



myGov – 链接没有在线账户的服务

如果您没有某项服务的在线帐户，则请使用本指南。

myGov 是一种在线获取政府服务的安全方式。

您可以将一系列政府服务链接到您的 myGov 帐户。这意味着您可以通过 myGov 在线办理政府业务。

当您链接某项服务时，我们会问您一些问题，以确保我们将正确的记录链接到您的 myGov 帐户。对于您链接到的每项服务，问题都是不同的。这些问题可以包括：

- 查询编号
- 支付记录，或
- 银行账户详情。

在开始之前，请确保您已经准备好了这些信息。

步骤 1: 登录到 myGov

要登录，请访问 my.gov.au

Australian Government **myGov**

用户名或电子邮件

Username or email

忘记密码

密码

Password

Do not show others your password

显示

忘记密码

登录

Sign in

or

Create an account

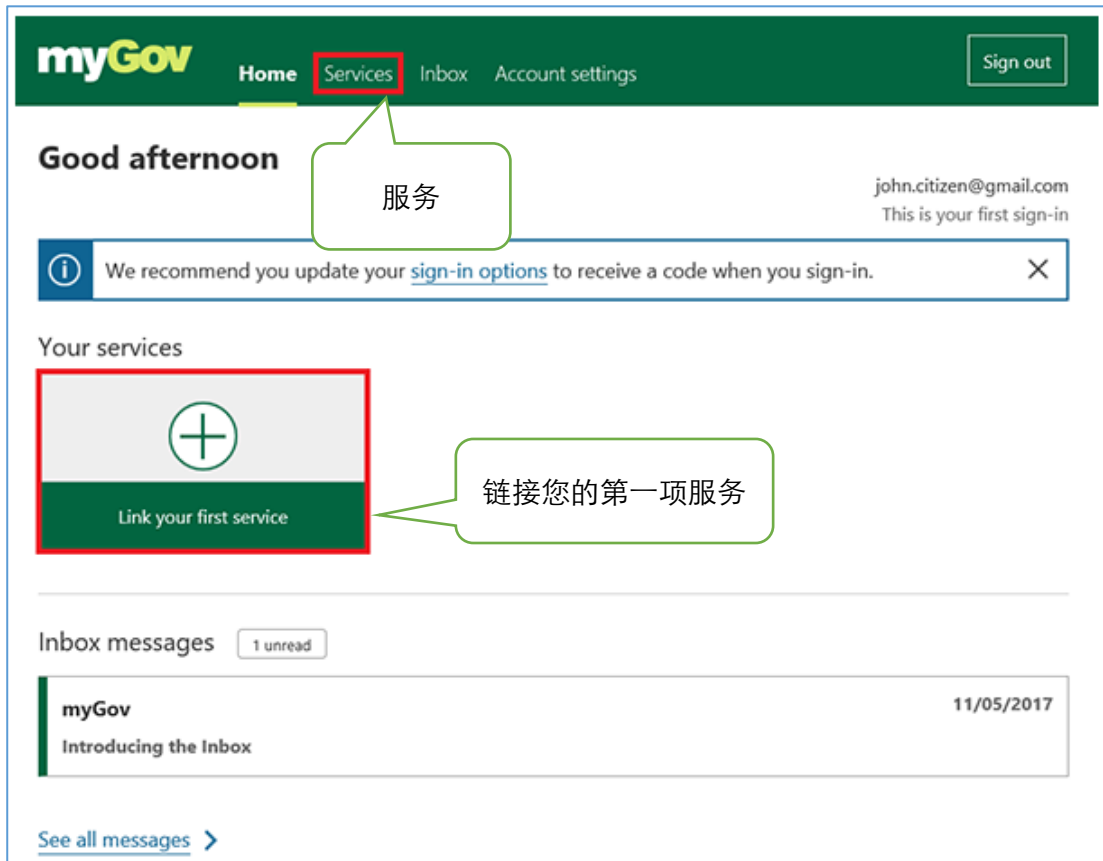
What is myGov?

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

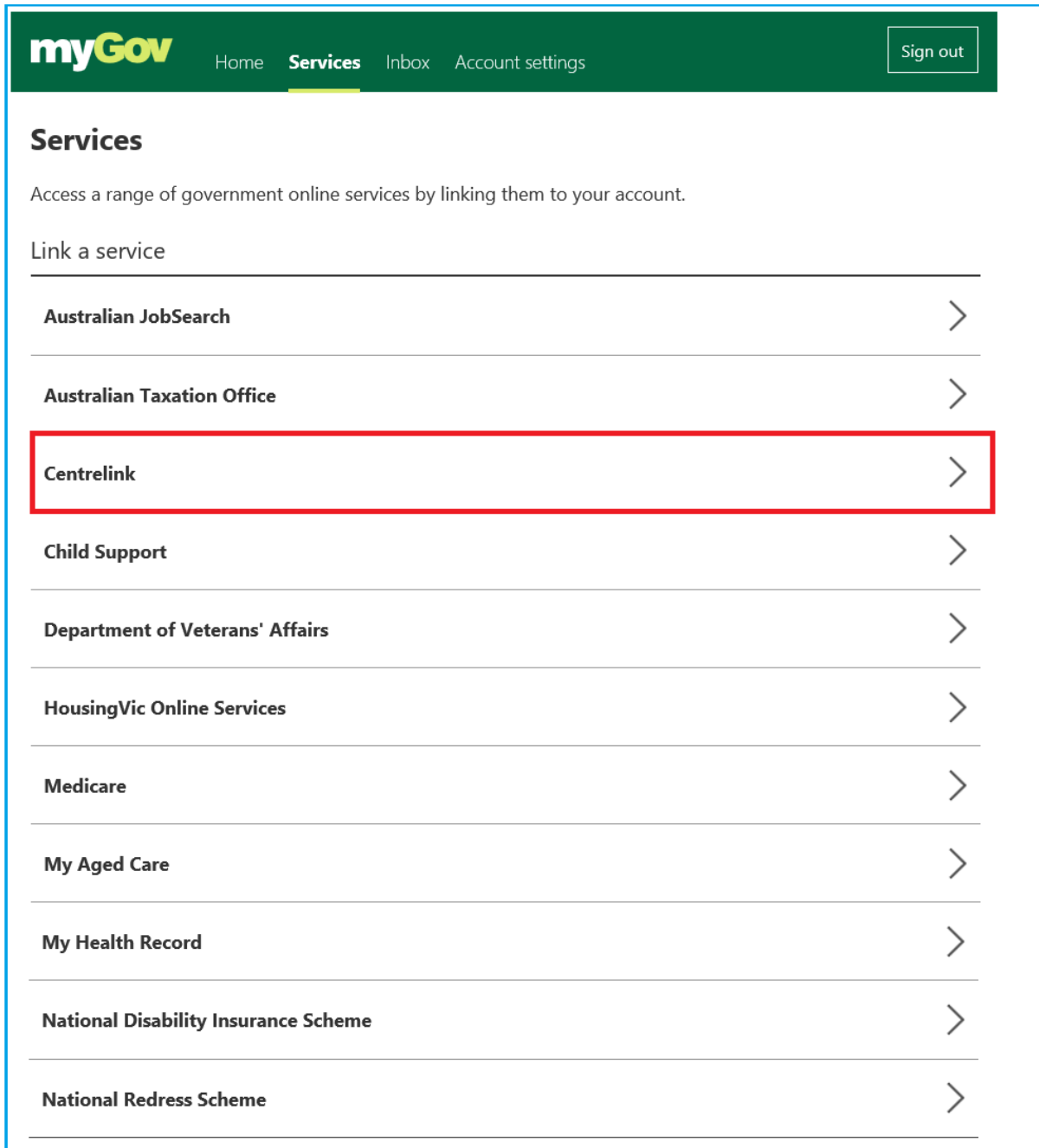
选择:

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



从列表中选择要链接的服务。

在本例中，我们将链接 **Centrelink**。



The screenshot shows the myGov website interface. At the top, there is a green navigation bar with the myGov logo on the left and links for Home, Services (which is underlined), Inbox, and Account settings. A Sign out button is located in the top right corner. Below the navigation bar, the main heading is 'Services', followed by the text 'Access a range of government online services by linking them to your account.' Underneath, there is a section titled 'Link a service' which contains 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 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	>

如果您是第一次链接到 Centrelink、Medicare 或 Australian Taxation Office，您须同意 myGov 存储您的个人信息。

选择 **I agree** 接受 myGov 存储您的个人信息。

如果您不同意，您将无法链接到 Centrelink、Medicare 或 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

存储您的个人信息

我同意

步骤 2: 链接新服务

选择 **I do not have an online account with Centrelink**。

然后选择 **Next**。

如果您链接的是不同的服务，我们将显示其名称，而非 Centrelink。

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, Inbox, and Account settings. A 'Sign out' button is in the top right. The main content area is titled 'Link new service' and contains instructions for linking a service. Below the instructions are three radio button options: '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 green callout bubble points to this option with the text '我没有 Centrelink 的在线账户'. At the bottom, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red box and a green callout bubble with the text '下一步'.

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

我没有 Centrelink 的在线账户

下一步

步骤 3: 输入您的详细信息

我们会询问问题，确保将正确的记录链接到您的 myGov 账户。

我们可能会要求您确认您已经提供的个人详细信息，例如：

- 您的名字
- 地址
- 出生日期
- 查询编号

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 您的会员服务编号

Centrelink Customer Reference Number (CRN) (no spaces) Centrelink Customer Reference Number (CRN) (无空格)

[Help](#) ▾

Your personal details

Given name (first only) [Help](#) ▾ 名

Family/Surname [Help](#) ▾ 姓

Date of birth (dd/mm/yyyy) [Help](#) ▾ 出生日期

DD MM YYYY

输入地址详细信息，然后选择 **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", and "Country". The "Country" field is pre-filled with "Australia". Below the form are two buttons: "Cancel" and "Next". The "Next" button is highlighted with a red border. Green callout boxes with arrows point to each field and the "Next" button, providing Chinese labels for each.

Field Label	Chinese Label
Your address	地址
Unit/Flat number	单元/房间号
Street number	街道号码
Street name	街道名
Suburb/Town	郊区/城镇
Postcode	邮政编码
State	州
Country	国家
Next	下一步

步骤 4: 链接完成

您的服务现已链接到您的 myGov 帐户。

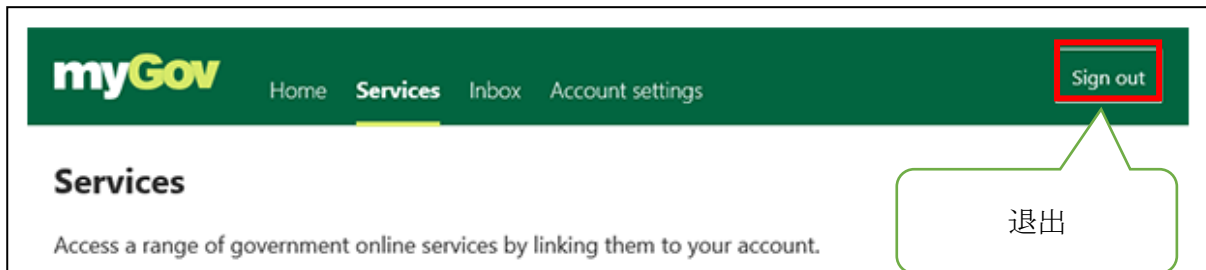
您可以:

- 通过在 **Link a service** 列表下选择一项服务，链接到另一项服务
- 选择 **Home** 进行其他业务，或
- 选择 **Sign out**，离开 myGov。

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' buttons 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 '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. Chinese callouts in green boxes point to various elements: '主页' (Home), '退出' (Sign out), '您的链接服务' (Your linked services), and '链接服务' (Link a service).

重要提示:请务必退出

为了您的隐私和安全，当您使用完 myGov 帐户后，选择 **Sign out**。



更多信息

寻求英语帮助:

- 使用我们的逐步在线指南。访问humanservices.gov.au/onlineguides
- 致电**132 307** 联系myGov服务台，并选择**Option 1**。周一至周五上午7点到晚上10点，周六至周日上午10点到下午5点开放。
- 访问服务中心或 myGov店面。

寻求中文帮助:

- 请访问humanservices.gov.au/yourlanguage 阅读、收听或观看相关中文信息。
- 拨打**131 202**使用中文垂询Centrelink的相关福利金与服务。
- 拨打**131 450**联系Translating and Interpreting Service (TIS National)，用中文垂询Medicare和Child Support的相关福利金与服务。

注意: 澳大利亚境内座机拨打“13”开头的号码按固定费率收费。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打“1800”号码是免费的。公共电话和移动电话拨打可能会计时并以较高费率收取费用。

免责声明

本出版物所包含信息仅用作福利金和服务指南。您有责任决定是否要申请福利金，并针对您的具体情况提出申请。



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 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

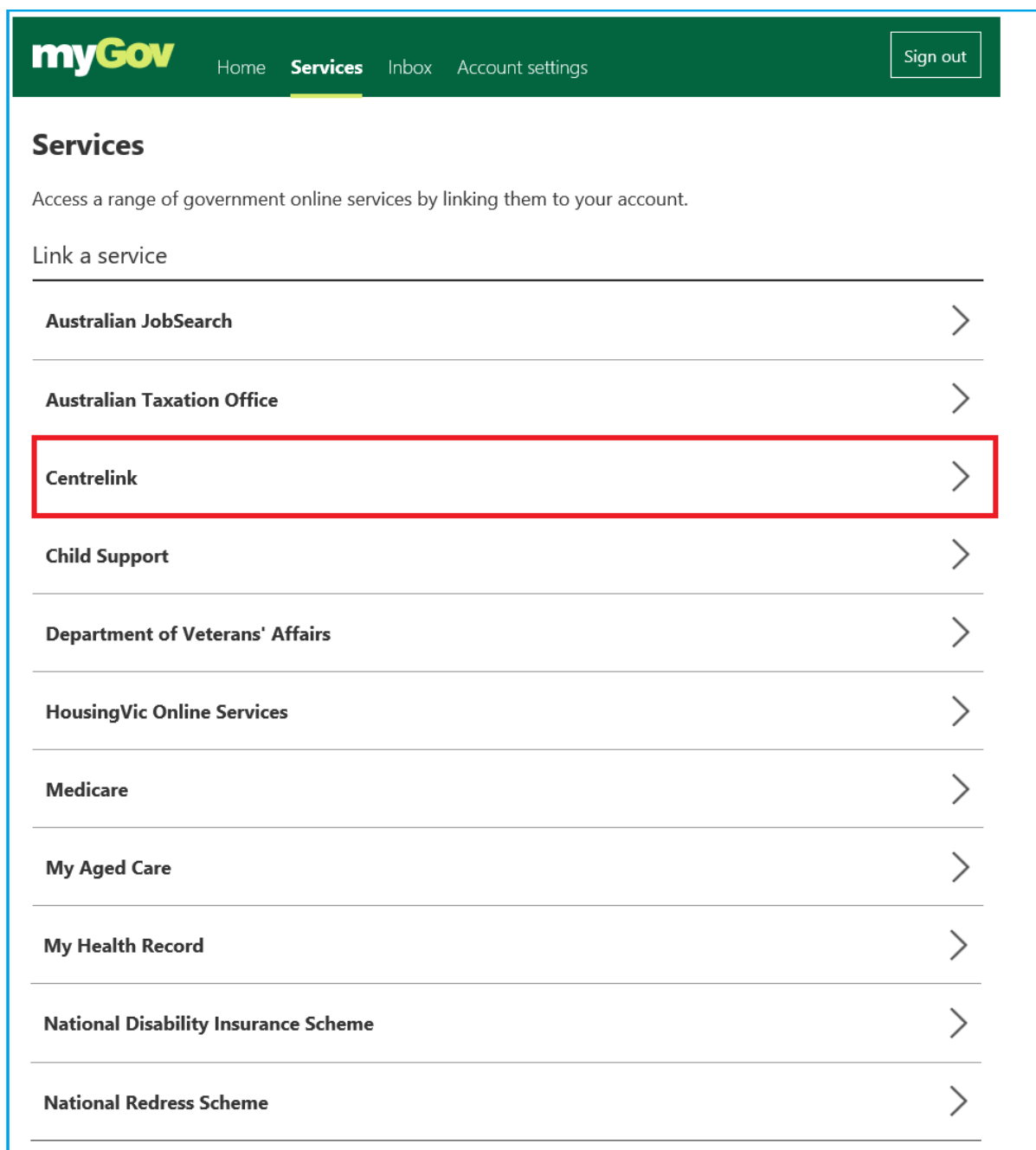
Select:

- **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. The 'Services' link is highlighted with a red box. A 'Sign out' button is located in the top right corner. Below the navigation bar, a greeting 'Good afternoon' is displayed, followed by the user's email address 'john.citizen@gmail.com' and the message 'This is your first sign-in'. 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 large button with a plus sign icon and the text 'Link your first service', which is highlighted with a red box. A callout bubble 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' website 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 horizontal line. A list of services follows, each with a right-pointing chevron icon. The 'Centrelink' service 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	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 bubble pointing to it with the text 'I agree'. Another green callout bubble 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. 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' dropdown.
- Centrelink Customer Reference Number (CRN) (no spaces):** A text input field with a label 'Centrelink Customer Reference Number (CRN) (no spaces)' and a 'Help' dropdown.
- 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' dropdown.
 - Family/Surname:** A text input field with a label 'Family/Surname' and a 'Help' dropdown.
 - Date of birth (dd/mm/yyyy):** A date selection field with labels 'DD', 'MM', and 'YYYY' and a 'Help' dropdown.

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). To the right of each field is a callout box with a pointer to the field, containing the field's name. At the bottom left are two buttons: "Cancel" and "Next". The "Next" button is highlighted with a red border and has a callout box pointing to it.

Field Label	Field Content	Callout Label
Unit/Flat number		Unit/Flat number
Street number		Street number
Street name		Street name
Suburb/Town		Suburb/Town
Postcode		Postcode
State	Select an Option	State
Country	Australia	Country

Buttons: Cancel, Next

Step 4: linking finished

Your service is now linked to your myGov account.

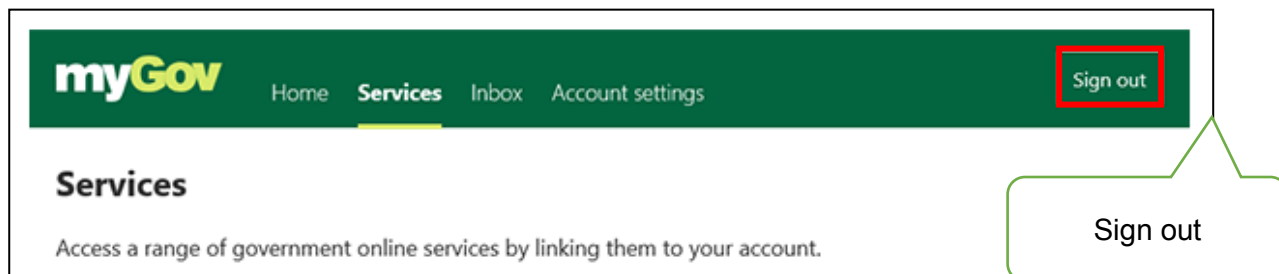
You can:

- 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 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', 'Sign out', 'Your linked services', and 'Link a service' sections. Green callout boxes point to the 'Home', 'Sign out', 'Your linked services', and 'Link a service' text.

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.