



# How to set up your MyService account

You can set up a MyService account online. You do this through myGov with an activation code, also known as a linking code.

If you already have an account and you're having issues signing in, please [Contact us | DVA \(dva.gov.au\)](#).

## Getting started

Before you get started, there are a few things you will need.

- If you don't already have one, you will need a myGov account. Follow the prompts at [Create a myGov account | myGov \(my.gov.au\)](#).
- You may need to provide [proof of identity documents](#) (e.g. driver licence, passport, Medicare card). If you're still serving, you will also need your PMKeyS number.

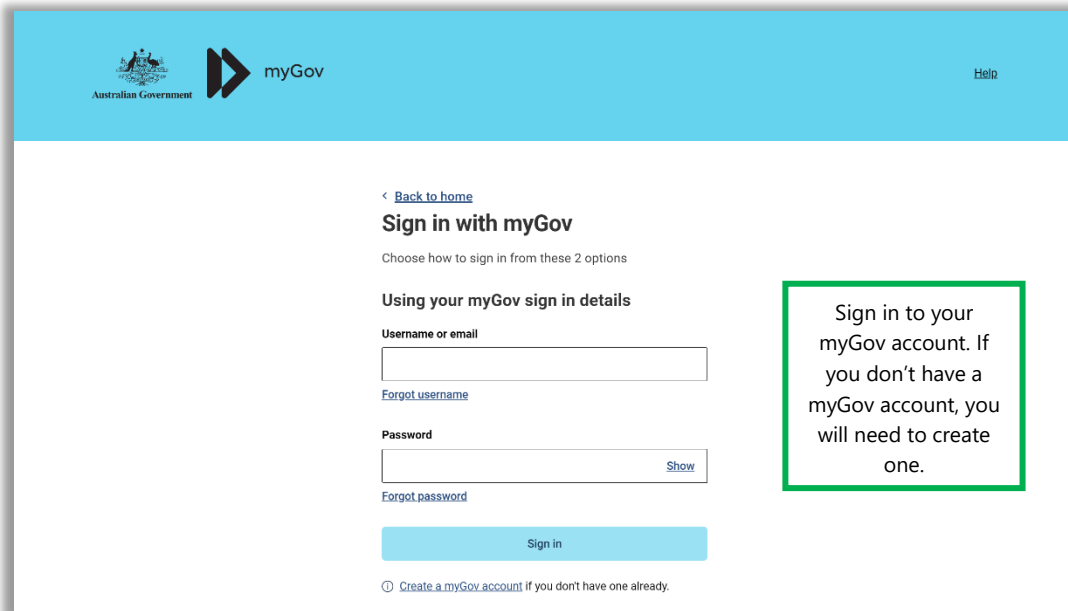
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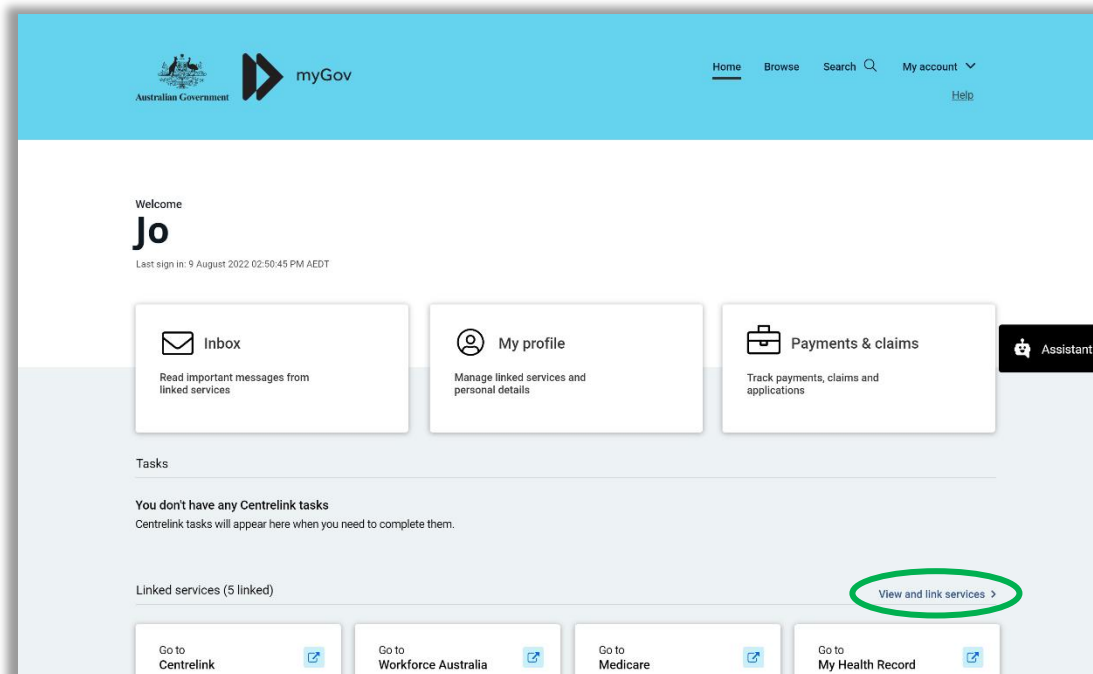
**Note:** This guide shows images of sample screens. The screens do not contain information about any real DVA clients.

## Step 1 – Sign in to myGov and connect to DVA

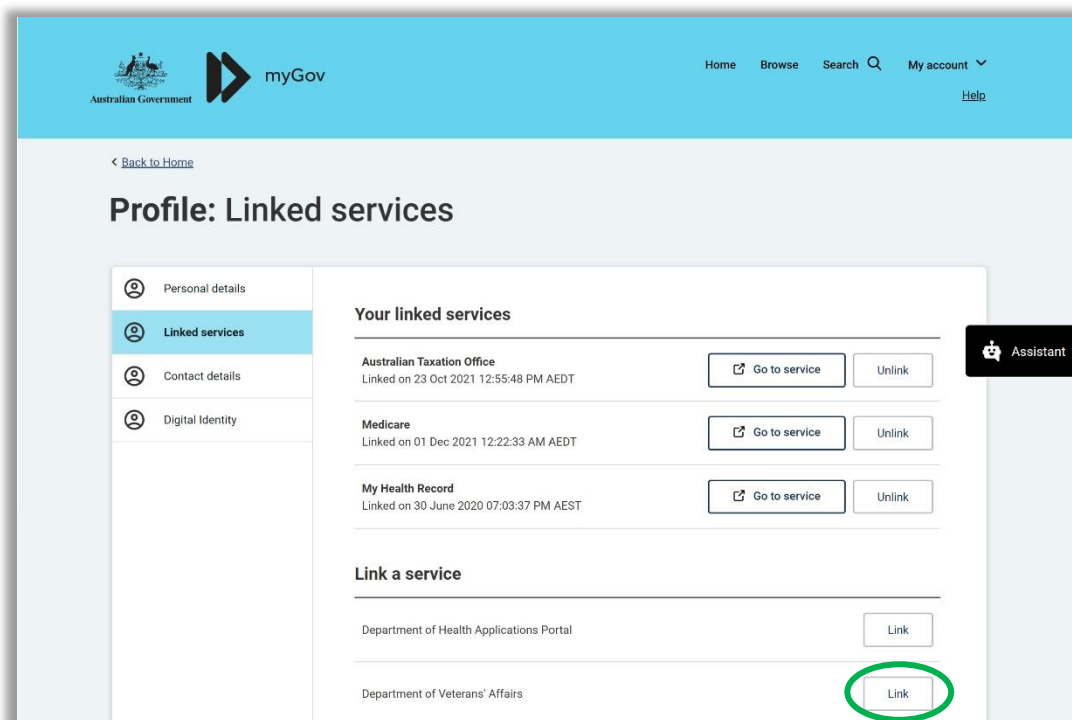
Start by signing in to your myGov account.



Once you're on the myGov home screen, scroll down to find 'Linked Services' and select 'View and link services'.



Now, in the 'Link a service' list, find the Department of Veterans' Affairs and select 'Link'.



**Note:** If you are timed out at any point in your registration process, you will need to sign in to myGov, select 'Linked services' and the 'Link' button next to 'Department of Veterans' Affairs' to continue.

## Step 2 – Register or link your account

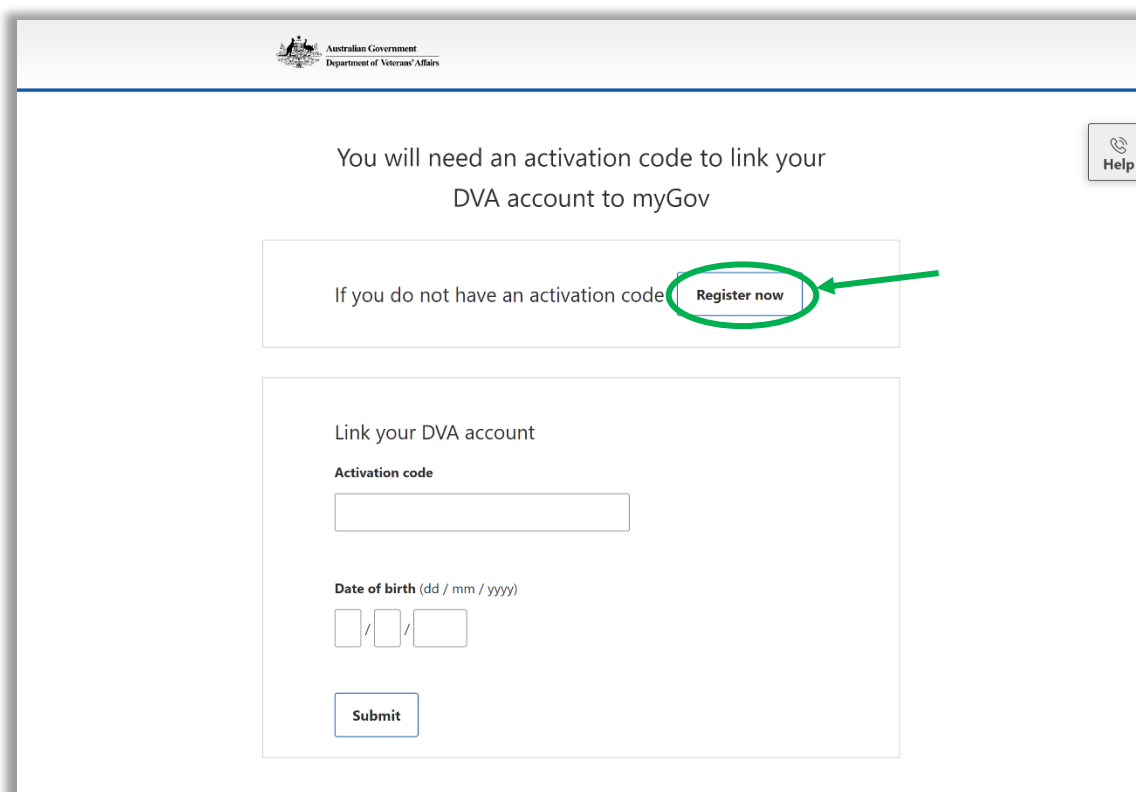
If you're new to DVA, choose Option A to register your details.

If you're not new to DVA, choose Option B to link your account.

### Option A: Register

If you don't have a record in our system, you can register by providing us with your details using the registration portal:

- select the 'Register now' button
- then continue to Step 3 in this guide.



### Option B: Link

If you have an existing record in our system, you should have a DVA file number. If you have previously submitted a claim, you will also be registered with us.

You can call [1800 VETERAN](tel:1800838372) (1800 838 372) to ask us for a MyService activation code.

You may need details like your DVA file number and date of birth to confirm who you are.

**Note:** If you prefer to complete an online process, select 'Register now' and go to Step 3.

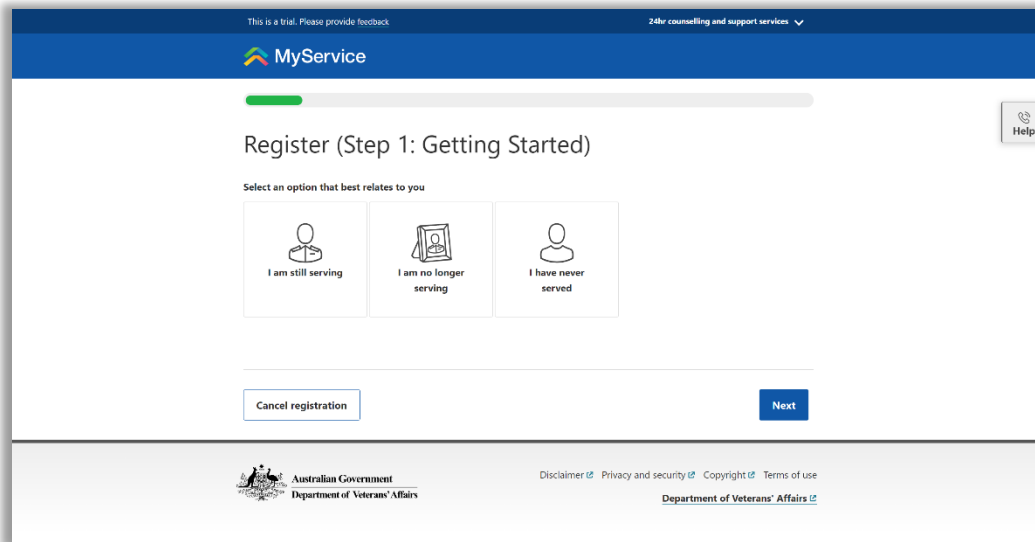
Once you have an activation code, go to Step 5.

## Step 3 – Register for MyService

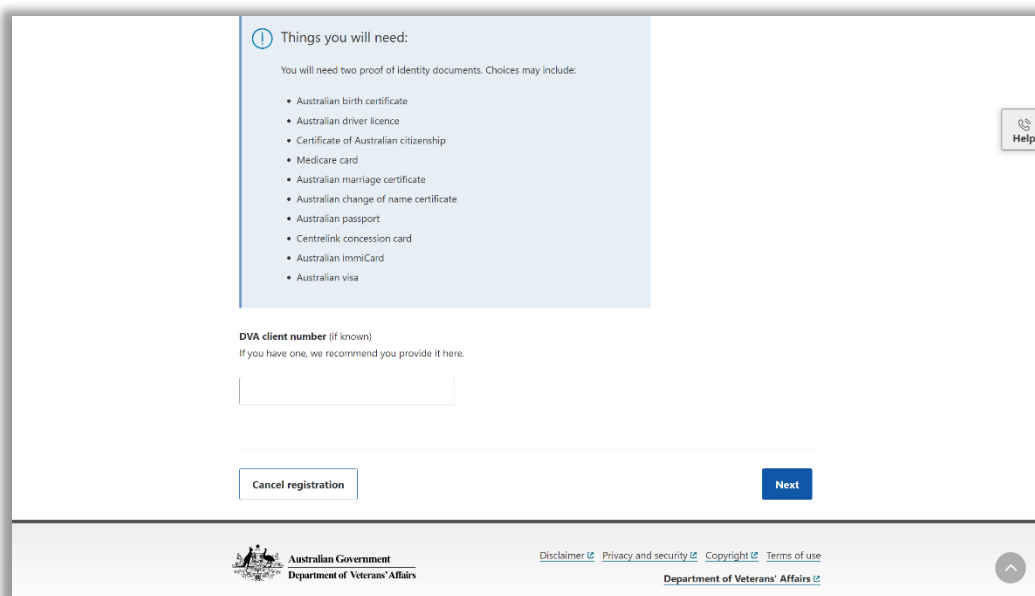
### Getting started

Begin registering by selecting the tile that best relates to you: 'I am still serving', 'I am no longer serving' or 'I have never served'.

Depending on what option you select, the information we need will be slightly different.



You will see a blue information box listing accepted identity documents. These are details that you will provide later in the registration process.



## Your details

Please enter your details.

This is a trial. Please provide feedback. 24hr counselling and support services

**MyService**

### Register (Step 2: Your details)

**Service Details**

**Highest rank achieved**

-- Select rank --

**Personal details**

**Title**  
Used for correspondence

-- Select title --

**Given name (first name)**

**Middle name (required if applicable)**

**Surname (last name)**

**Date of birth (DD / MM / YYYY)**

**Contact details**

**Email address**

**Re-enter email address**

**Home phone number (optional)**  
Please include your area code (for example, 03 for Victoria)

Australia +61

**Mobile phone number (optional)**

Australia +61

[Previous](#) [Cancel registration](#) [Next](#)

Australian Government  
Department of Veterans' Affairs

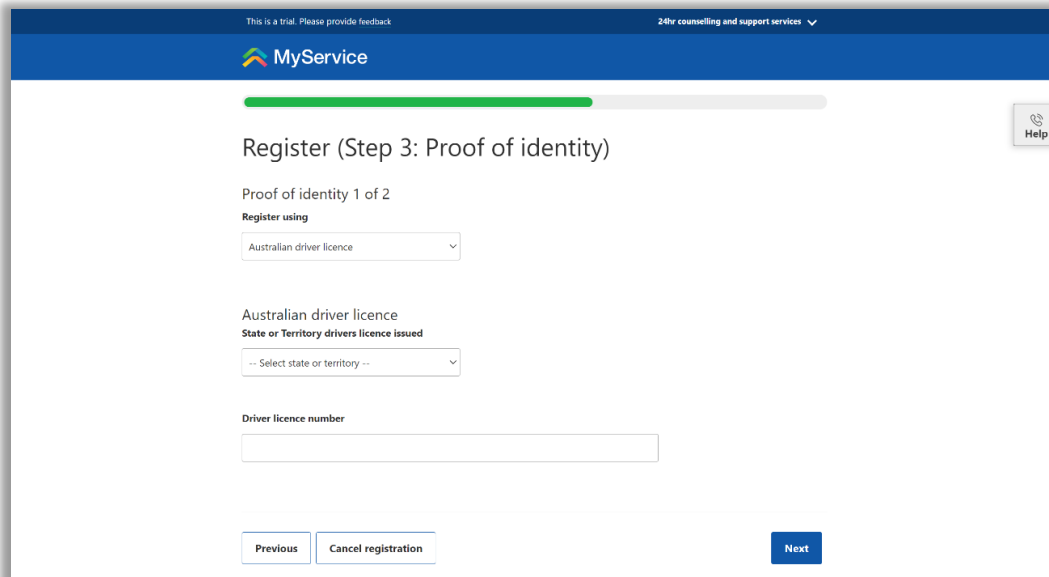
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Department of Veterans' Affairs

## Proof of identity

In the 'Register using' drop-down box, select the proof of identity you're providing. Then fill out the details that follow as needed.

For example, select 'Australian driver licence', then the state or territory where your licence was issued. Then enter your licence number, and your card number if required.



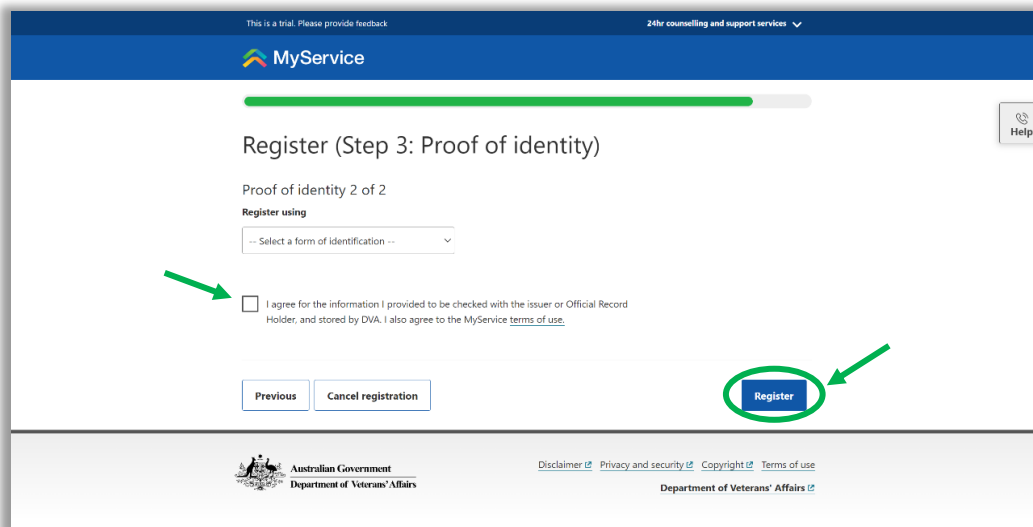
This screenshot shows the 'Register (Step 3: Proof of identity)' page on the MyService website. The page has a blue header with the MyService logo and a progress bar. The main content area is white and contains the following elements:

- A 'Register using' dropdown menu with 'Australian driver licence' selected.
- A section titled 'Australian driver licence' with a 'State or Territory drivers licence issued' dropdown menu set to '-- Select state or territory --'.
- A 'Driver licence number' text input field.
- Buttons for 'Previous', 'Cancel registration', and 'Next'.
- A 'Help' button in the top right corner.

MyService will ask you to repeat this process if additional proof of identity details are needed.

You will then need to provide consent by ticking the consent box. This means you agree to having your information checked and accept our terms of use.

Finally, select 'Register'.



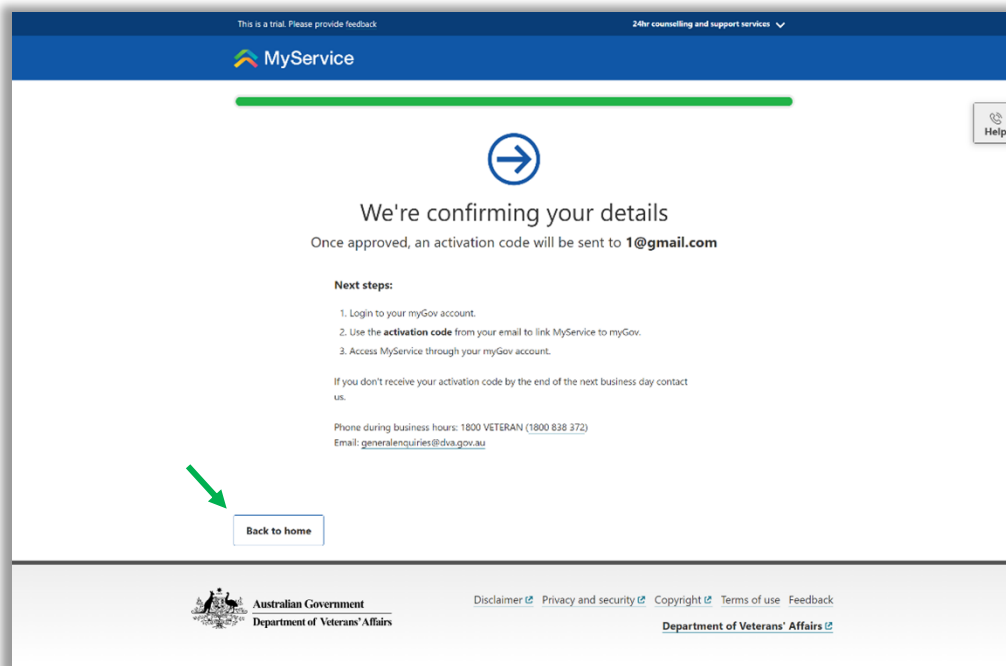
This screenshot shows the 'Register (Step 3: Proof of identity)' page on the MyService website, specifically the consent step. The page has a blue header with the MyService logo and a progress bar. The main content area is white and contains the following elements:

- A 'Register using' dropdown menu with '-- Select a form of identification --' selected.
- A consent checkbox with the text: 'I agree for the information I provided to be checked with the issuer or Official Record Holder, and stored by DVA. I also agree to the MyService [terms of use](#).' A green arrow points to this checkbox.
- Buttons for 'Previous', 'Cancel registration', and 'Register'. The 'Register' button is circled in green, and a green arrow points to it.
- A 'Help' button in the top right corner.
- Footer text: 'Australian Government Department of Veterans' Affairs' and 'Disclaimer | Privacy and security | Copyright | Terms of use Department of Veterans' Affairs'.

## Step 4 – Receive registration verification

Once you have completed the registration process, you will see this confirmation screen. You will then get an email that contains your MyService activation code.

Once you have received your code, continue by selecting 'Back to home'.

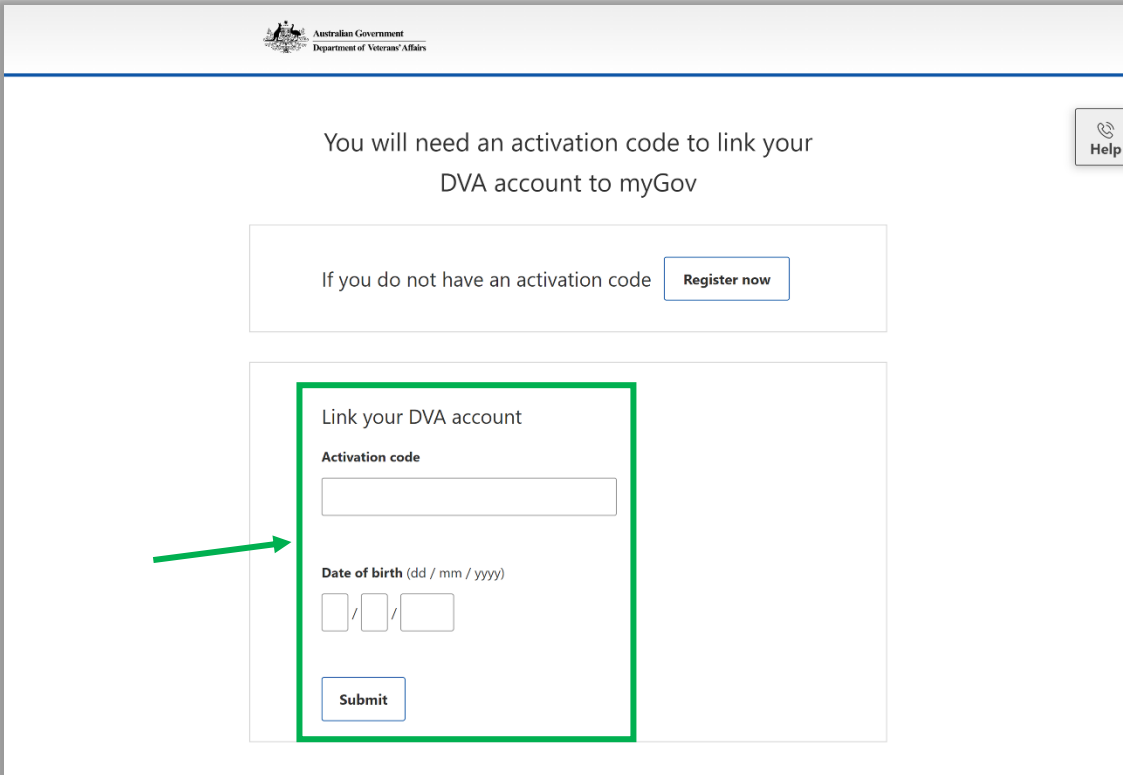




## Step 5 – Link your DVA account

Enter your activation code in the space provided under 'Link your DVA account'.

Enter your date of birth. Then select 'Submit'.



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You will need an activation code to link your  
DVA account to myGov

If you do not have an activation code [Register now](#)

**Link your DVA account**

Activation code

Date of birth (dd / mm / yyyy)  
 /  /

[Submit](#)

[Help](#)

This may take you to a 'Check your details' screen. This screen only appears if some of your details are missing from our system, such as your rank, phone number or email address.

Once these details have been entered and submitted, you will then be taken to your MyService home screen.

You now have a MyService account! You can access it through your 'Linked services' in myGov.

Learn more about [MyService | DVA \(dva.gov.au\)](https://dva.gov.au).

See our website for more [MyService how-to guides](#).

Contact us on [1800 VETERAN \(1800 838 372\)](tel:1800838372) for support and advice.

[We welcome your feedback](#) on this guide and our other services.