



# Getting online safely for parents & families

Knowing how to get online safely is important for all families in Australia. Read our tips to help you get started.

# Everything myGov

**myGov** gives you a way to organise all your Australian government services and accounts online in one place. It also lets you receive messages from those services in a special myGov inbox.

## What you need

To create a myGov account, you need:

- An **active email address** that is unique to you
- A mobile phone with an **active mobile number**
- Answers to **Secret questions**

The email address will be used for signing in to myGov, and the mobile phone number for receiving a code to verify you to sign in securely. The secret questions let you access your myGov account if you forget your password.

## Setting up myGov

The myGov website will guide you through setting up your myGov account. If you feel a bit lost you can refer to this list to see which step you're up to:

1. Visit <https://my.gov.au>
2. Accept the Terms of Use if you agree with the terms
3. Click Create account
4. Enter your email address and a code will then be emailed to you to confirm who you are
5. Enter your mobile phone number and receive a text message with a code to verify you
6. Type in the code you received
7. Create a strong password, with seven letters and at least one number
8. Choose three secret questions from the list and provide the answers.

Your myGov account will be created. On the screen will be a code you can use as your **username**. You can also use your **email address** to sign in to myGov if you don't want to use the code.

## Sign in

Every time you want to use myGov, you will need to sign in. myGov has tight security and a few extra steps to **sign in** compared to other websites:

1. Enter your **username** and **password**
2. A code is sent to your mobile
3. Enter the **code**

If you forget your password or didn't get a code to your mobile phone, click the **Forgot password** link or the **I didn't get a code** link and follow the steps shown on the screen.

## Changing settings

Click **My account**, then **Account settings**. You will see **Settings**.

- Choose a category from the left menu, such as **Sign in settings** or **Contact details**
- A list of settings appears on the left, and you can click **Edit** next to any setting to change it e.g **Sign in settings, Username** option, where you can choose to use your email address to sign in instead of a code or change your **password**
- In **Contact details** you can change your **mobile phone number**
- Explore the settings to change things like answering a **secret question** to sign in, or using the **myGov Code Generator** app.

## Help with myGov

The online myGov **Assistant** can help you if you get stuck.

Click the **Assistant button** on the right hand of the screen and in the pop up, type what you need help with. The Assistant understands simple terms but it is better to just put in a single word like password instead of a phrase like 'how can I change my password?'

## Other related services

After you link a government service to your myGov account, you can access that service and get things done. For example:

### 1. Centrelink

- Use your Centrelink Customer Reference Number (CRN)
- Check the status of a claim
- Manage your payments.

### 2. The Australian Tax Office (ATO)

- Receive notices to your myGov Inbox
- Get reminders of any payments
- Easily lodge your tax return

### 3. My Health Record

- See pathology reports and health information
- Manage your Advanced Care Plan (if you have one)
- Appoint Representatives (usually family members) who are allowed to access your health record.

### 4. Medicare

- Lodge claims online instead of queueing at an office
- Check which medicines are covered by Medicare
- See your vaccination record and status.

## How do I link a service?

Each service will take you through the steps to link it to myGov. While each service will have a few differences, they use the same basic process.

### **Example: Linking Medicare to your myGov account.**

1. Sign in to myGov
2. Look for the **Linked services** section in the middle of the page
3. Click the **Link a service** or **View and link services** link
4. The **Profile** menu opens, with **Link services** already selected
5. Find Medicare in the list and click the **Link** button next to it
6. Click **I agree** when myGov reminds you that Medicare will store your legal name and date of birth
7. The Medicare site loads automatically
8. Have your Medicare card on hand and follow the steps to prove your identity. Other information you may need includes your bank account details (for refunds) and details of other people listed on your Medicare card.

When linking is complete, your Medicare account page loads. To check the link worked, click **Return to myGov** in the top right of the page. When the **myGov Profile: Linked services** screen loads, Medicare will now be shown as a linked service.

You will need to follow the linking steps for every Australian government service you want to use.

## Sign out!

It's important to always sign out securely from myGov. On any page on myGov:

1. Click My account in the top right of the page
2. From the menu that appears, choose **Sign out**
3. Your myGov account signs out, and a page confirming this appears

4. Close your browser window when you are finished to complete signing out securely.

After you are finished using a linked service (such as Medicare) click **Return to myGov** in the top right of the page first. This will sign you out of the service but won't sign you out of myGov. The myGov page will load and you can follow the steps above to sign out securely.

## Keep learning

Check out our website [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au) to learn more about what you can do online.

Parents can also contact The Smith Family for support to get online.

For more guides on how to use myGov, visit Services Australia at:  
<https://www.servicesaustralia.gov.au/mygov-online-help-guides>

Or you can call the myGov helpdesk on 13 23 07.

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