

101.10070 Using the myGov Linking Application to help customers access services via myGov

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[An **Immediate Update** has been created to advise that the myGov Staff Linking Application has been rolled out to all service centres from 17 February 2014. Roll out to Smart Centres will follow soon. Staff in Smart Centres should use existing processes for registering new online customers.

s47E(d)

The myGov Linking Application is used by staff to help customers satisfy proof of identity/ proof of record ownership requirements so that a unique single-use linking code can be generated. The linking code enables customers to automatically link their Centrelink, Child Support and Medicare services (member services) to their myGov account in one online transaction.

The linking code:

- is valid for 14 days (a new code can be issued at any time)
- will link all their Department of Human Services member services selected during the one linking process. **Note:** The linking code cannot be used to link all other myGov member services.

The myGov Linking Application is accessed from the s47E(d) at
s47E(d) Extra - 101.10070E contains a link.

When should the application be used?

The myGov Linking Application can be used to help:

- new online service customers. The application will automatically create a Centrelink, Child Support and/or Medicare online account and generate a linking code so the customer can link one or more of these accounts to their myGov account.
- customers registered online with only one or two member services, e.g. customers who have a Medicare online account but not a Centrelink online account
- customers who had an australia.gov.au account but have forgotten their credentials. The customer will need to create a new myGov account and then link their relevant Centrelink, Child Support and Medicare online accounts using the linking code.

s47E(d) resources required to access the application

Staff in service centres will require s47E(d) :

- Resource type: s47E(d)
- Resource type: s47E(d)

Staff in smart centres will require s47E(d)

- Resource type: s47E(d)

Proof of identify/ proof of record ownership

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Centrelink Express Plus application

Centrelink Express Plus applications do not use myGov credentials. Customers will need to take additional steps to access and use the *Centrelink Express Plus applications - 101.13500* if they have created a myGov account, have an existing link to their Centrelink online account and do not have Centrelink credentials (a Customer Access Number (CAN) and password).

Customers will need to obtain Centrelink credentials either by registering for a Centrelink online account via the Human Services Website or through a staff assisted registration process. Going through this process will not affect the customer's myGov account or the myGov link to their Centrelink online account. Customers who cannot remember their Centrelink credentials can recover

them via the Human Services Website.

Extra - 101.10070E contains links to the myGov Linking Application and to the myGov intranet page.

Other related links

How customers create a myGov account - 101.10040

How customers link member services to their myGov account - 101.10050

Sign in to myGov and account management - 101.10060

myGov Inbox - 101.10080

myGov Profile - 101.10090

Self service registration and access options - 101.11200

Centrelink online accounts - 101.11100

This link goes to Child Support eReference, [*PI - CSAOnline (online access to Child Support)*], s47E(d)

This link goes to Medicare eReference, [*Medicare online accounts*], s47E(d)

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myGov Linking Application

Location: s47E(d) (enter s47E(d) in the URL address in web browser)

s47E(d)

Details: This application guides a conversation with the customer to help them either:

- s47E(d)
- satisfy proof of record ownership (PORO) requirements by answering questions about information on their Centrelink, Child Support and/or Medicare records that they have provided, so that a linking code can be generated. The linking code is given to the customer so they can go online and link services, in one transaction, for which they met PORO requirements to their myGov account.

The application can be used by Customer Service Officers, and myGov and Department of Human Services helpdesk staff.

Access

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Summary

Access staff will run the s47E(d) Application to help customers create, link and access Centrelink, Child Support and Medicare services via the myGov website, in one transaction.



Launch application

Launch the s47E(d) Application. See *Extra - 101.10070E* for a link.

- Read the information to the customer and check that they can provide the details required.
- Select each program the customer wants to link to and enter the program ID for each. For example Centrelink Customer Reference Number, Child Support Customer Reference Number, or Medicare card number.
- A message will be displayed about the customer's current online access status. *More detail - 101.10070S3.*

s47E(d)**Detail**

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Step	Action
1	Launch the s47E(d) Application. See <i>Extra - 101.10070E</i> for a link. Information page Read the information to the customer. A linking code can be given to the customer so they can link their Centrelink, Child Support and Medicare services online, in one transaction. If the customer does not have an existing online account with the member service, the linking code will create an online account with the desired member service so that the link to myGov can take place. The customer will need to provide:

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Extra

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This page contains links to the myGov Linking Application and to the myGov intranet page. These links are not available to the public.

Once access has been authorised for a site, staff can access the s47E(d) **Application** via s47E(d)

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