

myGov Access While Overseas

Travelling Overseas - Accessing myGov

There are three ways to sign in to myGov.

You always need to enter your password, then you can either:

- enter a code that the ATO sends you.
- enter a code from myGov Access.
(this is a special App – see below)
- answer your secret questions and answers.

If you use a code sent by text message to sign in to myGov, and you are outside Australia, you will need to:

- take your registered mobile phone number with you.
- be able to receive text messages while outside Australia.
- connect to a mobile phone network compatible with your telephone service provider.

If you can't receive text messages overseas, before you travel change your sign in process – see 'Sign in options' under 'Account settings'. You will not be able to access your account if you cannot receive the text message myGov sends you when you sign in.

If you have downloaded and set up the myGov Access app before going overseas, you can use the myGov Access code created to sign in to myGov on a mobile or desktop device.

myGov Access

myGov Access is an app that helps keep your myGov account secure.

It creates a code to use when you sign in to your myGov account.

There are two easy steps to set up myGov Access:

- download myGov Access from the App Store or Google Play, and
- sign in using your myGov details (username, password, code or secret question)

The next time you sign in to myGov, use the code created by myGov Access.

Emailed Codes

If you asked for a code to be sent to your email address and you did not receive it, check your 'junk mail' folder. To get all messages from myGov, add myGov as a trusted sender.

Text Message Codes

If you asked for a code to be sent to your mobile phone and you did not receive it, your mobile number may not be registered with myGov. If this happens, update your mobile number in 'Mobile number' under 'Account settings'.

If you lose access to the mobile phone you use for myGov codes you will not be able to access your myGov account. If this happens, you will need to create a new myGov account.

myGov Access Codes

If you lose access to the mobile phone you use for myGov Access codes, you will not be able to use it to access your myGov account. If this happens and you have a mobile number registered with myGov, select 'I don't have my app', and a code will be sent to your mobile phone.

If you do not have a mobile number registered with myGov, you will not be able to access your myGov account. If this happens, you will need to create a new myGov account.