myGov app

使用智能手机安全便捷地访问 myGov。

通过 myGov app，可以：

- 轻松登录账户

- 轻松查看和管理 myGov Inbox 信息

- 快速访问关联服务。

此外，还有一个数字 wallet，可用于安全存储一些政府电子卡和证书。

下载并设置该 app

需要通过 myGov 账户设置该 app。如果您没有账户，请在 **my.gov.au** 上创建一个。

下载应用 app

在以下位置搜索 Australian Government myGov app：

- Apple app Store

- Google Play。

该 app 可以免费下载和使用。

设置 app

下载 app 后，请按照以下 4 个步骤进行设置：

1. 打开 app 并选择 **Sign in**。

2. 阅读使用条款和隐私声明。理解并同意 myGov 的使用条款后，请选择 **I Accept**。

3. 登录 myGov 账户。您要使用以下一种方式：

   o myGov 登录信息（用户名、密码和输入安全码或回答密保问题）

   o 如果已经使用澳大利亚身份证件创建了 Digital Identity，则需要使用 myGovID Digital Identity。

4. 创建 myGov app PIN（个人识别号码）并设置登录选项。如果智能手机上已设置指纹识别或面部识别，系统将询问您是否允许使用该设置进行登录。

myGov app PIN 的设置规则

PIN 必须为 6 位数字。不可以:

- 重复相同数字超过 5 次,例如 444444

- 重复数字对,例如 010101、121212

- 使用顺序数字,例如 123456、987654。

请不要设置易于猜测的 **PIN**,例如生日。我们建议 myGov app PIN 要与您所使用的其他 **PIN** 不同。

使用 **myGov app**

查看和管理 myGov Inbox 信息

您可以:

- 查看、搜索和删除 inbox 信息

- 创建文件夹并在文件夹之间转移信息。

访问和管理关联服务

使用 app 快速安全地访问 myGov 关联服务。可以在 app 中链接和取消链接服务。

存储并访问 myGov wallet（数字钱包）中的项目

数字 wallet 可安全存储一些政府电子卡和证书。可以添加的项目取决于已经链接的服务和个人具体情况。

可以添加的项目如下:

- Medicare 卡

- Centrelink 优惠卡和医疗保健卡。

以后还可添加更多项目。

不同机构可能需要一定时间来准备接受电子卡。最好随身携带实体卡。

wallet 中的项目上有一个 QR code （快速响应码）。服务机构可扫描该码来验证项目的真实性和有效性。该安全功能有助于保护您的文件免受欺诈和盗窃。

更改 myGov 账户设置

可以在 app 中查看和更改部分账户设置。

账户详情

您可以：

- 选择自己首选的姓名

- 查看 myGov 账户历史记录

- 关闭 myGov 账户。

登录选项

更改登录选项，包括：

- myGov app PIN

- 指纹识别或面部识别。

通知

可以更改通知设置，包括：

- 打开 app 推送通知

- 选择收取 inbox 通知的方式

- 在 inbox 通知中显示服务名称。

如果选择接收推送通知，需要在智能手机的设置中启用通知功能。如果在设备设置中关闭通知功能，还需要在 app 中更新通知偏好设置。

获取使用 app 方面的帮助

为了使 app 可以最佳运行，请及时下载更新版本。可以为智能手机设置自动更新。

可在 app 中找到有关特定任务的帮助，例如将项目添加到 wallet 或如何更改 myGov app PIN。

如果 app 出现意外故障

您可以：

- 关闭 app，然后重新打开

- 将设备关机，然后重新开机

- 删除 app，然后重新下载。

如果删除并重新下载 app，将需要重新设置 app。

如果设备系统崩溃或死机

应将设备关机，然后重新开机，并检查信号或无线互联网连接。

如果忘记了 myGov app PIN

 如果忘记了 myGov app PIN，可以重置。

1. 在 myGov 登录界面上选择"Forgot PIN"。

2. 登录 myGov 账户。您要使用以下一种方式：

    o myGov 登录信息（用户名、密码和输入安全码或回答密保问题）

    o 如果已经使用澳大利亚身份证件创建了 Digital Identity，则需要使用 myGovID Digital Identity。

3. 重新设置 myGov app PIN。

需要帮助？

- 如果需要使用 myGov、myGov app 或登录 myGov 时需要帮助，请拨打 **132 307**，然后选择 **Option 1**，获取 myGov 帮助中心的帮助。帮助中心的运营时间为：

    o 周一至周五上午 7:00 至晚上 10:00

    o 周六至周日上午 10:00 至下午 5:00。

- 如果在澳大利亚境外，请拨打 **+61 1300 169 468**，然后选择 **Option 1**。国际长途话费适用。

- 要了解如何链接服务和管理 myGov 账户的详细步骤，请访问 **my.gov.au/help**

- 请关注我们的 Twitter **@myGovau**

- 观看 myGov 视频，请浏览 **youtube.com/mygovau**

注意: 从澳大利亚任何地方用座机拨打"13" 打头的电话号码，费用固定。该费率可能与本地通话费用有所不同，也可能会因电话服务提供商不同而有所差异。座机拨打"1800"号码免费。如果使用公共电话或移动电话，电信提供商可能会对您的通话计时并收取较高费用。

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myGov app

Secure and convenient access to myGov on your smartphone.

With the myGov app it is:

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

It also has a digital wallet to securely store some government digital cards and certificates.

Download and set up the app

You need a myGov account to set up the app. If you do not 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.

Setting up the app

Once you have downloaded the app, follow these 4 steps:

4. Open the app and select **Sign in**.
5. Read the terms of use and privacy notice. If you understand and agree with the myGov terms of use, select **I Accept**.
6. Sign in to your myGov account. You will use either:
   - your myGov sign in details (username, password and enter a security code or answer a secret question)
   - your myGovID Digital Identity, if you have created your Digital Identity using your Australian identity documents.
7. Create a myGov app PIN (personal identification number) and set your sign in option. If you have fingerprint recognition or face recognition set up on your smartphone, you will 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 cannot:

- repeat the same number more than 5 times, for example 444444
- repeat pairs of numbers, for example 010101, 121212
- use numbers that are in order, for example 123456, 987654.

Do not set a **PIN** that is easy for people to guess, for example your date of birth. We recommend your myGov app PIN is different to other **PINs** you use.

Use the myGov app

View and manage your myGov Inbox (inbox) messages

You can:

- view, search and delete your 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 (digital wallet)

The digital 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.

You can add these items:

- Medicare cards

- Centrelink concession and health care cards.

You will be able to add more items in future.

It may take some time before all providers are ready to accept digital cards. It is a good idea to also have your physical cards with you.

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

Change your myGov account settings

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

Account details

You can:

- select your preferred name

- view your myGov account history

- close your myGov account.

Sign in options

Change your sign in options, including:

- your myGov app PIN

- fingerprint recognition or face recognition.

Notifications

You can change 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 will need to turn on notifications in your smartphone settings. If you turn them off in your device settings, you need to 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 are available. You can set up automatic updates for your smartphone.

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

If your app is not working as expected

You can:

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

If you delete and download the app, you will 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 have forgotten your myGov app PIN

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

8. Select Forgot PIN on the myGov sign in screen.

9. Sign in to your myGov account. You will use either:

   o your myGov sign in details (username, password and enter a security code or answer a secret question)

   o your myGovID Digital Identity, if you have created your Digital Identity using your Australian identity documents.

10. Set a new myGov app PIN.

Need help?

- If you need help using myGov, the myGov app or signing into myGov, call **132 307** and select **Option 1** for the myGov helpdesk, which operates from:

  o Monday to Friday 7:00am – 10:00pm

  o Saturday to Sunday 10:00am – 5:00pm.

- If you're outside Australia, Call **+61 1300 169 468** and select **Option 1**. International call charges apply.

- For detailed steps on how to link services and manage your myGov account, go to **my.gov.au/help**

- Follow us on Twitter **@myGovau**

- Watch myGov videos at **youtube.com/mygovau**

Note: calls from your home phone to '13' numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to '1800' numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

Disclaimer

The information contained in this publication is intended only as a guide to payments and services. It's your responsibility to decide if you wish to apply for a payment and to make an application with regard to your particular circumstances.