

How to Set Up your myGov Account

Step 1: create an account	2
Step 2: agree to terms of use	3
Step 3: enter an email address	4
Step 4: enter your mobile number	5
Step 5: create password	6
Step 6: create secret questions	7
Step 7: use your myGov account	8

Step 1: create an account

Go to [myGov](#) and select **Create an account** on the homepage.



Welcome, please sign in

Username or email

[Forgot username](#)

Password

Do not show others your password

[Show](#)

[Forgot password](#)

Sign in

or

Create an account

What is myGov?

A simple and secure way to access government online services.



How secure is your account?

Stay smart online and take control. Read how you can [protect your information](#).

Which services can I access?

- 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

Step 2: agree to terms of use

Read the **Terms of use**. If you agree to the terms, select **I agree**.



myGov

[< Back](#)

Terms of use

Step 1 of 5

By creating a myGov account, you are agreeing to be bound by the [terms of use](#).

You are also agreeing to how the Department of Human Services collects, uses and discloses your personal information, as set out in the [privacy notice](#).

The terms set out your responsibilities as a myGov account holder and our responsibilities as the service provider of myGov.

By clicking 'I agree', this means you have read and understood the full [terms of use](#) and agree to comply with them.


Cancel

I agree

Step 3: enter an email address

Enter your **Email address**, then select **Next**.

Each myGov account must have a unique email address. You can't use the same email for two myGov accounts. If you share an email address with someone, only one of you can use it to create a myGov account.

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[< Back](#)

Enter an email


Step 2 of 5

Enter the email address you will use to sign in to your myGov account. We will email you a code that you will need to enter on the next screen.

We will send an email to this address if you receive a message in your myGov inbox.

Email address

We'll email you a code. Enter the **Code**, then select **Next**.

 Australian Government **myGov**

[< Back](#)

Enter code

Step 2 of 5

We sent a code to **john.citizen@gmail.com**

Code

Step 4: enter your mobile number

Enter your **Mobile number**, and then select **Next**.

If you don't have access to a mobile phone or mobile reception, select **Skip this step**.



[< Back](#)

Enter your mobile

Step 3 of 5

myGov will send you a one-time use code to use each time you sign in to your account.

If you don't have a mobile number or mobile coverage, you'll need to answer secret questions to sign in. Select [skip this step](#) if you can't use a mobile number.

Mobile number

Cancel

Next

Step 5: create password

Enter a **Password** and then **Re-enter password**. You can then select **Next**.

Your password must have at least 7 characters and include at least 1 number.



[< Back](#)

Create password

Step 4 of 5

Your password must have at least 7 characters and include at least 1 number.

Do not show others your password.

Password

[Show](#)

Re-enter password

[Show](#)

[Help creating a password](#)

Cancel

Next


Step 6: create secret questions

Secret questions and answers help keep your account secure. We'll ask you to create 3 questions and answers that only you can answer.

Choose a question from the list or create your own question. Make sure your answers are easy for you to remember.

Select **Next** after you enter your answer.

Repeat this step to create questions 2 and 3.



[< Back](#)

Create secret question 1

Step 5 of 5

Create 3 questions and answers that you can easily answer and others are unlikely to know.

If you need to answer your secret questions in the future, the answers must be an exact match to those you give here.

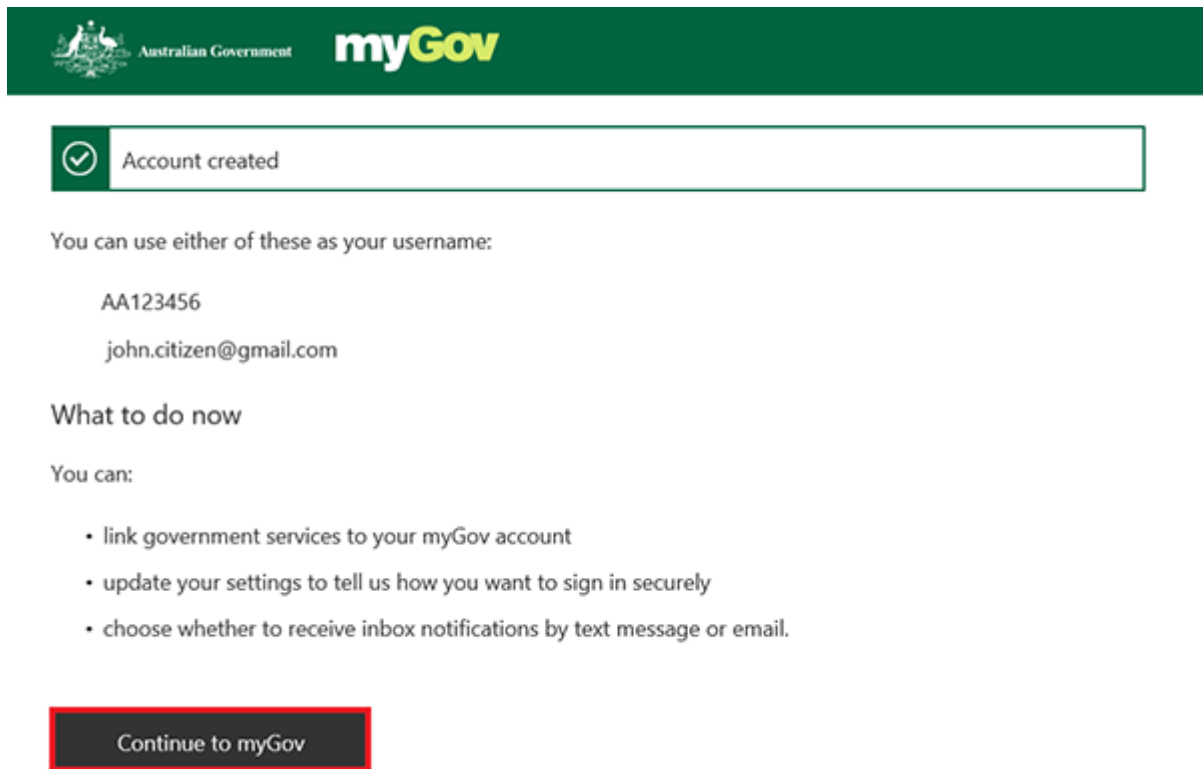
- What is the name of the first street I lived in?
- Where did I go on my first holiday?
- What was my favourite childhood book?
- What was the first single/album I bought?
- What was the name of my first pet?
- What was the full name of my first boyfriend/girlfriend?
- What was my favourite place to visit as a child?
- Write my own question

Answer

Step 7: use your myGov account

You've created a myGov account. You'll see your myGov username on screen and it will also be emailed to you. You can use your username or email address to sign in to myGov.

Select **Continue to myGov**.



The screenshot shows the myGov interface. At the top is a dark green header with the Australian Government logo and the myGov logo. Below the header is a white notification box with a green checkmark icon and the text "Account created". Underneath, it says "You can use either of these as your username:" followed by two options: "AA123456" and "john.citizen@gmail.com". Below this is the heading "What to do now" and the text "You can:". A bulleted list follows: "link government services to your myGov account", "update your settings to tell us how you want to sign in securely", and "choose whether to receive inbox notifications by text message or email." At the bottom of the notification area is a dark grey button with a red border labeled "Continue to myGov".

You're signed in to your myGov account and can now:

- link a service to your account
- go to **Account settings** to set up your sign in options and Inbox notifications.

Always make sure you select **Sign out** when you have finished using your myGov account.

Good afternoon

john.citizen@gmail.com
This is your first sign-in

 We recommend you update your [sign-in options](#) to receive a code when you sign-in. 

Your services



Inbox messages

1 unread

myGov 21/03/2019
Welcome to myGov

[See all messages](#) >

Go to [Help](#) for details about your myGov Inbox, linking a service and keeping your myGov account safe.