

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 <u>Contact us | DVA</u> (<u>dva.gov.au</u>).

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 <u>Create a myGov account | myGov (my.gov.au)</u>.
- You may need to provide <u>proof of identity documents</u> (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.

Australian Government		Help
	 Back to home Bign in with myGou Choose how to sign in from these 2 options Choose how to sign in form these 2 options Choose how to sign in details Choose how	Sign in to your myGov account. If you don't have a myGov account, you will need to create one.

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

		Home Browse	Search Q My account V Help	
Welcome JO Last sign in: 9 August 2022 02:50:45 PM AEDT				
Read important messages from linked services	My profile Manage linked services and personal details	Pé Track payme applications	nyments & claims	d Assistant
Tasks You don't have any Centrelink tasks				
Linked services (5 linked)	ee to complete them.		View and link services >	>
Go to Centrelink	Go to Go t Workforce Australia	licare C	Go to My Health Record	

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



Australian Government D myG	ov	Home Browse Search Q My account ❤ <u>Help</u>
< Back to Home Profile: Linke	d services	
Personal details		
Q Linked services	Your linked services	
Contact details	Australian Taxation Office Linked on 23 Oct 2021 12:55:48 PM AEDT	Go to service Unlink
Digital Identity	Medicare Linked on 01 Dec 2021 12:22:33 AM AEDT	C Go to service Unlink
	My Health Record Linked on 30 June 2020 07:03:37 PM AEST	C Go to service Unlink
	Link a service	
	Department of Health Applications Portal	Link
	Department of Veterans' Affairs	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.

Australian Government Department of Veteran'Affairs	
You will need an activation code to link your DVA account to myGov	(C) Help
If you do not have an activation code Register now	
Link your DVA account Activation code	
Date of birth (dd / mm / yyyy)	
Submit	

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 <u>1800 VETERAN</u> (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.

This is a trial. Please provide fee	dback		24hr counselling and support services 🗸	
< MyService				
-				69
Register (Ste	ep 1: Getting	g Started)		lelp
Select an option that best r	elates to you			
I am still serving	I am no longer	L have never		
	serving	served		
Cancel registration			Next	
Australian Govern	iment rans' Affairs	Disclaimer & Priv	racy and security Ø Copyright Ø Terms of use Department of Veterans' Affairs Ø	

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

	Things you will need: You will need two proof of identity documents. Choices may include: Australian birth certificate Australian birth certificate Australian chirth certificate Australian chirth certificate Australian chirth certificate Australian chirth certificate Australian charge of name certificate Australian inpus/certificate Australian visa DVA client number (if known) If you have one, we recommend you provide it here. Cancel registration	୍ Her	p
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Your details

Please enter your details.

This is a trial. Please provide feedback	24hr councelling and support services 🗸
< MyService	
Register (Step 2: Your details)	
Service Details	
Highest rank achieved	
Select rank V	
Personal details	
Title	
Select title V	
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 🗸	
Australia +61	
Previous Cancel registration	Next



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 is a trial. Please provide feedback	24hr counselling and support services 🗸
< MyService	
Register (Step 3: Proof of identity)	(C) Help
Proof of identity 1 of 2 Register using	
Australian driver licence	
Australian driver licence State or Territory drivers licence issued	
Driver licence number	
Previous Cancel registration	Next

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 is a trial. Please provide feedback	24hr counselling and support services 🗸
🙈 MyService	
	99
Register (Step 3: F	roof of identity)
Proof of identity 2 of 2 Register using	
Select a form of identification	
I agree for the information I provided Holder, and stored by DVA. I also agre) be checked with the issuer or Official Record to the MyService <u>terms of use</u> .
Previous Cancel registration	Register
Australian Government	Disclaimer 🕴 Privacy and security 🖉 Copyright 😂 Terms of use
Department of Veterans' Affairs	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'.

This is a trial. Please provide feedback	24hr counselling and support services 🗸
🙈 MyService	
	C. Help
We're confirming yo	our details
Once approved, an activation code will b	e sent to 1@gmail.com
Next steps:	
1. Login to your myGov account.	
 Use the activation code from your email to link My Access MyService through your myGov account. 	Service to myGov.
If you don't receive your activation code by the end of t us.	he next business day contact
Phone during business hours: 1800 VETERAN (1800 838 Email: <u>generalenguiries</u> @dva.gov.au	372)
×	
Back to home	
Australian Government Disclaimer (2) Priva	cy and security C Copyright C Terms of use Feedback



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'.

Australius Government Department of Viscenze Alfairs	
You will need an activation code to link your DVA account to myGov	© Help
If you do not have an activation code Register now	
Link your DVA account Activation code	
Date of birth (dd / mm / yyyy)	

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).

See our website for more <u>MyService how-to guides</u>.

Contact us on <u>1800 VETERAN</u> (1800 838 372) for support and advice.

<u>We welcome your feedback</u> on this guide and our other services.