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- [Services](#)
- [Link your first service](#)

The screenshot shows the myGov user interface. At the top, there is a dark green navigation bar with the myGov logo and links for Home, Services (highlighted with a red box), Inbox, and Account settings. A Sign out button is located on the right. Below the navigation bar, the user is greeted with "Good afternoon" and their email address, john.citizen@gmail.com, with a note that this is their first sign-in. A notification banner suggests updating sign-in options. The "Your services" section features a large button with a plus sign and the text "Link your first service", which is highlighted with a red border. A callout bubble next to this button contains the Arabic text "أهذه الخدمة قد تم ربطها بالفعل". 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.

كودهم، كاس ييلفاس دتلبه، لئدبه، كاس ماب له هيدن.

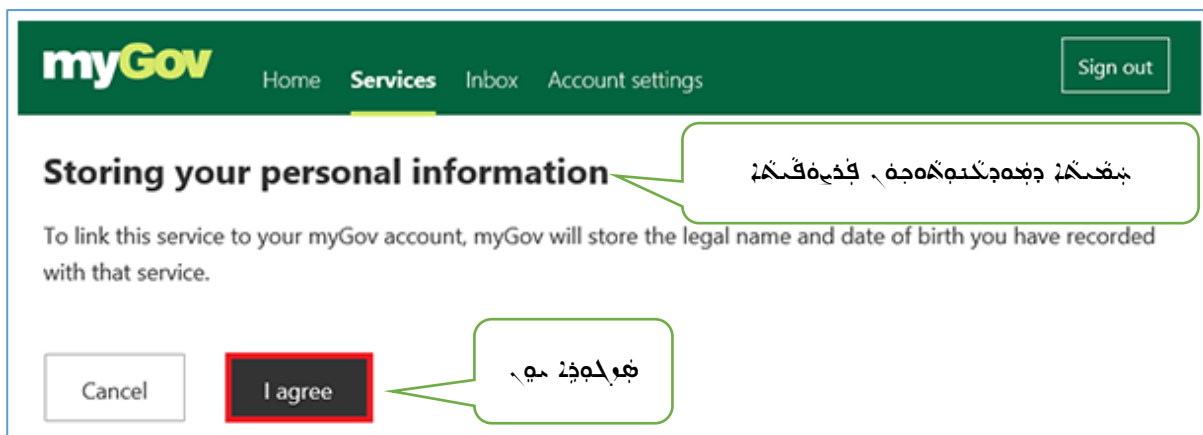
له لئس له هيدن، يد لئيب كاس Centrelink.

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 'Home', 'Services', 'Inbox', and 'Account settings' on the right. A 'Sign out' button is located in the top right corner. Below the navigation bar, the 'Services' section is displayed. It includes a sub-header 'Link a service' and a list of services. The 'Centrelink' service is highlighted with a red rectangular box. 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. Each service name is followed by a right-pointing chevron icon.

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## كۆمەكچى 2: لىنكىنىڭ سىزنى يىلتىزە بېرىشى

كۆمەكچى .I have a linking code ، تاشلىق كۆمەكچى .Next

**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**

ئىپتىلاپ بىر قىممەت كۆمەكچى

تاشلىق كۆمەكچى

### قەھەتەن 3: بۆلگۈچ، ئىش بۆلگۈچ ئىشەنچ

بۆلگۈچ، بۆلگۈچ كودى. Linking Code

كۆرۈن، كۆرۈن بۆلگۈچ بۆلگۈچ بۆلگۈچ، بۆلگۈچ، كۆرۈن.

بۆلگۈچ، بۆلگۈچ agency reference number، بۆلگۈچ، كۆرۈن. Next

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, Account settings, and a Sign out button. The main heading is 'Link new service'. Below it, there is a thank you message and instructions. Three input fields are highlighted with red boxes: 'Enter your Linking Code', 'Select one of the online services you want to link', and 'Enter your agency reference number for this online service'. A 'Next' button is highlighted with a red box. Green callout boxes with arrows point to these elements, containing Arabic text: 'بۆلگۈچ، بۆلگۈچ كودى، ئىشەنچ' (Linking Code, Linking Code, Trust), 'كۆرۈن، كۆرۈن بۆلگۈچ بۆلگۈچ، بۆلگۈچ، كۆرۈن' (View, View Linking Code, Linking Code, View), and 'بۆلگۈچ، بۆلگۈچ، بۆلگۈچ، بۆلگۈچ (بۆلگۈچ، بۆلگۈچ)' (Linking Code, Linking Code, Linking Code, Linking Code (Linking Code, Linking Code)). A 'Cancel' button is also visible.









# myGov - link a service using a linking code

Use this guide if you have a linking code from 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.

A linking code is a single-use code that is provided by your service. You will also need your government or agency reference number to link to your myGov account.

## Step 1: sign in to myGov

To sign in, go to [my.gov.au](http://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, there are three input fields: 'Username or email', 'Password', and a 'Sign in' button. The 'Username or email' field has a callout box above it with the text 'Username or email'. The 'Password' field has a callout box above it with the text 'Password'. The 'Sign in' button has a callout box above it with the text 'Sign in'. To the right of the sign-in form, there is a section titled 'What is myGov?' with a list of services.

**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

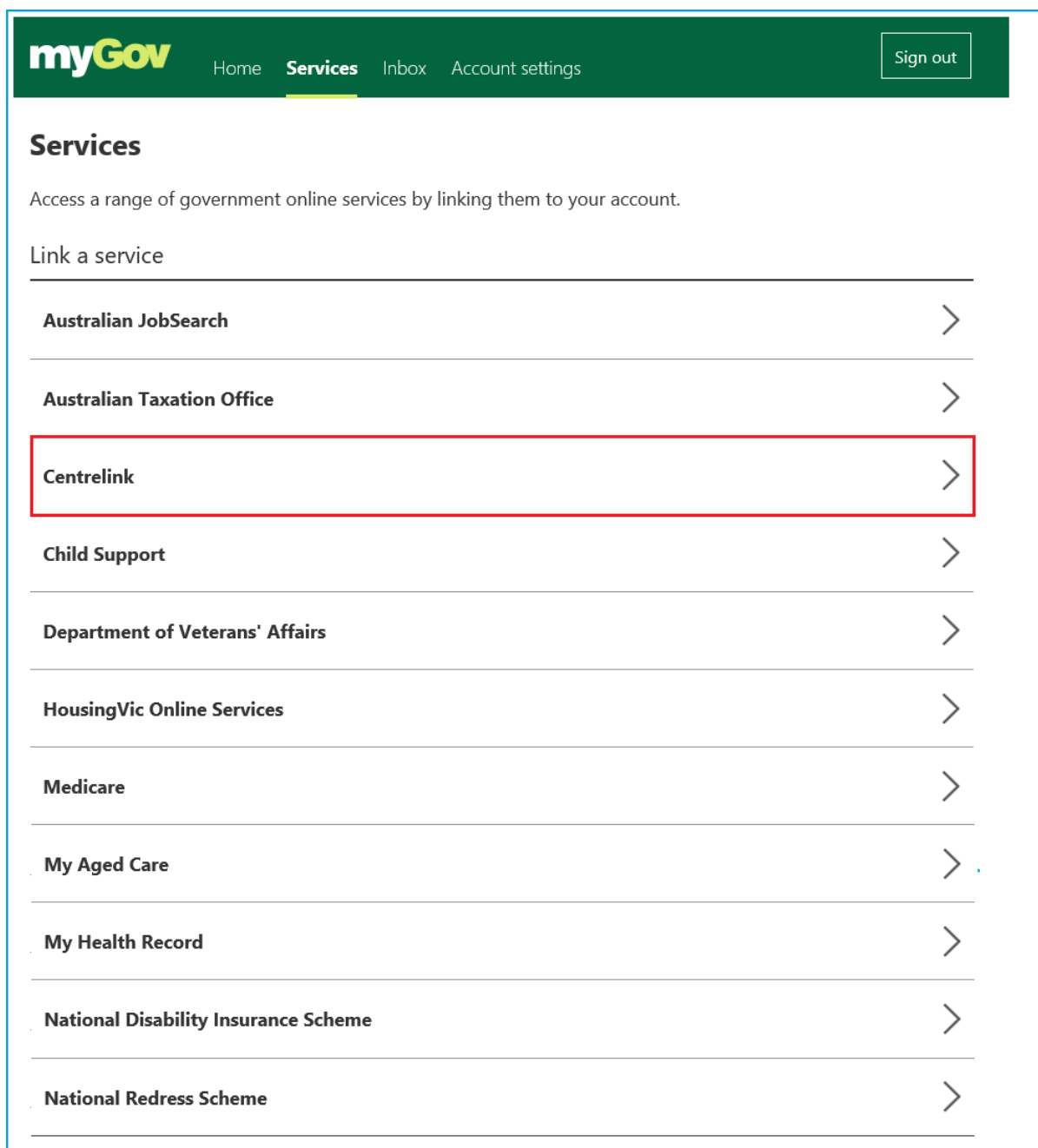
Select:

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

The screenshot shows the myGov website interface. At the top, there is a 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 main content area starts with a greeting 'Good afternoon' and the user's email 'john.citizen@gmail.com'. 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'. An annotation bubble points to this button with the text 'Link your first service'. Below the services section, the 'Inbox messages' section shows one unread message from myGov titled 'Introducing the Inbox' dated 11/05/2017. A link '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**.



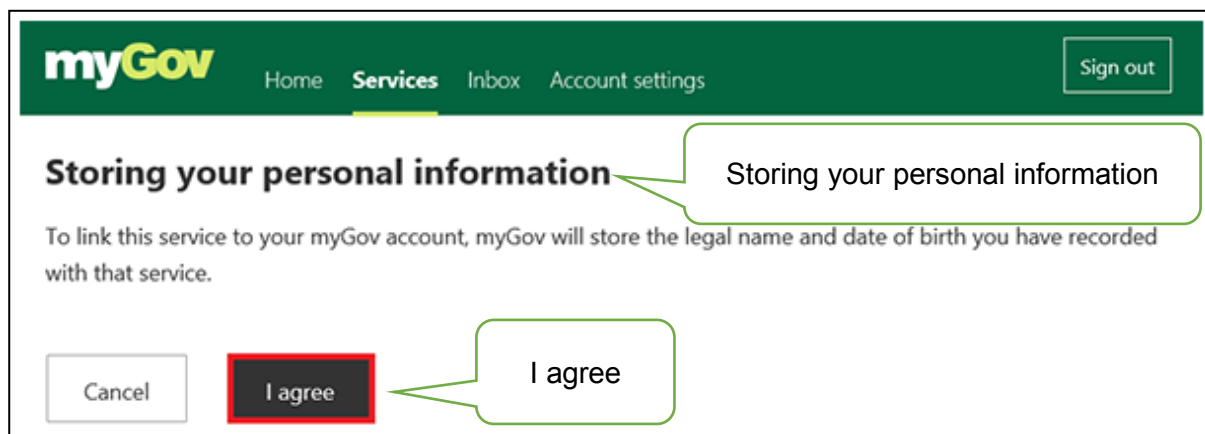
The screenshot shows the myGov website interface. At the top, there is a dark green navigation bar with the myGov logo on the left and links for Home, Services (which is highlighted), Inbox, and Account settings. A Sign out button is located in the top right corner. Below the navigation bar, the page 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' 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	>
<b>Centrelink</b>	>
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 to 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 heading "Storing your personal information" with a callout box pointing to it containing the same 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, there are two buttons: "Cancel" and "I agree". The "I agree" button is highlighted with a red border and has a callout box pointing to it containing the text "I agree".

## Step 2: link a new service

Select **I have a linking code**, then select **Next**.

**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

### Step 3: enter linking code

Enter the **Linking Code**.

Select the online **service** you want to link.

Enter your **agency reference number**, then select **Next**.

The screenshot shows the 'myGov' website header with navigation links: Home, Services, Inbox, Account settings, and a Sign out button. The main heading is 'Link new service'. Below it, a message says 'Thank you, you have almost finished.' and explains that entering a linking code and selecting a service will link all registered services. A link to 'contact us' is provided for assistance. The form contains three input fields, each highlighted with a red border and a callout box: 1. 'Enter your Linking Code' with a 'Help' link. 2. 'Please enter the following information.' followed by 'Select one of the online services you want to link' with a 'Help' link. 3. 'Enter your agency reference number for this online service (no spaces)' with a 'Help' link. At the bottom, there are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted in black and a callout box.

## Step 4: linking finished

Your service is now linked to your myGov account.

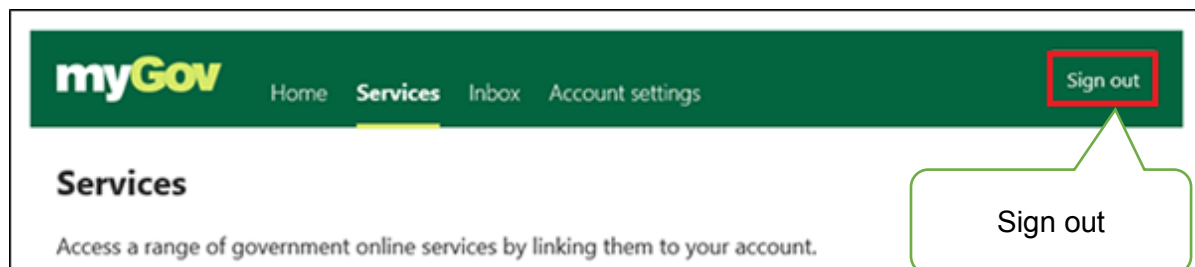
You can:

- link to 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 displays the myGov 'Services' page. At the top, the navigation bar includes 'Home', 'Services', 'Inbox', 'Account settings', and 'Sign out'. Below the navigation, there are two green checkmark 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.' The main content area is titled 'Your linked services' and contains a table with one row for 'Centrelink', linked on 13 Jul 2018, with an 'Unlink' button. Below this is a 'Link a service' section with a list of services: Australian JobSearch, Australian Taxation Office, Child Support, and Department of Veterans' Affairs, each with a right-pointing arrow.

## 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](https://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](https://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.