



# Digital Identity FAQs

Current as of 28 November 2019

## Security

### ***How secure is myGovID?***

The Australian Government is serious about your safety and privacy online. When using government online services, your personal information won't be shared without your permission - putting you in control.

The myGovID app uses secure encryption and cryptographic technologies, as well as the security features in your device, such as fingerprint, face or a user's password, to protect a user's credentials and personal information.

myGovID is an accredited Identity Provider and Credential Provider under the Trusted Digital Identity Framework (Developed in alignment with the United States National Institute of Standards and Technology (NIST) SP800-63B) which strictly controls how your identity data is collected, stored and used. It is also accredited under the Gatekeeper framework.

### ***What is the Trusted Digital Identity Framework (TDIF)?***

The DTA is leading the development of the TDIF, a set of rules and standards that accredited members of the digital identity federation must follow. It makes sure everyone has a safe, secure, consistent and reliable way to use government services online.

Government agencies and organisations applying for TDIF accreditation undergo a series of rigorous evaluations across all aspects of their operations. Participants are required to demonstrate their service meets strict requirements for usability, accessibility, privacy protection, security, risk management, fraud control and more.

Once accredited, participants need to continually demonstrate they meet their TDIF obligations by undergoing annual assessments.

For further information, please refer to [www.dta.gov.au](http://www.dta.gov.au) or (<https://dta.gov.au/our-projects/digitalidentity/trusted-digital-identity-framework>)



## myGovID use

### ***Will I need a compatible smart device to access services?***

Yes. A desktop or browser-based authentication will not be supported and you will need your own compatible smart device to use myGovID. Your myGovID belongs to you and cannot be shared. myGovID uses the security and identification features in your smart device, such as fingerprint or face verification, to protect your identity and help stop other people accessing your information.

### ***What devices can I use myGovID on?***

The myGovID app is compatible with most smart devices using:

- iOS 10 or later
- Android 7.0 (Nougat) or later.

It's important to understand that myGovID enables a user to log on to an online service from any browser and device that is supported by that online service (for example, Firefox, Chrome, PC, laptop or tablet). The smart device is only required for the log on step.

### ***Can I use myGovID on multiple devices?***

Yes, you can download the myGovID app and be logged in to your myGovID on more than one device.

You will need to verify your identity again with the same email address and identity documents when installing the myGovID app on another device.

For security purposes, you will receive an email letting you know your myGovID is active on another device.

### ***Can I have more than one myGovID?***

No, you only need one myGovID. You can use your myGovID for personal or business matters, or both.

### ***What if I lose my device or get a new one?***

myGovID can be installed on multiple devices. If you lose your device you will need to install the myGovID app on another device and prove your identity again with the same email address and identity documents.

### ***How much does myGovID cost?***

The myGovID app is free to download from the App Store or Google Play.



### ***How long can I be logged in to a service when using myGovID?***

Your myGovID is used to log in to selected government online services.

Once you are logged in, the timing of your session will depend on the service you are accessing and how long you remain active. Usually, if you are inactive for a certain amount of time you will automatically be asked to re-authenticate.

### ***Where can I go or who can I talk to for additional support?***

The myGovID website has support materials to assist you. This information will be updated as myGovID extends to more government online services.

If you've encountered an error with your identity documents while setting up, see Proving your identity section

If you need to speak with us, you can phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm (AEST), Monday to Friday.

### ***Do I need mobile coverage to use myGovID?***

You don't require mobile phone coverage, however you do require an internet connection. Your myGovID needs an internet connection just like when accessing other government online services.

If you don't have internet coverage to your smart device but you do have access to internet to interact online, connect your smart device to that same internet to use your myGovID.

### ***What if I forget my password?***

Click I forgot my password on the myGovID app login screen. You will need to prove your identity again using the same email address and identity documents.

### ***Do I still need a password if I am using fingerprint or face security features in my device?***

You can enable the security features in your device such as fingerprint or face, which can be used as an alternative to your password. However, you will still need a password in case your fingerprint or face security features are not working or if you choose not to enable this feature.

### ***Can I change my email?***

Currently, only one email can be associated with the documents you used to set up your myGovID. In future, you will be able to change or update the email address associated with your myGovID.



### ***What if I no longer have access to the email address I used to set up my myGovID?***

You can continue to use your myGovID to login to government online services if you still have access to your myGovID app, regardless if you have access to your email account.

Do not delete your myGovID app if you have changed your email and need ongoing use of myGovID.

However, if you no longer have the myGovID app installed on your smart device you will be unable to recover your identity. This means you will no longer be able to use your myGovID to log in to a government online service.

We are working on a solution for users to update their email address if they have deleted their myGovID app.

### ***What if I don't receive a code in my app when trying to log in to a government online service?***

If you have bookmarked the myGovID login page, delete the bookmark and close the browser. Open a new browser and begin at the service you were trying to access.

### ***Do I need to enter a code in the myGovID app every time I log in to a government online service?***

Each time you log in to a government online service using your myGovID you are provided with a four digit code that you will need to enter and accept in your myGovID app. When using the same browser, a 'Remember me' option is available which means you don't need to enter your email address and the four digit code will be automatically pre-filled in your app for you to accept.

### ***What if I receive a message that no myGovID with my email address can be found?***

Make sure your email address is entered correctly and matches the one you used to set up your myGovID. If you continue to experience issues phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday.

### ***What if I receive a message that the reference code provided is incorrect?***

It may be that your login has timed out in your internet browser. Decline any existing code request screens in the myGovID app.



## ***Can I delete myGovID?***

You can delete the myGovID app from your device. This prevents access to your digital identity on your device, while your information remains safe and secure. The information you provided when setting up your myGovID remains active after you delete the app, so you can reinstall and use your myGovID again. If you would like to discuss deactivating your myGovID so it can't be used, phone the ATO on 1300 287 539 and select option 2.

For more information about how your information is collected, stored and used refer to the: myGovID privacy notice (<https://www.mygovid.gov.au/mygovid-privacy-notice>) myGovID privacy policy (<https://www.mygovid.gov.au/mygovid-privacy-policy>)

## ***How long is myGovID valid for?***

There is no time limit to the life of your myGovID. In future, you may be required to verify your identity again if your myGovID has not been used for an extended period of time.

## ***Does the myGovID app work the same on different devices?***

The myGovID app works the same regardless of the device you are using, for example Android or Apple. However, the security features available on your device may be different. myGovID uses the security features in your device, such as fingerprint or face, to protect your identity and stop other people accessing your information.

## **myGovID Privacy**

### ***What makes myGovID secure and is my privacy protected?***

myGovID is accredited under the Australian Trusted Digital Identity Framework (<https://dta.gov.au/our-projects/digitalidentity/trusted-digital-identity-framework>) which strictly controls how your identity data is collected, stored and used. myGovID uses the security features in your device, such as fingerprint or face, to protect your identity and stop other people accessing your information.

### ***Can I share my myGovID?***

Your myGovID belongs to you – don't share it with others. Sharing your myGovID will enable others to access to your personal data across services such as tax and health. To ensure the security of your identity it is your responsibility to protect your details.



## ***What do I do if I suspect someone has inappropriately accessed my personal information in myGovID?***

myGovID offers a greater level of security with identity document verification, compared to username and password credentials and SMS verification codes. However, if you suspect someone has inappropriately accessed your personal information in myGovID, you need to report this immediately. Contact our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday. International callers can contact the ATO by phoning + 61 2 6216 1111 (switchboard) between 8.00am to 5.00pm AEST and request for your call to be transferred to the myGovID support line.

### **myGovID for business**

## ***Do I need a myGovID if I already have an AUSkey?***

myGovID and Relationship Authorisation Manager (RAM) will replace AUSkey and Manage ABN Connections (your ABN connected to your myGov) at the end of March 2020. Leading up to March 2020, AUSkey will continue to be available and supported.

## ***What if moving to a mobile device is against my company's business model?***

myGovID is currently only supported on a compatible smart device and will be required to access online services. Businesses may need to adjust workplace policies to enable use of the smart device to log on to an online service. It is important to note that myGovID enables a user to log on to an online service from any browser and device that is supported by that online service (for example, Firefox, Chrome, PC, laptop or tablet). The smart device is only required for the log on step.

## ***Will smartphones become a tax deduction for managing tax affairs for business purposes?***

For information on this question see Claiming mobile phone, internet and home phone expenses (<https://www.ato.gov.au/Individuals/Income-and-deductions/Deductions-you-can-claim/Other-work-related-deductions/Claiming-mobile-phone,-internet-and-home-phone-expenses/>) on the ATO website.

## ***What happens to business authorisations if I have myGovID on multiple devices?***

Setting up your myGovID on multiple devices does not affect the authorisations you have been assigned in RAM.



## ***When will other government agency services accept myGovID?***

myGovID and RAM will be progressively rolled out to existing government agency services where AUSKey is used to log in. The timing of this will depend on the agency service you are accessing as each agency will make this option available at different times. There may be a period of time where you use your existing AUSKey for some services and myGovID/RAM for others leading up to the decommissioning of AUSKey in March 2020.

## ***Can I use myGovID as a non-resident to lodge my simplified GST?***

Currently, myGovID is only available to Australian business owners. Find out more about simplified GST registration. ([https://www.ato.gov.au/business/international-tax-for-business/in-detail/doing-business-in-australia/australian-gst-registration-for-non-residents/?page=1#Simplified\\_GST\\_registration](https://www.ato.gov.au/business/international-tax-for-business/in-detail/doing-business-in-australia/australian-gst-registration-for-non-residents/?page=1#Simplified_GST_registration))

## **myGovID: Proving Identity with Identity Documents**

### ***What identity documents do I need to set up a myGovID?***

The identity documents you need will depend on which government online service you want to use your myGovID to access. Currently, to set up a standard myGovID you will need two of the following identity documents:

- Australian driver's licence
- Medicare card
- Australian passport

In the future, you will be able to use other identity documents.

### ***What if I don't have the required documents to verify my identity?***

If you're unable to prove your identity you will not be able to use myGovID to access online services. Depending on the government agency you're dealing with, the identity proofing requirements may be different. For a full list of services see 'What can I use it for?' (<https://www.mygovid.gov.au/what-can-i-use-it-for>)

If you are trying to access services offered by the Australian Taxation Office, see Try a new way to access government online services (<https://www.ato.gov.au/General/Gen/Try-a-new-way-to-access-government-online-services/>) on the ATO website.

### ***What if I receive the error message 'Authentication failed'?***

If you receive this message there is already an existing myGovID with the same email address. If you share this email address (for example, because it is a family email address) confirm that it hasn't already been used to set up a myGovID.

If the email address:



- has already been used, you need to use a different email address to create your myGovID
- hasn't been used to set up a myGovID yet, phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday.

### ***What if my name doesn't match on my identity documents?***

Your name needs to match across all of your identity documents in order to set up a myGovID. Contact your document providers to see if you can resolve the mismatch in name. For example, you may be able to update your Medicare card to reflect a change in name. In the future, the myGovID app will support more complex identity verification. For example, by accepting a change of name document to allow for two last names.

### ***What if my Australian identity document won't scan?***

If you're having trouble scanning your Australian identity documents, check:

- you're using the latest version of the myGovID app
- all edges of your document are visible in the image there is no blur, shadow or glare.

If you continue to experience issues, try entering your document details manually.

### ***What if my Medicare card details are not accepted?***

If your Medicare card details are not accepted, check:

- you're scanning your card with all edges visible in the image and there is no blur, shadow or glare
- your date of birth has been entered correctly
- your name has been entered exactly as it appears on your card – you can add an extra name field if required
- your expiry date has been entered correctly
- you're using the current version of your card, for example you may have received a new card because you have a new family member
- you have selected the correct number next to your name on the card. For example, if there are three names listed and yours is the third, you have selected 3 in the drop-down menu.

If you continue to experience issues, phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday. In the future, you will be able to use other types of identity documents.



## ***What if my Australian driver's licence details are not accepted?***

If your Australian driver's licence details are not accepted, check:

- you're scanning your licence with all edges visible in the image and there is no blur, shadow or glare
- you've entered your full middle name. Note that if your licence only has an initial for your middle name, you may only need to enter this in the Middle name field to successfully match
- you've left the Middle name field blank if your middle name does not appear on your licence
- if you have a single name, you've entered it in either the First name or Family name field and entered a full stop in the other field
- you're entering your name as it appears on your licence, up to the name character limits (First name - 20 characters, Middle name - 20 characters, Family name - 40 characters). This includes if you're using a licence with a truncated name (indicated with a 'TN' on the card for some states or territories).

Your driver's licence cannot be verified online if:

- it has been cancelled, refused or is no longer active. A driver's licence that is no longer active is one where the holder holds a licence in another state or territory or the licence has expired in ACT, TAS or SA
- you're using a WA extraordinary licence issued by a magistrate to allow limited use of your vehicle.

In this case, you'll need to use the alternative identity documents (Medicare card and Australian passport) to set up your myGovID. In the future, you'll be able to use other types of identity documents. If you continue to experience issues, phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday.

## ***What can I do if my Australian passport details are not accepted?***

Check you have entered your name exactly as it appears on the passport.

If you have two given names on your passport, enter both in the Given names field.

If you have only one name on your passport, enter the name in the Family name field and leave the Given names field blank.

If you continue to experience issues, phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm, Monday to Friday.

You can't use your passport if it has been cancelled (replaced, reported lost or stolen) or expired for more than three years. In the future, you will be able to use other types of identity documents.

## ***What if I receive an error message 'Unable to verify'?***

If you receive this message your identity documents have already been used to set up a myGovID using a different email address.

You need to uninstall and reinstall the app and prove your identity again using the same email address and identity documents you used previously.

If you are no longer able to access your email address you can't set up your myGovID at this time.



If you are sure you have not previously set up a myGovID, phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday.

### ***What if I receive an error message ‘Max attempt’?***

There are two reasons why you will receive this message.

The first reason is that you have made five unsuccessful attempts to prove your identity document.

You can:

- check the questions above to make sure you entered your information correctly
- wait 24 hours and try again
- choose a different identity document to verify.

The second reason may be that your name across each of your identity documents doesn't match.

Your name needs to match across all of your identity documents in order to set up a myGovID.

See also:

- [What if my name doesn't match on my identity documents?](#)

### ***What if I receive the error messages ‘system error’ or system unavailable’? error***

If you receive either of these messages close, and reopen the app and try again.

If this does not work, uninstall and reinstall the app and prove your identity again using the same email address and identity documents you used previously.

If you continue to experience issues, make a note of the exact error message and phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday.