



myGov - enlace un servicio usando una cuenta en línea existente

Utilice esta guía si usted tiene una cuenta en línea con un servicio

myGov es un modo seguro de acceder a los servicios gubernamentales en línea.

Usted puede enlazar una serie de servicios del gobierno a su cuenta de myGov. Esto significa que usted puede hacer sus trámites a través de myGov.

Usted necesita su número de referencia gubernamental o de agencia y su contraseña para poder enlazar su cuenta de myGov.

Paso 1: iniciar sesión en myGov

Para iniciar sesión, visite my.gov.au

The screenshot shows the myGov login interface. At the top, there is a green header with the Australian Government logo and the myGov logo. Below the header, there are two main sections: a login form on the left and a list of services on the right. The login form includes fields for 'Username or email' and 'Password', with a 'Show' button next to the password field. There are also links for 'Forgot username' and 'Forgot password', and a 'Sign in' button. Below the 'Sign in' button is an 'or' separator and a 'Create an account' button. The services list is titled 'What is myGov?' and includes a list of services such as 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, and National Redress Scheme. Spanish annotations in green boxes point to the 'Username or email' field (labeled 'Usuario o correo electrónico'), the 'Password' field (labeled 'Contraseña'), and the 'Sign in' button (labeled 'Iniciar sesión').

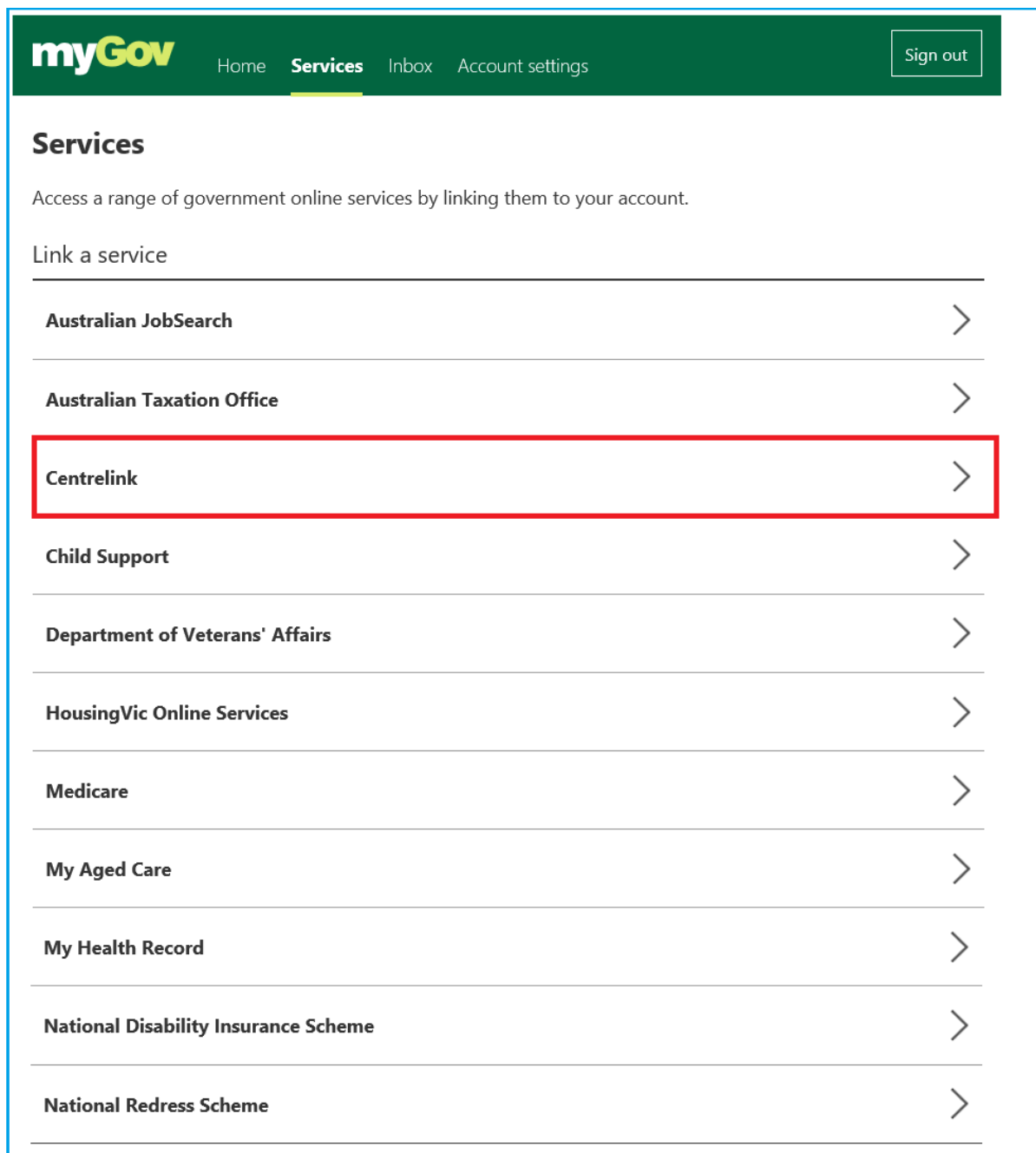
Seleccione:

- **Services, 0**
- **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 features a greeting 'Good afternoon' on the left and the user's email 'john.citizen@gmail.com' with the note 'This is your first sign-in' on the right. A blue notification banner below the greeting states: 'We recommend you update your [sign-in options](#) to receive a code when you sign-in.' Below this, the 'Your services' section contains a large button with a green plus sign and the text 'Link your first service'. A callout bubble points to this button with the text 'Enlace su primer servicio'. Below the services section, the 'Inbox messages' section shows '1 unread' message. The first message is from 'myGov' with the subject 'Introducing the Inbox' and a date of '11/05/2017'. At the bottom of the inbox section, there is a link 'See all messages >'.

Seleccione de la lista el servicio que desea enlazar.

En este ejemplo, enlazamos **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 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 listed with its name and 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	>

Si usted está enlazando su cuenta de Centrelink, Medicare o Australian Taxation Office por primera vez, se le pedirá aceptar las condiciones de almacenamiento de myGov de sus datos personales.

Seleccione **I agree** para aceptar myGov el almacenamiento de su información personal.

Si usted no acepta, no podrá enlazar Centrelink, Medicare o 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

Acepto

Almacenamiento de sus datos personales

Paso 2: enlazar un nuevo servicio

Seleccione **I have an online account with Centrelink**, después seleccione **Next**.

Si usted está enlazando otro servicio, mostraremos el nombre de ese servicio en vez de 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**

Tengo una cuenta en línea con **Centrelink**

Siguiete

Paso 3: ingresar sus datos de cuenta de su servicio

Ingrese los datos de cuenta de su servicio

En este ejemplo, ingrese su:

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

Después, seleccione **Next**.

The screenshot shows the 'myGov' 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'. Below it, a message states: 'To link your Centrelink online account to your myGov account, please enter your Customer Access Number (CAN) and password.' Under the heading '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' warning. A 'Show' link is next to the password field. At the bottom, there are 'Cancel' and 'Next' buttons. Green callout boxes point to these elements with Spanish labels: 'Customer Access Number (CAN) (sin espacios)' for the first field, 'Centrelink Contraseña' for the second field, and 'Siguiete' for the 'Next' button.

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) (sin espacios)

Centrelink Contraseña

Siguiete

Paso 4: terminar de enlazar su servicio

Su servicio ahora se encuentra enlazado a su cuenta de myGov.

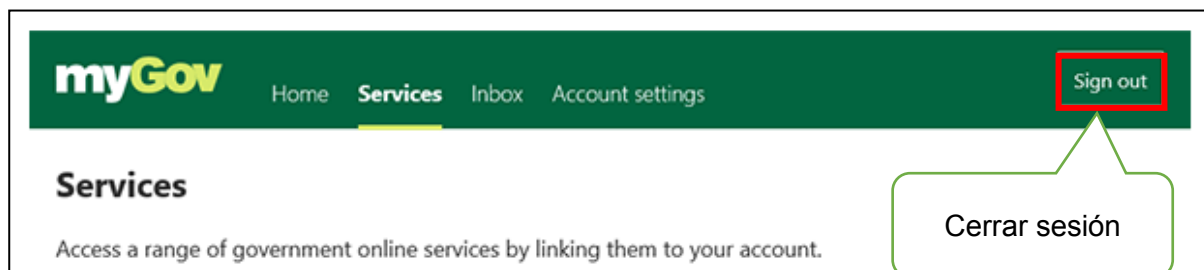
Usted puede:

- enlazar otro servicio, seleccionando un servicio de la lista **Link a service**
- Hacer otro trámite, seleccionando **Home**, o
- salir myGov, seleccionando **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' buttons are highlighted with red boxes. Below the navigation bar, the 'Services' section is titled 'Inicio' (Home). A message states: 'You have successfully linked **Centrelink** to your myGov account.' Another message states: 'Your legal name and date of birth have been added to your myGov account.' Below these messages, a section titled 'Your linked services' (highlighted with a red box) shows 'Centrelink' linked on 13 Jul 2018, with an 'Unlink' button. Below this, a section titled 'Link a service' (highlighted with a red box) lists services to be linked: 'Australian JobSearch', 'Australian Taxation Office', 'Child Support', and 'Department of Veterans' Affairs'. Spanish callouts in green boxes point to these elements: 'Inicio' points to the 'Home' button; 'Cerrar sesión' points to the 'Sign out' button; 'Servicios enlazados' points to the 'Your linked services' section; and 'Enlace un servicio' points to the 'Link a service' section.

Importante: siempre cierre su sesión

Por su privacidad y seguridad, seleccione **Sign out** cuando termine de usar su cuenta de myGov.



Más información

Para ayuda en inglés:

- Utilice nuestras guías en línea de paso a paso. Visite humanservices.gov.au/onlineguides
- Llame al servicio de asistencia técnica de myGov al **132 307** y seleccione **Option 1**. Disponible de lunes a viernes desde 7am – 10pm y los sábados y domingos de 10am – 5pm.
- Visite el centro de servicio o la fachada de myGov.

Para ayuda en su idioma:

- Vaya a humanservices.gov.au/yourlanguage donde puede leer, escuchar o mirar videos con información en su idioma.
- Llame al **131 202** para hablar con nosotros en su idioma sobre los pagos y servicios de Centrelink.
- Llame al Translating and Interpreting Service (TIS National) al **131 450** para hablar con nosotros en su idioma sobre los pagos y servicios de Medicare y Child Support.

Nota: las llamadas desde el teléfono de su residencial a números '13' desde cualquier lugar de Australia se cobran a una tasa fija. Esa tasa puede variar del precio de una llamada local y también puede variar entre los proveedores de servicios telefónicos. Las llamadas a números '1800' desde el teléfono de su residencia son gratuitas. Las llamadas desde teléfonos públicos y móviles puede que dependan del tiempo de duración y cobrarse a una tarifa más alta.

Renuncia

La información contenida en esta publicación intenta ser solo una guía de pagos y servicios. Es su responsabilidad decidir si usted desea aplicar a un pago y hacer una aplicación en relación a sus circunstancias concretas.



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, 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, and a 'Sign in' button. A dark grey 'Sign in' button is also visible below the form. Below the sign-in button, there is an 'or' separator and a 'Create an account' button. To the right of the 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

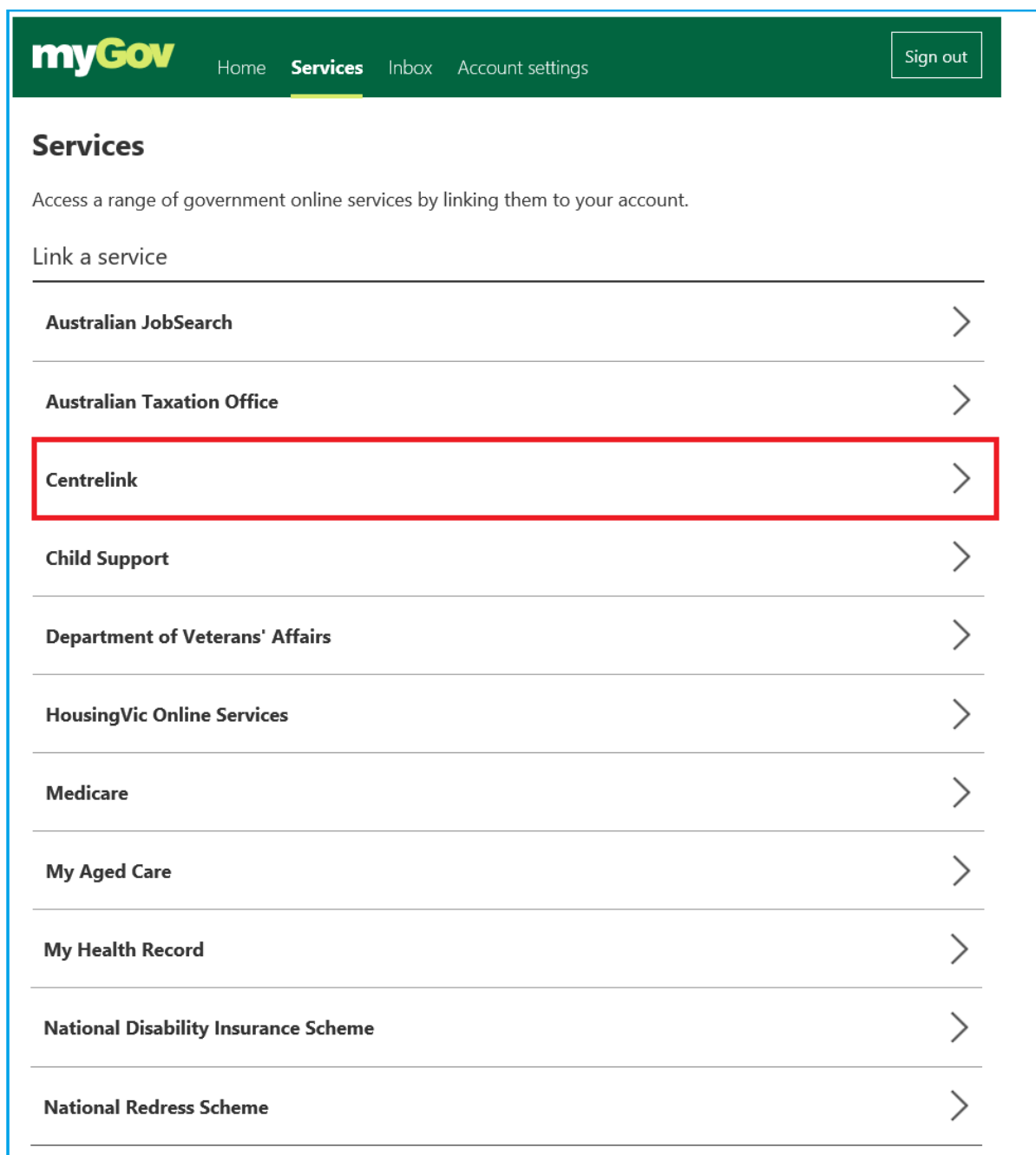
Select:

- **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. 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 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 enclosed in a red box. A green callout bubble points to this button with the text 'Link your first service'. The 'Inbox messages' section shows '1 unread' message from 'myGov' titled 'Introducing the Inbox' dated '11/05/2017'. A link 'See all messages >' is located at the bottom of the inbox section.

Select the service you want to link from the list.

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



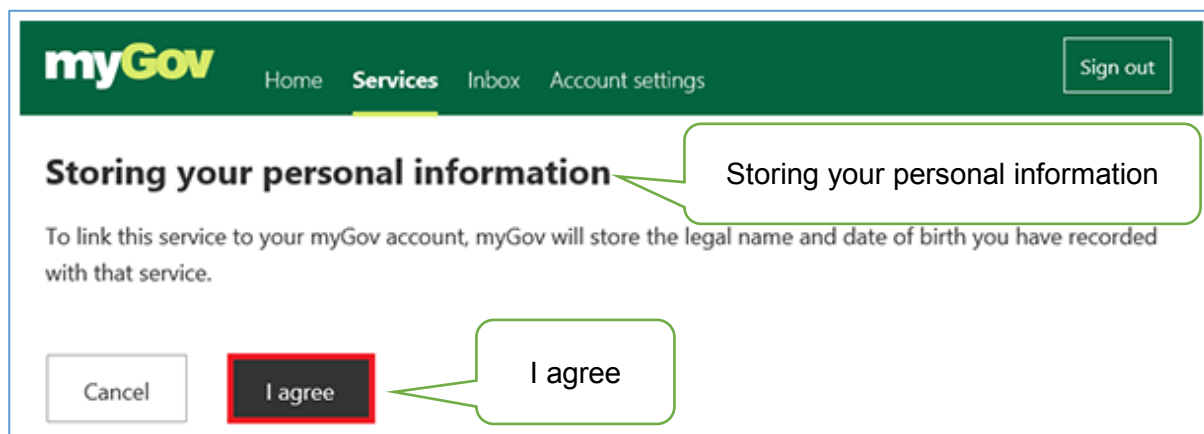
The screenshot shows the 'myGov' website interface. At the top, there is a dark green navigation bar with the 'myGov' logo on the left and links for 'Home', 'Services', 'Inbox', and 'Account settings' in the center. A 'Sign out' button is located on the right side of the navigation bar. Below the navigation 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 button with the service name on the left and a right-pointing chevron 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	>
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 paragraph explains that linking the service to the myGov account requires storing the user's legal name and date of birth. At the bottom of the screen, there are two buttons: 'Cancel' and 'I agree'. The 'I agree' button is highlighted with a red border and a callout bubble pointing to it with the text 'I agree'. Another callout bubble points to the heading with the text 'Storing your personal information'.

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 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 red. 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.

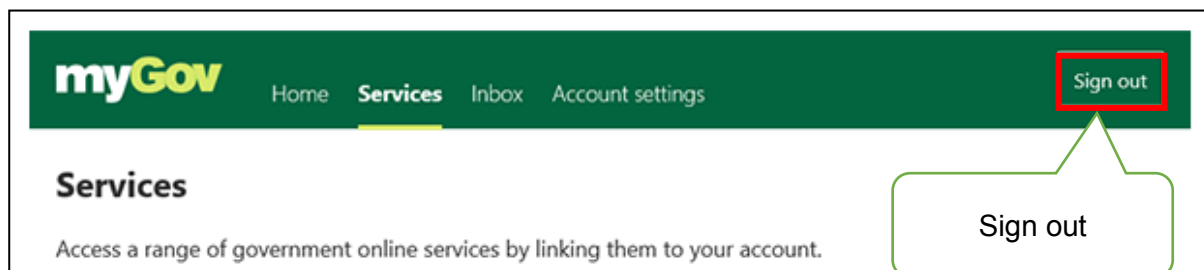
You can:

- 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
- 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.