

s22 (Out of Scope)



Australian Government
Services Australia

Centrelink self service - access status, locking and unlocking 133-19061400

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Background

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Customer records are being compromised via self service channels. **Do not** unlock a customer record until they are [authenticated](#) as the owner of the record **and** [additional Proof of Record Ownership \(PoRO\)](#) is applied to the required level.

This document outlines how to help staff check, lock, and unlock or reset a customer's access to the Centrelink self service platforms. Checking, registering, locking, and unlocking self service is managed through s47E(d)

s47E(d)

s47E(d) screens are available in both Process Direct (PD) and Customer First (CF).

Within s47E(d) a Service Officer can view and, in some circumstances, action the status of a customer's Web (online) and Phone self service platforms.

Locking Centrelink self service

Locks can be applied to a customer's self service access when there has been a successful or an unsuccessful attempt to access it. Locks prevent unauthorised access and changes to a customer's record.

While their Centrelink online self service is locked, a customer:

- can continue to access their myGov account
- can access phone self service
- can unlink their Centrelink online account if they know their myGov sign-in details

- cannot link their Centrelink online account to an existing or new myGov account
- cannot access their Centrelink online services through myGov (if still linked) or the Express Plus Centrelink mobile app
- will not receive Centrelink correspondence to their myGov Inbox

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If a myGov error message is displaying when the customer is attempting to access their Centrelink online account, see [myGov messages and error codes](#).

While phone self service is locked, a customer:

- still has access to their Centrelink online account through myGov or the Express Plus Centrelink mobile app
- may still be able to access phone self service if they have a recorded Voiceprint

Unlocking Centrelink self service

s47E(d)

The type of lock that has been applied determines the level of Proof of Record Ownership (PoRO) required before the unlocking process can commence.

A customer must always [be authenticated as the owner of the record](#) in the first instance.

Service Officers must then ensure the customer is authenticated to the required level, depending on the type of lock that has been applied.

The 2 authentication levels are:

- conducting high level unlocking PoRO, either via telephony or face to face
- a customer presenting via face to face or Silver Service with an approved photographic identity document

The [Resources](#) page contains information to help staff decide whether to unlock self service (or request unlocking) for customers with suspected unauthorised access or changes to their Centrelink record.

Online guidelines and videos

Customers can view online guides and videos to help them access and use self service. The [Resources](#) page has links to the Services Australia and myGov websites. Customers do not need a Centrelink online account to use some services.

Separating Safely

If the customer is updating their details using Centrelink self service because of a relationship separation, there are some key tasks for them to keep their personal information safe. The order in which the customer completes these updates is important. They need to be made separately for Centrelink, Medicare, and Child Support. See [Separating Safely - Protecting personal details](#).

The [Resources](#) page contains:

- Tables with further information:
 - Staff reference
 - Approved photographic identity documents
- Links to:
 - The Services Australia and myGov websites
 - Digital Support Products
 - Intranet - s47E(d)
 - s47E(d) form
 - s47E(d)
 - mySupport
 - s47E(d) and s47E(d)

Contents

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Related links

[How users create a myGov account and link services](#)

[Accessing and using Centrelink self service](#)

[Authenticating a Centrelink customer](#)

[Centrelink customer authentication - quick guide](#)

[Using myGov accounts](#)

[Privacy incidents](#)

[Report Suspected Fraud and Corruption](#)

[Identity fraud](#)

[Emergency payments - prevent fraud](#)

[Troubleshooting Centrelink self service](#)

[Multilingual Phone Service \(MPS\)](#)

[Customer Overview](#)

[Creating, reviewing and deleting documents \(including Fast Notes and DOA DOCs\)](#)

Process

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Training & Support

Add the course number to the s47E(d) field in the s47E(d) in ESSentials.

- s47E(d) - Authentication in Centrelink
- s47E(d) - Authentication in Services Australia
- s47E(d) - When and How to Promote Digital
- s47E(d) - Let's talk Digital
- s47E(d) - Privacy Induction
- s47E(d) - Fraud Induction
- s47E(d) - Reporting Suspected Fraud
- s47E(d) - AGDRP Fraud

s22 (Out of Scope)



Australian Government

Services Australia

myGov messages and error codes 133-02010080

Currently published version valid from 11/08/2025 3:00 PM

Background

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This document outlines myGov messages, notifications and error codes users may see in reference to and when using their myGov account.

Messages, notifications and error codes

myGov uses codes to identify a particular message or error when a user accesses myGov. These codes identify what has happened to trigger the code and how an error might be fixed.

Although less common, myGov users may also receive emails from myGov.

These messages and error codes may not always be a result of user action.

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myGov users can find information about how to protect their myGov account, on the myGov website at **my.gov.au/protectyouraccount**.

The [Process](#) page lists messages and error codes, what may have triggered them, and how to fix them.

The [Resources](#) page contains links to the myGov helpdesk Service Offer, the myGov and Services Australia websites, contact details for online support, intranet links to myGov Learning Centre, Digital Support Directory, Questions and Answers and mySupport.

Related links

[How users create a myGov account and link services](#)

[Using myGov accounts](#)

[Troubleshooting myGov](#)

[Digital ID in myGov](#)

[Digital Commonwealth statutory declarations in myGov](#)

Process

This page contains a list of messages and error codes that may appear on screen to users when using myGov or contained in emails sent to the email address linked to their myGov account.

Note: when a user receives an error without an s47E(d) number, the user may have multiple indicators on their record. For users linking to their Medicare online account, see [Troubleshooting Medicare self service](#).

On this page:

Information messages and error codes - s47E(d)

List of codes for myGov general messages

Table 1: a list of myGov messages and error codes. Select the code for more information.

Item	Message Number
s47E(d)	

myGov general messages and error codes

Table 2: messages that may appear on screen to users, what may have triggered them, and the steps a user or Service Officer can take to correct the error.

Message Number	Message Trigger	Message Text	Service Officer advice to users
s47E(d)			

s47E(d)

s47E(d)

s47E(d)

s47E(d)

Information messages and error codes - s47E(d)

List of codes for myGov general messages

Table 3: a list of myGov messages and error codes. Select the code for more information.

Item	Message Number
s47E(d)	

myGov general messages and error codes

Table 4: messages that may appear on screen to users, what may have triggered them, and the steps a user can take to correct the error.

Message Number	Message Trigger	Message Text	Service Officer's advice to user
s47E(d)			

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

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s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

myGov notifications (SMS, email or push notifications) and Security notifications (SMS and email)

Table 5

Notification Channel	Message Trigger	Message Text	Service Officer advice to user
s47E(d)			

s47E(d)

s47E(d)

s47E(d)

s47E(d)

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s47E(d)

Digital ID

Table 6

Notification Channel	Message Trigger	Message Text
s47E(d)		

s47E(d)

myGov app

Table 8

iOS error code	Android error code	Message trigger	Service Officer's advice to user	User troubleshooting
s47E(d)				

s47E(d)

s47E(d)

s47E(d)

s47E(d)

s47E(d)

Document Upload Capability (DUC)

Table 9

Message type	Message trigger	Message
s47E(d)		

s47E(d)

s47E(d)

Digital Commonwealth statutory declaration

Table 10

Message type	Message trigger	Message
s47E(d)		

Resources

myGov helpdesk Service Offer

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myGov helpdesk Service Offer

myGov website

Links at the bottom of the [myGov](#) website include:

- Browse
 - Raising kids
 - Living arrangements
 - Ageing
 - Work
 - Education
 - Health and disability
- About this site
 - Terms of Use
 - Privacy and security
 - Copyright
 - Accessibility
 - About myGov
 - Contact us
 - Share feedback
 - Help using myGov

[myGov community resources](#)

The above links to the myGov eKit. The eKit contains the following:

- Get started with myGov A4 factsheet - available in English and 13 other languages (Word and PDF)
- myGov and online security A4 factsheet (PDF)
- myGov app A4 factsheet - available in English and 11 other languages (Word and PDF)
- About the new myGov app A4 factsheet - information for third parties (PDF)
- 4 posters (JPG and PDF)
- Introduction to myGov presentation (PowerPoint)

Contact details

[Online support](#)

Services Australia website

[About myGov](#)

[myGov online help guides](#)

Intranet links

[myGov Learning Centre](#) - Your central place to find:

- myGov training
- links to myGov support products
- program information

[Privacy and Secrecy](#)

[Scam Resources](#)

Digital Support Products

Online guides and videos show how customers use self service.

Customers can view these through:

- [Services Australia website](#) > **Online help** link
- [Services Australia - YouTube Channel](#)

Staff can view these through:

- [digital support products](#)
- [Digital Support Directory](#)
- [training simulations](#)

mySupport

Staff can use [mySupport](#) to:

- report issues with myGov and request support for users, by submitting the **myGov User Issues** webform
- request the release of an email address from myGov for a user, by submitting the **myGov Email Release (Close account)** webform

In both cases above staff should:

s47E(d)

When reporting an issue on behalf of a user, staff should:

- provide as many details as possible including any error message codes, myGov app error states
- identify and include which platform is being used:
 - myGov website (my.gov.au)
 - myGov app

Questions and Answers

[Questions you may receive regarding RFP letters from myGov](#)

Training & Support

s47E(d) Training

Table 1: Add the course number to the **Search** field in the s47E(d) in ESSentials.

Course Number	Title
s47E(d)	Using myGov (transcript only, see Table 2 for related products)
s47E(d)	Digital ID and myGov (transcript only, see Table 2 for related products)
s47E(d)	Issuing a myGov Linking Code (transcript only, see Table 2 for related products)

Digital Support

Table 2:

Digital Support	For	Type
s47E(d) - Using myGov (see Table 1 for transcript)	Staff	Course
s47E(d) - Digital ID and myGov (see Table 1 for transcript)	Staff	Course
s47E(d) - Issuing a myGov Linking Code (see Table 1 for transcript)	Staff	Course

Member Service Error Codes – From s47E(d) 13/8/2025

s47E(d)

The following table lists the error codes that may be returned by the Member Service in response to an Single Sign On or Link request from myGov.

Error code	Scenario	Reason(s)	myGov User Message
s47E(d)			

Error code	Scenario	Reason(s)	myGov User Message
s47E(d)			

Sample Member Service Response:

s47E(d)

myGov - Plain English explanation for myGov^{s47E(d)} – from myGov^{s47E(d)}
13/8/2025.

A customer who has signed into their myGov account will be able to navigate to their linked services.

When the customer clicks on a Member Service tile, they will be navigated to the member services digital platform (system). ^{s47E(d)}

^{s47E(d)}

^{s47E(d)}