

Using video chat to connect with us

We offer video chat for some appointments so you can connect with us when and where it suits you.

Before your appointment

Make sure you have:

- a smart phone, tablet, computer or laptop with a microphone and camera access to the internet or data
- a myGov account so we can send you the link to join your video chat appointment.

How video chat appointments work

Once you've made your booking, you'll get a secure online letter in your myGov Inbox. It will include a link to your video chat appointment and instructions on how to prepare for your appointment.

Using internet browsers

Our video chats work best on either Microsoft Edge or Google Chrome.

You might need to download one of these browsers if you're experiencing issues. If another browser opens, copy and paste the link into either Microsoft Edge or Google Chrome.

How to check your appointment details

You can check your appointment details in your Centrelink online account or the Express Plus Centrelink mobile app, under Manage Appointments.

You can't change your appointment online. To do this you'll need to either:

- call the number in your online letter in myGov
- contact us on your regular payment line.

For more information on using video chat to connect with us, go to servicesaustralia.gov.au/videochat



How to join a video chat appointment from your Centrelink online account

- 1 Sign in to your myGov account. Do this a few minutes before your appointment time.
- 2 Select **Centrelink** in your linked services.
- 3 Select **Manage appointments** under **Documents and appointments**. Here you'll see your video chat appointment details.
- 4 Select **Join meeting**.
- 5 Enter your name and select **Join**. If we don't join the appointment within 15 minutes, call us on the number in your appointment letter.
- 6 When you finish your appointment, select **Hang up** to end the call.



How to join a video chat appointment from your Centrelink Express Plus app

- 1 Sign in to the Express Plus Centrelink mobile app by selecting **Start now**. Do this a few minutes before your appointment time.
- 2 Open the video chat appointment details from your home screen and select **Join meeting**.
- 3 A warning message will appear explaining that you're leaving the app to go to a browser for video chat. Select **OK** to launch your browser.
- 4 Enter your name and select **Join**. If we don't join the appointment within 15 minutes, call us on the number provided in your appointment letter.
- 5 When you finish your appointment, select **Hang up** to end the call.