



myGov - liên kết dịch vụ bằng tài khoản trực tuyến có sẵn

Hãy sử dụng thông tin hướng dẫn này nếu quý vị có tài khoản trực tuyến của một dịch vụ.

myGov là cách an toàn để truy cập các dịch vụ của chính phủ trực tuyến.

Quý vị có thể liên kết các dịch vụ khác nhau của chính phủ với tài khoản myGov của mình. Như vậy quý vị có thể sử dụng myGov để giao dịch trực tuyến với chính phủ.

Quý vị cần có số tham chiếu và mật khẩu chính phủ hoặc cơ quan cấp cho quý vị để liên kết với tài khoản myGov của mình.

Bước 1: đăng nhập myGov

Muốn đăng nhập, hãy truy cập my.gov.au

Tên người sử dụng hoặc email

Username or email

Mật khẩu

Password

Do not show others your password

Đăng nhập

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

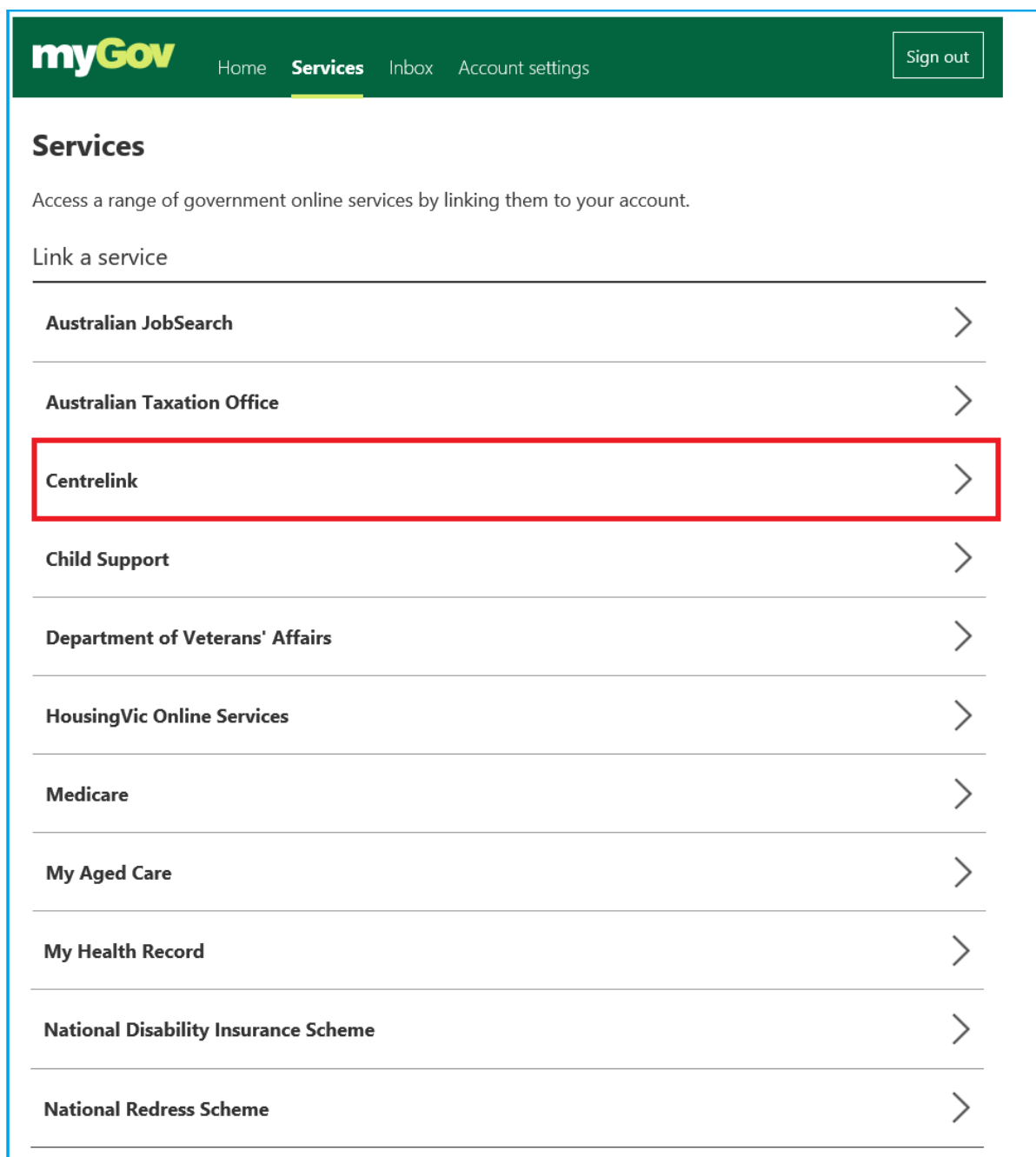
Chọn:

- **Services**, hoặc
- **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: Home, Services (highlighted with a red box), Inbox, and Account settings. A Sign out button is located on the right side of the navigation bar. Below the navigation bar, the main content area starts with a greeting: "Good afternoon" followed by the user's email address "john.citizen@gmail.com" and the message "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." Below the notification, the "Your services" section features a large button with a plus sign icon and the text "Link your first service", which is highlighted with a red border. A callout bubble points to this button with the text "Liên kết dịch vụ thứ nhất của quý vị". Below the services section, the "Inbox messages" section shows "1 unread" message. The message preview includes the myGov logo, the text "Introducing the Inbox", and the date "11/05/2017". At the bottom of the inbox section, there is a link "See all messages" with a right-pointing arrow.

Chọn dịch vụ quý vị muốn liên kết trong danh sách.

Trong ví dụ này, chúng tôi sẽ liên kết **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 brief description: 'Access a range of government online services by linking them to your account.' Underneath, there is a heading '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	>

Nếu quý vị liên kết với Centrelink, Medicare hoặc Australian Taxation Office lần đầu tiên, quý vị sẽ được yêu cầu đồng ý cho myGov lưu trữ thông tin cá nhân của quý vị.

Chọn **I agree** để chấp nhận cho myGov lưu trữ thông tin cá nhân của quý vị.

Nếu không đồng ý, quý vị sẽ không thể liên kết Centrelink, Medicare hoặc Australian Taxation Office.

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

Storing your personal information

Lưu trữ thông tin cá nhân của quý vị

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 Tôi đồng ý

Bước 2: liên kết một dịch vụ mới

Chọn **I have an online account with Centrelink**, rồi chọn **Next**.

Nếu quý vị liên kết một dịch vụ khác, chúng tôi sẽ hiển thị tên của dịch vụ đó thay vì 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

Tôi có tài khoản trực tuyến với Centrelink

Tiếp theo

Bước 3: nhập chi tiết tài khoản dịch vụ của quý vị

Nhập chi tiết tài khoản dịch vụ của quý vị.

Trong ví dụ này, quý vị hãy nhập:

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

Sau đó, chọn **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 instruction: 'To link your Centrelink online account to your myGov account, please enter your Customer Access Number (CAN) and password.' The form contains two input fields: 'Customer Access Number (CAN) (no spaces)' and 'Centrelink Online Password'. The 'Next' button is highlighted in red. Three callout boxes provide Vietnamese translations for the form elements: 'Customer Access Number (CAN) (liền tục không cách khoảng)', 'Centrelink Mật khẩu trực tuyến', and 'Tiếp theo'.

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) (liền tục không cách khoảng)

Centrelink Mật khẩu trực tuyến

Tiếp theo

Bước 4: liên kết xong

Dịch vụ của quý vị hiện đã được liên kết với tài khoản myGov của quý vị.

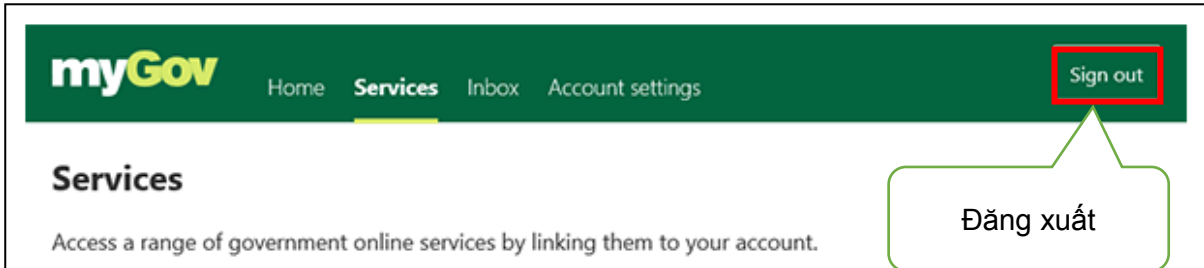
Quý vị có thể:

- liên kết với dịch vụ khác, bằng cách chọn dịch vụ dưới danh sách **Link a service**
- thực hiện giao dịch khác, bằng cách chọn **Home**, hoặc
- rời khỏi myGov, bằng cách chọn **Sign out**.

The screenshot shows the myGov 'Services' page. At the top, there is a navigation bar with 'Home', 'Services', 'Inbox', and 'Account settings'. The 'Home' and 'Sign out' buttons 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.' The 'Sign out' button is also labeled with a callout 'Đăng xuất'. Below the messages, there is a section titled 'Your linked services' (highlighted with a red box) which contains a list of linked services. The first service is 'Centrelink', linked on 13 Jul 2018, with an 'Unlink' button. Below this, there is a 'Link a service' button (highlighted with a red box) and a list of services to link: 'Australian JobSearch', 'Australian Taxation Office', 'Child Support', and 'Department of Veterans' Affairs'. A callout 'Liên kết dịch vụ' points to the 'Link a service' button. Another callout 'Các dịch vụ đã được liên kết của' points to the 'Your linked services' section.

Điều quan trọng: luôn luôn nhớ đăng xuất

Để bảo mật chi tiết riêng tư của quý vị và bảo đảm an ninh, chọn **Sign out** khi quý vị chấm dứt sử dụng tài khoản myGov của mình.



Thêm thông tin

Muốn được giúp đỡ bằng tiếng Anh:

- sử dụng thông tin hướng dẫn từng bước trực tuyến của chúng tôi. Truy cập humanservices.gov.au/onlineguides
- gọi điện cho myGov ban trợ giúp qua số **132 307** và chọn **Option 1**. Đường dây này hoạt động từ Thứ Hai đến Thứ Sáu 7 giờ sáng đến 10 giờ tối và Thứ Bảy đến Chủ Nhật 10 giờ sáng đến 5 giờ chiều.
- Tới trung tâm dịch vụ hoặc cửa hàng myGov.

Muốn được giúp đỡ bằng ngôn ngữ của quý vị:

- truy cập humanservices.gov.au/yourlanguage tại đây quý vị có thể đọc, nghe hoặc xem thông tin bằng ngôn ngữ của quý vị
- gọi số **131 202** để nói chuyện với chúng tôi bằng ngôn ngữ của quý vị về các trợ cấp và dịch vụ của Centrelink
- gọi cho Translating and Interpreting Service (TIS National) qua số **131 450** để nói chuyện với chúng tôi bằng ngôn ngữ của quý vị về các khoản tiền trả và dịch vụ của Medicare và Child Support

Lưu ý: gọi đến số điện thoại bắt đầu bằng số '13' bằng điện thoại nhà từ bất kỳ nơi nào trên nước Úc sẽ tính chi phí theo cước gọi cố định. Cước gọi này có thể khác với cước gọi địa phương và cũng có thể khác nhau tùy theo công ty điện thoại. Gọi điện thoại tới số điện thoại bắt đầu bằng số '1800' thì không tốn tiền. Gọi bằng điện thoại công cộng và điện thoại di động có thể bị tính theo thời gian và cước gọi cao hơn.

Bãi miễn trách nhiệm

Thông tin trong ấn phẩm này chỉ nhằm mục đích hướng dẫn về các khoản trợ cấp và dịch vụ. Quý vị có trách nhiệm quyết định xem mình có muốn xin lãnh khoản trợ cấp hay không và làm đơn theo hoàn cảnh riêng của mình.



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 main form area has a 'Username or email' field with a callout box pointing to it. Below this is a 'Forgot username' link. The 'Password' field has a callout box pointing to it, and a 'Show' link is visible to its right. Below the password field is a 'Forgot password' link. At the bottom of the form is a large black 'Sign in' button with a callout box pointing to it. 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 sub-heading 'A simple and secure way to access government online services:' followed by 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

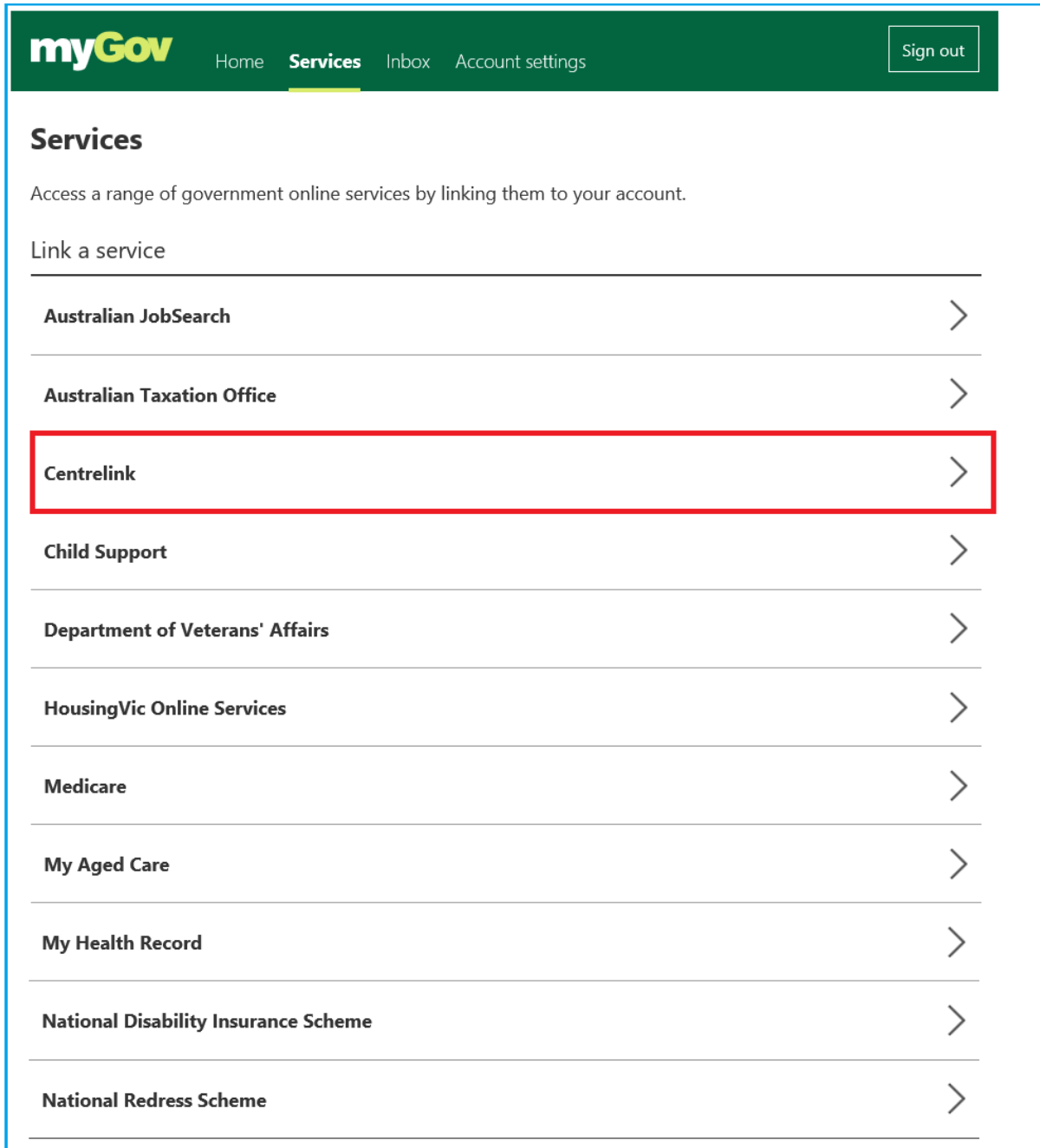
Select:

- **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 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**.



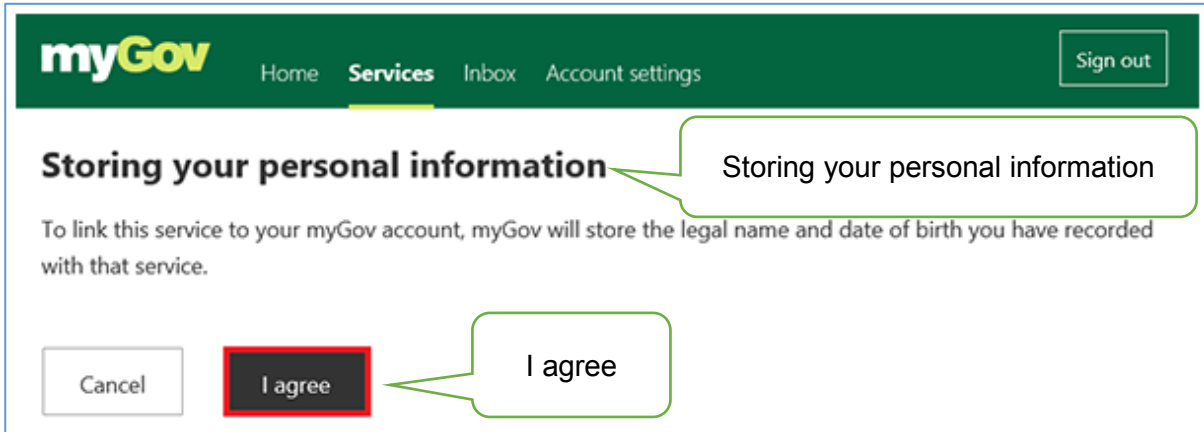
The screenshot shows the myGov user interface. At the top, there is a dark green navigation bar with the myGov logo on the left and links for Home, Services (which is underlined), Inbox, and Account settings. A Sign out button is located in the top right corner. Below the navigation bar, the page title 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' row 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.



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

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' 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 input field has a red border and a callout box pointing to it with the text 'Customer Access Number (CAN) (no spaces)'. The second input 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 a callout box pointing to it with the text 'Next'. The 'myGov' logo and navigation links (Home, Services, Inbox, Account settings) are visible at the top, along with a 'Sign out' button.

Step 4: linking finished

Your service is now linked to your myGov account.

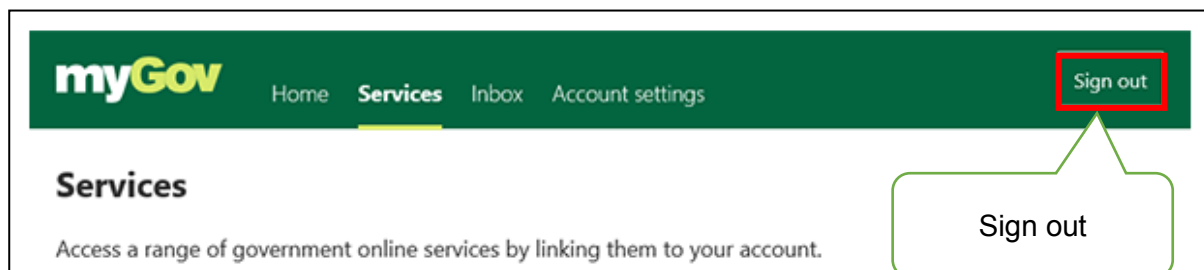
You can:

- 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, 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.