



myGov – enlace un servicio sin una cuenta en línea

Utilice esta guía si usted no tiene una cuenta en línea con un servicio.

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

Usted puede enlazar una serie de servicios del gobierno a su cuenta de myGov. Esto significa que usted puede hacer sus trámites a través de myGov.

Al momento de enlazar un servicio, haremos algunas preguntas para asegurarnos que estamos enlazando el registro correcto de su cuenta de myGov. Estas preguntas cambiarán para cada servicio que usted enlace. Pueden incluir:

- números de referencia
- historial de pago, o
- datos de cuentas bancarias.

Asegurese de tener esta información antes de comenzar.



Iniciar sesión myGov

Para iniciar sesión, visite my.gov.au

Usuario o correo electrónico

Username or email

Contraseña

Password

Do not show others your password

Iniciar sesión

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

Seleccione:

- **Services, 0**
- **Link your first service.**

The screenshot shows the myGov website interface. At the top, there is a dark green navigation bar with the myGov logo on the left and links for Home, Services, Inbox, and Account settings on the right. A 'Sign out' button is also present. Below the navigation bar, the user is greeted with 'Good afternoon' and their email address 'john.citizen@gmail.com'. A notification states 'This is your first sign-in'. A blue banner below the greeting contains an information icon and the text: '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 icon and the text 'Link your first service'. A callout bubble points to this button with the text 'Enlace su primer servicio'. Below the services section, the 'Inbox messages' section shows '1 unread' message. The first message is from 'myGov' with the subject 'Introducing the Inbox' and the date '11/05/2017'. A link 'See all messages >' is located at the bottom of the inbox section.

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

Good afternoon john.citizen@gmail.com
This is your first sign-in

We recommend you update your [sign-in options](#) to receive a code when you sign-in.

Your services

Link your first service

Enlace su primer servicio

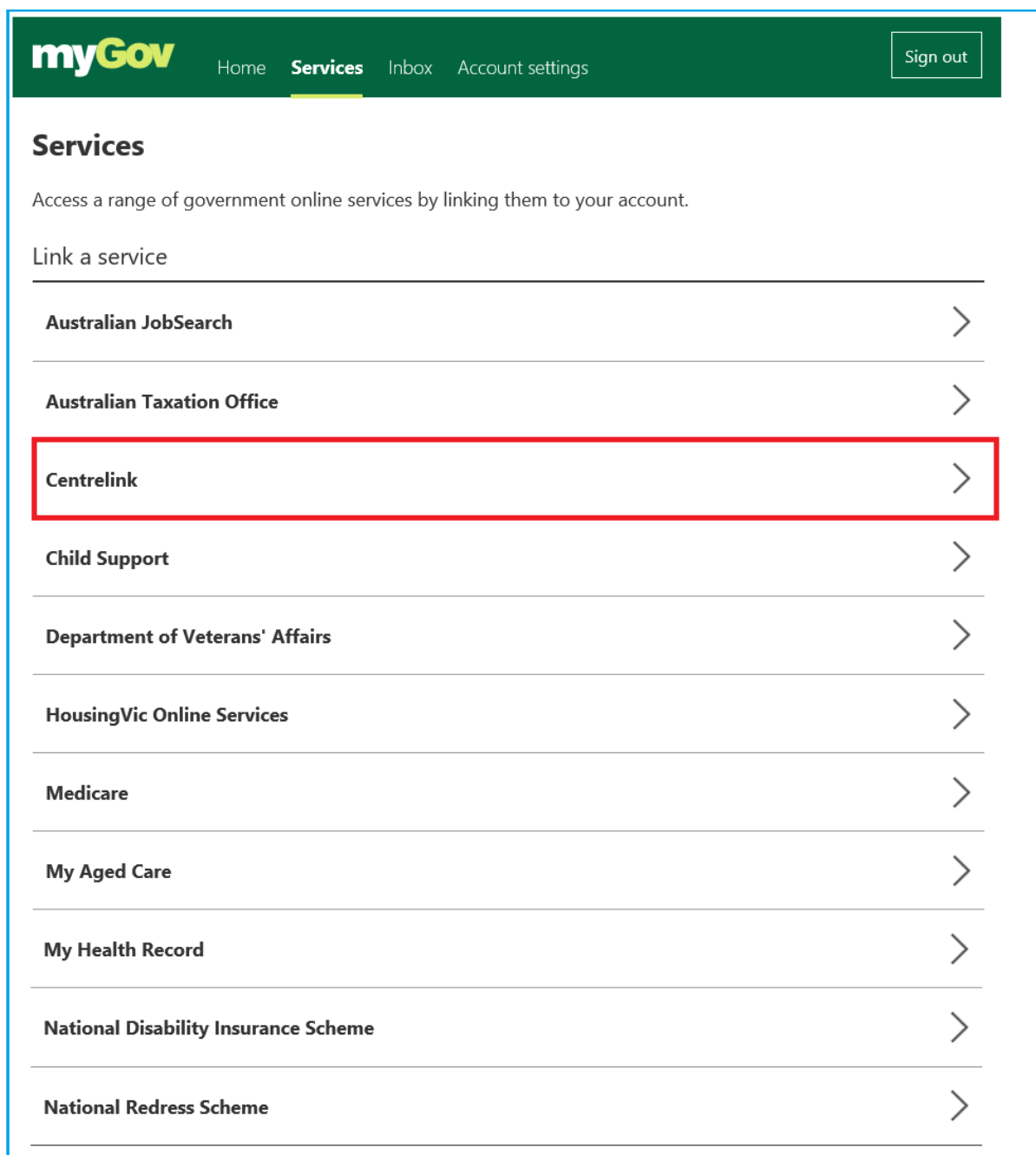
Inbox messages 1 unread

myGov Introducing the Inbox 11/05/2017

[See all messages](#) >

Seleccione de la lista el servicio que desea enlazar.

En este ejemplo, enlazamos **Centrelink**.



The screenshot shows the 'myGov' website interface. At the top, there is a dark green navigation bar with the 'myGov' logo on the left and links for 'Home', 'Services', 'Inbox', and 'Account settings' in the center. A 'Sign out' button is located on the right side of the navigation bar. Below the navigation bar, the main heading is 'Services'. Underneath, there is a sub-heading 'Link a service' followed by a list of services. Each service is listed with its name and a right-pointing chevron icon. The 'Centrelink' service is highlighted with a red rectangular box. 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	>

Si usted está enlazando su cuenta de Centrelink, Medicare o Australian Taxation Office por primera vez, se le pedirá aceptar las condiciones de almacenamiento de myGov de sus datos personales.

Seleccione **I agree** para aceptar myGov el almacenamiento de su información personal.

Si usted no acepta, no podrá enlazar Centrelink, Medicare o Australian Taxation Office.

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

Storing your personal information

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**

Acepto

Almacenamiento de sus datos personales

Paso 2: enlazar un nuevo servicio

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

Después seleccione **Next**.

Si usted está enlazando otro servicio, mostraremos el nombre de ese servicio en vez de Centrelink.

The screenshot shows the 'myGov' website interface for linking a new service. The header includes the 'myGov' logo, navigation links for 'Home', 'Services', 'Inbox', and 'Account settings', and a 'Sign out' button. The main heading is 'Link new service', followed by the text 'Creating a link to a member service is easy.' Three instructions are provided: one for users with an online account, one for those without, and one for those with a linking code. Below these instructions, a prompt asks the user to select the best option for their situation, with a 'Help' link. Three radio button options are listed: 'I have an online account with Centrelink', 'I do not have an online account with Centrelink', and 'I have a linking code'. The second option is selected and highlighted with a red box. A callout bubble points to this option with the text 'No tengo una cuenta en línea con Centrelink'. At the bottom, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a red box and a callout bubble with the text 'Siguiete'.

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

No tengo una cuenta en línea con Centrelink

Siguiete

Paso 3: ingresar sus datos

Haremos algunas preguntas para asegurarnos que estamos enlazando el registro correcto con su cuenta de myGov.

Podemos solicitar la confirmación de datos personales que usted ya ha ingresado, como:

- su nombre
- dirección
- fecha de nacimiento
- número de referencia

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

Su número de referencia de membresía del servicio

Centrelink Customer Reference Number (CRN) (no spaces) [Help](#)

Centrelink Customer Reference Number (CRN) (sin espacios)

Your personal details

Given name (first only) [Help](#)

Nombre (solo el principal)

Family/Surname [Help](#)

Apellido

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

Fecha de nacimiento

DD MM YYYY

Ingrese su dirección, después seleccione **Next**.

The image shows a web form for entering an address. The form is titled "Your address" in English and "Su dirección" in Spanish. It contains several input fields, each with a corresponding Spanish label in a callout box:

- Unit/Flat number [Help](#) ▾ → Unidad/número de piso
- Street number [Help](#) ▾ → Número de la calle
- Street name [Help](#) ▾ → Nombre de la calle
- Suburb/Town [Help](#) ▾ → Suburbio/Ciudad
- Postcode [Help](#) ▾ → Código postal
- State [Help](#) ▾ → Estado
- Country [Help](#) ▾ → País

At the bottom of the form, there are two buttons: "Cancel" and "Next". The "Next" button is highlighted with a red border and a callout box labeled "Siguiete".

Paso 4: terminar de enlazar su servicio

Su servicio ahora se encuentra enlazado a su cuenta de myGov.

Usted puede:

- enlazar otro servicio, seleccionando un servicio de la lista **Link a service**
- Hacer otro trámite, seleccionando **Home**, o
- salir myGov, seleccionando **Sign out**.

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

Services Inicio Cerrar sesión

✓ 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.

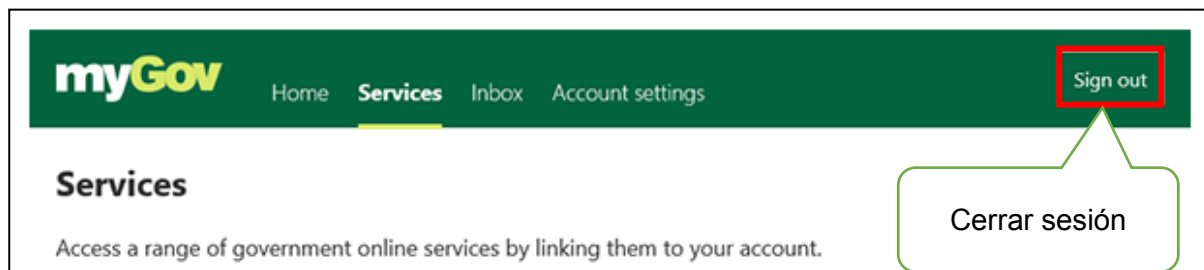
Your linked services Servicios enlazados Unlink

Link a service Enlace un servicio

- Australian JobSearch >
- Australian Taxation Office >
- Child Support >
- Department of Veterans' Affairs >
- HousingVic Online Services >

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 – 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' with a callout box above it. Below this is a link for 'Forgot username'. The next field is for 'Password' with a callout box above it and a 'Show' link to the right. Below the password field is a link for 'Forgot password'. At the bottom of the form is a large black button labeled 'Sign in' with a callout box above it. Below the sign-in button is a horizontal line with the word 'or' in the center, and a white button labeled 'Create an account' below that.

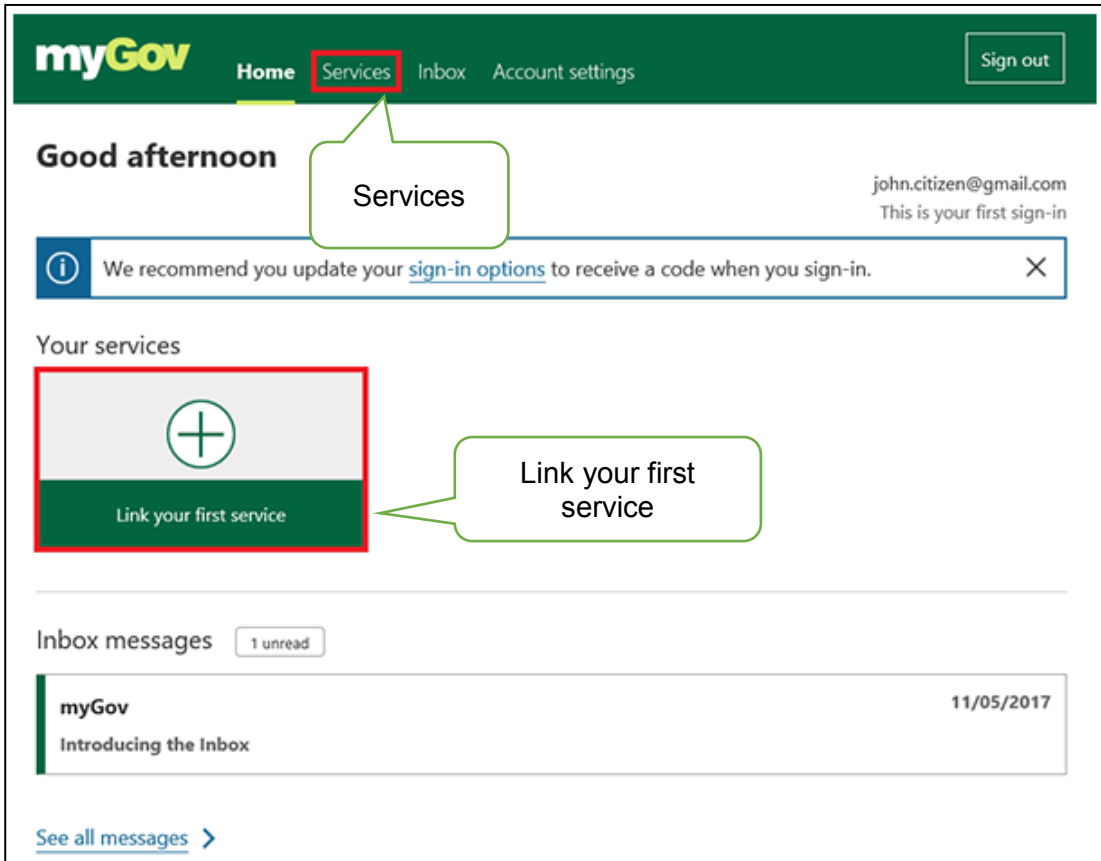
What is myGov?

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

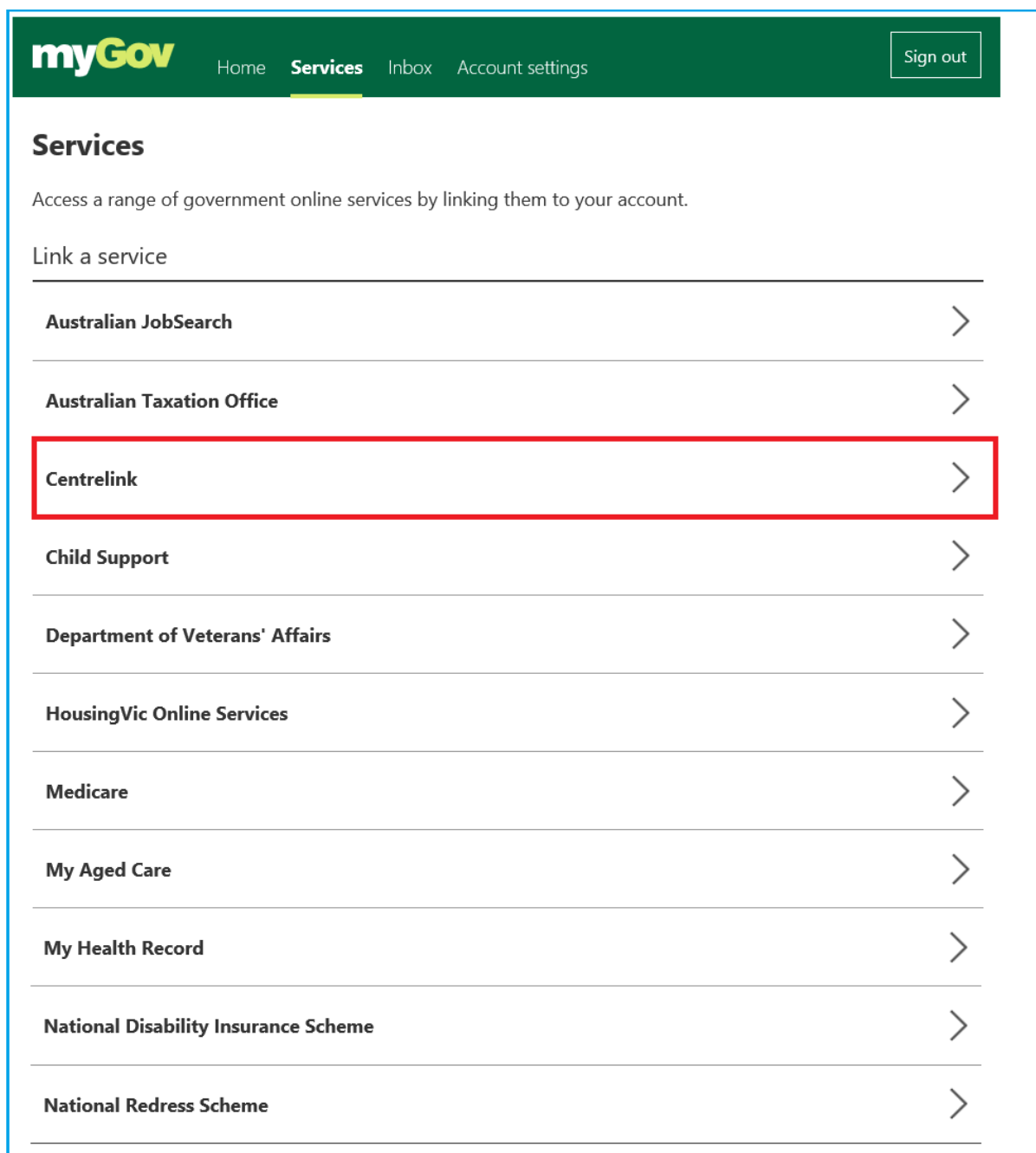
Select:

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



Select the service you want to link from the list.

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



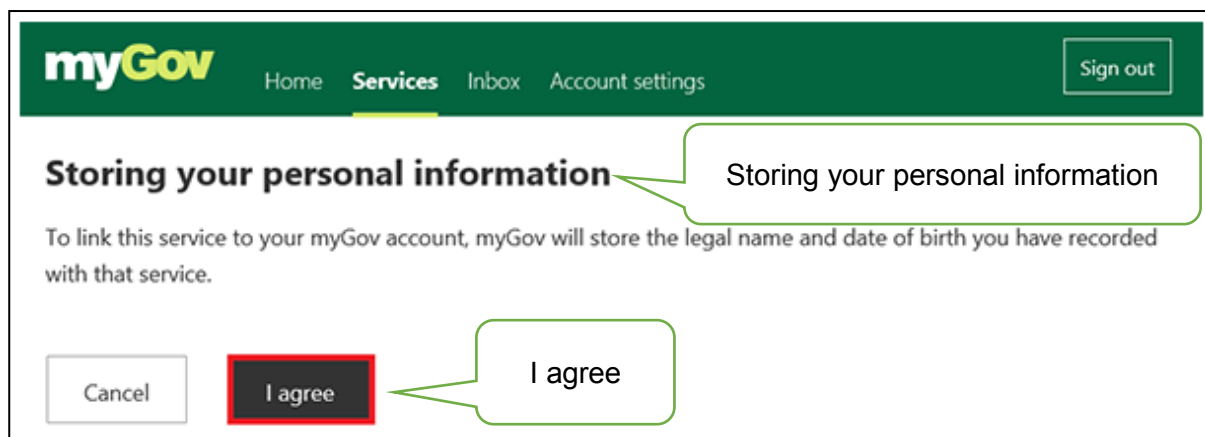
The screenshot shows the myGov user interface. At the top, there is a dark green navigation bar with the myGov logo on the left and links for Home, Services (which is highlighted with a yellow underline), Inbox, and Account settings. A Sign out button is located in the top right corner of this bar. Below 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.



The screenshot shows the myGov user interface. At the top is a dark green navigation bar with the myGov logo on the left and links for Home, Services, Inbox, and Account settings. A Sign out button is located in the top right corner. The main content area has a white background. The heading 'Storing your personal information' is displayed in bold black text. Below the heading is a paragraph: 'To link this service to your myGov account, myGov will store the legal name and date of birth you have recorded with that service.' At the bottom of the page are two buttons: 'Cancel' and 'I agree'. The 'I agree' button is highlighted with a red border. A green callout box points to the 'I agree' button with the text 'I agree'. Another green callout box points to the heading 'Storing your personal information' with the text 'Storing your personal information'.

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

Next

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 provide details for linking a 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 sub-fields for DD, MM, and YYYY). A red box highlights the CRN and personal details sections.

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

Unit/Flat number [Help](#) ▾

Street number [Help](#) ▾

Street name [Help](#) ▾

Suburb/Town [Help](#) ▾

Postcode [Help](#) ▾

State [Help](#) ▾
Select an Option

Country [Help](#) ▾
Australia

Cancel Next

Step 4: linking finished

Your service is now linked to your myGov account.

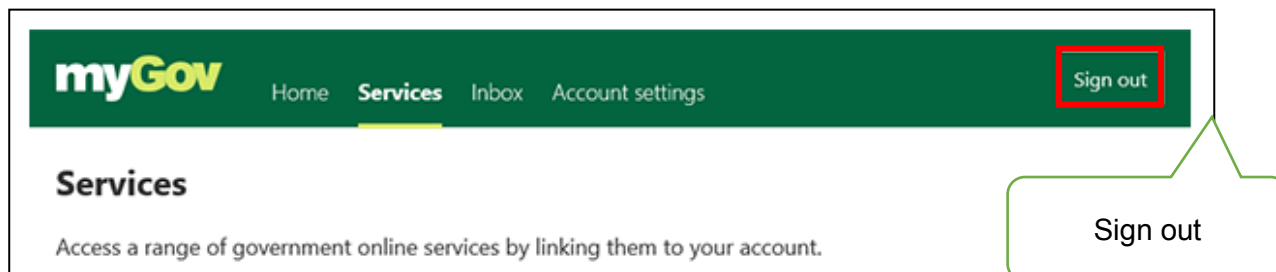
You can:

- 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 'Home', 'Sign out', 'Your linked services', and 'Link a service'.

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.