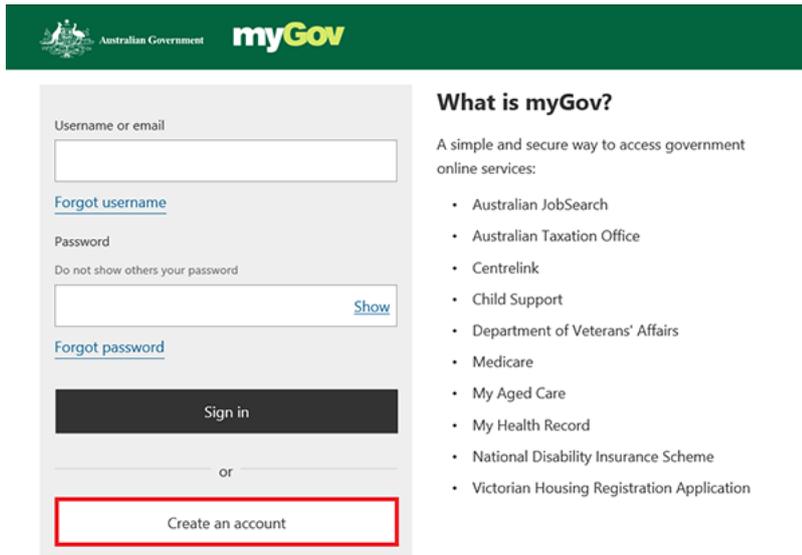


How to create a myGov account.

Create an account

Go to [myGov](#) and select **Create an account** on the homepage.



The screenshot shows the myGov homepage with a dark green header containing the Australian Government logo and the myGov text. Below the header is a light grey box with a login form. The form has two input fields: 'Username or email' and 'Password'. Below the 'Password' field is a 'Show' button. There are links for 'Forgot username' and 'Forgot password'. Below the form is a 'Sign in' button. Below that is an 'or' separator and a 'Create an account' button, which is highlighted with a red border. To the right of the form is a section titled 'What is myGov?' with a description and a list of services.

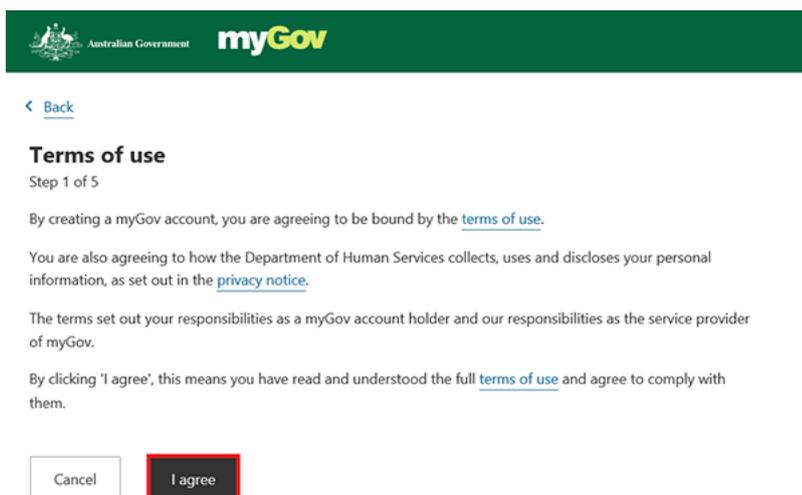
What is myGov?

A simple and secure way to access government online services:

- Australian JobSearch
- Australian Taxation Office
- Centrelink
- Child Support
- Department of Veterans' Affairs
- Medicare
- My Aged Care
- My Health Record
- National Disability Insurance Scheme
- Victorian Housing Registration Application

Step 1: agree to terms of use

Read the **terms of use**. Select **I agree** to acknowledge and accept our terms of use.



The screenshot shows the 'Terms of use' page on myGov. It has a dark green header with the Australian Government logo and the myGov text. Below the header is a '< Back' link. The main heading is 'Terms of use' with 'Step 1 of 5' below it. 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, as set out in the privacy notice. It also states that the terms set out responsibilities as a myGov account holder and as the service provider. At the bottom, there are two buttons: 'Cancel' and 'I agree', with the 'I agree' button highlighted with a red border.

Terms of use

Step 1 of 5

By creating a myGov account, you are agreeing to be bound by the [terms of use](#).

You are also agreeing to how the Department of Human Services collects, uses and discloses your personal information, as set out in the [privacy notice](#).

The terms set out your responsibilities as a myGov account holder and our responsibilities as the service provider of myGov.

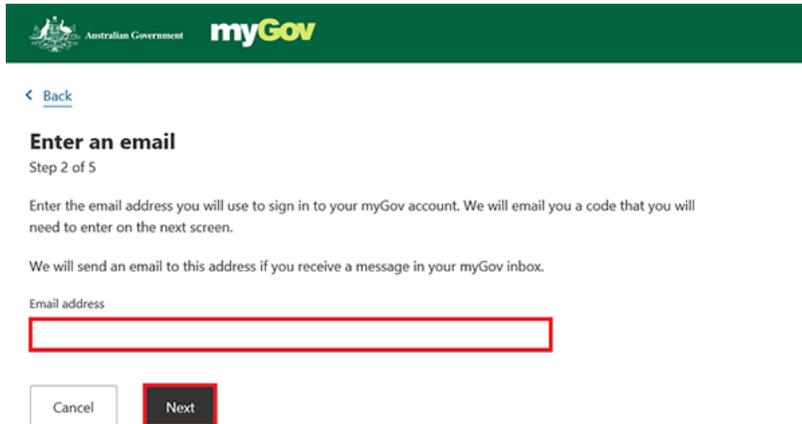
By clicking 'I agree', this means you have read and understood the full [terms of use](#) and agree to comply with them.

Cancel I agree

Step 2: enter an email address

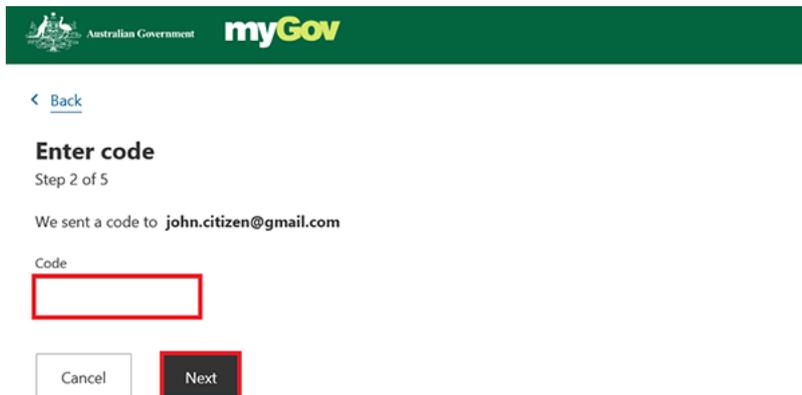
Enter your email address, then select **Next**.

Each myGov account must have a different email address. If you share an email address with someone, only one of you can use that email address.



The screenshot shows the myGov interface for the 'Enter an email' step. At the top is a dark green header with the Australian Government logo and the myGov text. Below the header is a blue link for '< Back'. The main heading is 'Enter an email' with the subtext 'Step 2 of 5'. The instructions state: 'Enter the email address you will use to sign in to your myGov account. We will email you a code that you will need to enter on the next screen.' and 'We will send an email to this address if you receive a message in your myGov inbox.' There is a text input field for the email address, which is currently empty and has a red border. Below the input field are two buttons: 'Cancel' and 'Next', with the 'Next' button highlighted in red.

We will email you a code. Enter the code, then select **Next**.

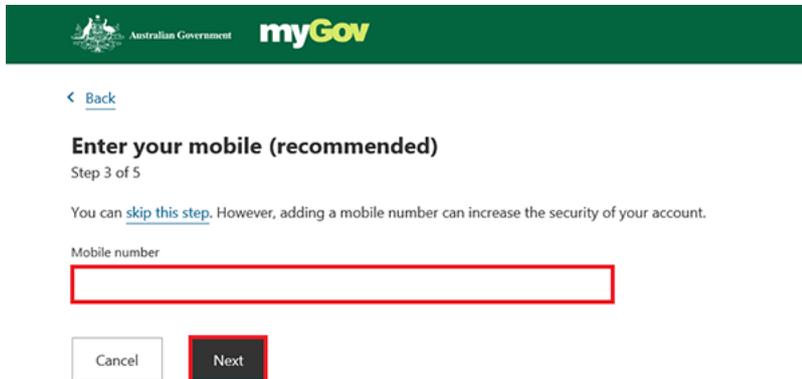


The screenshot shows the myGov interface for the 'Enter code' step. At the top is a dark green header with the Australian Government logo and the myGov text. Below the header is a blue link for '< Back'. The main heading is 'Enter code' with the subtext 'Step 2 of 5'. The instructions state: 'We sent a code to john.citizen@gmail.com'. There is a text input field for the code, which is currently empty and has a red border. Below the input field are two buttons: 'Cancel' and 'Next', with the 'Next' button highlighted in red.

Step 3: enter your mobile number

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

If you don't have access to a mobile phone or mobile phone coverage, select **Skip this step**.



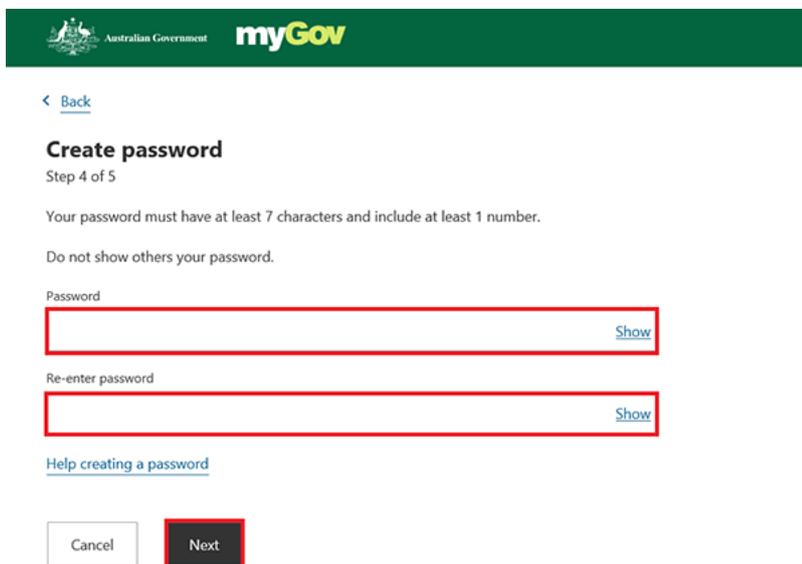
The screenshot shows the 'myGov' app interface for Step 3 of 5. At the top, there is a green header with the Australian Government logo and the 'myGov' text. Below the header, there is a blue link for '< Back'. The main heading is 'Enter your mobile (recommended)' followed by 'Step 3 of 5'. A message states: 'You can [skip this step](#). However, adding a mobile number can increase the security of your account.' Below this is a label 'Mobile number' and a red-outlined text input field. At the bottom, there are two buttons: a white 'Cancel' button and a dark red 'Next' button.

We will send a code to your mobile phone if you provided your mobile number. Enter the code, then select **Next**.

Step 4: create password

Create and re-enter your password, then select **Next**.

Your password must have at least 7 characters and include at least 1 number.



The screenshot shows the 'myGov' app interface for 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 blue link for '< Back'. The main heading is 'Create password' followed by 'Step 4 of 5'. A message states: 'Your password must have at least 7 characters and include at least 1 number. Do not show others your password.' Below this are two labels: 'Password' and 'Re-enter password', each followed by a red-outlined text input field. To the right of each input field is a blue 'Show' link. At the bottom, there is a blue link for 'Help creating a password' and two buttons: a white 'Cancel' button and a dark red 'Next' button.

Step 5: create secret questions

Secret questions and answers help keep your account secure. You will be asked to create 3 questions and answers that only you can answer.

Select your first question from the list or create your own. Make sure your answers are easy for you to remember.

Select **Next** after entering your answer, and repeat for questions 2 and 3.

[< Back](#)

Create secret question 1

Step 5 of 5

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 you give 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

Account created

Once you have created your myGov account, your username will appear on the screen. Your username details will also be emailed to you.

Select **Continue to myGov** to return to the homepage.



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](#)

This is your first sign in.

You can now:

- link government services
- go to **Account settings** to set up your sign-in options and Inbox notifications



Good afternoon

john.citizen@gmail.com
This is your first sign-in

 We recommend you update your [sign-in options](#) to receive a code when you sign-in. 

Your services



Inbox messages 1 unread



[See all messages](#) >

For your privacy and security, select **Sign out** when you have finished using your myGov account.

Information sourced from: <https://www.humanservices.gov.au/individuals/online-help/create-mygov-account#step1>