



## Getting started

To get started with ATO online services for individuals you will need to create a myGov account and link to the ATO.

### Create a myGov account

myGov is a fast, simple way to access government services online. A secure myGov account lets you link to a range of Australian Government services with one username and password, all in one place.

**Step 1:** Go to [my.gov.au](https://my.gov.au) to create a myGov account and agree to terms of use

**Step 2:** enter an email address

**Step 3:** enter your mobile number

**Step 4:** create password

**Step 5:** create secret questions

#### Account created

To link the ATO to your myGov account you need to sign-in using security codes. To update your sign-in option, go to 'Account settings' in myGov, select 'Sign in-option', set as 'Receive a code by SMS' or if you're travelling overseas 'myGov Access app'.

### Link your myGov account to the ATO

Select the Services tab on your myGov home page and select Australian Taxation Office. You will be prompted to update your sign-in option to use security codes if you did not add your mobile number when creating your myGov account.

You will need to provide additional information to identify your ATO record, including your given name, surname, TFN and date of birth. You will then need to confirm your identity by answering two questions specific to you, using information contained in two of the following:

- a notice of assessment received in the last five years
- a PAYG payment summary received in the last two years
- a super account statement from the last five years
- a dividends statement from the last two years
- a Services Australia payment summary from the last two years, or
- your bank account details. If you choose to use your bank account to confirm your identity, it must be an account you had your individual income tax refund paid into last year, or one that has earned interest in the last two years.

If you do not have enough information, you will need to call us on **13 28 61** to get a unique linking code to help you complete this process. When you call, make sure you have your identification information ready.

Go to [ato.gov.au/online](https://ato.gov.au/online) for help with creating a myGov account and linking to the ATO.

### Proving your identity

You will need to identify yourself if we need to call the ATO. These documents help us prove your identity. Please bring as many of these items with you:

- Australian driver licence or learners permit
- Australian passport
- Australian birth certificate
- Australian marriage certificate
- Australian citizenship certificate
- Overseas passport with Australian visa
- Immicard
- Change of name certificate
- Any correspondence from the ATO
- Previous tax return not more than 5 years old
- Centrelink CRN
- Superannuation account statement