



Australian Government



# About the myGov app

## Information for third parties

June 2024

### The myGov app is a secure and convenient option for people to use myGov in the way they want.

People can download the app for free from the App Store and Google Play. For more information about the myGov app, including instructions on how to set it up, go to [my.gov.au/app](https://my.gov.au/app)

We'll keep adding features and improving the app over time.

myGov is not the same as myGovID. myGovID is the Australian Government's Digital Identity app. For more information about myGovID go to [mygovid.gov.au](https://mygovid.gov.au)

The myGov app aims to improve user experience and strengthen the security of government services.

### IMPROVING EXPERIENCE

Many Australians use myGov on their mobile device and over 4 million myGov users only have access to the internet through a mobile device.

A dedicated myGov mobile app means the experience is designed specifically for a mobile device and people can take advantage of their smartphone's accessibility features, such as increased text size.

Using the myGov app is a choice. It's currently most beneficial to people who already use myGov on their mobile. Into the future, the myGov app will simplify how people access government services.

### STRENGTHENING SECURITY AND INTEGRITY

Security of people's personal information and the integrity of government services are extremely important. The wallet feature in the app offers a way to further strengthen security and integrity of government services.

### myGov wallet

The myGov wallet is a place for people to securely store some government digital cards and certificates.

Documents added to the wallet are official. We have put security features in place to protect against fraud and theft.

We encourage providers to accept items in the myGov wallet and to use the security features to check the items are genuine and valid.

The items people can add to the wallet depend on:

- their circumstances and which services they have linked to myGov
- the specific items that can be added to the wallet at any time.

The following items can be added to the wallet:

- Medicare cards
- Centrelink concession and health care cards
- Veteran cards
- International COVID-19 Vaccination Certificates.

More items will be added over time.



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## How to verify wallet items

We recognise the ability to check a digital card or certificate is genuine and valid is important. There are 3 ways to verify a document.

### QR CODES

The International COVID-19 Vaccination Certificate has an integrated QR code that meets international standard for proof of vaccination.

All other items in the wallet, have a QR code unique to the myGov app. You can scan these QR codes with the QR code scanner in the myGov app. The scanner does not take a photo or store any information about the item. You don't need an internet connection to scan a QR code.

It's not essential to scan the QR code to verify an item.

### SECURITY HOLOGRAM

Cards in the myGov wallet have a security hologram. Animated holograms show that the card is a genuine item not a screenshot.



Note: This is a still representation of the animated hologram.

### LAST UPDATED INFORMATION

The wallet provides real-time entitlements for people. The date and time of when a card was last updated appears at the bottom of the screen.

If a person is no longer eligible, the card will be removed automatically and show the date it was removed from their myGov wallet.

### How to use the QR code scanner

- 1 Install the myGov app on a device (you do not need to sign in to the app to use the QR code scanner).
- 2 Open the scanner by selecting the **QR code scanner** icon in the top right hand side of the welcome screen.
- 3 Use the device camera to hold the scanner over a QR code. You don't need to take a photo or press anything, just hover over the QR code.
- 4 If the item is a **genuine and valid** myGov wallet item, you'll be presented with a **tick** and the word **valid**.

If the item is **not genuine and valid**, you'll see a **cross** and the word **invalid**.



### ACCEPTING DIGITAL CARDS AND CERTIFICATES

We encourage you to accept the digital cards and certificates that are stored in the wallet the same way you would accept a physical card.

For now, our guidance to customers using the wallet is that not all providers may accept the items straightforward. So we're encouraging people to carry their physical cards with them.

### WHAT TO DO IF A DIGITAL CARD DOESN'T WORK

If it says invalid when you scan a QR code, or the card has expired or been removed, the person should contact the service that issues the card. For Medicare cards the person should contact Medicare. For Centrelink concession and health card cards, the person will need to contact Centrelink. For Veteran cards, the person will need to contact the Department of Veterans' Affairs.