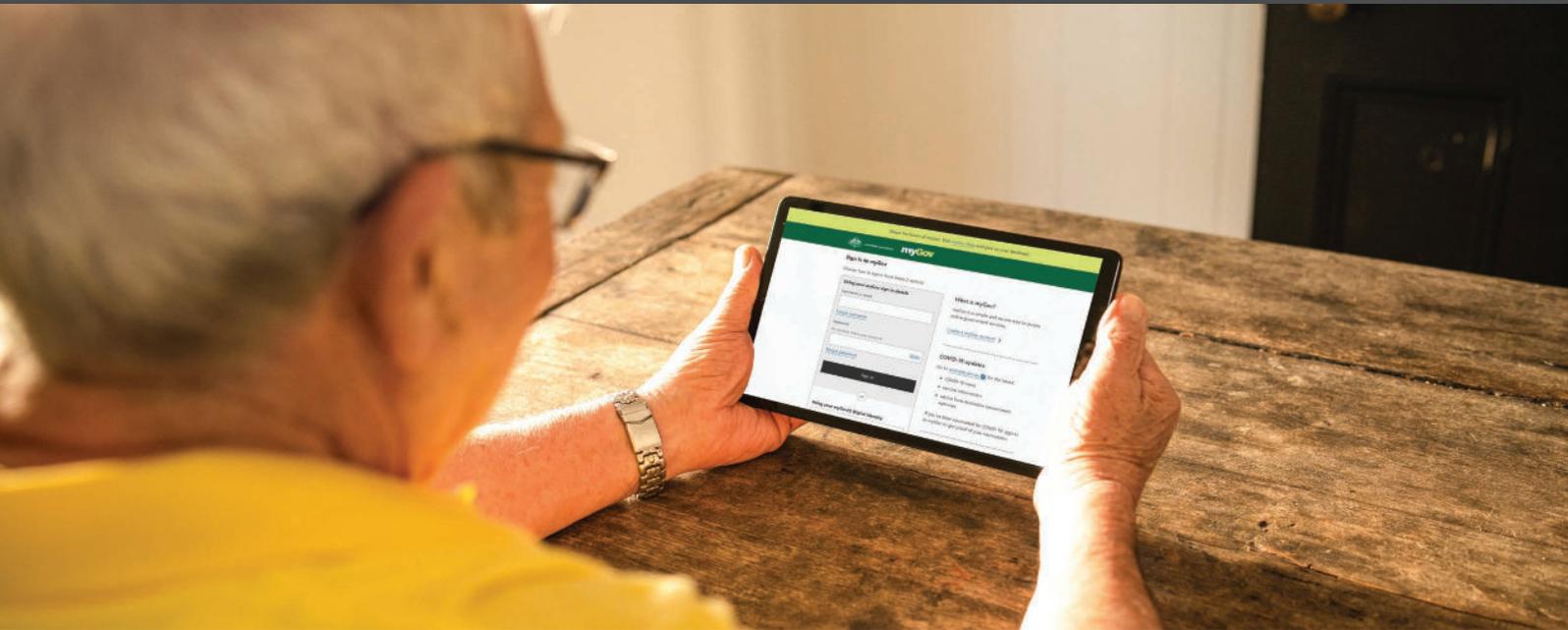


# LET'S GET COVID-SAFE COVID VACCINATION AND MYGOV



## CREATING A MYGOV ACCOUNT

myGov is a secure way to access government services online in one place. This includes services such as Centrelink, Medicare, My Aged Care, Department of Veterans' Affairs and much more.

The purpose of this guide is to help you navigate through the process of creating a myGov account. Your COVID-19 vaccination information will be uploaded to your myGov account once you have commenced your COVID-19 vaccination journey.

1

### Create an account

Type in the myGov website into your internet browser.

[my.gov.au](https://my.gov.au)

Sign in to myGov

Using your myGov sign in details

Username or email

Forgot username

Password

Do not show others your password

Show

Forgot password

Sign in

What is myGov?

myGov is a simple and secure way to access online government services.

[Create a myGov account](#)

Stay up to date on Coronavirus

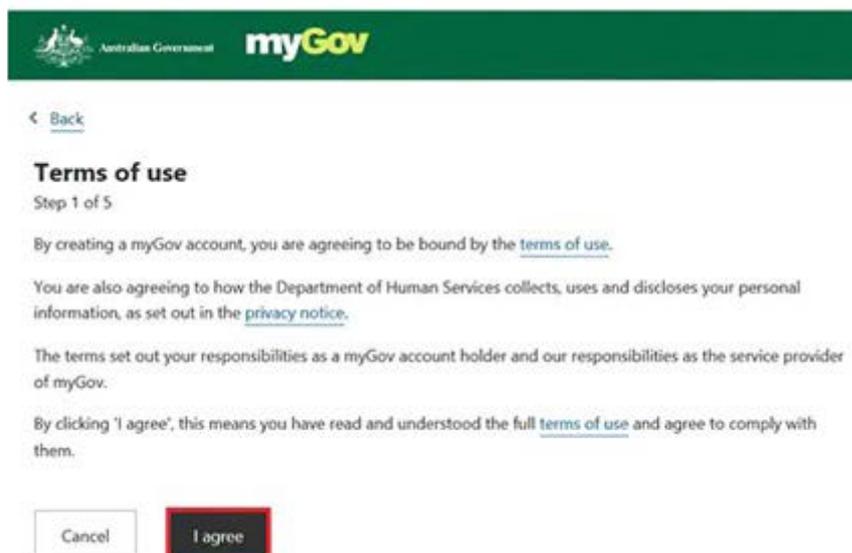
Go to [australia.gov.au](https://australia.gov.au) for the latest:

- COVID-19 news and updates
- advice from Australian Government agencies.

2

## Agree to terms of use

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



The screenshot shows the 'Terms of use' screen on the myGov website. At the top, there is a green header with the Australian Government logo and the myGov logo. Below the header, there is a back arrow and the text 'Back'. The main heading is 'Terms of use' followed by 'Step 1 of 5'. The text explains that by creating a myGov account, the user agrees to be bound by the terms of use and to how the Department of Human Services collects, uses, and discloses personal information. It also states that the terms set out responsibilities for both the account holder and the service provider. At the bottom, there are two buttons: 'Cancel' and 'I agree'.

3

## Enter an email address

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

myGov will then email you a  
code. Enter the **Code**, 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.



The screenshot shows the 'Enter an email' screen on the myGov website. At the top, there is a green header with the Australian Government logo and the myGov logo. Below the header, there is a back arrow and the text 'Back'. The main heading is 'Enter an email' followed by 'Step 2 of 5'. The text explains that the user needs to enter an email address to sign in to their myGov account and that they will receive a code via email. It also states that the code will be sent to the email address if the user receives a message in their myGov inbox. Below the text, there is a text input field for the email address. At the bottom, there are two buttons: 'Cancel' and 'Next'.



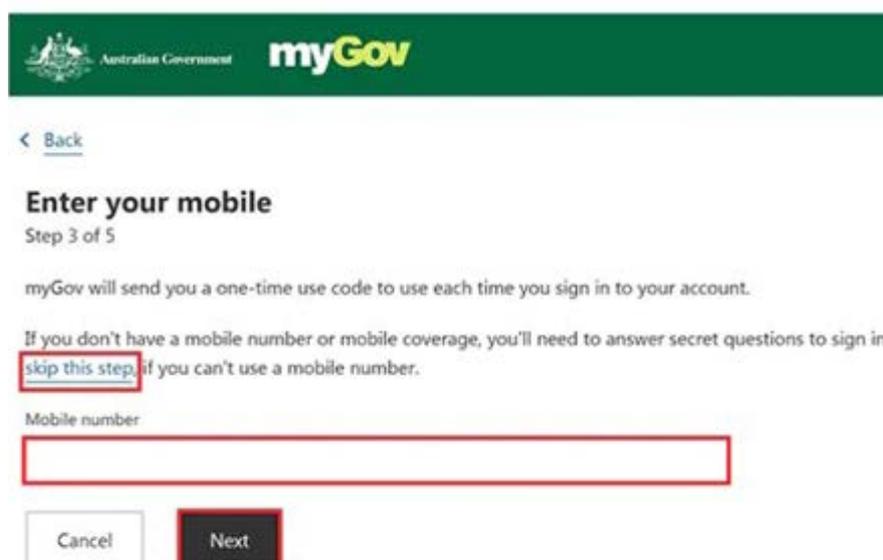
The screenshot shows the 'Enter code' screen on the myGov website. At the top, there is a green header with the Australian Government logo and the myGov logo. Below the header, there is a back arrow and the text 'Back'. The main heading is 'Enter code' followed by 'Step 2 of 5'. The text explains that a code has been sent to the email address 'john.citizen@gmail.com'. Below the text, there is a text input field for the code. At the bottom, there are two buttons: 'Cancel' and 'Next'.

4

## Enter your mobile number

Enter your **mobile number**, then select **Next**.

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



The screenshot shows the 'myGov' interface for the 'Enter your mobile' step (Step 3 of 5). At the top, there is a green header with the Australian Government logo and the 'myGov' text. Below the header, there is a '< Back' link. The main heading is 'Enter your mobile' with 'Step 3 of 5' underneath. A message states: 'myGov will send you a one-time use code to use each time you sign in to your account.' Below this, a note says: 'If you don't have a mobile number or mobile coverage, you'll need to answer secret questions to sign in. skip this step if you can't use a mobile number.' There is a text input field labeled 'Mobile number' with a red border. At the bottom, there are two buttons: 'Cancel' and 'Next'.

5

## Create password

Enter a **Password** and then **Re-enter the password**. Then select **Next**.



The screenshot shows the 'myGov' interface for the 'Create password' step (Step 4 of 5). At the top, there is a green header with the Australian Government logo and the 'myGov' text. Below the header, there is a '< Back' link. The main heading is 'Create password' with 'Step 4 of 5' underneath. A message states: 'Your password must have at least 7 characters and include at least 1 number. Do not show others your password.' There are two text input fields: 'Password' and 'Re-enter password', both with red borders. Each field has a 'Show' link on the right side. At the bottom, there are two buttons: 'Cancel' and 'Next'.

6

## Create secret questions

Secret questions and answers help keep your account secure. You'll be asked to create three questions and answers only you can answer.

**Choose a question from the list** or select **Write my 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 two and three.

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 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

Cancel

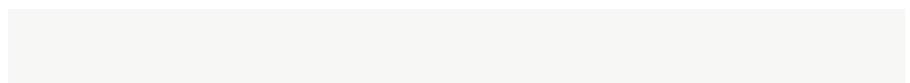
Next

## 7

### You've created a myGov account

myGov will let you know what your username is and also email it to you.

You can use your username or email address to sign in to myGov.



Account created

You can use either of these as your username:

AA123456

john.citizen@gmail.com

What to do now

You can:

- link government services to your myGov account
- update your settings to tell us how you want to sign in securely
- choose whether to receive inbox notifications by text message or email.

Continue to myGov

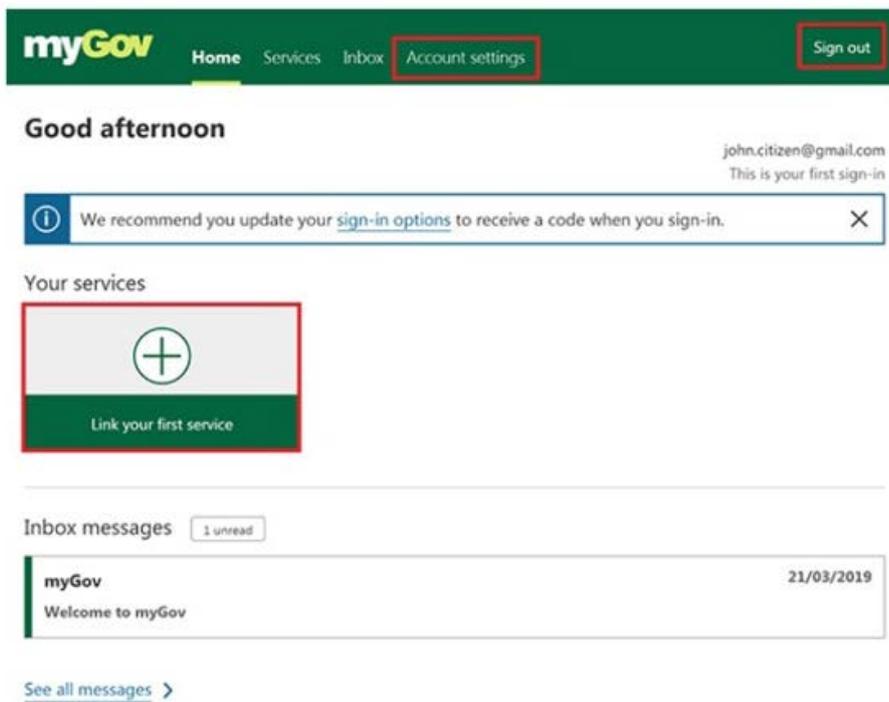
# 8

## Using your myGov account

You're signed into your myGov account and can now:

- select **Link your first service**
- go to **Account settings** to set up your Sign-in options and Inbox notifications.

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



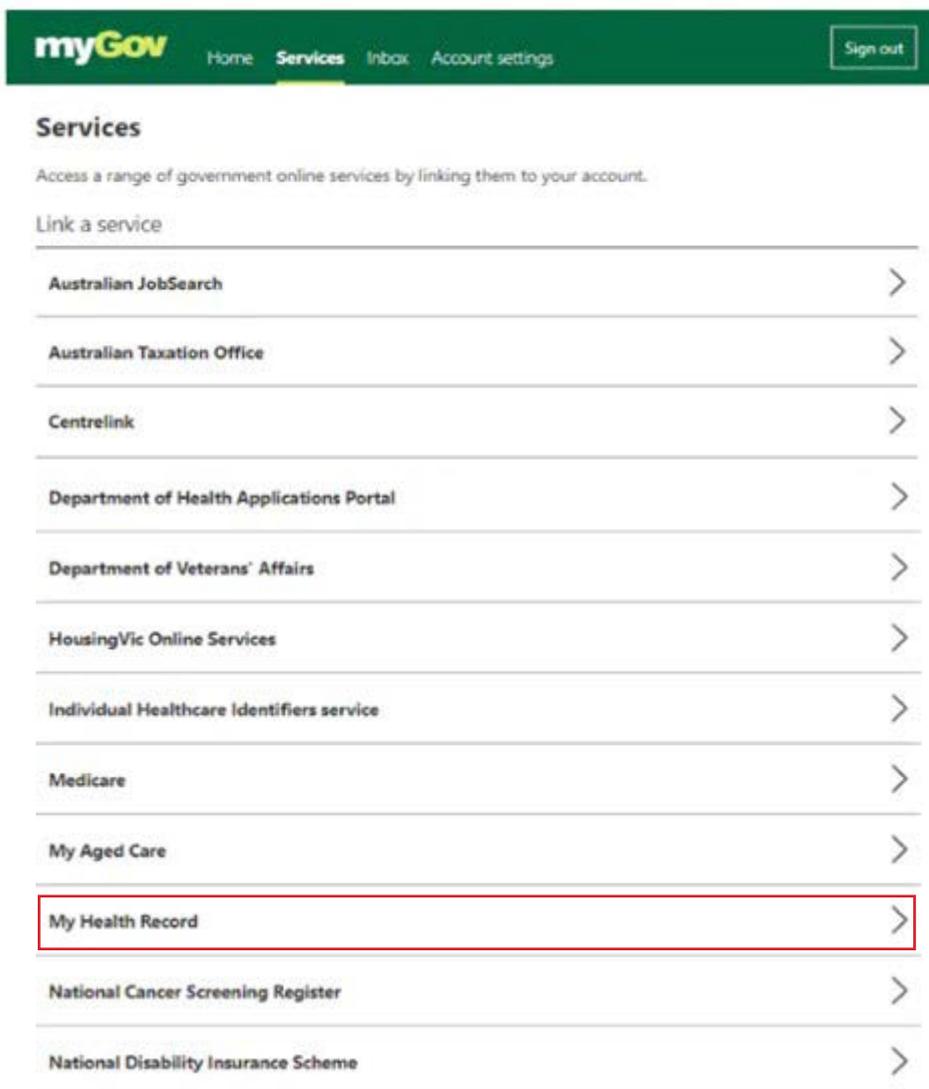
# LINKING MY GOV SERVICES

Once you have setup your myGov account you can link any of your online accounts with one username and password. This includes Centrelink, Medicare and Child Support. For this guide, you will be able to link your My Health Record to access your COVID-19 vaccination information.

After logging onto your myGov account, follow the steps below to link your My Health Record.

1

Select **Services** and select **My Health Record**.



The screenshot shows the myGov website interface. At the top, there is a dark green navigation bar with the myGov logo on the left and a 'Sign out' button on the right. Below the navigation bar, the 'Services' section is displayed. It includes a sub-header 'Services' and a brief description: 'Access a range of government online services by linking them to your account.' Underneath, there is a section titled 'Link a service' followed by a list of services. Each service is listed with a right-pointing chevron icon. The 'My Health Record' service is highlighted with a red rectangular border. Other services listed include Australian JobSearch, Australian Taxation Office, Centrelink, Department of Health Applications Portal, Department of Veterans' Affairs, HousingVic Online Services, Individual Healthcare Identifiers service, Medicare, My Aged Care, National Cancer Screening Register, and National Disability Insurance Scheme.

Service	Action
Australian JobSearch	>
Australian Taxation Office	>
Centrelink	>
Department of Health Applications Portal	>
Department of Veterans' Affairs	>
HousingVic Online Services	>
Individual Healthcare Identifiers service	>
Medicare	>
My Aged Care	>
<b>My Health Record</b>	>
National Cancer Screening Register	>
National Disability Insurance Scheme	>

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## 2 Verify your identity

After you have followed the steps to link your My Health Record to your myGov account, you'll need to verify your identity. You can use details from Medicare or a code if you've been given one.

To verify your identity using your Medicare details, you will need information such as:

- ✓ your Medicare card
- ✓ your BSB and bank account number that your Medicare benefits are paid into
- ✓ your address as recorded by Medicare

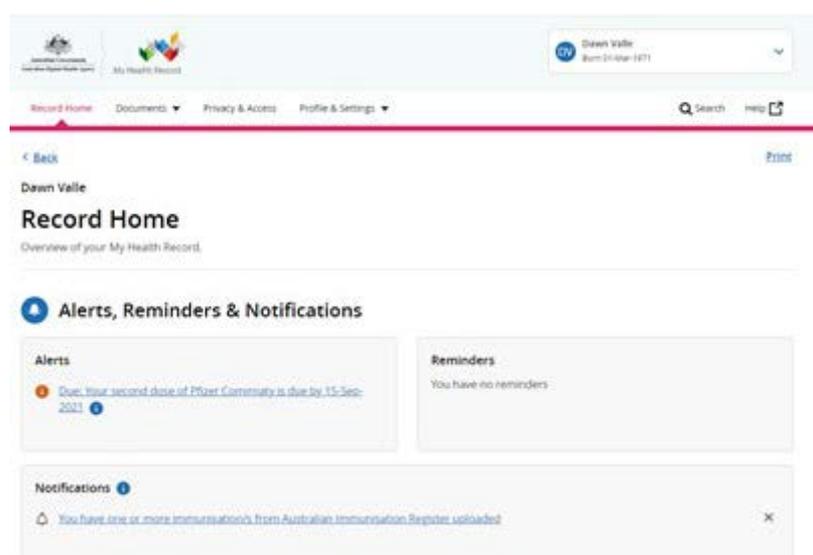
You need to answer the questions correctly to pass the identity check. If you don't know the answer to a question, you can skip that question and try the next one. If you're not able to prove your identity online, or would prefer to speak to a person, call the help line on 1800 723 471. A representative will give you a code, known as the identity verification code, so you can link your myGov account to your My Health Record.

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## 3 Setup your My Health Record

After you verify your identity, you will see a My Health Record screen. The first time you log onto your My Health Record, there may not be much information there.

The immunisation view below shows the different types of immunisation information you may see. You may not see all the fields shown – this depends on what information is in your Australian Immunisation Record record.



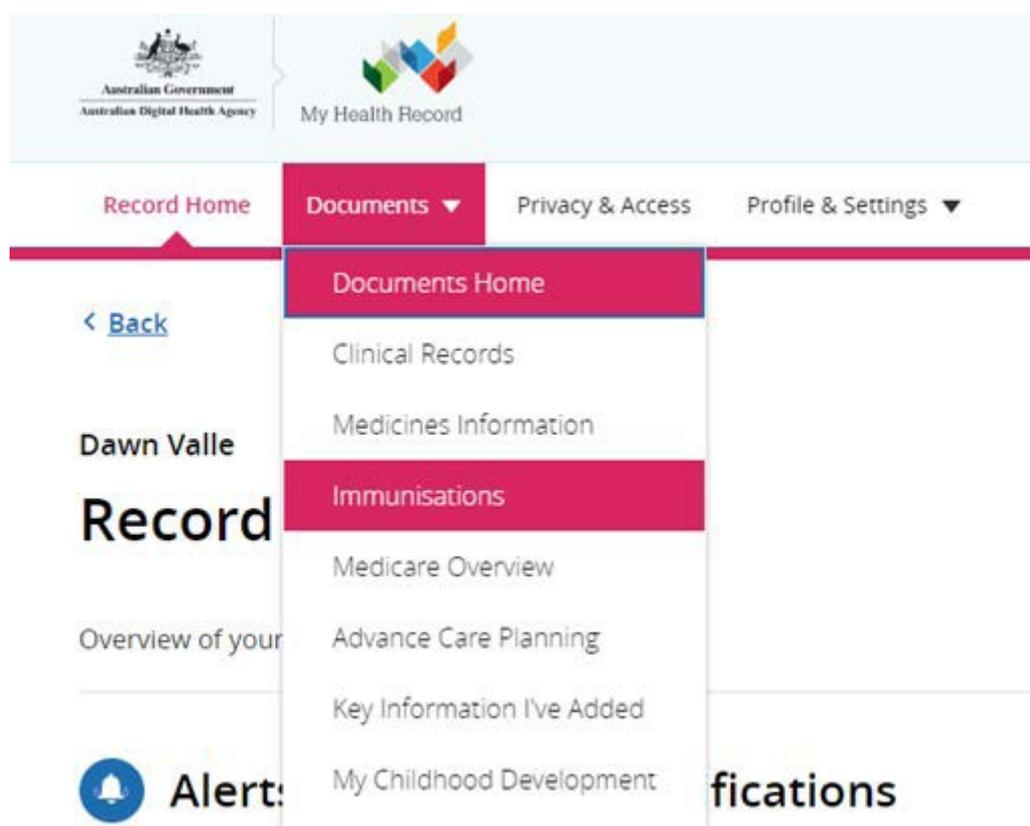
The screenshot shows the 'Record Home' page for a user named Dawn Valle. The page includes a navigation bar with 'Record Home', 'Documents', 'Privacy & Access', and 'Profile & Settings'. Below the navigation bar, there are sections for 'Alerts, Reminders & Notifications'. The 'Alerts' section shows a notification: 'Due! Your second dose of Pfizer Comirnaty is due by 15-Sep-2021'. The 'Reminders' section shows 'You have no reminders'. The 'Notifications' section shows a notification: 'You have one or more immunisation(s) from Australian Immunisation Register uploaded'.

## 4 Finding your Immunisation Information

You will be able to view all of your immunisation information from the 'Immunisation' page of your My Health Record. Immunisation information in your record, including COVID-19 vaccination information, comes from the Australian Immunisation Register.

### To view the immunisation page:

On your My Health Record home page select the '**Documents**' tab, then the '**Immunisation**' tab.



If there is no immunisation information on this page, or it seems incomplete, check your **Medicare Information Settings** (from the **Profile & Settings** tab). Make sure '**Yes**' is selected for 'All information about immunisations records' on the **Australian Immunisation Register (AIR)**.

**If you want to speak to someone about this guide, need more assistance with technology barriers, or want to feel more confident using technology, please reach out to our friendly team for further assistance.**

**Call 1300 763 583 or visit [feroscare.com.au/techhelp](https://feroscare.com.au/techhelp)**