



Australian Government



myGov

myGov app

Secure and convenient access to myGov on your mobile.

The myGov app makes using myGov simple and easy.

With the myGov app it's:

- simple to sign in to myGov
- easy to view and manage your Inbox messages
- quick to access linked services.

There's also a digital wallet where you can securely store some government digital cards and certificates in one place.

Download and set up the app

You need a myGov account to set up the app. If you don't already have an account, create one at my.gov.au

DOWNLOADING THE APP

Search for the official Australian Government **myGov app** in:

- Apple App Store
- Google Play

The app is free to download and use.

To find out more and download the app, go to my.gov.au/app



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SETTING UP THE APP

Once you've downloaded the app, follow these 4 steps:

- 1 Open the app and select **Sign in**.
- 2 Agree to the myGov app terms of use. Read the terms of use and privacy notice. If you understand and agree with them, select **I Accept**.
- 3 Sign in to your myGov account. You'll use either:
 - your myGov sign in details (username, password and enter a security code or answer a secret question)
 - your myGovID Digital Identity, if connected.
- 4 Create a myGov app PIN and set your sign in option. If you have fingerprint or face recognition set up on your mobile, you'll be asked if you give permission to use it to sign in.

Rules for your myGov app PIN

Your PIN must be 6 digits long. It can't:

- repeat the same number more than 5 times, such as 444444
- repeat pairs of numbers, such as 010101, 121212
- use sequential numbers on the PIN pad, such as 123456, 987654.

Don't set a PIN that's easy for people to guess, like your date of birth. We recommend your PIN is different to other PINs you use.

Use the myGov app

VIEW AND MANAGE YOUR MYGOV INBOX MESSAGES

You can:

- view, search and delete your myGov Inbox messages
- create folders and move messages between them.

ACCESS AND MANAGE YOUR LINKED SERVICES

Use your app to quickly and securely access your myGov linked services. You can link and unlink services in the app.

STORE AND ACCESS ITEMS IN YOUR MYGOV WALLET

The myGov wallet is a place to securely store some government digital cards and certificates. The items you can add depend on which services you have linked and your circumstances.

The following items are currently available:

- Medicare cards
- Centrelink concession and health care cards
- International COVID-19 Vaccination Certificate.

More items will be available in future.

It may take some time before all providers are ready to accept digital cards. It's a good idea to carry your physical cards with you.

Items in the wallet have a QR code on them. Providers can scan this code to check the item is genuine and valid. This security feature helps protect your documents from fraud and theft.

MANAGE YOUR MYGOV ACCOUNT SETTINGS

You can view and manage some account settings in your app.

Account details

You can:

- select your preferred name
- view your myGov account history
- manage your connected devices
- close your myGov account.

Sign in options

Manage your sign in options, including:

- your myGov app PIN
- fingerprint or face recognition.

Notifications

You can manage your notifications, including:

- turn on app push notifications
- select how you get Inbox notifications
- show the service name in your Inbox notification.

If you choose to get push notifications, you'll need to turn on notifications from your device settings. If you turn them off from your device settings, make sure you update your notification preferences in your app as well.

Get help with the app

For your app to work best, download updates as soon as they're available. You can set up automatic updates for your device.

You can find help with specific tasks in the app, such as adding items to your wallet or how to change your app PIN.

If your app isn't working as expected

You can try the following simple tips:

- close the app and open it again
- turn your device off and then on again
- delete and then re-download the app.

If you delete and re-download the app, you'll need to set up your app again.

If your device crashes or freezes

You should turn your device off and on, and check your signal or wireless internet connection.

If you've forgotten your myGov app PIN

You can reset your myGov app PIN if you've forgotten it.

- 1 Select **Forgot PIN** on the myGov sign in screen.
- 2 Sign in to your myGov account. You'll use either:
 - your myGov sign in details (username, password and enter a security code or answer a secret question)
 - your myGovID Digital Identity, if connected.
- 3 Set a new app PIN.