

كۆرسىتىش:

- [Services](#)
- [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 prominent button with a plus sign and the text 'Link your first service'. An 'Inbox messages' section shows one unread message from myGov dated 11/05/2017 with the subject 'Introducing the Inbox'. A link to 'See all messages' is provided at the bottom of the inbox section.

Annotations in Arabic:

- A callout box points to the 'Services' link in the navigation bar with the text: **سېلىقىڭىز**
- A callout box points to the 'Link your first service' button with the text: **بۇ تەختە، كۆش سىڭىلىڭىز، بىلىڭىز، تېخىمۇ**

قەھەتەن 2: لۆھۆدە، سۆن ییلقە بەدەتەن

كۆخۆم، I have an online account with Centrelink، تەتەنەن كۆخۆم، Next.

ی، تەتەنەن، سۆن ییلقە بەدەتەن، ئیسنەن تەن فۆسۆسەن یقەدە تەتەنەن د 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**

ئۆنەن لۆب تەن سۆتەنەن تەن یەنەدەن Centrelink

تەن تەتەنەن

قەھەتەن 3: بۆلۈمۈ، كەش بۆلۈمۈگە تەسۋىتتەش، بۆلۈمۈ

بۆلۈمۈ، كەش بۆلۈمۈگە تەسۋىتتەش، بۆلۈمۈ.

كەش بۆلۈمۈ، بۆلۈمۈ:

- Customer Access Number (CAN) بۆلۈمۈ،
- Centrelink Online Password بۆلۈمۈ.

تەسۋىتتەش، بۆلۈمۈ .Next

The screenshot shows the 'myGov' website interface for linking a new service. The page title is 'Link new service'. Below the title, there is a message: 'To link your Centrelink online account to your myGov account, please enter your Customer Access Number (CAN) and password.' Underneath, there is a section titled 'Your Centrelink online account details' with two input fields. The first field is for the 'Customer Access Number (CAN) (no spaces)' and is highlighted with a red box. A callout bubble points to it with the text 'Customer Access Number (CAN) (بۆلۈمۈ تەسۋىتتەش)'. The second field is for the 'Centrelink Online Password' and is also highlighted with a red box. A callout bubble points to it with the text 'بۆلۈمۈ بۆلۈمۈ بۆلۈمۈ Centrelink'. Below the password field is a 'Show' button. At the bottom of the form, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red box, and a callout bubble points to it with the text 'تەسۋىتتەش'.



myGov - link a service using an existing online account

Use this guide if you 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.

You need your government or agency reference number and password to link to your myGov account.

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 left is the Australian Government logo and the myGov logo. The sign-in form includes a text input field for 'Username or email', a 'Forgot username' link, a password input field with a 'Show' link, a 'Forgot password' link, and a 'Sign in' button. Below the sign-in button is an 'or' separator and a 'Create an account' button. To the right of the form 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

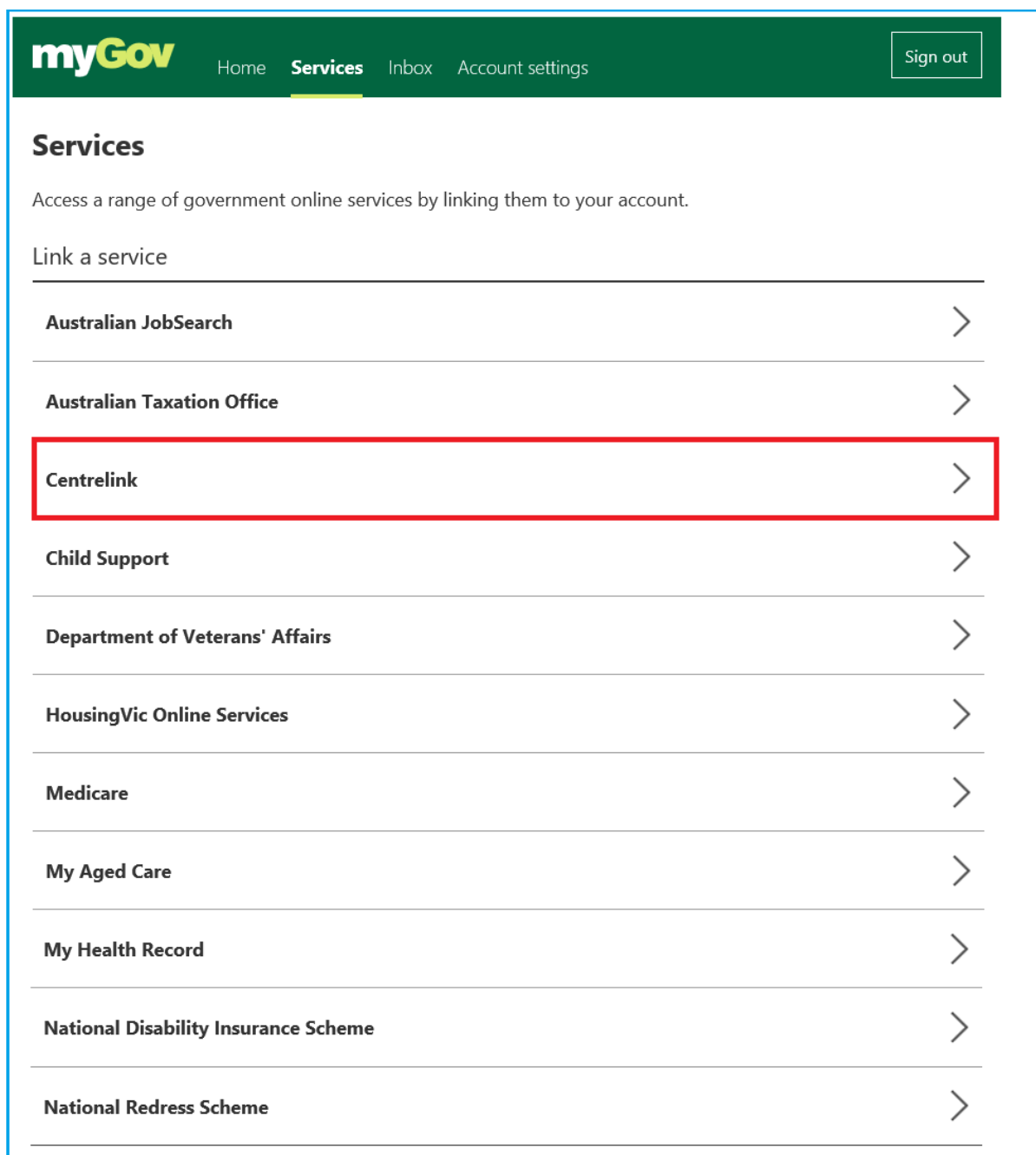
Select:

- **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 navigation links for Home, Services, Inbox, and Account settings on the right. A 'Sign out' button is also present in the top right corner. Below the navigation bar, the main content area starts with a greeting 'Good afternoon' and the user's email address 'john.citizen@gmail.com'. A notification banner below the greeting 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 icon and the text 'Link your first service'. Below this, the 'Inbox messages' section shows a message from myGov dated 11/05/2017 with the subject 'Introducing the Inbox'. A link to 'See all messages' is provided at the bottom of the inbox section. Annotations include a red box around the 'Services' link in the navigation bar, a green callout bubble pointing to it with the text 'Services', a red box around the 'Link your first service' button, and a green callout bubble pointing to it with the text 'Link your first service'.

Select the service you want to link from the list.

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



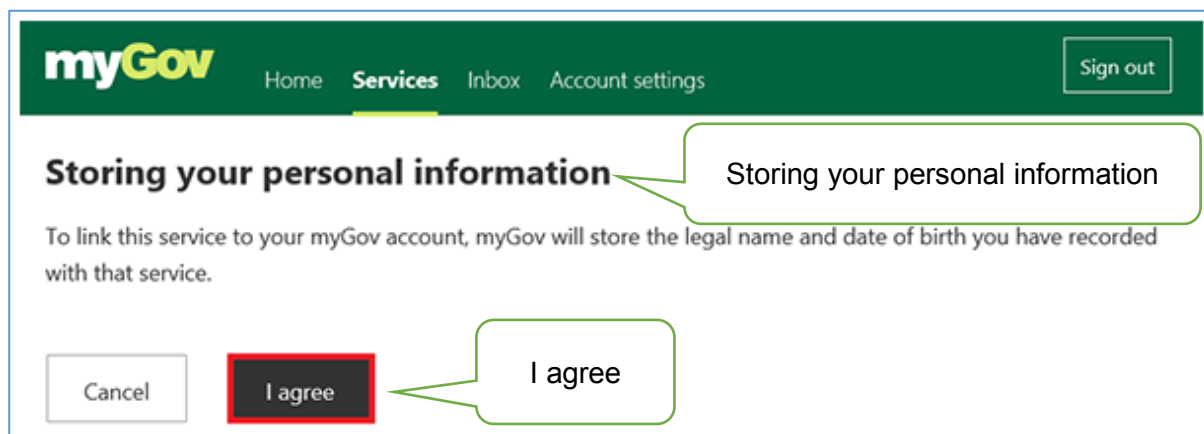
The screenshot shows the 'myGov' user interface. At the top, there is a dark green navigation bar with the 'myGov' logo on the left and 'Home', 'Services', 'Inbox', and 'Account settings' as menu items. A 'Sign out' button is located in the top right corner. Below the navigation bar, the 'Services' section is displayed. It includes a sub-header 'Link a service' and a list of services, 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 do not agree, you will not 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 message states: '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, there are two buttons: 'Cancel' and 'I agree'. The 'I agree' button is highlighted with a red border. Two green callout boxes are present: one pointing to the heading 'Storing your personal information' and another pointing to the 'I agree' button.

Step 2: link a new service

Select **I 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

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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

Next

I have an online account with Centrelink

Step 3: enter your service account details

Enter your service account details.

In this example, enter your:

- **Customer Access Number (CAN)**, and
- **Centrelink Online Password**.

Then, select **Next**.

The screenshot shows the 'myGov' website interface. At the top, there is a navigation bar with 'Home', 'Services', 'Inbox', and 'Account settings'. A 'Sign out' button is located in the top right corner. The main heading is 'Link new service'. Below this, a message states: 'To link your Centrelink online account to your myGov account, please enter your Customer Access Number (CAN) and password.' The section is titled 'Your Centrelink online account details'. There are two input fields: 'Customer Access Number (CAN) (no spaces)' and 'Centrelink Online Password'. The first field has a red border and a callout box pointing to it with the text 'Customer Access Number (CAN) (no spaces)'. The second field also has a red border and a callout box pointing to it with the text 'Centrelink Online Password'. Below the input fields are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red border and has a callout box pointing to it with the text 'Next'.

Step 4: linking finished

Your service is now linked to your myGov account.

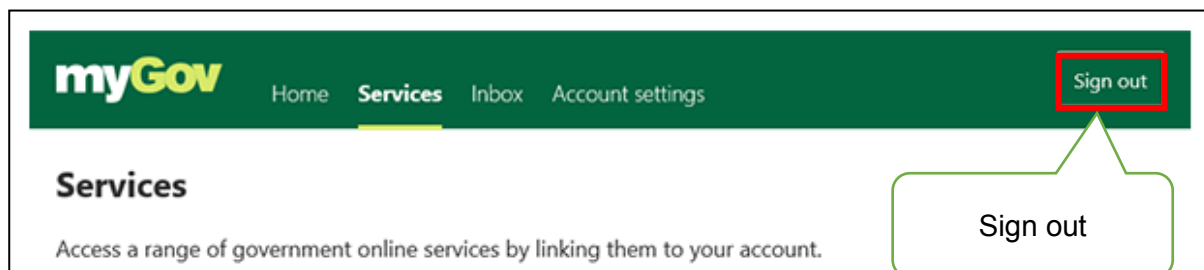
You can:

- 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 shows the myGov 'Services' page. At the top, the navigation bar includes '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' with a red box around the title. Under this section, 'Centrelink' is listed as a linked service, with a date of 'Linked on 13 Jul 2018' and an 'Unlink' button. Below the 'Your linked services' section, there is a 'Link a service' section with a red box around the title. Under this section, there is 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
- 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.