

myGovID Frequently Asked Questions

Question: What is myGovID?

Answer: myGovID is a secure login that allows you to prove your identity. myGovID replaced AUSkey in March 2020, providing a much more flexible and secure way to access online government services.

Question: Is there technical support available for myGovID issues?

Answer: Yes, if you are experiencing problems, or have any questions regarding myGovID, contact 1300 287 539 or visit the [myGovID Need Help page](#).

Question: How do I get a myGovID?

Answer: You can get a myGovID using three simple steps.

1. Download the myGovID app on a smart device
Note: must have iOS 10 or later on Apple Devices or Android 7.0 (Nougat) or later
2. Enter your details: Open the myGovID app and follow the prompts. You will need to enter your full name, date of birth and email address.
3. Add your identity documents. A standard identity strength allows you to access all participating government online services, if you have added two Australian identity documents such as your: driver's license, passport, birth certificate or medicare card.

Question: When do I need to get an myGovID?

Answer: You will need to get a myGovID before you register for the PLMS.

Question: Does a Standard myGovID expire?

Answer: No!

Question: Can I use a generic or group email to get an myGovID?

Answer: No, you cannot use a generic or group email to get an myGovID. Each user must have their own valid email address.

Question: Do all PLMS users need to have their own myGovID?

Answer: Yes, a myGovID is linked to an individual user and cannot be shared.

Question: Do staff that job share need their own myGovID?

Answer: Yes, each staff member will need their own myGovID. A myGovID is linked to an individual user and cannot be shared.

Question: Do I need to manage myGovIDs registered to my organisation?

Answer: Yes, managing myGovIDs linked to an organisation is important to protect business information. You can approve, manage or cancel myGovIDs registered to your organisation using the [Relationship Authorisation Manager \(RAM\)](#).

Question: Can I use my myGovID on multiple devices?

Answer: Yes. Once you've set up your myGovID on one device, you can install the myGovID app and be logged in to it on multiple devices. You'll need to verify your identity documents again with the same email address when installing the myGovID app on another device. For security purposes, you'll receive an email letting you know your myGovID is active on another device. Although you can use your myGovID on multiple devices, you only need one myGovID as it is unique to you.