



myGov – поврзете се со служба без да имате сметка на интернет

Употребето го овој водич ако немате сметка на интернет со службата.

myGov е безбеден начин за да се дојде до државните услуги на интернет.

Можете да поврзете разни државни служби со вашата myGov сметка. Тоа значи дека можете да ја вршите вашата работа со државните служби на интернет преку myGov.

Кога ќе се поврзете со службата, ќе ви поставиме неколку прашања за да сме сигурни дека ги поврзуваме точните податоци со вашата myGov сметка. Овие прашања ќе бидат различни за секоја служба со која што се поврзувате. Тука спаѓаат:

- регистерски броеви
- претходни исплати, или
- податоци за банковна сметка.

Треба да ги имате овие податоци при рака пред да почнете.



Чекор 1: запишете се во myGov

За да се запишете, отидете на my.gov.au

The image shows the myGov sign-in interface. At the top, there is a green header with the Australian Government logo and the myGov logo. Below the header, there are two input fields: 'Username or email' and 'Password'. The 'Username or email' field is highlighted with a red border and has a callout box with the text 'Име на корисник или електронска адреса'. The 'Password' field is also highlighted with a red border and has a callout box with the text 'Лозинка'. Below the password field, there is a 'Show' link and a 'Forgot password' link. A 'Sign in' button is highlighted with a red border and has a callout box with the text 'Запишете се во'. Below the sign-in button, there is an 'or' separator and a 'Create an account' button. To the right of the sign-in form, there is a section titled 'What is myGov?' with a description and a list of services.

Име на корисник или електронска адреса

Username or email

[Forgot username](#)

Лозинка

Password

Do not show others your password

[Show](#)

[Forgot password](#)

Запишете се во

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

Одберете:

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

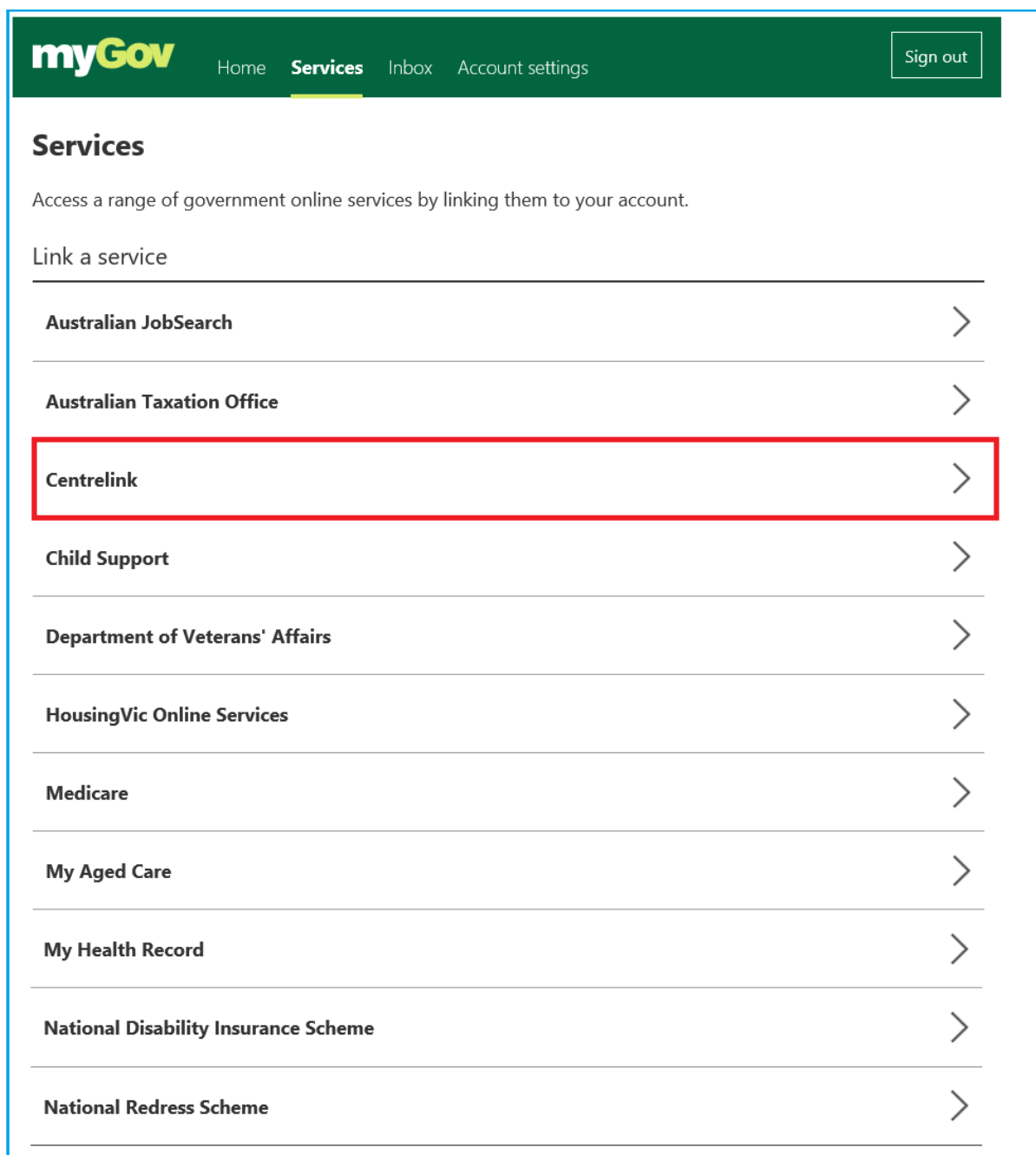
The screenshot shows the myGov website interface. At the top, there is a green navigation bar with the myGov logo and links for Home, Services, Inbox, and Account settings. A 'Sign out' button is located in the top right corner. Below the navigation bar, a greeting 'Good afternoon' is displayed, along with the user's email address 'john.citizen@gmail.com' and a note 'This is your first sign-in'. A notification banner below the greeting states: 'We recommend you update your [sign-in options](#) to receive a code when you sign-in.' The main content area is titled 'Your services' and features a prominent button with a plus sign icon and the text 'Link your first service'. Below this, there is a section for 'Inbox messages' showing one unread message from myGov titled 'Introducing the Inbox' dated 11/05/2017. A link to 'See all messages' is provided at the bottom of the inbox section.

Служби

Поврзете се со вашата прва служба

Одберете ја службата со која што сакате да се поврзите од наведениот список.

Во овој пример, ќе ја поврземе службата **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 (highlighted), Inbox, and Account settings. A Sign out button is located in the top right corner. Below the navigation bar, the main heading is "Services". A sub-heading 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" service is highlighted with a red rectangular border. Other services listed include 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	>

Ако прв пат се поврзувате со Centrelink, Medicare или со Australian Taxation Office, ќе побараме да се согласите myGov да ги складира вашите лични податоци.

Одберете **I agree** за да се согласите myGov да ги складира вашите лични податоци.

Ако не се согласувате, нема да можете да се поврзете со Centrelink, Medicare или со 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

Складирање на вашите лични податоци

Се согласува

Чекор 2: поврзете се со нова служба

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

Потоа одберете **Next**.

Ако се поврзувате со друга служба, ќе се покаже името на таа служба наместо Centrelink.

The screenshot shows the 'Link new service' page on the myGov website. The page has a green header with the myGov logo and navigation links: Home, Services, Inbox, and Account settings. A 'Sign out' button is in the top right corner. The main content area is titled 'Link new service' and contains the following text:

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

At the bottom, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red border. There are two callout boxes with green borders: one pointing to the selected radio button with the text 'Немам сметка на интернет со Centrelink' and another pointing to the 'Next' button with the text 'Понатаму'.

Чекор 3: внесете ги вашите податоци

Прашањата ги поставуваме за да сме сигурни дека ги поврзуваме точните податоци со вашата myGov сметка.

Може да побараме да ги потврдите личните податоци што веќе ги имате внесено, како:

- вашето име
- адреса
- датум на раѓање
- регистерски број

The screenshot shows the 'Link new service' page on the myGov website. The page has a dark 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 corner. The main content area is white and contains the following sections:

- Link new service**: A heading followed by 'Thank you.' and 'Next we need to ask you some questions to make sure we find your record.' Below this, it says 'These questions are based on information you have provided to the Centrelink'.
- Your member service reference number**: A label with a callout box that says 'Регистерскиот број што ви го дала службата'.
- Centrelink Customer Reference Number (CRN) (no spaces)**: A text input field with a 'Help' link. A callout box explains: 'Centrelink Customer Reference Number (CRN) (без празни места)'.
- Your personal details**: A section containing three input fields:
 - Given name (first only)**: A callout box says 'Име (само родено име)'.
 - Family/Surname**: A callout box says 'Презиме'.
 - Date of birth (dd/mm/yyyy)**: A callout box says 'Датум на раѓање'. Below this are three separate input boxes for DD, MM, and YYYY.

A red rectangular box highlights the CRN input field and the 'Your personal details' section.

Внесете ја вашата адреса, потоа одберете **Next**.

The image shows a web form for entering an address. The form is titled "Your address" in English and "Вашата адреса" in Macedonian. It contains several input fields, each with a corresponding Macedonian label and a callout box pointing to the field. The fields are: "Unit/Flat number" (Број на стан), "Street number" (Број на улица), "Street name" (Име на улица), "Suburb/Town" (Населба/Град), "Postcode" (Поштенски број), "State" (Држава), and "Country" (Земја). The "Country" field is currently set to "Australia". 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 "Понатаму".

Your address / **Вашата адреса**

Unit/Flat number [Help](#) ▾
[Input field] — **Број на стан**

Street number [Help](#) ▾
[Input field] — **Број на улица**

Street name [Help](#) ▾
[Input field] — **Име на улица**

Suburb/Town [Help](#) ▾
[Input field] — **Населба/Град**

Postcode [Help](#) ▾
[Input field] — **Поштенски број**

State [Help](#) ▾
Select an Option — **Држава**

Country [Help](#) ▾
Australia — **Земја**

Cancel **Next** — **Понатаму**

Чекор 4: поврзувањето е завршено

Службата е сега поврзана со вашата myGov сметка.

Можете:

- да се поврзете со друга служба, одбирајќи ја другата служба од наведениот **Link a service** список
- за вршење други работи, одберете **Home**, или
- за да ја напуштите страната myGov, одберете **Sign out**.

myGov Home Services Inbox Account settings Sign out

Services Почетна страна Се одјавувам

✓ 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 Вашите поврзани служби Unlink

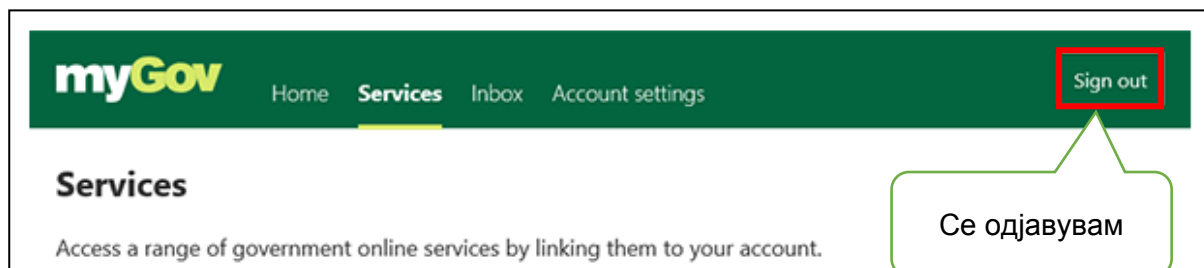
Centrelink
Linked on 12 Jul 2018

Link a service Поврзете се со служба

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

Важно: секогаш одјавете се од интернет страната

Заради вашата приватност и безбедност, одберете **Sign out** кога ќе завршите со користењето на вашата myGov сметка.



Повеќе информации

За помош со англискиот јазик:

- користете ги нашите водичи на интернет што ќе ве водат чекор по чекор. Отидете на humanservices.gov.au/onlineguides
- јавете се во myGov служба за помош на **132 307** и одберете **Option 1**. Службата работи од понеделник до петок од 7.00 – 22.00 часот и сабота и недела од 10.00 – 17.00 часот.
- посетете службен центар или myGov излог.

За помош на вашиот јазик:

- отидете на humanservices.gov.au/yourlanguage каде што можете да прочитате, да слушате или да ги гледате информациите на вашиот јазик
- јавете се на **131 202** за да зборувате со нас на вашиот јазик за исплатите и услугите од Centrelink
- јавете се во Translating and Interpreting Service (TIS National) на **131 450** за да разговарате со нас на вашиот јазик за исплатите и услугите од Medicare и Child Support

Напомена: повиците од вашиот домашен телефон до телефонските броевите што почнуваат со '13' од кое и да било место во Австралија се наплаќаат по однапред утврдена цена. Таа цена може да се разликува од цената на локалните разговори а, исто така може да се разликува и помеѓу телефонските компаниии што ја нудат услугата. Повиците од вашиот домашен телефон до телефонски броеви што почнуваат со '1800' се бесплатни. За разговорите од јавни говорници и од мобилни телефони може да се мери времето и тие да се наплаќаат по повисока стапка.

Оградување

Информациите што се содржат во оваа публикација се наменети само како водич за исплатите и за услугите. Одговорноста е ваша да решите дали сакате да поднесете барање за исплата и да поднесете молба базирана на вашите конкретни околности.



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 point to the 'Username or email' field, the 'Password' 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

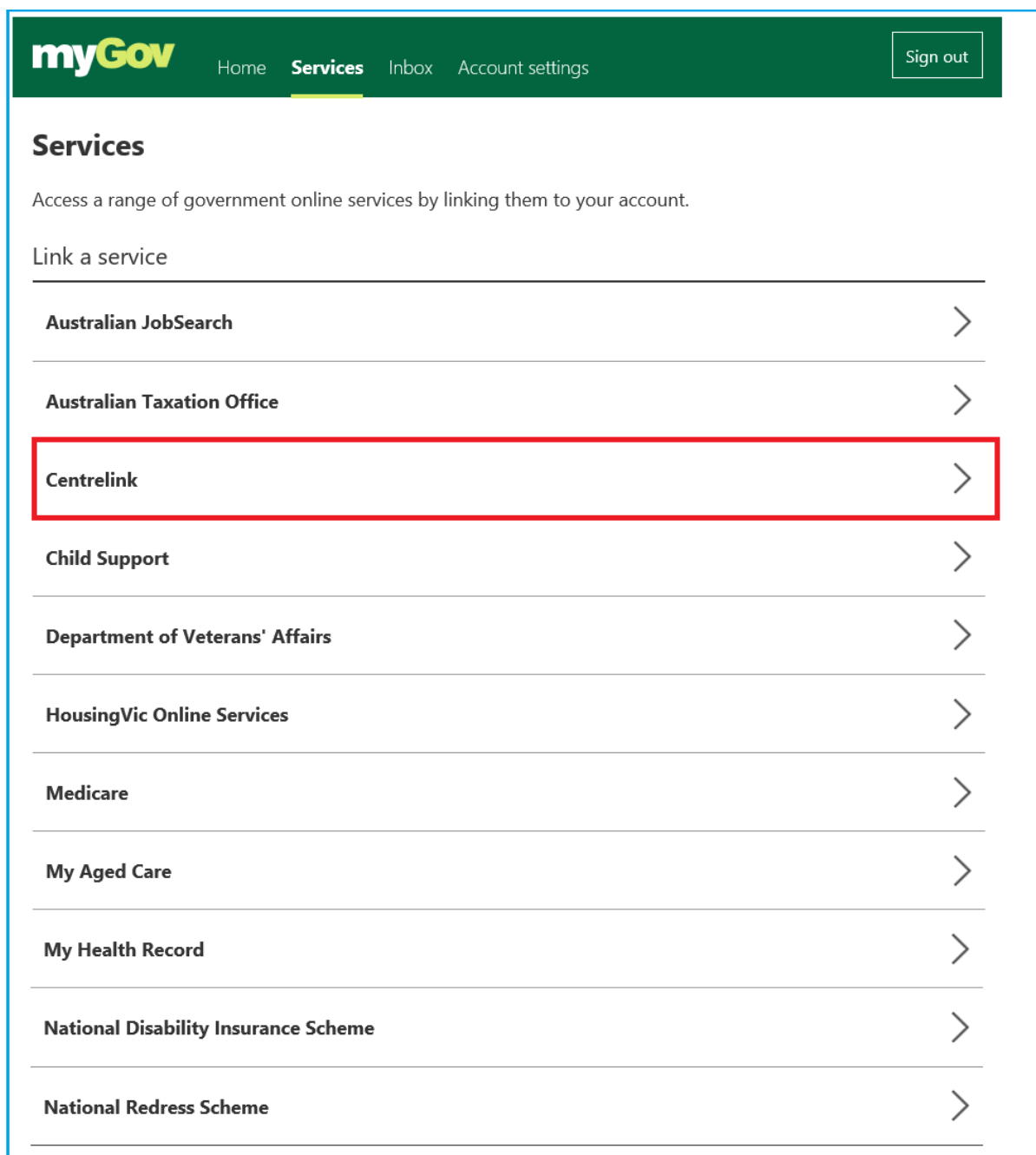
Select:

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

The screenshot shows the myGov website interface. At the top, there is a green 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, a greeting 'Good afternoon' is displayed on the left, and the user's email 'john.citizen@gmail.com' and the message 'This is your first sign-in' are on the right. A blue 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 button with a plus sign icon and the text 'Link your first service'. A callout box points to this button with the text 'Link your first service'. The 'Inbox messages' section shows one unread message from myGov titled 'Introducing the Inbox' dated 11/05/2017. A link to 'See all messages' is provided at the bottom of the inbox section.

Select the service you want to link from the list.

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



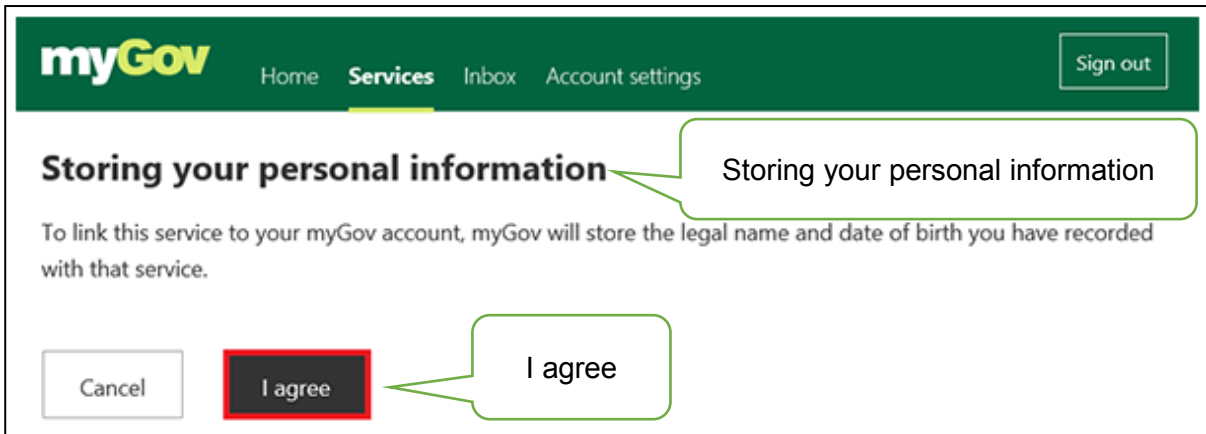
The screenshot shows the 'myGov' user interface. At the top, there is a dark green navigation bar with the 'myGov' logo on the left and 'Home', 'Services', 'Inbox', and 'Account settings' as menu items. A 'Sign out' button is located in the top right corner. Below the navigation bar, the 'Services' section is titled, followed by a sub-header 'Link a service' and a brief description: 'Access a range of government online services by linking them to your account.' A list of services is presented, each with a right-pointing chevron icon. The 'Centrelink' service is highlighted with a red rectangular border. Other services listed include 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

Cancel **Next**

I do not have an online account with Centrelink

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 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 red box around it), '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 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). A "Cancel" button and a "Next" button are at the bottom. The "Next" button is highlighted with a red border. Green callout boxes with lines pointing to each field and the "Next" button label the fields: "Your address", "Unit/Flat number", "Street number", "Street name", "Suburb/Town", "Postcode", "State", "Country", and "Next".

Field Label	Current Value / Selection
Unit/Flat number	
Street number	
Street name	
Suburb/Town	
Postcode	
State	Select an Option
Country	Australia

Step 4: linking finished

Your service is now linked to your myGov account.

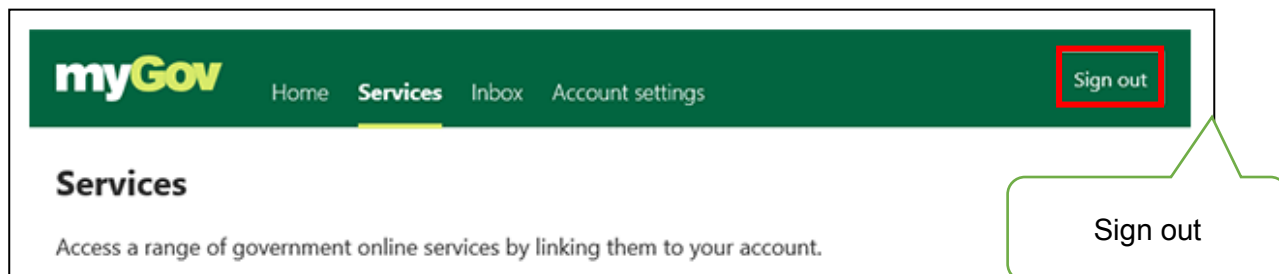
You can:

- 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 lists 'Centrelink' with a date 'Linked on 12 Jul 2018' and an 'Unlink' button. Below this, there is a section titled 'Link a service' which lists several services: 'Australian JobSearch', 'Australian Taxation Office', 'Child Support', 'Department of Veterans' Affairs', and 'HousingVic Online Services'. Each service has a right-pointing arrow next to it. 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.