



# myGov and online security

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

Your myGov account has security features to protect your personal information:

- there are different sign in options, including using your Digital Identity
- your myGov account has a secure Inbox where some government services will send you messages if you have them linked – it's safe to open links and attachments from your myGov Inbox
- we monitor myGov to detect suspicious cyber activity.

## PROTECT YOUR DETAILS ONLINE

There are things you can do to protect your myGov account.

### Sign in details

Your sign in details keep your account secure.

Make sure you:

- don't tell anyone or write down your:
  - myGov password
  - myGov PIN or myGov app PIN
  - answers to your secret questions
- choose secret questions and answers that people can't find out the answer to, such as from your social media accounts.

You need to use a strong password or passphrase. It should be easy for you to remember, but hard for others to guess.

A passphrase is harder for other people to guess. Use at least 4 words and 13 characters. For example, horsecupstarshoe4.

Don't use:

- birth dates
- children's or pet's names
- obvious patterns, such as 4321, 2468 or 7777
- a password you use for other online accounts
- randomly mixed letters, numbers and symbols which can be hard to remember.

## Computers in public locations

When you use a computer in a public location, don't let people see your password or answers to secret questions. A public location could be a library, service centre or a community centre.

For your security, remember to sign out of your linked services and myGov account, and close your browser when you've finished.

## Your computer and mobile device

To protect your personal information when you use your own computer or mobile device:

- use a password or PIN to secure your computer or device
- only download files or apps from trusted sources
- install security software, keep it up to date and regularly scan for viruses
- keep your operating system and internet browser up to date
- avoid using public Wi-Fi because it can be unsecure.

If you think someone has accessed or tried to access your myGov account, check your myGov account history for suspicious activity.

If you're concerned after checking your account history, you should:

- change your password
- go to your myGov account settings to check your connected devices and disconnect any you don't recognise
- check your activity history in your linked services online accounts and contact that service if you see suspicious activity.

## PROTECT YOURSELF FROM SCAMS

It's important to remember scams are very common. Scammers may contact you pretending to be from myGov or one of your linked services. It's not always easy to tell if it's a scam.

### How to tell if it's a scam

myGov won't send you a personal email or SMS with links, web addresses or attachments asking for you:

- username
- password
- myGov PIN or myGov app PIN
- secret questions and answers
- personal details.

It may look like genuine contact from myGov and have a similar web address to the myGov website. If you're ever asked to go to the website, don't click on any links. Type **my.gov.au** into your internet browser instead.

The only myGov website is **my.gov.au**

### What to do

If you get a suspicious email or SMS claiming to be from myGov:

- don't open it
- don't click on any links
- don't respond to the sender
- call the Scams and Identity Theft Helpdesk on **1800 941 126**.

If you haven't given the scammer your details, report the scam on the Scamwatch website at **scamwatch.gov.au**

## For more information

For more information about protecting yourself online, go to:

- **scamwatch.gov.au**
- **servicesaustralia.gov.au/scams**
- **idcare.org**
- **cyber.gov.au**

## Need help?

☎ If you think someone has accessed your myGov account, call **132 307** and select **Option 1** for the myGov helpdesk, which operates from:

- **Monday to Friday 7:00 am – 10:00 pm**
- **Saturday to Sunday 10:00 am – 5:00 pm**

💻 To read more about how to protect your myGov account, go to **my.gov.au/security**

🐦 Follow and message us on Twitter **@myGovau**