



myGov – повежите услугу без онлајн налога

Користите ова упутства ако немате онлајн налог за услугу.

myGov је безбедан начин да приступите владиним услугама преко интернета.

Постоје разне владине услуге које можете да повежете са својим myGov налогом. То значи да своје пословање са владом можете обављати онлајн преко myGov-а.

Када повежете неку услугу, поставићемо Вам нека питања да бисмо били сигурни да повезујемо исправну евиденцију са Вашим myGov налогом. Та питања су различита за сваку услугу коју повезујете. Питања могу да обухватају:

- референтне бројеве
- документацију о претходним исплатама, или
- податке о банковним рачунима.

Припремите те информације пре него што почнете.



Корак бр. 1: пријавите се на свој myGov налог

Да бисте се пријавили на свој налог, идите на my.gov.au

Корисничко име или и-мејл

Username or email

[Forgot username](#)

Лозинка

Password

Do not show others your password

[Show](#)

[Forgot password](#)

Пријавите се

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

Изаберите:

- **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, the user is greeted with 'Good afternoon' and their email address 'john.citizen@gmail.com'. A notification banner states: 'We recommend you update your [sign-in options](#) to receive a code when you sign-in.' The 'Your services' section features a prominent button with a plus sign and the text 'Link your first service'. Below this, the 'Inbox messages' section shows one unread message from myGov dated 11/05/2017, titled 'Introducing the Inbox'. A link to 'See all messages' is provided at the bottom of the inbox section.

Услуге

Повежите своју прву услугу

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

Inbox messages 1 unread

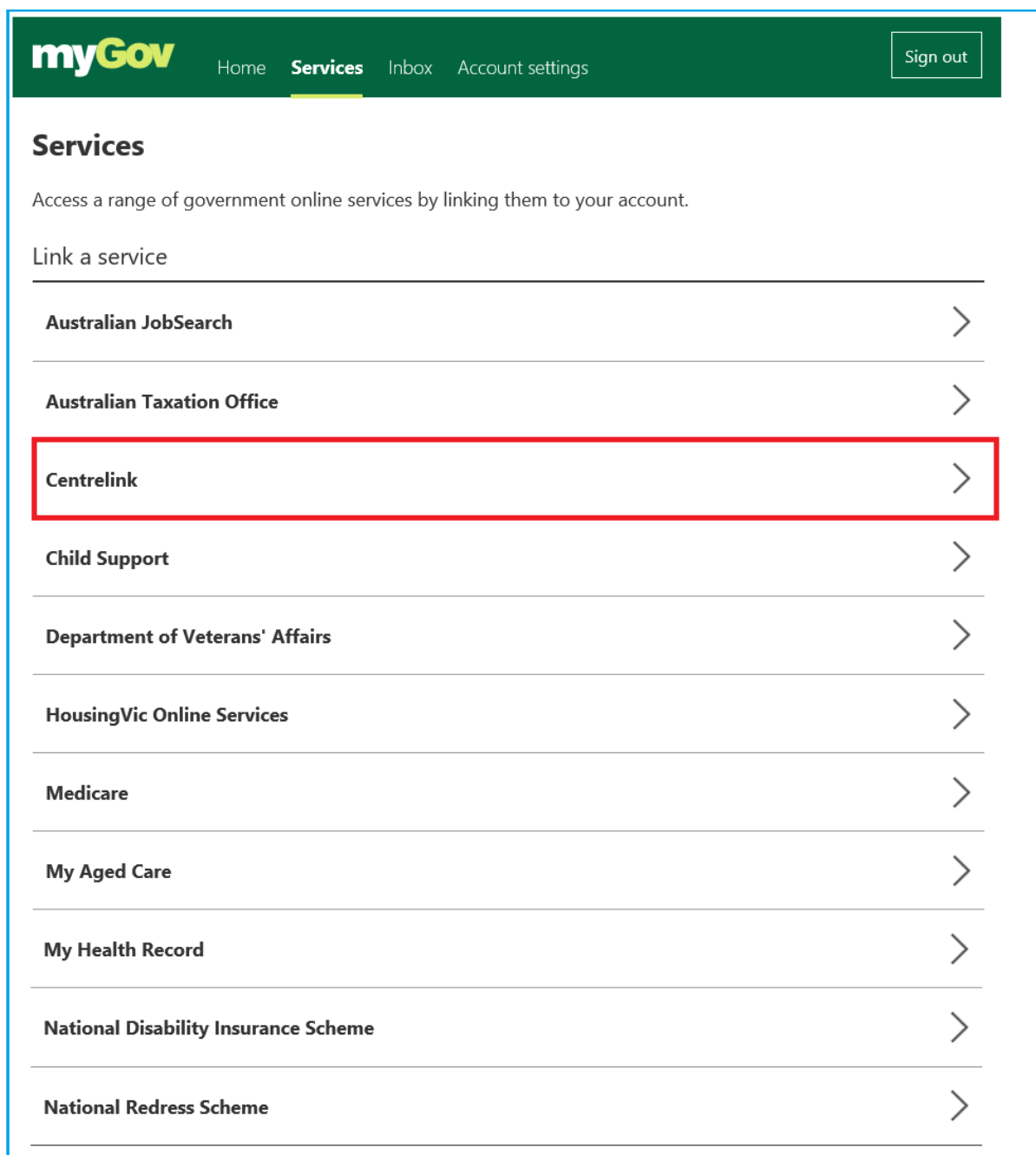
myGov 11/05/2017

Introducing the Inbox

[See all messages](#) >

Са пописа изаберите услугу коју желите да повежете.

У овом примеру, повезаћемо **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' (which is underlined), 'Inbox', and 'Account settings' in the center. On the right side of the navigation bar is a 'Sign out' button. Below the navigation bar, the main heading is 'Services'. Underneath this heading is a sub-heading 'Link a service' followed by a list of services. Each service is listed on a separate line with 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 | > |

Ако први пут повезујете Centrelink, Medicare или Australian Taxation Office, од Вас ће се тражити да дозволите да myGov похрани Ваше личне податке.

Изаберите **I agree** да прихватите да myGov похрани Ваше личне податке.

Ако не пристањете, нећете моћи да повежете Centrelink, Medicare или 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.

Похрањивање Ваших личних података

Cancel I agree Слажем се

Корак бр. 2: повежите нову услугу

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

Затим изаберите **Next**.

Ако повезујете другу услугу, показаћемо назив те услуге уместо Centrelink.

The screenshot shows the 'myGov' website interface for linking a new service. The header includes the 'myGov' logo and navigation links for 'Home', 'Services', 'Inbox', and 'Account settings', along with a 'Sign out' button. The main heading is 'Link new service', followed by the text: 'Creating a link to a member service is easy.' Below this, three instructions are provided: '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.', and 'If you have a linking code you will be asked to provide the code and relevant details in the next step.' A prompt asks the user to 'Select the best option that describes your situation: Help'. Three radio button options are listed: 'I have an online account with Centrelink', 'I do not have an online account with Centrelink' (which is selected and highlighted with a red box), and 'I have a linking code'. At the bottom, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a red box and has a callout bubble pointing to it with the text 'Следеће'. Another callout bubble points to the selected radio button option with the text 'Немам онлајн налог за 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**

Следеће

Немам онлајн налог за Centrelink

Корак бр. 3: унесите своје податке

Ми постављамо питања да бисмо били сигурни да повезујемо исправну евиденцију са Вашим myGov налогом.

Можда ћемо Вас замолити да потврдите личне податке које сте већ дали, као на пример:

- Ваше име и презиме
- адресу
- датум рођења
- референтни 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. 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 for a text input field. A callout box points to it with the text 'Број под којим се водите код одређене службе'.
- Centrelink Customer Reference Number (CRN) (no spaces)**: A label for a text input field. A callout box points to it with the text 'Centrelink Customer Reference Number (CRN) (без размака)'. A red box highlights this field and the 'Your personal details' section below it.
- Your personal details**: A heading followed by three input fields:
 - Given name (first only)**: A callout box points to it with the text 'Име'.
 - Family/Surname**: A callout box points to it with the text 'Презиме'.
 - Date of birth (dd/mm/yyyy)**: A callout box points to it with the text 'Датум рођења'. Below this label are three small input boxes labeled DD, MM, and YYYY.

Унесите своју адресу, затим изаберите **Next**.

The image shows a web form for entering an address. The form is titled "Your address" in English and "Ваша адреса" in Serbian. It 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", and "Country". The "Country" field is currently set to "Australia". 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 form elements provide Serbian labels for each field: "Број стамбене јединице/стана" for Unit/Flat number, "Кућни број" for Street number, "Улица" for Street name, "Предграђе/Место" for Suburb/Town, "Поштански број" for Postcode, "Савезна држава" for State, and "Држава" for Country. The "Next" button is labeled "Следеће".

Your address **Ваша адреса**

Unit/Flat number [Help](#) ▾
[Input field] **Број стамбене јединице/стана**

Street number [Help](#) ▾
[Input field] **Кућни број**

Street name [Help](#) ▾
[Input field] **Улица**

Suburb/Town [Help](#) ▾
[Input field] **Предграђе/Место**

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

State [Help](#) ▾
Select an Option **Савезна држава**

Country [Help](#) ▾
Australia **Држава**

Следеће

Корак бр. 4: повезивање је завршено

Ваша услуга је сада повезана са Вашим myGov налогом.

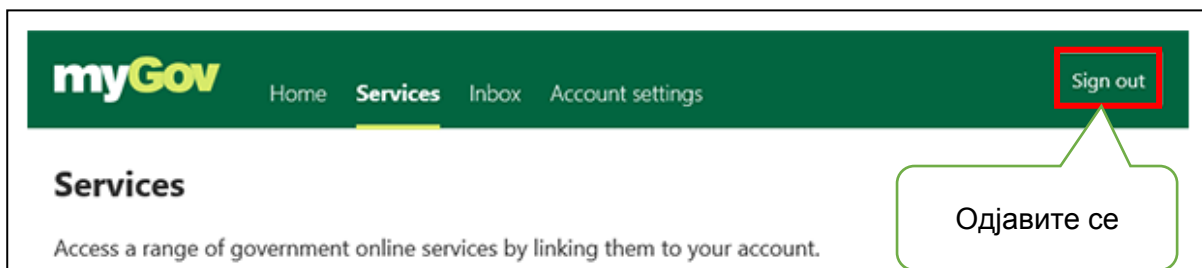
Можете:

- да повежете другу услугу, тако што изаберете неку од услуга са **Link a service** пописа услуга
- да обављате друге послове, тако што изаберете **Home**, или
- да напустите myGov, тако што изаберете **Sign out**.

The screenshot shows the myGov user interface. At the top, there is a navigation bar with 'Home', 'Services', 'Inbox', and 'Account settings'. 'Home' and 'Sign out' 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 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 with a right-pointing arrow. Callouts in Serbian point to these elements: 'Почетна' (Home), 'Одјавите се' (Sign out), 'Ваше повезане услуге' (Your linked services), and 'Повежите услугу' (Link a service).

Важно: увек се одјавите

Ради Ваше приватности и сигурности, изаберите **Sign out** кад завршите са коришћењем свог myGov налога.



Додатне информације

За помоћ на енглеском језику:

- користите наша онлајн упутства корак-по-корак. Идите на humanservices.gov.au/onlineguides
- позовите myGov центар за подршку корисницима на број **132 307** и изаберите **Option 1**. Центар је отворен сваког радног дана од 7h до 22h, и викендом од 10h до 17h.
- посетите услужни центар или myGov киоск.

За помоћ на Вашем језику:

- идите на humanservices.gov.au/yourlanguage где можете да прочитате, послушате или погледате информације на свом језику
- позовите **131 202** да поразговарате са нама на вашем језику о Centrelink накнадама и услугама
- позовите Translating and Interpreting Service (TIS National) на **131 450** да разговарате са нама на вашем језику о Medicare и Child Support накнадама и услугама

Напомена: позиви са вашег фиксног телефона на бројеве који почињу са '13' са било које локације у Аустралији се наплаћују по фиксној тарифи. Та тарифа може да буде другачија од цене локалног позива и може такође да се разликује у односу на друге телефонске оператере. Позиви са вашег фиксног телефона на бројеве који почињу са '1800' су бесплатни. Позиви са јавних говорница и мобилних телефона могу да се наплаћују по минути и могу да буду скупљи.

Одрицање од одговорности

Информације садржане у овој брошури су намењене искључиво као смернице за накнаде и услуге. Ваша је обавеза да одлучите да ли желите да тражите одређену исплату и да поднесете захтев, узимајући у обзир Ваше 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 and pointers highlight the 'Username or email' field, the 'Password' field, and the 'Sign in' button.

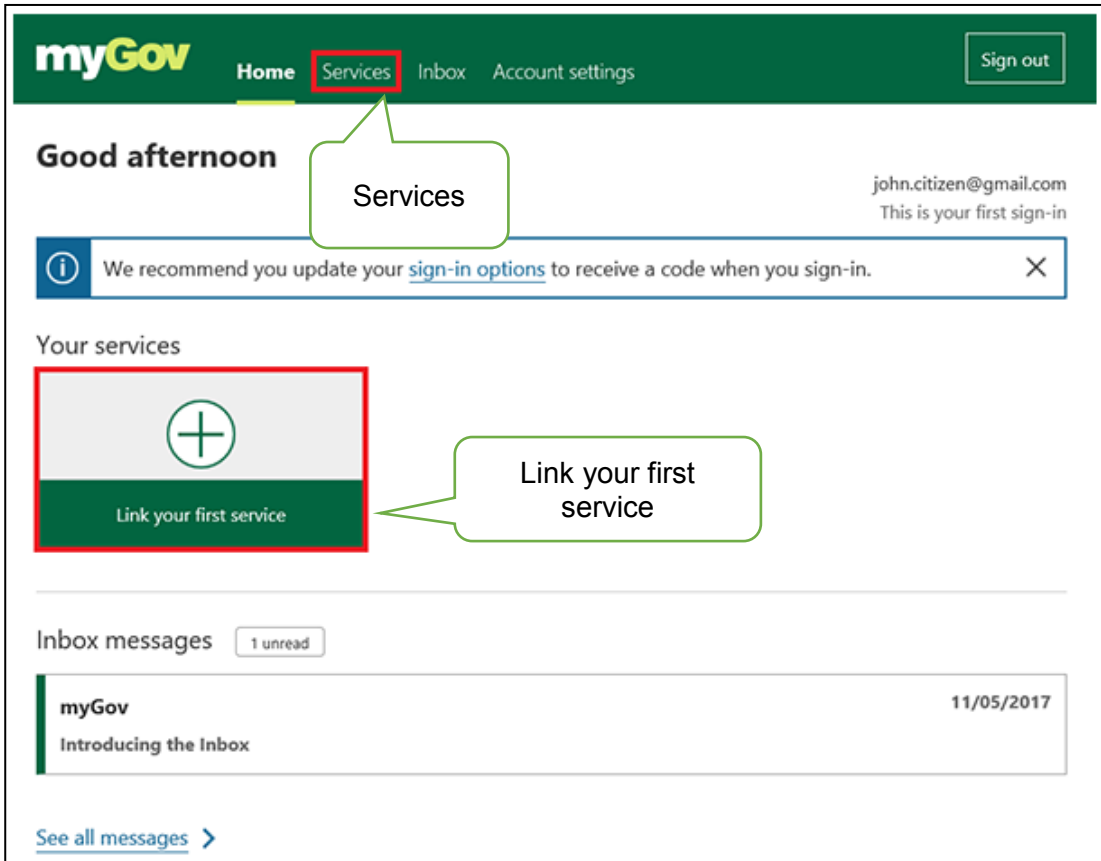
What is myGov?

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

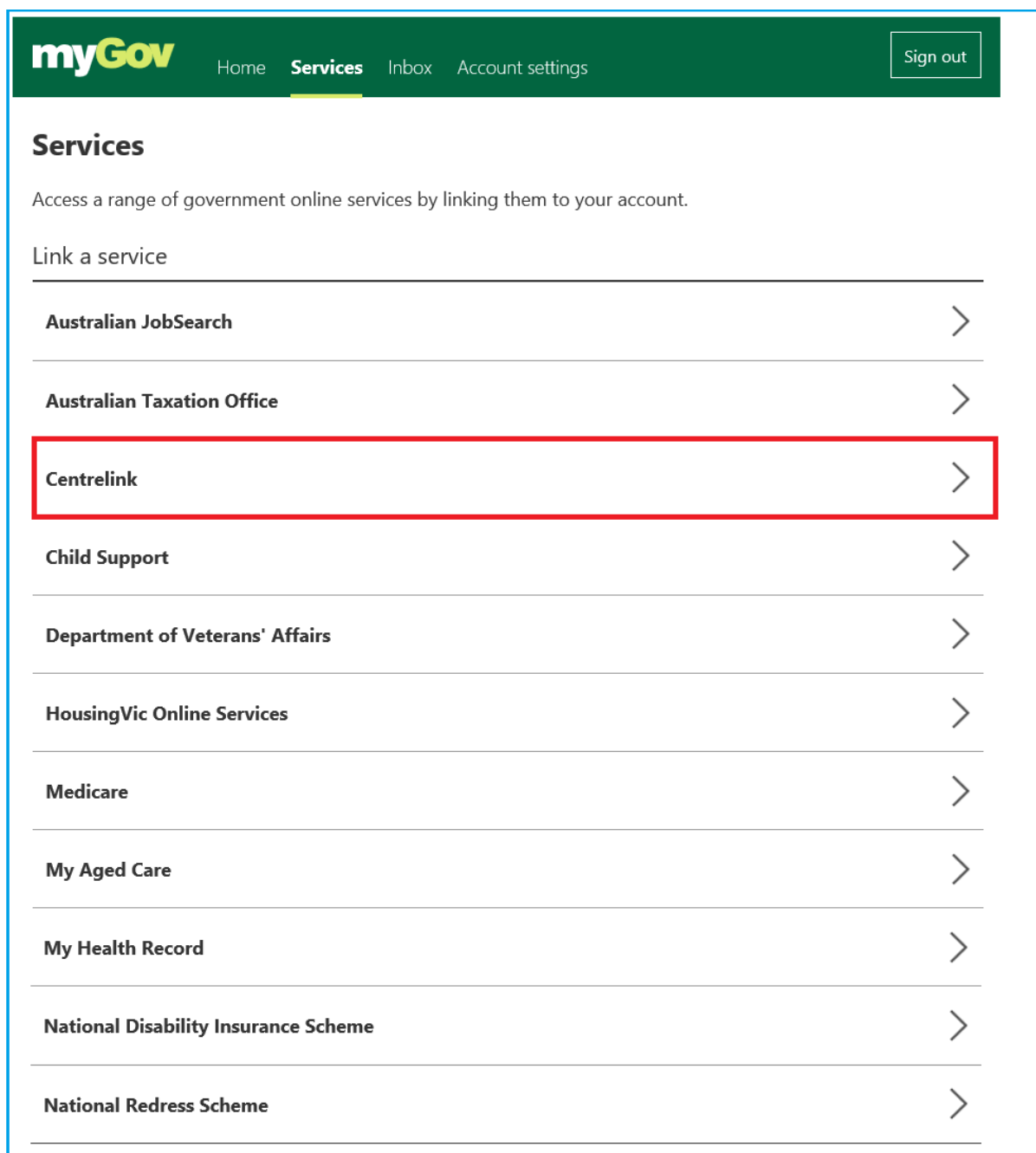
Select:

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



Select the service you want to link from the list.

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



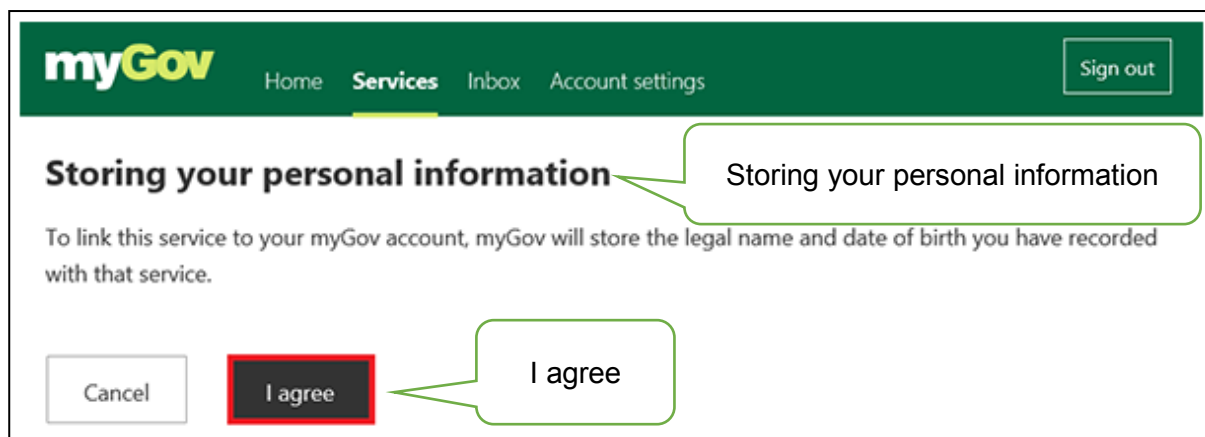
The screenshot shows the 'myGov' user interface. At the top, there is a dark green navigation bar with the 'myGov' logo on the left and navigation links for 'Home', 'Services' (which is highlighted with a yellow underline), 'Inbox', and 'Account settings' in the center. On the right side of the navigation bar is a 'Sign out' button. Below the navigation bar, the main heading is 'Services'. Underneath this heading is a sub-heading '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, there 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, a paragraph explains that linking the service to a myGov account requires storing the user's legal name and date of birth. At the bottom of the page, there are two buttons: 'Cancel' and 'I agree'. The 'I agree' button is highlighted with a red border and a green callout box pointing to it 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

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 information for linking a record. A red box highlights the form fields, which are annotated with callouts:

- Your member service reference number**: A text input field with a label 'Your member service reference number' and a 'Help' link.
- Centrelink Customer Reference Number (CRN) (no spaces)**: A text input field with a label 'Centrelink Customer Reference Number (CRN) (no spaces)' and a 'Help' link.
- Your personal details**: A section header for the following fields.
 - Given name (first only)**: A text input field with a label 'Given name (first only)' and a 'Help' link.
 - Family/Surname**: A text input field with a label 'Family/Surname' and a 'Help' link.
 - Date of birth (dd/mm/yyyy)**: A date selection field with labels 'DD', 'MM', and 'YYYY' and a 'Help' link.

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".

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.

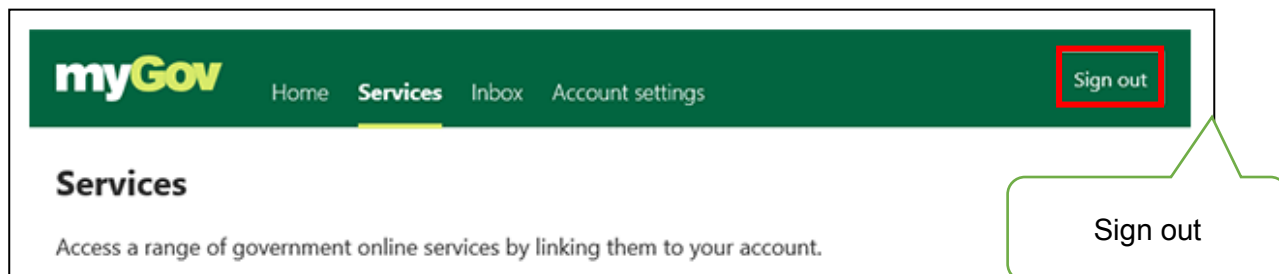
You can:

- 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 chevron icon. 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.