

How to link a service to your myGov account if you have an online account with that service.

To link your online account to myGov, you need your government or agency reference number and password.

Sign in to myGov

Go to [myGov](#) and sign in.

Select:

- **Link your first service**, or
- **Services** from the menu bar

The screenshot shows the myGov user interface. At the top, there is a green navigation bar with the myGov logo and menu items: Home, Services (highlighted with a red box), Inbox, and Account settings. A 'Sign out' button is located on the right. Below the navigation bar, the user is greeted with 'Good afternoon' and their email address 'john.citizen@gmail.com'. A notification banner states: 'We recommend you update your [sign-in options](#) to receive a code when you sign-in.' Under the 'Your services' section, a button with a plus sign and the text 'Link your first service' is highlighted with a red box. Below this, the 'Inbox messages' section shows one unread message from 'myGov' dated 11/05/2017.

Select the service you would like to link to from the list.

In this example, we will link Centrelink.

Services

Access a range of government online services by linking them to your account.

Link a service

Australian JobSearch	>
Australian Taxation Office	>
Centrelink	>
Child Support	>
Department of Veterans' Affairs	>
Medicare	>

If you are linking to Medicare, the Australian Taxation Office or Centrelink for the first time, you will be asked to agree to myGov storing your personal information.

Select **I agree** to accept myGov storing your personal information.

Storing your personal information

To link this service to your myGov account, myGov will store the legal name and date of birth you have recorded with that service.

Step 1: link a new service

Select **I have an online account** with the service you want to link to, then select **Next**.

Link new service

Creating a link to a member service is easy.

If you have an online account you will be asked to provide us with your account ID and password for that account so it can be linked to myGov.

If you don't have an online account you will need to answer a series of questions specific to you. These questions will be different for each service you link but could include: reference numbers, payment history and bank account details. Make sure you have this information ready before you begin.

If you have a linking code you will be asked to provide the code and relevant details in the next step.

Select the best option that describes your situation: [Help](#) ▾

- I have an online account with Centrelink
- I do not have an online account with Centrelink
- I have a linking code

Cancel Next

Step 2: enter your service account details

Enter the information requested, then select **Next**.

Link new service

To link your Centrelink online account to your myGov account, please enter your Customer Access Number (CAN) and password.

Your Centrelink online account details

Customer Access Number (CAN) (no spaces) [Help](#) ▾

Centrelink Online Password [Help](#) ▾

Do not show others your password

 [Show](#)

Cancel Next

Your service is now linked to your myGov account.

You can:

- link to **another service** by selecting a service from the list
- select **Home** from the menu bar
- select **Sign out**

Services

✓ You have successfully linked **Centrelink** to your myGov account.

✓ Your legal name and date of birth have been added to your myGov account.

Access a range of government online services by linking them to your account.

Your linked services

[Centrelink](#)

Linked on 11 May 2017

Unlink

Link a service

Australian JobSearch >

Australian Taxation Office >

Child Support >

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/link-service-mygov-using-existing-online-account>