

# Linking services

Use myGov to link and manage many government services, with one convenient sign in and password.

## What does it mean to link a service?

To get the most from your myGov account, you will need to link it to those government services you want to use. This might include services such as:

- Medicare
- The Australian Tax Office (ATO)
- Centrelink

When a service is linked to your myGov account, you:

- Can receive important updates and notices from that service.
- Can get those notices direct to your **myGov Inbox**.
- Don't have to miss important reminders for things that are due, such as a tax return.
- Can use myGov on your computer at home to view personal details in private.
- Can look at your medical and tax records safely and securely, without worrying that someone at a government office might be looking over your shoulder.
- Don't have to worry that customer service staff might see sensitive information about you.
- Can choose to get a text message, or SMS, on your mobile phone to notify you that there's something new to share with you.



Linking government services lets you get the most from your myGov account

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When you choose to receive text messages about new myGov Inbox notifications, you won't see the notice or letter itself on your phone. Instead, you will see a message telling you to sign in to your myGov and go to the Inbox to view the letter or notice. This is more secure than via a text or regular email.



- You can process claims and make changes to your personal information, without going down to a local government office.
- You can update your home address, and look at your recent Medicare claims without having to queue for that information.

## Which services can I link?

You can link many government services to your myGov account.

Link myGov to **the Australian Tax Office (ATO)** to:

- Easily do your tax online.
- Get your **notice of tax assessment**, plus reminders for any tax you need to pay or any refund you receive.
- Double-check you are claiming all your entitlements, such as veterans or seniors tax benefits.

Link myGov to **Medicare** to:

- Make a Medicare claim, or check your recent **Medicare claims**.
- Check your past claims.
- Update some of your personal information without having to go into a Medicare office.



Link the ATO to myGov to process your tax return online

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Link myGov to **My Aged Care** to:

- See current details of your **personalised client record**.
- Update your **client representatives**. These are the people you have given permission to view your client record.

Link myGov to **My Health Record** to:

- See and manage which people have access to your medical and health information, including doctors.
- View your pathology reports.
- Get important correspondence from your doctor.

Link myGov to **Centrelink (and the pension)** to:

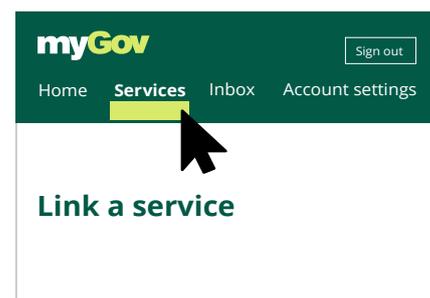
- Get updates on Aged Pension entitlements and payments.
- Lodge your initial claim for the Age Pension, up to 13 weeks before you reach the Age Pension age.

To see the whole list of services you can link to myGov, click on the **Contact us** and the **Security** links at the bottom of the myGov home page.

## How do I link a service?

As an example of how to link a service, this is a step-by-step guide to linking your Medicare account to your myGov account. To follow along, you'll need your **Medicare card** handy so you can enter your **Medicare number**.

- 1.** First go to **my.gov.au** using the web browser on your computer.
- 2.** Sign in to myGov by entering your email and password, followed by the code that myGov sends you via text message to your mobile phone.
- 3.** In the top menu, click the option called **Services**. You'll be taken to the **Services** menu.
- 4.** On the Services page, find **Medicare** in the list under **Link a service**, and click it to continue.



The services menu lists services that can be linked to myGov

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When you link Medicare to myGov, you'll be reminded that myGov will store the legal name and date of birth that is on your current Medicare service. It's safe for myGov to do this, so you can click 'I agree' to continue.



5. Next, click on **I do not have an online account with Medicare** to continue.
6. myGov will now ask you for your Medicare card details. Be careful to enter your Medicare number exactly.
7. If you have more than one person on the card, enter the number next to your name.
8. For security, myGov will ask a few questions about your recent Medicare history. After answering these, click **Next**.
9. Confirm your address. This is for your safety and security, and it's safe to give myGov this information.
10. Fill the address details and click **Next** to finish linking Medicare to your myGov account.
11. myGov will now show you a final screen so you can check that your details were added correctly.



Have your Medicare card handy to confirm your details

You can now use myGov to process Medicare claims, and more.

You can also link other services by clicking each one and following the instructions.

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## How is my information kept safe on myGov?

It's always safe to access your personal information once you've logged into a service linked with myGov. Here are some of the ways myGov keeps your information safe:

- As well as a username and password, myGov requires you to enter a unique code each time you sign in.
- The myGov unique code is sent to your mobile phone, adding another step to the process of confirming your identity.
- Each service you access is protected by your myGov password and secure code, so you can safely look at and update information.
- On a government website such as Medicare or the ATO, you'll see the myGov logo near the top right. Click near the logo to be automatically directed to the myGov website to access the Medicare or the ATO via your myGov account.
- Your personal information will only become visible on the screen once you've logged in to your myGov account.
- Instead of just walking away from your computer, closing the browser, or turning off your computer, make certain to click the **Sign out** button first.

Follow these simple steps to protect your myGov sign in details.

- Don't share your myGov sign in details with anyone.
- Make sure your myGov password is different to other online accounts.
- Protect your mobile phone with a password or PIN so that no-one can access your myGov secret codes.
- When you sign in to myGov in a public place, such as a Centrelink or Medicare office, check that no-one can see your computer screen when you enter your myGov username, password or the answers to your secret questions.



Enter code: **1267**

Linked services are protected by a secure code that myGov sends to your phone



Securely sign out of myGov when you've finished your session