



## myGov - ربط خدمة باستخدام حساب إلكتروني

استخدم هذا الدليل إذا كان لديك حساب إلكتروني مع خدمة.

myGov هي طريقة آمنة للوصول إلى الخدمات الحكومية عبر الإنترنت.

يمكنك ربط مجموعة من الخدمات الحكومية مع حساب myGov الخاص بك. هذا يعني أنه يمكنك القيام بأعمالك الحكومية عبر الإنترنت من خلال myGov.

أنت بحاجة إلى الرقم المرجعي للحكومة أو الوكالة وكلمة المرور للربط مع حساب myGov.

### الخطوة 1: سجل دخولك إلى myGov

لتسجيل الدخول، قم بزيارة [my.gov.au](http://my.gov.au)



The image shows a screenshot of the myGov login page. The page has a green header with the Australian Government logo and the myGov text. Below the header, there are two input fields: 'Username or email' and 'Password'. The 'Username or email' field is annotated with a green callout box containing the Arabic text 'اسم المستخدم أو البريد الإلكتروني'. The 'Password' field is annotated with a green callout box containing the Arabic text 'كلمة المرور'. Below the password field, there is a 'Show' button. There are also links for 'Forgot username' and 'Forgot password'. The 'Forgot password' link is annotated with a green callout box containing the Arabic text 'تسجيل الدخول'. At the bottom of the login form, there is a 'Sign in' button. Below the 'Sign in' button, there is an 'or' separator and a 'Create an account' 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

اختر:

- Services، أو
- .Link your first service

The screenshot shows the myGov website interface. At the top, there is a 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, there is a greeting 'Good afternoon' and the user's email address 'john.citizen@gmail.com' with the note 'This is your first sign-in'. 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'. A callout box points to this button with the Arabic text 'اربط الخدمة الأولى الخاصة بك'. Below the services section, there is an 'Inbox messages' section showing 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.

حدّد الخدمة التي تريد ربطها من القائمة.

في هذا المثال، سنقوم بربط **Centrelink**.

**myGov** Home **Services** Inbox Account settings Sign out

## Services

Access a range of government online services by linking them to your account.

Link a service

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	>

إذا كنت تريد الربط مع Centrelink، أو Medicare أو Australian Taxation Office للمرة الأولى، سيُطلب منك الموافقة على قيام myGov بتخزين معلوماتك الشخصية.

اختر **I agree** للموافقة على قيام myGov بتخزين معلوماتك الشخصية.

إذا لم توافق، فلن تتمكن من ربط Centrelink أو Medicare أو Australian Taxation Office.

**myGov** Home Services Inbox Account settings Sign out

### Storing your personal information

تخزين معلوماتك الشخصية

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 أوافق

## الخطوة 2: ربط خدمة جديدة

اختر **I have an online account with Centrelink**، ثم انقر على **Next**.

إذا كنت تريد ربط خدمة مختلفة، فسوف يظهر اسمها بدلاً عن 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](#)

لديّ حساب إلكتروني لدى Centrelink

التالي

### الخطوة 3: ادخل تفاصيل حساب الخدمة الخاص بك

أدخل تفاصيل حساب الخدمة الخاص بك.

في هذا المثال، ادخل:

- Customer Access Number (CAN) ، و
- Centrelink Online Password

ثم انقر على **Next**.

**myGov** Home **Services** Inbox Account settings Sign out

## Link new service

To link your Centrelink online account to your myGov account, please enter your Customer Access Number (CAN) and password.

### Your Centrelink online account details

Customer Access Number (CAN) (no spaces) [Help](#) ▾

Centrelink Online Password [Help](#) ▾  
Do not show others your password

[Show](#)

Cancel **Next**

Customer Access Number (CAN)  
(بدون مسافات)

كلمة المرور لحساب Centrelink الإلكتروني

التالى

## الخطوة 4: تم الربط

الآن خدمتك مربوطة مع حساب myGov الإلكتروني الخاص بك.

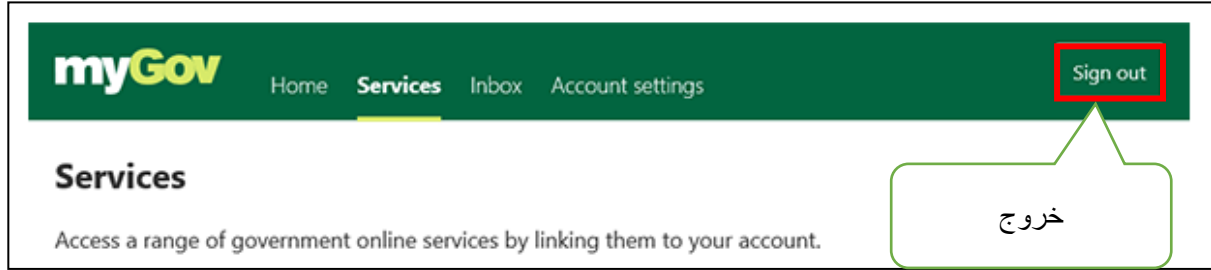
يمكنك:

- ربط خدمات أخرى باختيار خدمة من قائمة **Link a service**
- قم بمعاملات أخرى بالنقر على **Home**، أو
- غادر myGov بالنقر على زر **Sign out**.

The screenshot displays the myGov user interface. At the top, there is a navigation bar with the myGov logo and links for Home, Services, Inbox, and Account settings. The 'Sign out' button is highlighted with a red box. Below the navigation bar, the 'Services' section is visible, with a callout box pointing to the 'Home' link labeled 'الصفحة الرئيسية' (Home page). Another callout box points to the 'Sign out' button labeled 'خروج' (Logout). Below this, 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 callout box labeled 'خدماتك المربوطة' (Your linked services). 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 linked services section, there is a 'Link a service' button with a callout box labeled 'ربط خدمة' (Link service). Underneath, there is a list of services available for linking: Australian JobSearch, Australian Taxation Office, Child Support, and Department of Veterans' Affairs, each with a right-pointing arrow.

## مهم: تأكد من تسجيل خروجك في كل مرة

للحفاظ على خصوصيتك وأمانك، انقر على **Sign out** عند الانتهاء من استخدام حساب myGov الخاص بك.



## المزيد من المعلومات

للمساعدة باللغة الإنجليزية:

- استخدم إرشاداتنا التفصيلية عبر الإنترنت. قم بزيارة [humanservices.gov.au/onlineguides](https://humanservices.gov.au/onlineguides)
- اتصل بخط المساعدة الخاص بـ myGov على الرقم **132 307** واختر **Option 1**. الخط مفتوح من الاثنين إلى الجمعة من الساعة 7 صباحاً حتى الساعة 10 مساءً، ومن السبت إلى الأحد من الساعة 10 صباحاً حتى الساعة 5 مساءً.
- قم بزيارة مركز خدمة أو منفذ myGov.

للمساعدة بلغتك:

- قم بزيارة [humanservices.gov.au/yourlanguage](https://humanservices.gov.au/yourlanguage) حيث يمكنك قراءة أو الاستماع أو مشاهدة معلومات بلغتك.
- اتصل على الرقم **131 202** للتحدث إلينا بلغتك عن دفعات وخدمات Centrelink.
- اتصل بـ Translating and Interpreting Service (TIS National) على الرقم **131 450** للتحدث إلينا بلغتك عن Medicare ودفعات وخدمات Child Support.

**ملحوظة:** المكالمات المُجرّاة من هاتفك المنزلي إلى الأرقام التي تبدأ بـ '13' من أي مكان في أستراليا يُفرض عليها سعر ثابت. قد يختلف هذا السعر عن سعر المكالمات المحلية وقد يختلف أيضاً بين مقدمي الخدمات الهاتفية. المكالمات المُجرّاة إلى الأرقام التي تبدأ بـ '1800' من هاتفك المنزلي مجانية. المكالمات المُجرّاة من الهواتف العمومية والمحمولة قد تخضع لحساب الوقت ويُفرض عليها سعر أعلى.

## إخلاء المسؤولية

الغرض من المعلومات الواردة في هذه النشرة أن تكون إرشادية فقط عن الدفعات والخدمات. تقع على عاتقك مسؤولية تحديد ما إذا كنت ترغب في التقدم بطلب للحصول على دفعة وتقديم طلب فيما يتعلق بظروفك الخاصة.





# 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](https://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 password input field with a 'Show' button, a 'Forgot password' link, and a 'Sign in' button. A dark grey bar with the text 'Sign in' is also visible. 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.

**Username or email**

Username or email

**Password**

Password

Do not show others your password

Show

**Sign in**

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

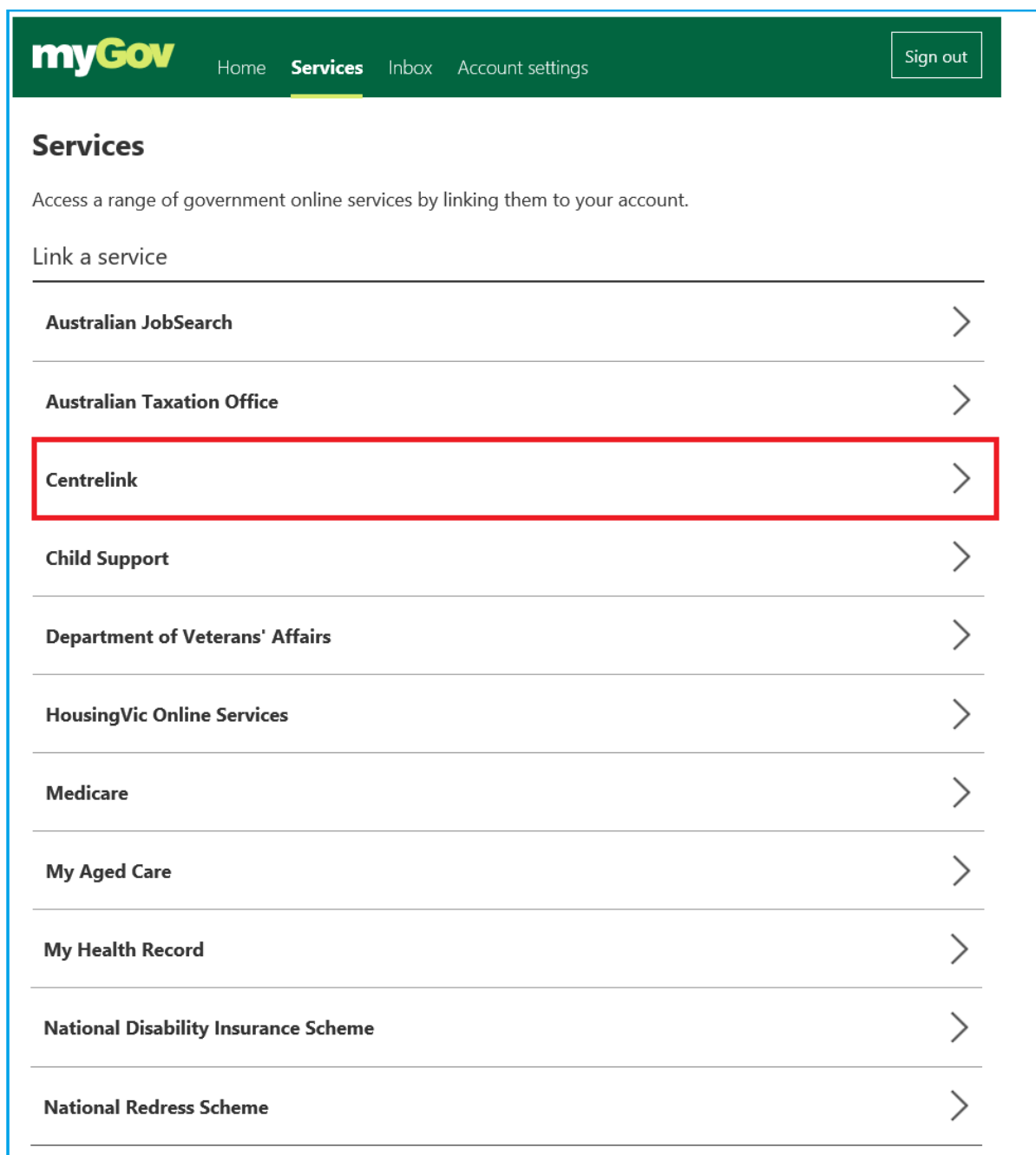
Select:

- **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. The 'Services' link is highlighted with a red box, and a green callout bubble points to it with the text 'Services'. Below the navigation bar, the main content area starts with a greeting 'Good afternoon' and the user's email 'john.citizen@gmail.com' with the note 'This is your first sign-in'. A blue notification banner below the greeting says 'We recommend you update your sign-in options to receive a code when you sign-in.' with a close button. Under the heading 'Your services', there is a large button with a plus sign icon and the text 'Link your first service'. This button is enclosed in a red border, and a green callout bubble points to it with the text 'Link your first service'. Below this, there is an 'Inbox messages' section showing '1 unread' message. The message is from 'myGov' with the subject 'Introducing the Inbox' and the date '11/05/2017'. At the bottom of the message list, there is a link 'See all messages >'.

Select the service you want to link from the list.

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



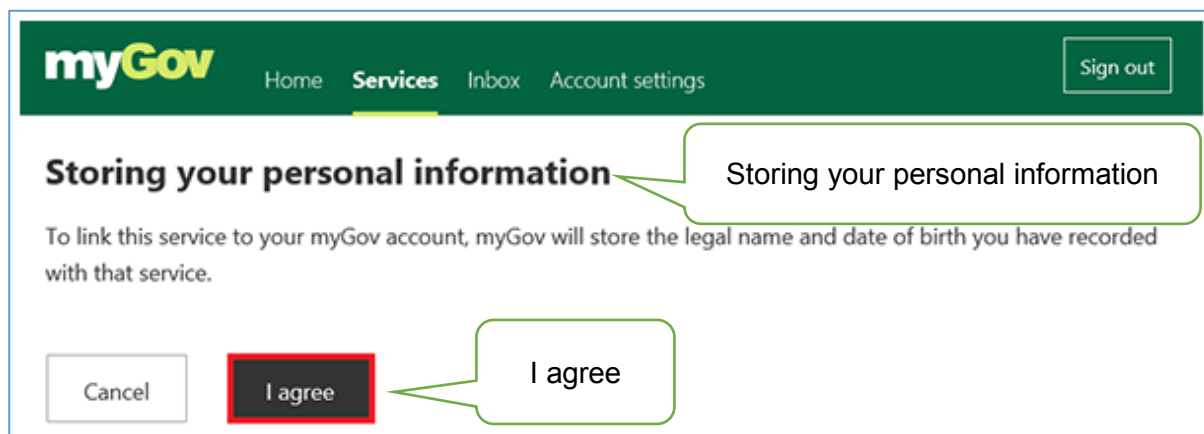
The screenshot shows the 'myGov' user interface. At the top, there is a dark green navigation bar with the 'myGov' logo on the left and 'Home', 'Services', 'Inbox', and 'Account settings' as menu items. A 'Sign out' button is located in the top right corner. Below the navigation bar, the 'Services' section 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	>
<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 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 text block explains: '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

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 have an online account with Centrelink

Next

## 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 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. 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: the first is for the 'Customer Access Number (CAN) (no spaces)' with a 'Help' link and a dropdown arrow; the second is for the 'Centrelink Online Password' with a 'Help' link, a dropdown arrow, and a 'Do not show others your password' note. A 'Show' link is next to the password field. At the bottom, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted in black. Three callout boxes with green borders point to the input fields and the 'Next' button, containing the text: 'Customer Access Number (CAN) (no spaces)', 'Centrelink Online Password', and 'Next'.

## Step 4: linking finished

Your service is now linked to your myGov account.

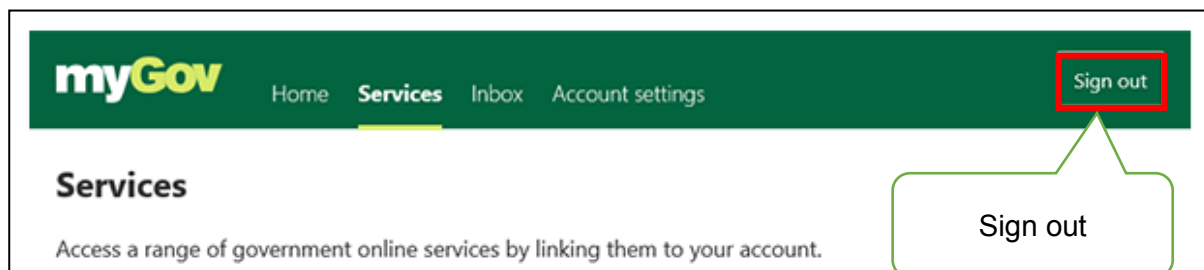
You can:

- 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, there is a dark green navigation bar with the myGov logo on the left and 'Home', 'Services', 'Inbox', and 'Account settings' in the center. A 'Sign out' button is on the right. Below the navigation bar, the 'Services' section contains 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 heading 'Your linked services' and a list of services: 'Centrelink' (linked on 13 Jul 2018), 'Australian JobSearch', 'Australian Taxation Office', 'Child Support', and 'Department of Veterans' Affairs'. A 'Link a service' button is located below the list. Red boxes highlight the 'Home' and 'Sign out' buttons in the navigation bar, the 'Your linked services' heading, and the 'Link a service' button. Green callout boxes point to the 'Home' and 'Sign out' buttons in the navigation bar, the 'Sign out' button in the success message area, the 'Your linked services' heading, and the 'Link a service' button.

## 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.