



Australian Government



myGov



Get started with myGov

myGov is a simple and secure way to access government services online, all in one place.

What you can do with a myGov account

- Link government services to your myGov account, such as Medicare, Centrelink and the Australian Taxation Office. Then you can do things like lodge your tax return, claim payments, report income and manage your super all in one place.
- You can get messages from some linked government services in your myGov Inbox.
- After you sign in to your myGov account, your personalised homepage makes it easy to see your Inbox messages, some payments and your linked services in one place.
- At any time you can browse myGov for information about government payments and services organised by major events in your life, making it easier for you to find the support you need.

How to create a myGov account

You'll need your own email address or a Digital ID.

If you create your account using email, we'll ask you to set up multifactor authentication to protect your account. This means using a passkey, an authenticator or code sent by SMS to sign in to your myGov account. We recommend you set up multifactor authentication on a device only you can access.

For more information about these options, go to my.gov.au/createaccount

If you can't create a myGov account, you'll need to contact the service directly.

Follow these steps to create an account with an email address.

- 1 Go to my.gov.au and select **Create account**.
- 2 Select **Continue with email**, then select **Get Started**.
- 3 Agree to the terms of use and privacy notice.
- 4 Enter your email address. The same email can't be used for 2 myGov accounts. If you share an email address with someone, only one of you can use it to create a myGov account.
- 5 Enter the code we send to your email.
- 6 Enter your mobile number and enter the code we send you. If you don't have a mobile phone or mobile reception, select **No** to skip this step.
- 7 Select how you would like to be notified when there's a new message in your myGov Inbox.
- 8 Enter and re-enter a password. It must have at least 10 characters and include at least 1 letter and 1 number. Passwords are case sensitive, can have spaces and include any of the following special characters: ! @ # \$ % ^ & *
- 9 Select a multifactor authentication option and follow the prompts.
- 10 Choose 3 secret questions and answers or write your own. Answers aren't case sensitive.

You've created a myGov account!

Download the myGov app

The myGov app is a secure and convenient option to use myGov on your mobile. To find out more and download the app, go to my.gov.au/app

Be aware of scams. Only sign in to myGov using the official myGov app or by entering my.gov.au in your web browser. myGov won't send you a link asking you to sign in or share your personal information.

Need help?

 If you need help using myGov or signing in to myGov, call **132 307** and select **Option 1** for the myGov helpdesk, which operates from:

- Monday to Friday 7:00 am – 10:00 pm
- Saturday to Sunday 10:00 am – 5:00 pm.

If you're outside Australia, call **+61 1300 169 468** and select **Option 1**. International call charges apply.

 For detailed steps on how to link services and manage your myGov account, go to my.gov.au/help

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