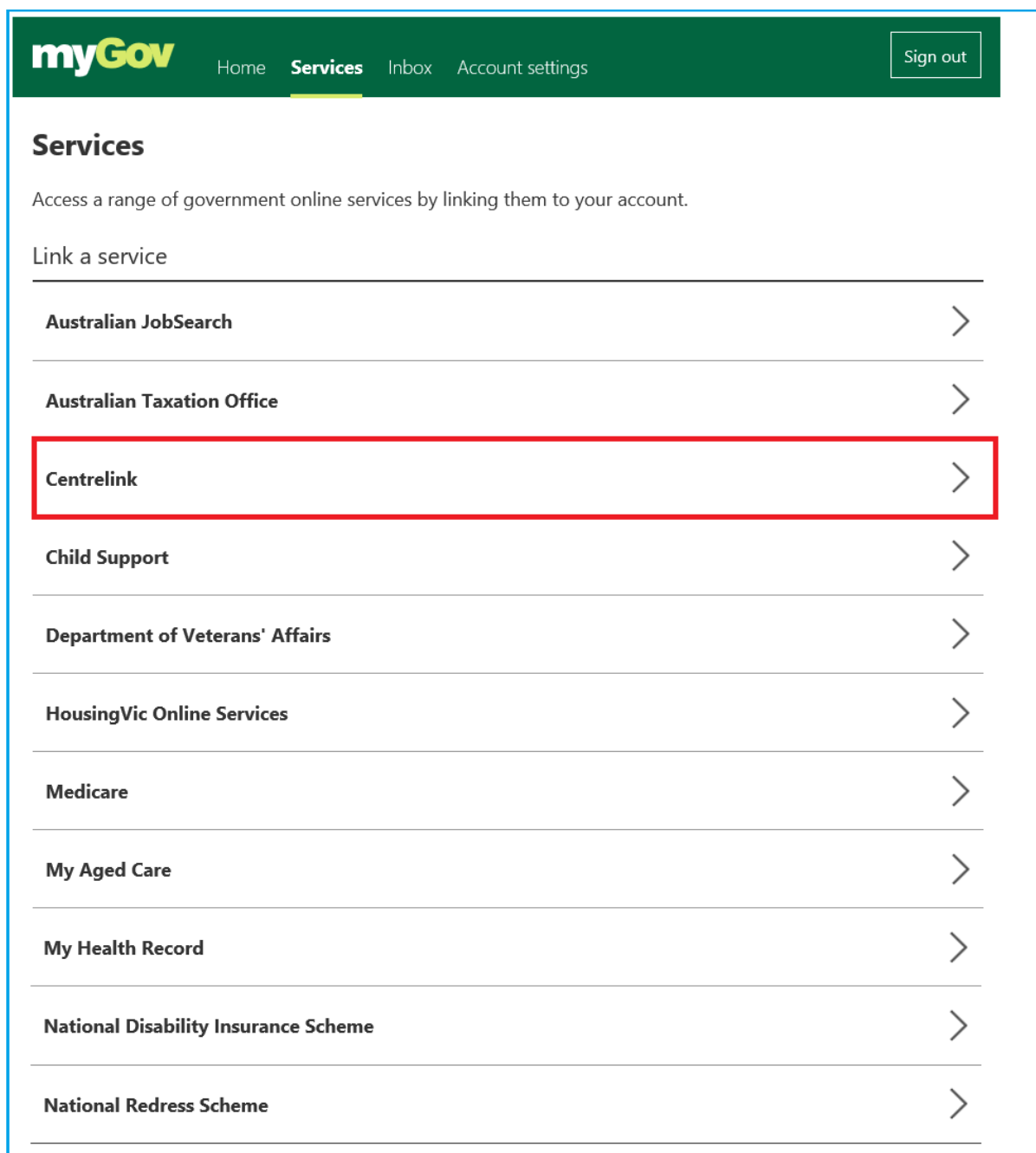
Select:

- **Services, or**
- **Link your first service.**



Select the service you want to link from the list.

In this example, we will link **Centrelink**.



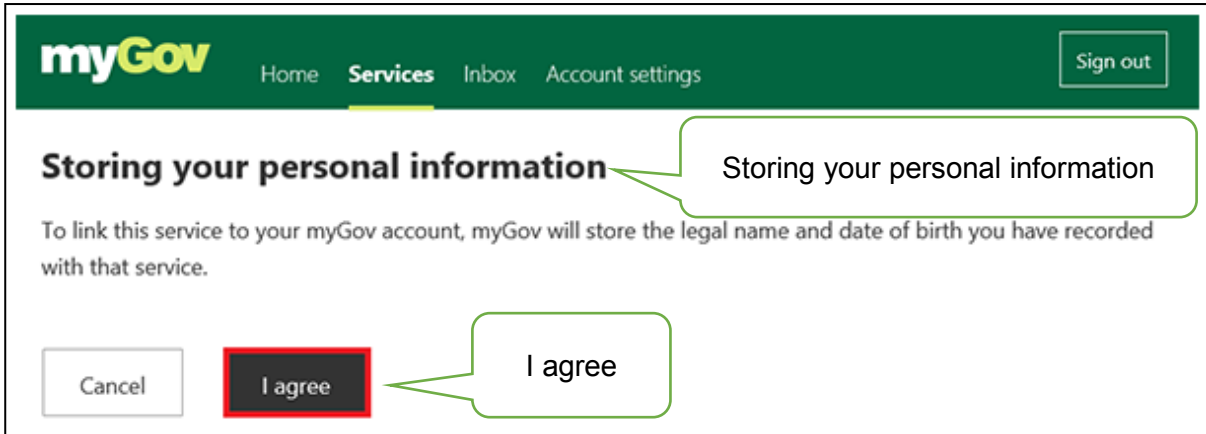
The screenshot shows the 'myGov' user interface. At the top, there is a dark green navigation bar with the 'myGov' logo on the left and 'Home', 'Services', 'Inbox', and 'Account settings' as menu items. A 'Sign out' button is located in the top right corner. Below the navigation bar, the page title is 'Services'. A sub-header reads 'Access a range of government online services by linking them to your account.' Underneath, there is a section titled 'Link a service' followed by a list of services. Each service is presented as a horizontal row with the service name on the left and a right-pointing chevron icon on the right. The 'Centrelink' row is highlighted with a red rectangular border. The other services listed are Australian JobSearch, Australian Taxation Office, Child Support, Department of Veterans' Affairs, HousingVic Online Services, Medicare, My Aged Care, My Health Record, National Disability Insurance Scheme, and National Redress Scheme.

Service Name	Action
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	>

If you are linking to Centrelink, Medicare or the Australian Taxation Office for the first time, you will be asked to agree to myGov storing your personal information.

Select **I agree** to accept myGov storing your personal information.

If you don't agree, you won't be able to link Centrelink, Medicare, or the Australian Taxation Office.



Step 2: link a new service

Select **I do not have an online account with Centrelink**.

Then select **Next**.

If you are linking a different service, we will show its name instead of Centrelink.

myGov Home **Services** Inbox Account settings [Sign out](#)

Link new service

Creating a link to a member service is easy.

If you have an online account you will be asked to provide us with your account ID and password for that account so it can be linked to myGov.

If you don't have an online account you will need to answer a series of questions specific to you. These questions will be different for each service you link but could include: reference numbers, payment history and bank account details. Make sure you have this information ready before you begin.

If you have a linking code you will be asked to provide the code and relevant details in the next step.

Select the best option that describes your situation: [Help](#) ▾

I have an online account with Centrelink

I do not have an online account with Centrelink

I have a linking code

Step 3: enter your details

We ask questions to make sure we link the correct record to your myGov account.

We may ask you to confirm personal details you have already given, such as:

- your name
- address
- date of birth
- reference number

The screenshot shows the 'Link new service' page on myGov. The page has a green header with the myGov logo and navigation links: Home, Services (highlighted), Inbox, and Account settings. A 'Sign out' button is in the top right. The main content area is titled 'Link new service' and includes a 'Thank you.' message and instructions to answer questions to find the user's record. The form fields are: 'Your member service reference number' (with a callout), 'Centrelink Customer Reference Number (CRN) (no spaces)' (with a callout and a 'Help' link), 'Your personal details' section containing 'Given name (first only)' (with a callout), 'Family/Surname' (with a callout), and 'Date of birth (dd/mm/yyyy)' (with a callout and 'Help' link). The date of birth is split into three input boxes for DD, MM, and YYYY.

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

The image shows a web form titled "Your address" with a red border. The form contains several input fields, each with a "Help" link and a dropdown arrow. The fields are: "Unit/Flat number", "Street number", "Street name", "Suburb/Town", "Postcode", "State" (with "Select an Option" as the current selection), and "Country" (with "Australia" as the current selection). Below the form are two buttons: "Cancel" and "Next". The "Next" button is highlighted with a red border. Green callout boxes with lines pointing to the fields and buttons label them: "Your address" (twice), "Unit/Flat number", "Street number", "Street name", "Suburb/Town", "Postcode", "State", "Country", "Cancel", and "Next".

Your address

Your address

Unit/Flat number [Help](#) ▾

Street number [Help](#) ▾

Street name [Help](#) ▾

Suburb/Town [Help](#) ▾

Postcode [Help](#) ▾

State [Help](#) ▾
Select an Option

Country [Help](#) ▾
Australia

Unit/Flat number

Street number

Street name

Suburb/Town

Postcode

State

Country

Cancel

Next

Step 4: linking finished

Your service is now linked to your myGov account.

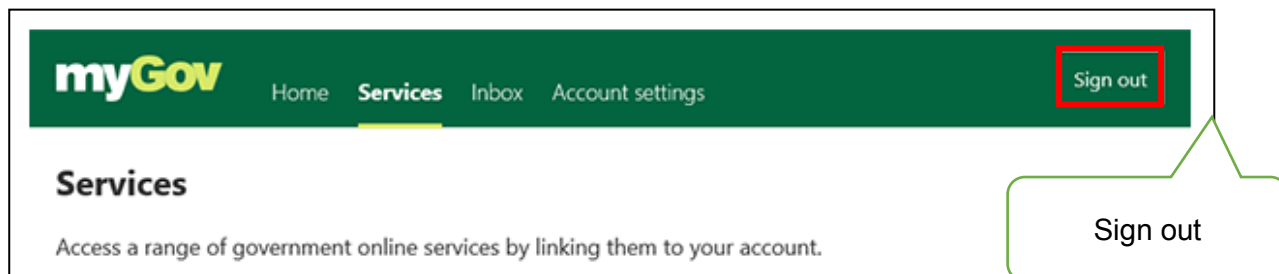
You can:

- link another service, by selecting a service under the **Link a service** list
- do other business, by selecting **Home**, or
- leave myGov, by selecting **Sign out**.

The screenshot shows the myGov 'Services' page. At the top, there is a navigation bar with 'Home', 'Services', 'Inbox', and 'Account settings'. The 'Home' and 'Sign out' links are highlighted with red boxes. Below the navigation bar, there are two success messages: 'You have successfully linked Centrelink to your myGov account.' and 'Your legal name and date of birth have been added to your myGov account.' Below these messages, there is a section titled 'Your linked services' which contains a table with one entry: 'Centrelink' linked on 12 Jul 2018, with an 'Unlink' button. Below this section is a 'Link a service' section with a list of services: 'Australian JobSearch', 'Australian Taxation Office', 'Child Support', 'Department of Veterans' Affairs', and 'HousingVic Online Services'. Each service has a right-pointing arrow. Red boxes highlight the 'Home' and 'Sign out' links in the navigation bar, the 'Your linked services' section header, and the 'Link a service' section header. Green callout boxes point to the 'Home' and 'Sign out' links, the 'Your linked services' section, and the 'Link a service' section.

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.