



Your Digital Vaccination Certificate



How to connect your Digital Vaccinations Certificate to your Services Victoria App on your smartphone!

- A. Create your My Gov Account
 - a. Needs your Name - Date of birth, A unique email address , Mobile phone
 - b. Steps (demonstrated at <https://www.servicesaustralia.gov.au/individuals/online-help/create-mygov-account>)
 1. Go to www.my.gov.au
 2. Click on Create a myGov account
 3. Agree to terms of use. Click on **I agree**
 4. Enter an email address then select **Next**.
 5. They email you a code. Open your email and get the code
 6. Go back to your browser and Enter the **Code**, then select **Next**.
 7. Enter your **Mobile number**, then select **Next**.
 8. Create a password. Enter it twice. Select **Next**
 9. Answer security questions. Choose a question to answer and enter the answer. Repeat three times. Select **Next**
 10. Your account is created.
 11. They send you an email with a user name to login or you can login with your email.
 12. Log out and then re login – remember your will need your phone for 2FA
 13. Go to account settings and choose myGov Pin if you have not set previously and set a new PIN (optional but useful)

B. Link Your Medicare service to myGov –

Information you need to collect first

1. Your name on my Gov must be same as on Medicare. If not update first.
2. Medicare Card
3. DOB
4. Number of card
5. DOB of others on same card
6. Bank Account details
7. Payment history



Steps (demonstrated at <https://www.servicesaustralia.gov.au/individuals/online-help/link-service-mygov-using-existing-online-account>)

1. Login to Mygov
 2. Click on Link a service
 3. Choose Medicare
 4. Agree to storing details if you have not previously linked an account
 5. Check your details and select **NEXT**
 6. Check the I'm listed on a Medicare card and select **NEXT**
 7. Enter the personal details and select **NEXT**
 8. You have successfully linked Medicare
 9. Suggest you sign out and back into myGov
- C. Check your vaccination certificate
1. Login to MyGov
 2. Click on Medicare or Shortcut to Covid Vaccine
 3. Click on view history
 4. Click on view Covid 19 digital certificate
 5. At this point if you are on a computer I suggest you download a copy of the PDF and file on your computer.
 6. Log out
- D. Down load Medicare Express Plus and Services Victoria App to your phone
1. Open Applications Store (Apple Phones) or Google Play Store (Samsung /Android Phones)
 2. Search for Medicare Express Plus
 3. Select Get
 4. You may need to enter your account password
 5. Search for Services Victoria
 6. Select get
 7. You may need to enter your account password
- E. Open Medicare Express Plus app and sign in
1. Open the Medicare App on your phone
 2. Select Next – info on what the app can do
 3. Select Finish to set up the app
 4. Select Sign In
 5. Select I agree - to terms and conditions
 6. Select Sign In
 7. Select Sign in with myGov
 8. Select Sign In as your name
 9. Select I agree to terms and conditions
 10. Enter your my gov Pin



11. Click on Proof of vaccinations
12. Click on view history
13. Click on Share with check in app (If this is not an option you need to update the Medicare Express Plus app. Delete it and re download)
14. Click on Service Victoria
15. Click on Share
16. Close X
17. Click on menu
18. Click on Logout

F. Check the Link has worked

1. Open Services Victoria App
2. Select Next, Next, Lets Go
3. Select Close
4. Select the Vaccination certificate box (left of the check-in box at bottom).
5. If it has connected you will see View Certificate which you can tap on to see the vaccination certificate. You are done.

If it has not connected tap on add certificate

1. Tap on add certificate via myGov
2. Sign into myGov
3. Go to Medicare
4. View History
5. Scroll down to Share with check-in app
6. Choose Services Victoria or Click share again
7. Accept and share
8. Click Add certificate
9. Enter details
10. Save details
11. Close
12. Tap on the Vaccination certificate box (left of the check-in box at bottom) to check

G. Troubleshooting

If you have successfully created your myGov and linked Medicare then the issue you are most likely to experience is that either the Medicare Express Plus or the Services Victoria App on your phone needs updating. Delete these apps and re download from the App store or Google Play store and repeat Steps 5 and 6.

We are constantly helping our clients with one-on-one tutoring either onsite or remotely. If you would like help with this, please call on 03 9596 4547 to book an appointment or remote support.



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