



Australian Government



myagedcare

Linking your myGov account to My Aged Care

In order to access your client record using myGov, you will need to link My Aged Care to your myGov account. This is an easy, five step process and you will only need to do this once.

Step One: Log in to myGov using your myGov username and password. Once logged in to myGov, click the 'Services' button on your 'myGov' home page. Then click the 'Link' icon next to 'My Aged Care'.


The screenshot shows the myGov 'Services' page. At the top, there are navigation links for 'home', 'sign out', and 'need help'. Below the 'Services' heading, a message states: 'You will get the most benefit from using myGov if you link all the services you need to use regularly. To link a service click the link icon.' Below this is a table with columns for 'Member services', 'Status', 'Date linked', and 'Link / Unlink'.

Member services	Status	Date linked	Link / Unlink
National Disability Insurance Scheme	✓ Linked	17/03/2015	
My Aged Care	✓ Linked	25/03/2015	
Child Support	✗ Unlinked	Not Linked	
Centrelink	✗ Unlinked	Not Linked	
Australian Taxation Office	✗ Unlinked	Not Linked	
Department of Veterans' Affairs	✗ Unlinked	Not Linked	
Personally Controlled eHealth Record System	✗ Unlinked	Not Linked	
Medicare	✗ Unlinked	Not Linked	
Australian JobSearch	✗ Unlinked	Not Linked	

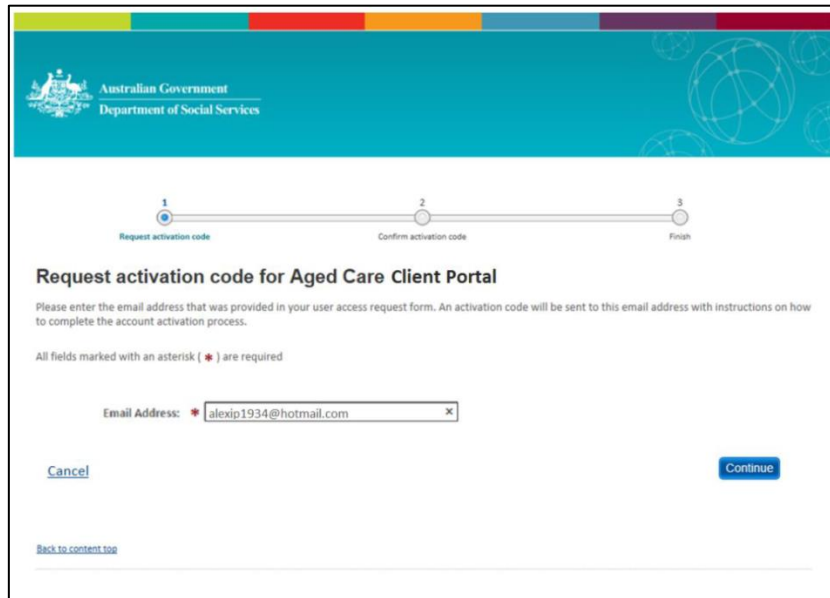
At the bottom of the page, there are links for 'About myGov', 'Privacy', 'Security', 'Terms of use', 'Contact us', and 'Visit us'. The footer includes 'Accessibility', 'Availability', 'Browsers', 'Copyright', and 'Version: 5.5-SNAPSHOT'.

Step Two:

You will now be redirected to a Department of Social Services login screen. Enter your email address.

 This must be the same email address you provided My Aged Care when they registered you and created your client record. If you have changed your email, you will need to update your details by calling the My Aged Care contact centre on 1800 200 422.

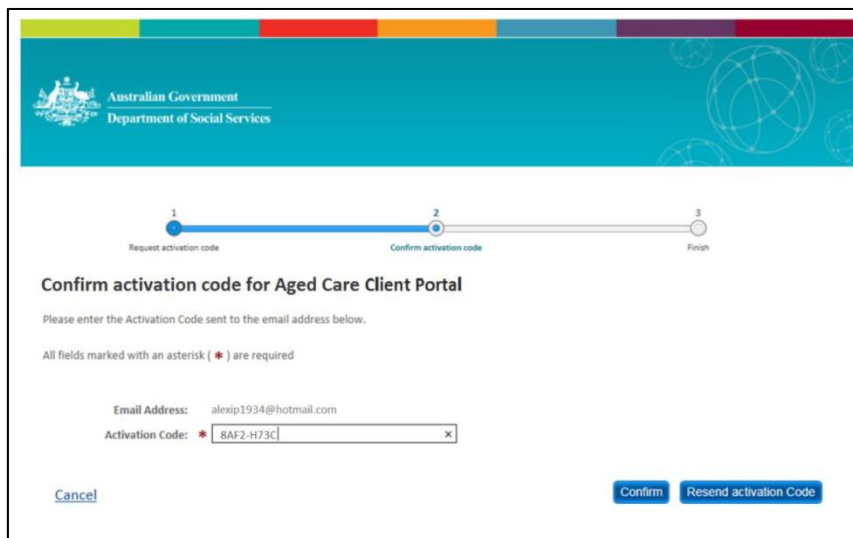
Select 'Continue'.



The screenshot shows the Australian Government Department of Social Services website. A progress bar at the top indicates three steps: 1. Request activation code (active), 2. Confirm activation code, and 3. Finish. The main heading is 'Request activation code for Aged Care Client Portal'. Below this, there is a paragraph of instructions: 'Please enter the email address that was provided in your user access request form. An activation code will be sent to this email address with instructions on how to complete the account activation process.' A note states 'All fields marked with an asterisk (*) are required'. The 'Email Address' field contains 'alexip1934@hotmail.com' and is marked with an asterisk. There are 'Cancel' and 'Continue' buttons at the bottom right, and a 'Back to content page' link at the bottom left.

Step Three:

You will be emailed an activation code to the email address you provided My Aged Care when you registered. Enter this code and select confirm.



The screenshot shows the Australian Government Department of Social Services website. The progress bar now shows step 2, 'Confirm activation code', as active. The main heading is 'Confirm activation code for Aged Care Client Portal'. Below this, there is a paragraph of instructions: 'Please enter the Activation Code sent to the email address below.' A note states 'All fields marked with an asterisk (*) are required'. The 'Email Address' field contains 'alexip1934@hotmail.com'. The 'Activation Code' field contains '8AF2-H73C' and is marked with an asterisk. There are 'Cancel', 'Confirm', and 'Resend activation Code' buttons at the bottom right.

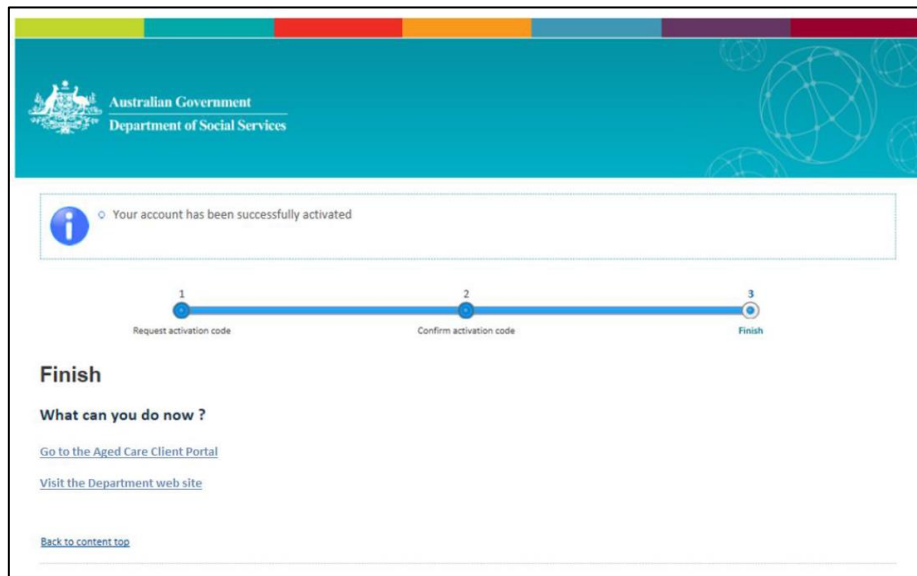
Step Four:

This completes the process to link My Aged Care to your myGov account.

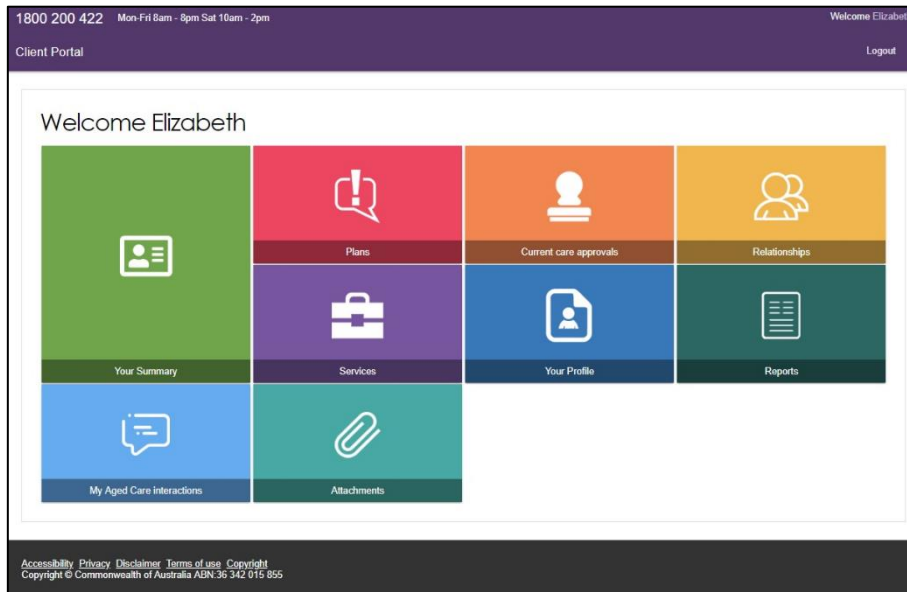
Next time you log in to your myGov account, My Aged Care will appear in your linked services.



Step Five: Click on the 'Go to the Aged Care Client Portal' link.



You will be redirected to the My Aged Care Client Portal home page.



Help with myGov

If you need assistance with logging into myGov, please call the myGov helpline on 132 307 and select option 1. The myGov helpline is open from 7am - 10pm Monday to Friday and 10am - 5pm Saturdays and Sundays. More information is available on the myGov website at <https://my.gov.au/mygov/content/html/help.html>