



Australian Government



myagedcare

# 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: <https://www.myagedcare.gov.au/assessment/apply-online>
- A myGov account – if you don't have an existing account, [create one](https://my.gov.au/) at <https://my.gov.au/>.
- 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.

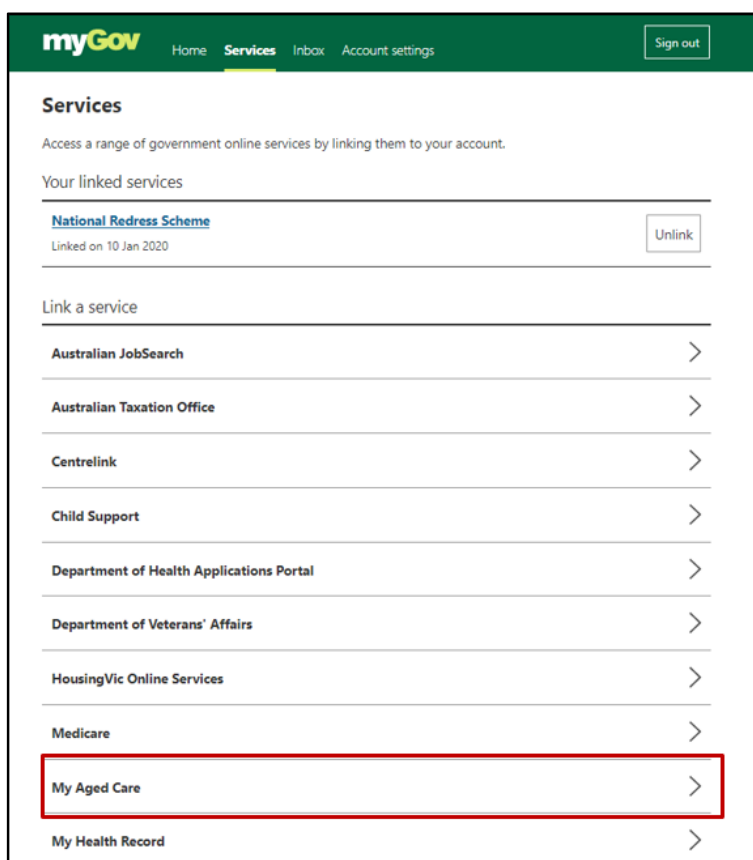
## *Accessing the My Aged Care Client Portal for the first time with your myGov account*

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.

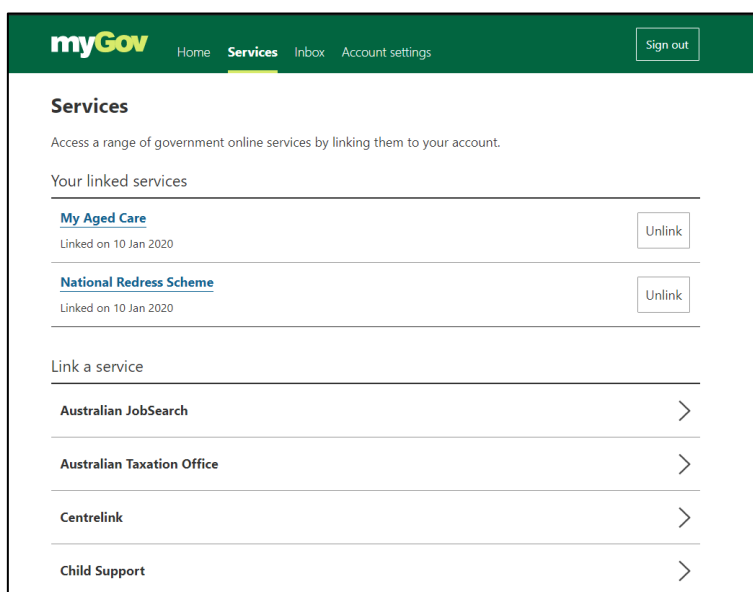


If you navigate to <https://myagedcare-clientportal.health.gov.au> and enter your myGov details, you can go directly to **Step 3**.

**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'.



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



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

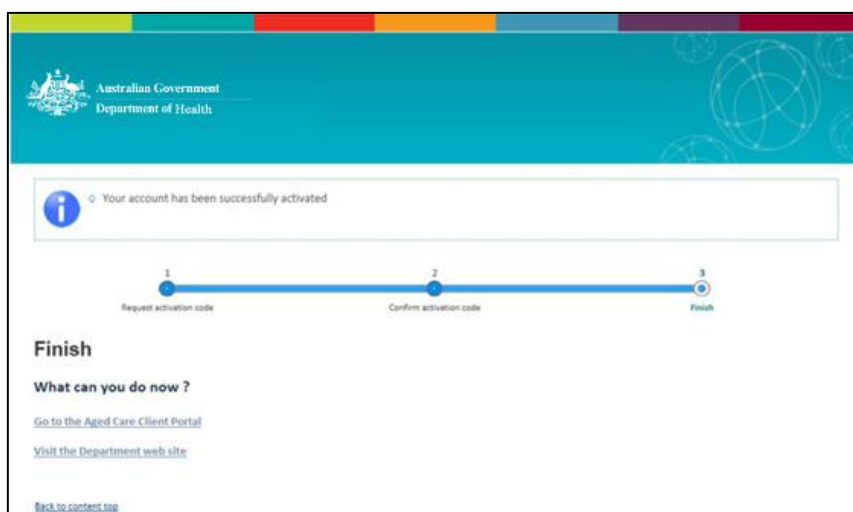
**Step Three:** Enter your email address and select 'Continue'.



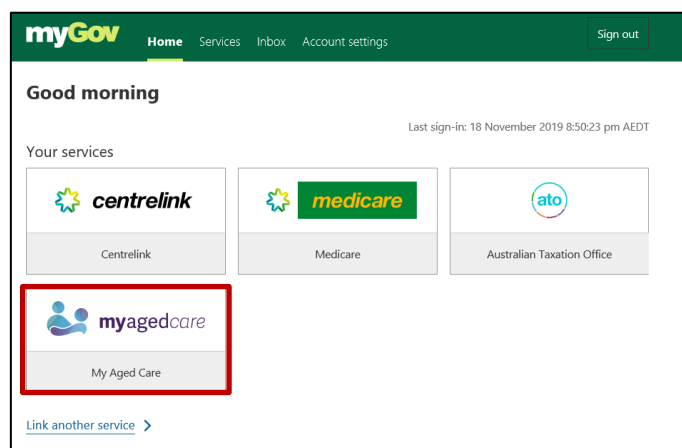
This must be the same email address you provided My Aged Care when they registered you and created your client record. If you have changed your email, you will need to update your details by calling the My Aged Care contact centre on 1800 200 422.

**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.

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.



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:

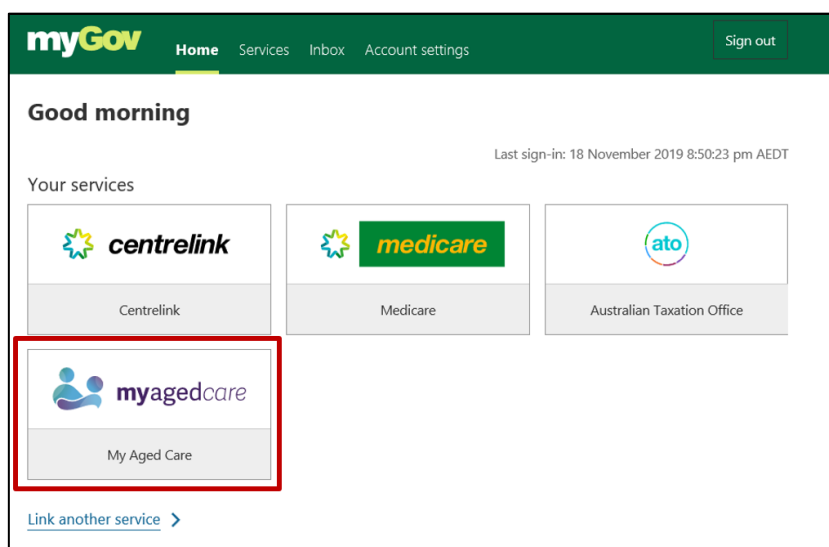
1. Go to [my.gov.au](https://my.gov.au)
2. Select 'Sign out' in the top right hand corner of the myGov website.
3. The message 'You have signed out of myGov' will be displayed.

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

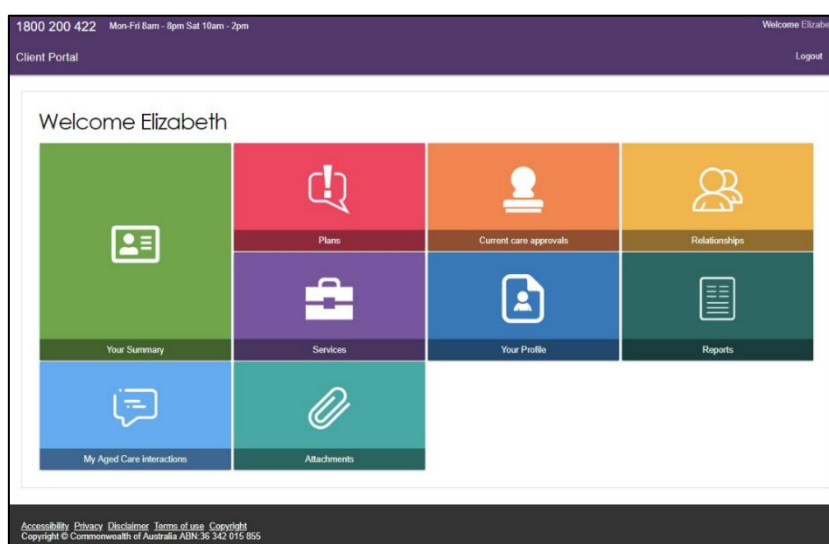
To log in to the My Aged Care Client Portal, follow the directions below. Alternatively, visit <https://myagedcare-clientportal.health.gov.au> to access the portal directly.

**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').



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



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

## *Help with myGov*

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

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 <https://my.gov.au/mygov/content/html/help.html>