

## Step 1 – Setting up a myGov account and linking Medicare

If you already have a myGov account and have linked Medicare, skip to **Step 2**.

1. You will need access to email and your Medicare card before continuing.
2. Go to <https://my.gov.au>
3. If you already have a myGov account and just need to link to Medicare skip to **14** below.
4. Select **Create a myGov account**.
5. Click on **I agree**.
6. Enter an email address then click **Next**.
7. Access your email and note the myGov verification code.
8. Enter the code in the myGov website – then click **Next**.
9. Enter your mobile number then click **Next**.  
**Note:** You can click on **skip this step** if you don't have a mobile phone.
10. Enter a password – must be at least 7 characters including one number.
11. Enter the password again to verify then click **Next**.
12. Select three secret questions and answers then click **Next**.
13. Your myGov account is now set up. You will be emailed a username or you can use your email address and password to log in.
14. Log in to myGov.
15. Select **Link your first service**.
16. Select **Medicare** from the list.
17. Select **I agree** to allow myGov to store your details then click **Continue**.
18. Make sure your details match then select **Continue**.  
If your details don't match you'll need to update them before continuing.
19. Select I'm listed on a Medicare card, then click **Next**.
20. Enter your personal details as required then click **Next**.  
**Note:** the Individual Reference Number is the number next to your name on your Medicare card.
21. Answer the questions then click **Next**.
22. Your Medicare card is now linked – you will now set up a myGovID.

## Step 2 – Setting up a myGovID account

If you already have a myGovID set up, skip to **Step 3**.

1. You will need access to a smartphone, email, and the login details for your Apple or Google app store account before continuing. If you are using a Samsung phone you will also need to use the Chrome web browser.
2. You will need any **TWO** of the following documents and access to your email.

Driver's licence	Medicare card
Birth certificate	Passport (with visa if non-Australian)
Citizenship certificate	Immigration Card
3. On your phone download the **myGovID** app.
4. Open the myGovID app – select whether to allow notifications or not.
5. Select **Create a myGovID**.
6. Swipe through the four info screens, then tap on **Start now**.
7. Accept the Terms of use.
8. Enter an email address – you can use the same email address you use for myGov.
9. Tap on **Get code**.
10. Access your email and note the myGovID verification code.
11. Enter the code in the myGovID app – then tap **Next**.
12. You may be asked to use your phone's Fingerprint or Facial recognition function for added security. Accept if wished and set these up – or tap **Not now**.
13. Enter a password according to the instructions on screen – then tap **Next**.
14. Enter your details and tap **Done** – you can ignore or tap **X** on the warning about Covid vaccination.
15. You will now need to prove your identity using any **TWO** of the documents listed above.  
**NOTE:** the system appears to ask for a third form of ID, this is **not** essential, but can be entered if desired for higher security.
16. Tap on the first document – e.g. Driver's licence.
17. Scan your licence using your phone's camera or enter the details manually.  
(If there are scanning errors, either rescan or tap **Edit** and correct these).
18. Tick the consent box and tap **Submit**.
19. Tap on the second document – e.g. Medicare,
20. Scan your card using your phone's camera or enter the details manually.  
(If there are scanning errors, either rescan or tap **Edit** and correct these),
21. Enter your date of birth,
22. Tick the consent box and tap **Submit**.
23. Your myGovID is now set up – you will now set up your ServiceWA account.

### Step 3 – Setting up a ServiceWA account

If you already have a ServiceWA account set up, skip to **Step 4**.

1. You will need access to a smartphone and the login details for your Apple or Google app store account before continuing.
2. On your phone download the ServiceWA app.  
You may need to search for Service WA or ServiceWA.
3. Open the ServiceWA app – select whether to allow notifications or not.
4. Tap **Next**.
5. On the Consent page scroll down and tap **I agree**.
6. Tap **Log in to ServiceWA**.
7. On the Log in screen, you will see myGovID as the preferred option – tap **Log in**.
8. You will be redirected to the Digital Identity website.
9. Under myGovID, tick **Remember my choice**.
10. Tap on **Select myGovID**.
11. Enter the email address used for myGovID.
12. Tap **Remember me** then tap **Login**.
13. You will be shown a four digit code.
14. Open the myGov ID app, enter the code and tap **Accept**.
15. Open the ServiceWA app.
16. On the Your consent screen scroll down – tick the **Yes and don't ask me again** box.
17. Tap **Consent**.
18. Tap **Consent** again.
19. Add your mobile number then tap **Next**.
20. Confirm your mobile number.
- 21.** Enter the confirmation code and tap **Next**.
22. Tap **Next** again.
23. Tap on **Enable SafeWA**.
24. Tap on **I agree** then tap **Next**.
25. Scroll down and tap **I agree**.
26. Tap **OK** to allow camera access.
27. Your ServiceWA account is now set up – you can now link your vaccination certificate.

## Step 4 – Linking your vaccination certificate to ServiceWA

There are two options – using ServiceWA or using the Medicare app.

### Option 1

1. In the ServiceWA app, tap on Certificate.
2. Tap on **Import through your myGov account**.
3. Login to myGov if required.
4. Tap **Continue**.
5. Tap on **Medicare**.
6. Tap on **View proof of vaccinations**.
7. Tap on **View history**.
8. Tap on **Share with check in app**.
9. Tap on **Share** next to ServiceWA.
10. Tap **Accept and share**.
11. Tap **Next**.
12. Scroll down and tap **I Agree**.
13. Tap **Save Certificate**.
14. Everything should now be set up.

### Option 2

1. Download the Express Plus Medicare app.
2. In the Medicare app, login using your myGov details.
3. Tap on **Proof of vaccinations**.
4. Tap **View history**.
5. Tap **Share with check in app**.
6. Tap **Share** next to ServiceWA.
7. Tap **Accept and Share**.
8. Tap **OK**.
9. Scroll down and tap **I agree**.
10. Tap **Save certificate**.