



myGov - повежите услугу користећи постојећи онлајн налог

Ова упутства користите ако имате онлајн налог за неку услугу.

myGov је безбедан начин да приступите владиним услугама преко интернета.

Постоје разне владине услуге које можете повезати са својим myGov налогом. То значи да своје пословање са владом можете обављати онлајн преко myGov-а.

Да бисте услуге повезали са својим myGov налогом, потребан Вам је референтни број од владе или агенције.

Корак бр. 1: пријавите се на свој myGov налог

Да бисте се пријавили на свој налог, идите на my.gov.au

Корисничко име или и-мејл

Username or email

Лозинка

Password

Do not show others your password

Пријавите се

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

Изаберите:

- **Services**, или
- **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 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 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.

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

Good afternoon john.citizen@gmail.com
This is your first sign-in

We recommend you update your [sign-in options](#) to receive a code when you sign-in.

Your services

Link your first service

Повежите своју прву услугу

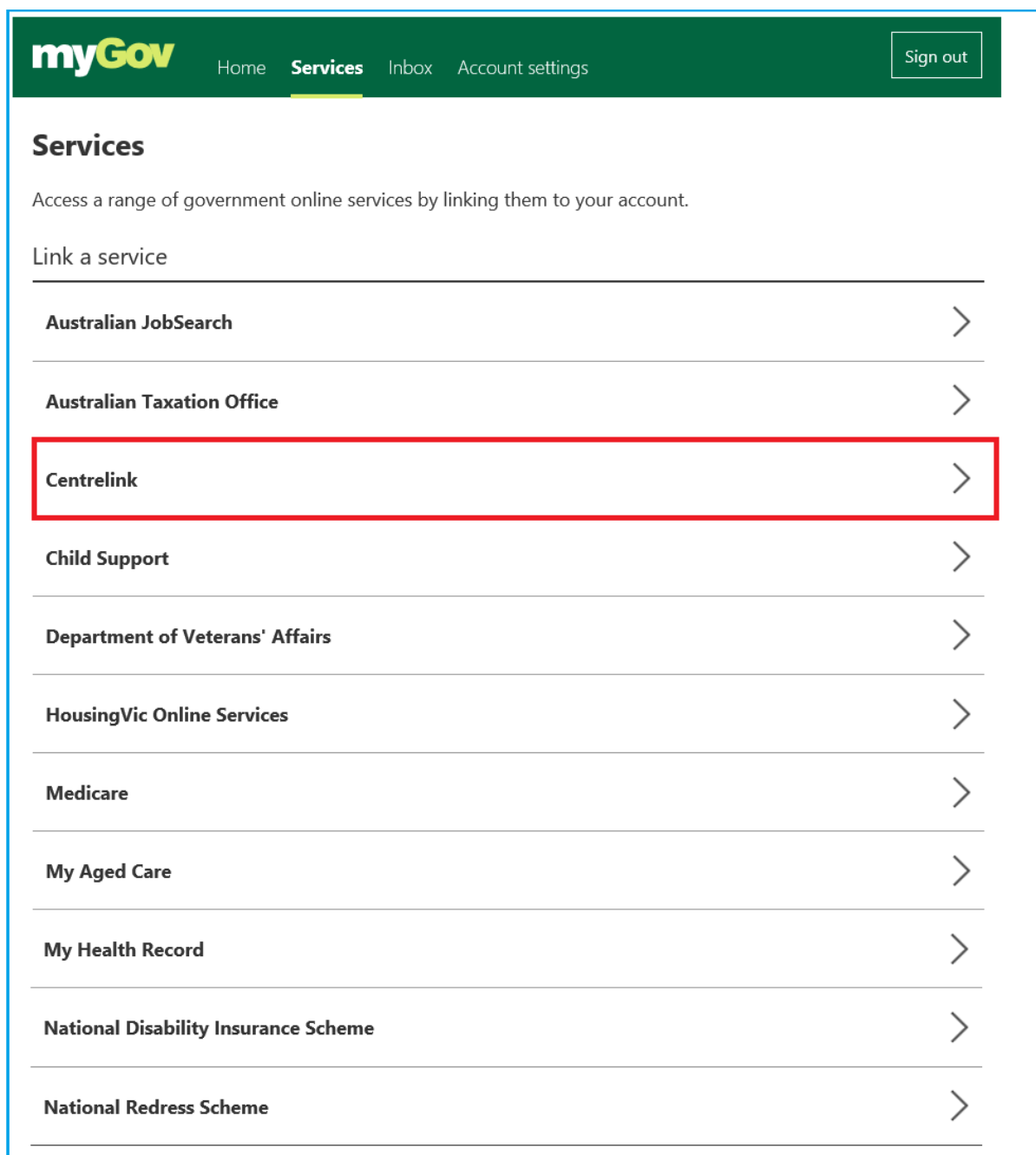
Inbox messages 1 unread

myGov 11/05/2017
Introducing the Inbox

[See all messages](#) >

Са пописа изаберите услугу коју желите да повежете.

У овом примеру, повезаћемо **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 main heading is 'Services'. Underneath, there 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 | > |

Ако први пут повезујете Centrelink, Medicare или Australian Taxation Office, од Вас ће се тражити да дозволите да myGov похрани Ваше личне податке.

Изаберите **I agree** да прихватите да myGov похрани Ваше личне податке.

Ако не пристањете, нећете моћи да повежете Centrelink, Medicare или 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

Похрањивање Ваших личних података

Слажем се

Корак бр. 2: повежите нову услугу

Изаберите **I have an online account with Centrelink**, затим изаберите **Next**.

Ако повезујете другу услугу, показаћемо назив те услуге уместо Centrelink.

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, there is explanatory text: 'Creating a link to a member service is easy.' followed by three conditional instructions: '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.', and 'If you have a linking code you will be asked to provide the code and relevant details in the next step.' Below the text, it says 'Select the best option that describes your situation: [Help](#) ▾'. There are three radio button options: 'I have an online account with Centrelink' (which is selected and highlighted with a red box), 'I do not have an online account with Centrelink', and 'I have a linking code'. At the bottom, there are two buttons: 'Cancel' and 'Next' (which is highlighted with a red box). Two callout boxes are present: one pointing to the selected radio button with the text 'Имам онлајн налог за Centrelink', and another pointing to the 'Next' button with the text 'Следеће'.

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**

Имам онлајн налог за Centrelink

Следеће

Корак бр. 3: унесите своје податке за налог услуге

Унесите своје податке за налог услуге.

У овом примеру, унесите свој:

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

Затим изаберите **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'. This section contains 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) (без размака)'. The second field also has a red border and a callout box pointing to it with the text 'Лозинка за Ваш онлајн налог за Centrelink'. Below the input fields, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red border and a callout box pointing to it with the text 'Следеће'. The top navigation bar includes 'Home', 'Services', 'Inbox', 'Account settings', and a 'Sign out' button.

Корак бр. 4: повезивање је завршено

Ваша услуга је сада повезана са Вашим myGov налогом.

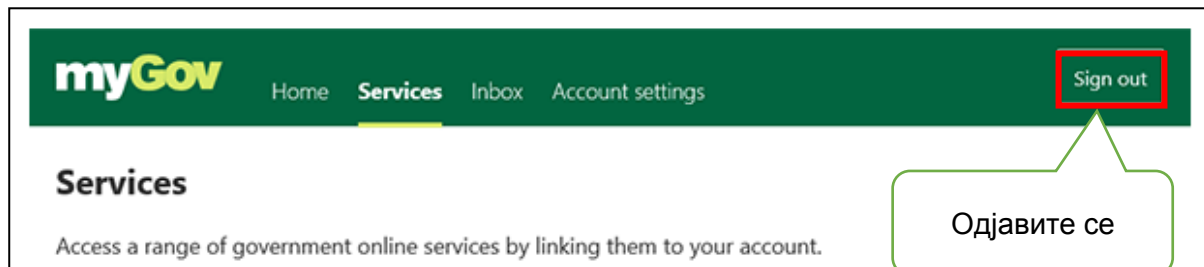
Можете:

- да повежете другу услугу, тако што изаберете неку од услуга са **Link a service** пописа услуга
- да обављате друге послове, тако што изаберете **Home**, или
- да напустите myGov, тако што изаберете **Sign out**.

The screenshot displays the myGov user interface. At the top, a dark green navigation bar contains the myGov logo, a 'Home' button (highlighted with a red box), 'Services', 'Inbox', and 'Account settings' links, and a 'Sign out' button (also highlighted with a red box). Below the navigation bar, the 'Services' section is visible. A callout box labeled 'Почетна' (Home) points to the 'Home' button. Another callout box labeled 'Одјавите се' (Sign out) points to the 'Sign out' button. Two success messages are shown: '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, a heading reads 'Access a range of government online services by linking them to your account.' A section titled 'Your linked services' (highlighted with a red box) contains a callout box labeled 'Ваше повезане услуге' (Your linked services) pointing to the 'Your linked services' heading. Under this section, 'Centrelink' is listed as a linked service, with a date 'Linked on 13 Jul 2018' and an 'Unlink' button. Below this, a 'Link a service' button (highlighted with a red box) is shown, with a callout box labeled 'Повежите услугу' (Link a service) pointing to it. A list of available services follows: 'Australian JobSearch', 'Australian Taxation Office', 'Child Support', and 'Department of Veterans' Affairs', each with a right-pointing chevron icon.

Важно: увек се одјавите

Ради Ваше приватности и сигурности, изаберите **Sign out** кад завршите са коришћењем свог myGov налога.



Додатне информације

За помоћ на енглеском језику:

- користите наша онлајн упутства корак-по-корак. Идите на humanservices.gov.au/onlineguides
- позовите myGov центар за подршку корисницима на број **132 307** и изаберите **Option 1**. Центар је отворен сваког радног дана од 7h до 22h, и викендом од 10h до 17h.
- посетите услужни центар или myGov киоск.

За помоћ на Вашем језику:

- идите на humanservices.gov.au/yourlanguage где можете да прочитате, послушате или погледате информације на свом језику
- позовите **131 202** да поразговарате са нама на вашем језику о Centrelink накнадама и услугама
- позовите Translating and Interpreting Service (TIS National) на **131 450** да разговарате са нама на вашем језику о Medicare и Child Support накнадама и услугама

Напомена: позиви са вашег фиксног телефона на бројеве који почињу са '13' са било које локације у Аустралији се наплаћују по фиксној тарифи. Та тарифа може да буде другачија од цене локалног позива и може такође да се разликује у односу на друге телефонске оператере. Позиви са вашег фиксног телефона на бројеве који почињу са '1800' су бесплатни. Позиви са јавних говорница и мобилних телефона могу да се наплаћују по минути и могу да буду скупљи.

Одрицање од одговорности

Информације садржане у овој брошури су намењене искључиво као смернице за накнаде и услуге. Ваша је обавеза да одлучите да ли желите да тражите одређену исплату и да поднесете захтев, узимајући у обзир Ваше околности.



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, there are three callout boxes: a green one pointing to the 'Username or email' input field, a green one pointing to the 'Password' input field, and a green one pointing to the 'Sign in' button. The 'Sign in' button is highlighted with a red border. 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 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

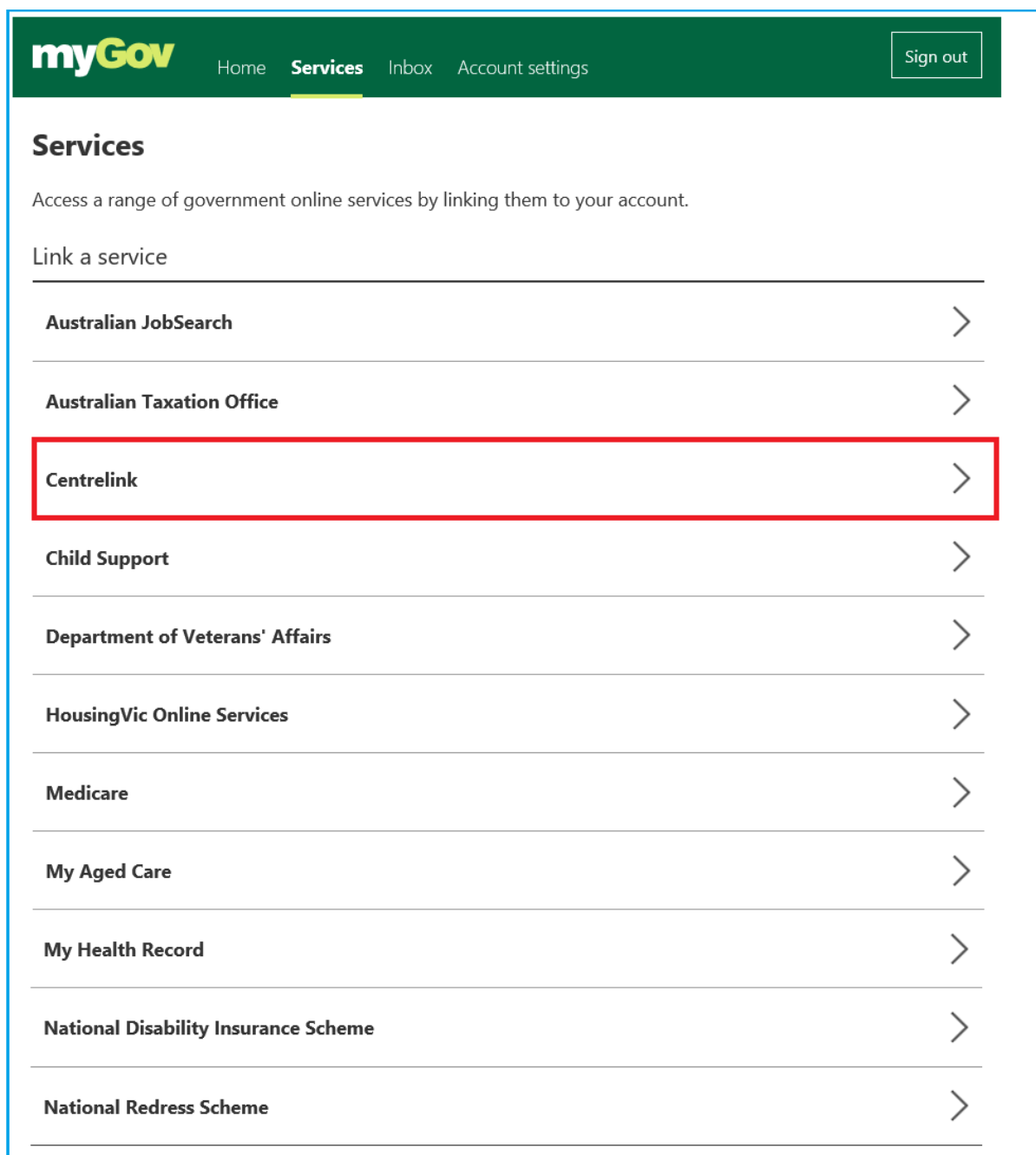
Select:

- **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' with the note 'This is your first sign-in'. A blue 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 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. 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 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' entry 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. 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 'Do not show others your password' note, and a 'Show' link. At the bottom, there are two buttons: 'Cancel' and 'Next'. Green callout boxes with arrows point to each of these elements, with the text inside the callouts highlighted in yellow.

Step 4: linking finished

Your service is now linked to your myGov account.

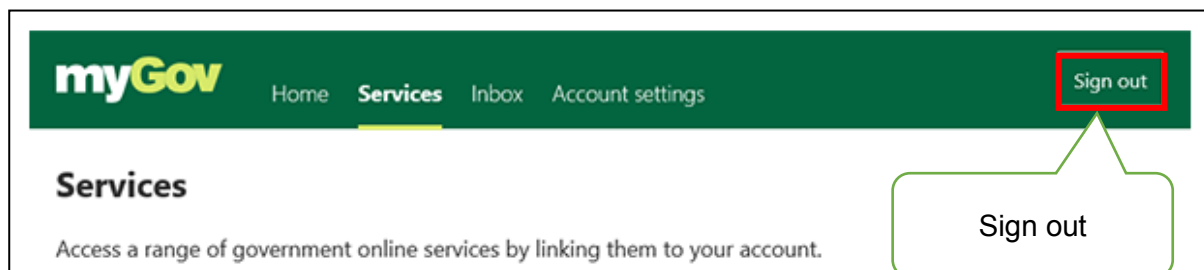
You can:

- 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 chevron icon.

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.