get online week
19-25 October

myGov

Richmond Tweed Regional Library
Connect. Discover. Escape.

www.my.gov.au

Learning myGov, Medicare, Centrelink, ATO

myGov is quickly becoming a site that it is essential for Australians to know. The Australian Tax Office, Medicare and Centrelink are all accessed from this site.

Be Connected has a great tutorial about setting up and using your myGov account. We have compiled a few of their top tips but it is worth looking at the link below:

https://beconnected.esafety.gov.au/topic-library/introduction-to-mygov/all-about-mygov

eSafety Tip

myGov will only send you security codes or new message alerts by text or email. myGov **will not** phone you, nor ask you to provide username, password or any other personal information by email or text message. Do not be tempted to click on any links in texts or emails, or provide your information to anyone claiming to be from myGov or any of its associated government services.

Be Connected - Top Tips

What you need

Because myGov is an Australian government website and allows you to access important personal information, you need two things:

An active email address. To use the myGov website on your computer, you will need an email address that you have already set up.

A mobile phone with an active mobile phone account and number. To keep your account secure, and make sure it's really you trying to access your information, myGov sends secret **one-use** code via a text message to your phone. This is known as

Two-Factor Authentication, as it's an additional - or second - way of confirming your identity. Once you've entered this code correctly into myGov, you'll be able to access your personal information

Sign up basics

When the my.gov.au site loads or when you download the app, you'll see boxes to enter your email and password. These are for an existing account. For now, click on Create an account in the white box towards the bottom of the screen.

Help with myGov

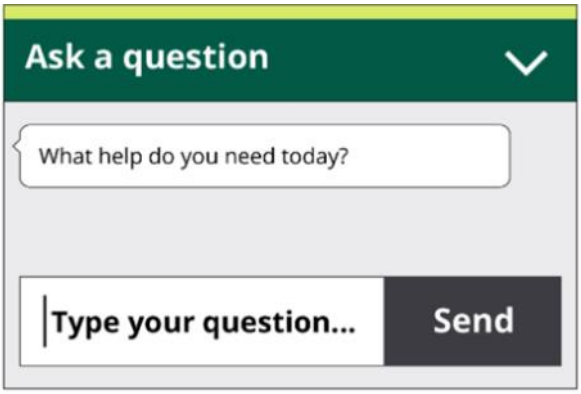
If you need help with myGov there are certain places you can find it including:

The Digital Assistant

myGov provides a Digital Assistant to help you with some of the most common questions you might have.

As this feature doesn't access your personal account details, you can still ask questions even if you are not signed in.

On the myGov website, look down at the bottom, right-hand corner of the screen and click on Ask a question to open the myGov digital assistant panel.



Ask a question

Click where it says **Type your question**, and, using plain English, type in what you want to ask.

Helpdesk phone number

You can always call the myGov helpdesk on **13 23 07** if you need to speak to a person about your question.

Create a password

Now it's time to create a strong password for your account.

myGov requires a password that is at least seven letters long, and it must include at least one number.

When you've entered your password in the top box, enter it again in the bottom box to confirm it. Now click Next.

Choose your secret questions

The final step is to choose answers for three secret questions from the list provided by myGov.

Pick a question and type your answer in the white box. If you need to, you can jot down a copy of this answer on a notepad, making sure to get the capitals and punctuation exactly the same.

Once you have completed the final steps, which include putting in a code sent from your mobile, you'll be able to explore your myGov account.

An important note

More often than not, your GP's receptionist can put through your Medicare claim on your behalf at the same time as you pay for the appointment. Sometimes though, it may not be possible for them to do this, or the expense may be for a different type of medical need. Fortunately, myGov lets you submit your claim as soon as you get home to your computer. You can lodge and process claims, see information about benefits, such as which medicines are covered by Medicare, and much more.

Using your Centrelink CRN with myGov

To use Centrelink with myGov, you need to have what's called a Customer Reference Number, or CRN for short. If you already receive the pension, you most probably have a CRN ready to go. To check, you can see if it's on a recent pension letter or notice you might have received. It's normally displayed somewhere easy to spot.

If you don't have a CRN yet, you may need to go in to a Centrelink office to get it set up first.

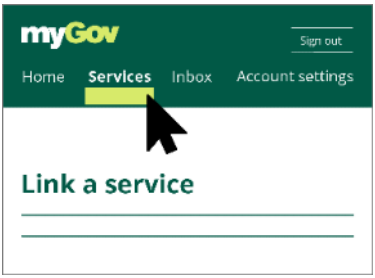
Link to other services

Plus **Centrelink** **Australian Taxation Office**

Once you are signed up to myGov, you'll want to link your Medicare account.

Choose services

Look in the top menu for the option called Services. Click on it and you'll be taken to the Services page.



We're going to link your Medicare account, so find Medicare in the list under Link a service, and click it to continue.

myGov will then ask you a few questions about your recent Medicare history, just to make certain it's really you.

Linking Medicare - first steps

The simplest way to link your Medicare account to myGov is to use your Medicare card and some other personal information.

Click on I do not have an online account with Medicare to

continue.

Enter details and answer questions

myGov will now ask you for your Medicare card details. Be careful to enter your Medicare number exactly, and, if you have more than one person on the card, enter your individual reference number too - that's the number next to your name.

Enter your address details

Finally, myGov asks you to confirm your address. This is for your safety and security, and it's safe to give myGov this information.

Fill in all the address details and then click Next to finish linking Medicare to your myGov account.

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