

# Accessing the My Aged Care Client Portal

To access your client record via the My Aged Care Client Portal, you must link your client record to your myGov account. This guide will take you through the steps for linking and accessing your My Aged Care client record.

#### Before you start

To access the My Aged Care Client Portal, you will need:

- A My Aged Care client record if you don't have one, you can contact My Aged Care on 1800 200 422 or use the 'Apply for an assessment online' form: <u>https://www.myagedcare.gov.au/assessment/apply-online</u>
- A myGov account if you don't have an existing account, <u>create one</u> at <u>https://my.gov.au/</u>.
- Access to the My Aged Care Client Portal you can request access by contacting My Aged Care on 1800 200 422.

If you applied for an assessment online and provided your email address, your access to the My Aged Care Client Portal will be available automatically.

### Accessing the My Aged Care Client Portal for the first time with your myGov account

You will need to **link your myGov account to My Aged Care client record** if this is the first time you are accessing the My Aged Care Client Portal with your myGov account. Linking is an easy four step process, which you will only need to do once.

If you navigate to <u>https://myagedcare-clientportal.health.gov.au</u> and enter your myGov details, you can go directly to **Step 3**.

**Step One:** Log in to myGov using your myGov username and password. Click on the 'Services' button on your 'myGov' home page. Then click the arrow next to 'My Aged Care'.

Home Services Inbox Account settings	Sign out
Services	
Access a range of government online services by linking them to your account.	
Your linked services	
National Redress Scheme	Unlink
Linked on 10 Jan 2020	
Link a service	
Australian JobSearch	>
Australian Taxation Office	>
Centrelink	>
Child Support	>
Department of Health Applications Portal	>
Department of Veterans' Affairs	>
HousingVic Online Services	>
Medicare	>
My Aged Care	>
My Health Record	>

Step Two: Click on My Aged Care listed under 'Your linked services'.

	Sign out
Services	
Access a range of government online services by linking them to your account.	
Your linked services	
My Aged Care	Unlink
Linked on 10 Jan 2020	
National Redress Scheme	Unlink
Linked on 10 Jan 2020	Unink
Link a service 	>
Australian Taxation Office	>
Centrelink	>
Child Support	>

You will now be redirected to a Department of Health account activation screen.

Step Three: Enter your email address and select 'Continue'.

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.

Australian Government		
1 Report atherion code	Confirm actuation code	3 Noup
Request activation code for Ag Please enter the email address that was provided in your to complete the account activation process.	ged Care Client Portal r user access request form. An activation code will be	sent to this email address with instructions on how
All fields marked with an asterisk ( • ) are required Email Address:	wil.com X	
Cancel		Continue
Back to content top		

**Step Four:** An activation code will be sent to the email address you registered with My Aged Care. Enter this code and select the 'Confirm' button.

Australian Government		
Report activation code	2 Confirm activation code	S Erran
Please enter the Activation Code sent to the email address below. All fields marked with an asterisk ( <b>*</b> ) are required		
Activation Code:	×	Confirm Resend activation Code

You have now successfully linked My Aged Care to your myGov account.



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

myGov Home Service	s Inbox Account settings	Sign out	
Good morning			
Last sign-in: 18 November 2019 8:50:23 pm AEDT Your services			
🛟 centrelink	🗱 medicare	ato	
Centrelink	Medicare	Australian Taxation Office	
<b>by myaged</b> care			
My Aged Care			
Link another service >			

To protect your privacy, be sure to sign out of myGov when you leave the Client Portal. Logging out or leaving the Client Portal will not automatically sign you out of myGov. To sign out of myGov:

- 1. Go to my.gov.au
- 2. Select 'Sign out' in the top right hand corner of the myGov website.
- 3. The message 'You have signed out of myGov' will be displayed.

#### Logging in to the My Aged Care Client Portal after you have linked your myGov account and My Aged Care client record.

To log in to the My Aged Care Client Portal, follow the directions below. Alternatively, visit <u>https://myagedcare-clientportal.health.gov.au</u> to access the portal directly.

Step One: Log in to myGov using your myGov username and password.

**Step Two:** Click on the 'My Aged Care' tile on your 'myGov' home page (under 'Your services').

<b>myGov</b> Home Se	rvices Inbox	Account settings	Sign out
Good morning			
Last sign-in: 18 November 2019 8:50:23 pm AEDT Your services			
🛠 centrelink	5	medicare	ato
Centrelink		Medicare	Australian Taxation Office
<b>by myaged</b> care			
My Aged Care			
Link another service >			

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



For information on navigating the My Aged Care Client Portal, visit <u>https://www.myagedcare.gov.au/view-your-my-aged-care-client-record</u>.

## Help with myGov

If you need assistance with logging into myGov, please call the myGov helpline on **13 23 07** and select option <u>1</u>.

The myGov helpline is open from:

- 7am 10pm Monday to Friday and
- 10am 5pm Saturdays and Sundays, local time.

More information is available on the myGov website at <a href="https://my.gov.au/mygov/content/html/help.html">https://my.gov.au/mygov/content/html/help.html</a>