



Australian Government



myagedcare

Logging in to the My Aged Care hospital portal using myGovID

This guide is for My Aged Care hospital portal users (i.e. non-administrators).

If you are an organisation administrator who would like to set up portal access for a staff member, refer to [My Aged Care Hospital Portal - Organisation Administrator User Guide](#) for administrator functions.

[myGovID](#) is a secure Australian Government digital identity that allows individuals to prove who they are online.

The service interacts with the [Relationship Authorisation Manager](#), which allows businesses to authorise individuals to act on behalf of their organisation.

This guide contains the following topics:

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Before you start

Before you can log in to the hospital portal for the first time, you'll need to activate your myGovID by completing the following steps.

1: Download the myGovID app from the Apple App or Google Play store. The app is compatible with most smart devices running:

- iOS 10 or later on Apple devices
- Android 7.0 (Nougat) or later

2: Set up your myGovID with a unique email address using **at least two** of the following Australian identity documents to achieve a **Standard** identity strength (your name must match in all documents):

- Passport (not more than three years expired)
- Driver's license (including learner permit)
- Birth certificate
- Medicare card

! Individuals should use a personal email address when registering their myGovID to assure continued access to their digital identity.

This should not be the same email address that is used by your organisation to issue your RAM authorisation or My Aged Care portal account.

! If you cannot achieve a **Standard** identity strength, you can set up your myGovID with a **Basic** identity strength.

A Basic myGovID requires only a unique email address.

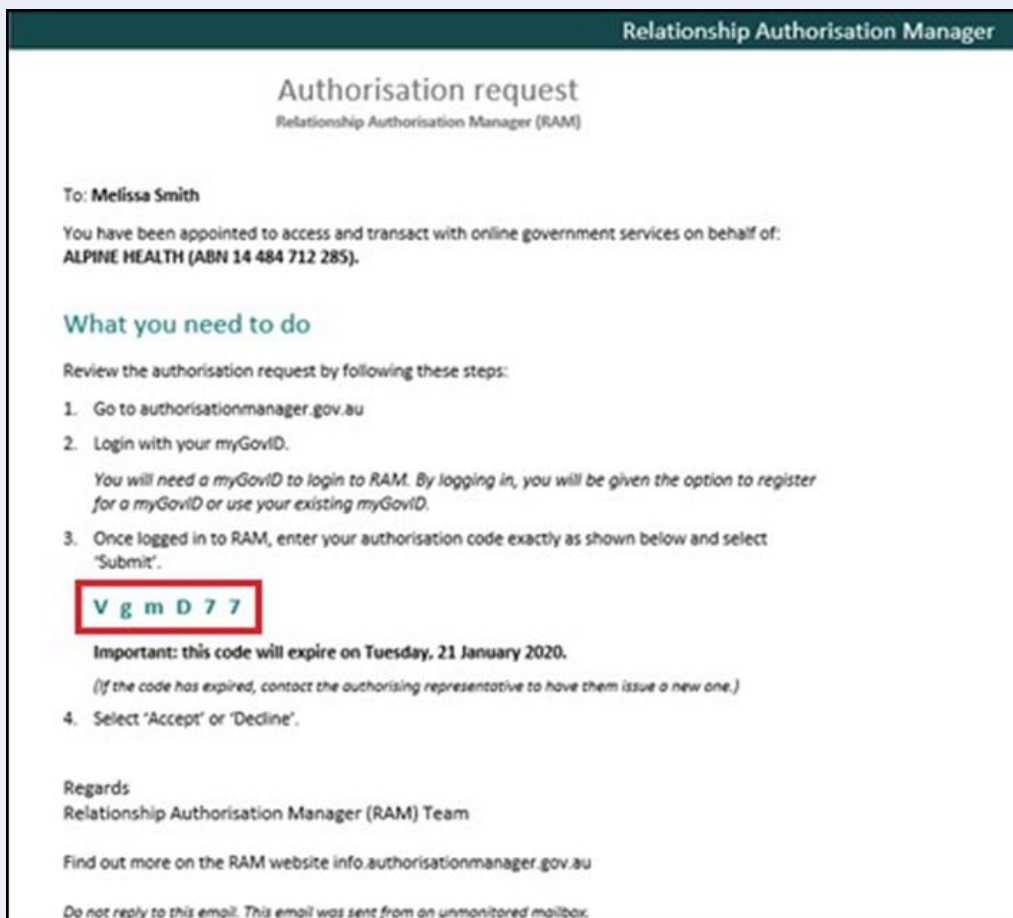
While the My Aged Care provider portal can be accessed by users with a Standard or a Basic myGovID, other government services may not accept a Basic myGovID.

3: Contact your organisation administrator to create a RAM authorisation for your myGovID. This authorisation will allow you to act on behalf of your organisation when interacting with online government services.

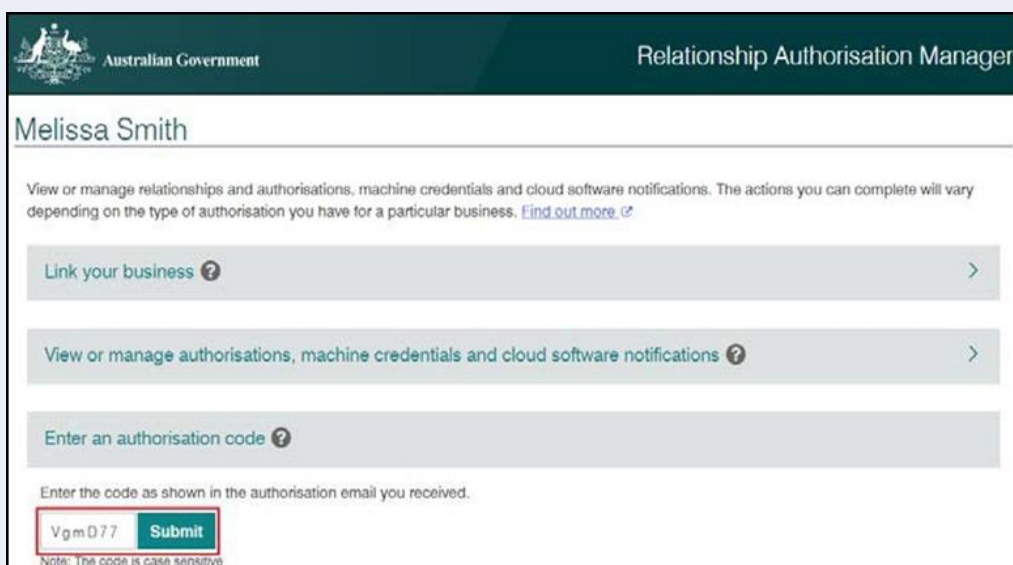
! Only [Principal authorities](#) and [RAM authorisation administrators](#) can create RAM authorisations.

Your Organisation Administrator may be a RAM authorisation administrator (or know someone who is).

4: Accept the RAM authorisation request emailed to your nominated email address. You should receive an 'Authorisation request' email from the Australian Taxation Office (ATO) with an authorisation code.



5: Log in to [RAM](#) using your myGovID and enter your authorisation code.



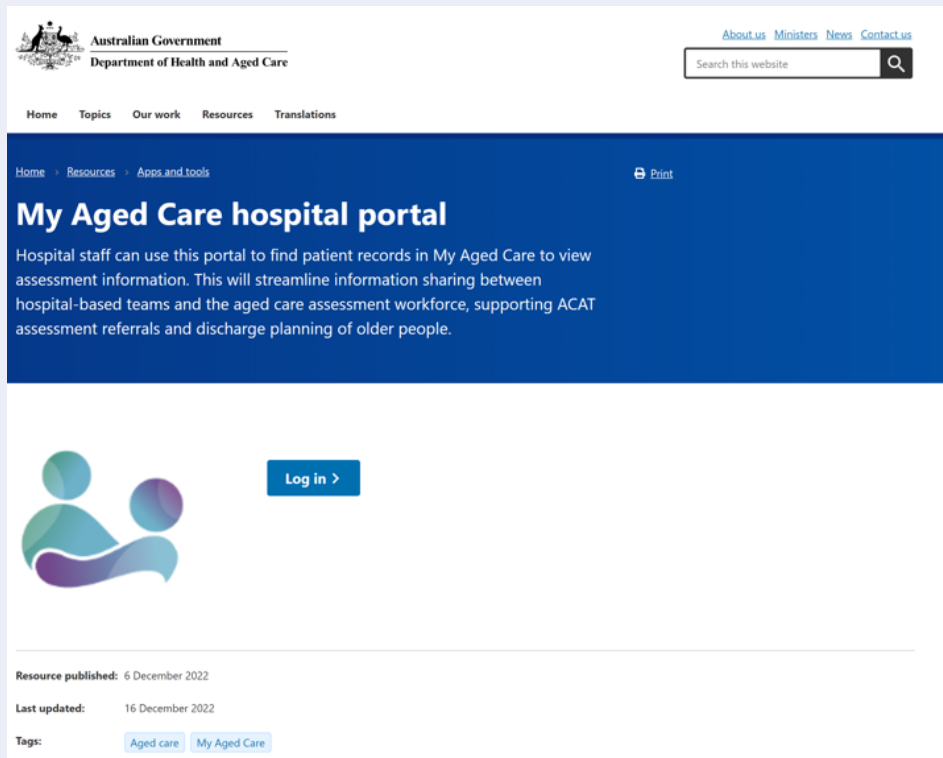
You have now successfully linked your myGovID to your organisation.

! Your RAM authorisation code is only valid for **seven days**.
If you require a new authorisation code, please contact your Organisation Administrator.

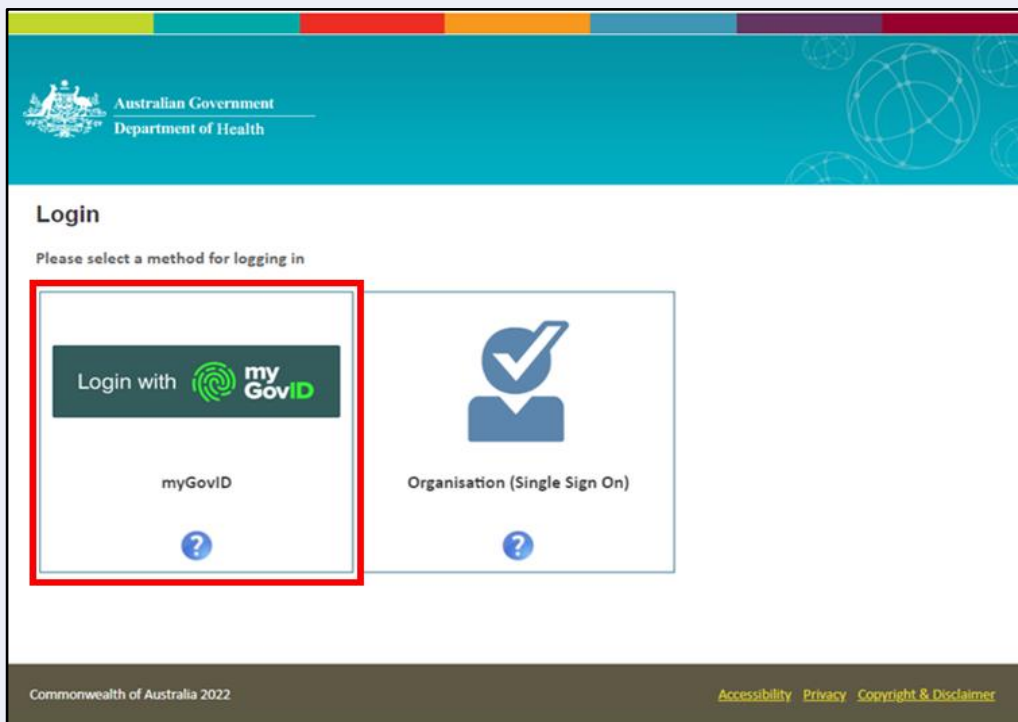
Logging into the hospital portal for the first time

Before you can log in to the hospital portal, you must activate your My Aged Care portal user account. Follow the steps below to activate your account and link it to your myGovID.

1: Visit [My Aged Care Hospital portal](#) on the Department's website.



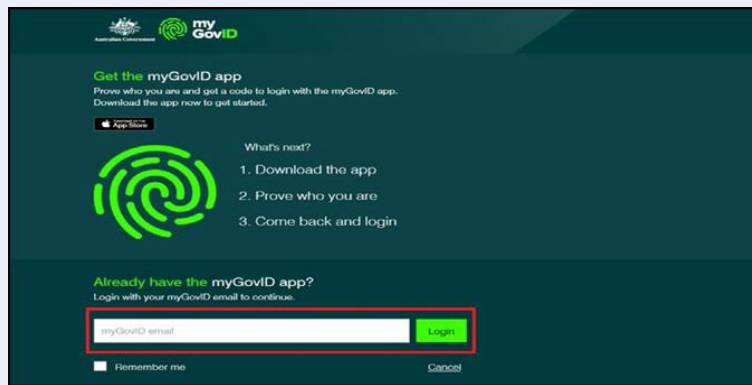
2: Click on the 'myGovID' tile.



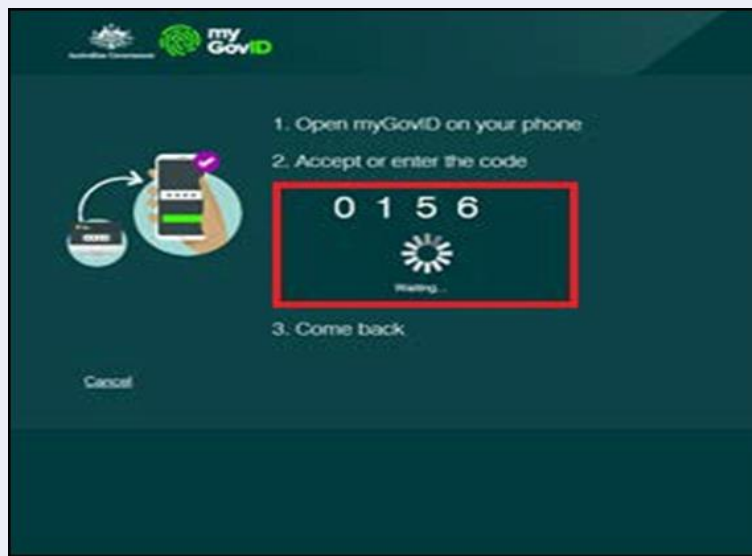
You will be taken to a myGovID login page.



3: Enter the email address associated with your myGovID and select 'Login'.



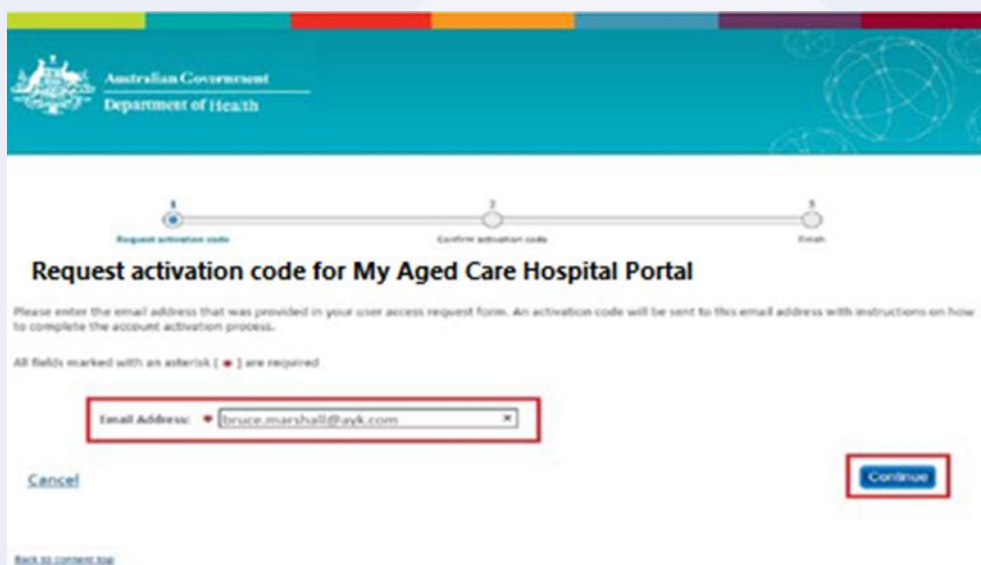
The myGovID login page will display an authorisation code.



4: Log in to your myGovID app and enter the code.

You will be redirected to a Departmental account activation screen.

5: Enter the email address linked to your My Aged Care hospital portal user account and select 'Continue'.

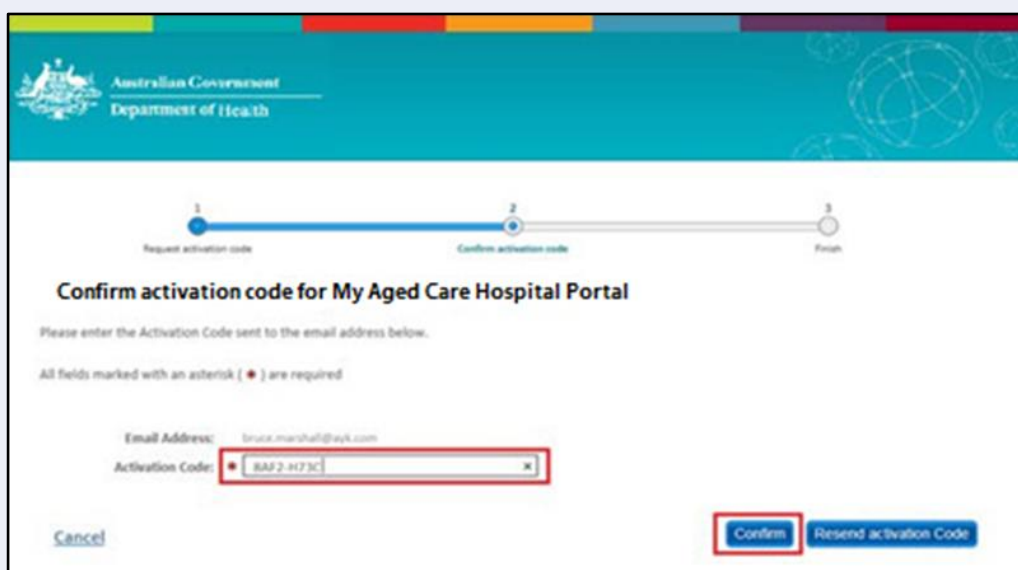


6: You will receive an email with an activation code. This activation code is only required for logging in to the hospital portal for the first time.

! If you do not receive an email with your activation code, contact your Organisation Administrator or the **My Aged Care assessor and service provider helpline on 1800 836 799**.

7: Enter the activation code you were provided via email and select 'Confirm'.

! Your My Aged Care portal activation code is only valid for **five days**. If you require a new activation code, select 'Resend activation Code'.



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1 Request activation code 2 Confirm activation code 3 Finish

Confirm activation code for My Aged Care Hospital Portal

Please enter the Activation Code sent to the email address below.

All fields marked with an asterisk (*) are required

Email Address: bruce.marshall@auk.com

Activation Code: * 8AP2-H73C *

Cancel Confirm Resend activation Code

Your My Aged Care staff account has now been successfully activated and linked with your myGovID.

8: Select 'Go to Hospital Portal' to be directed to the My Aged Care hospital portal.



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i Your account has been successfully activated

1 Request activation code 2 Confirm activation code 3 Finish

Finish

What can you do now ?

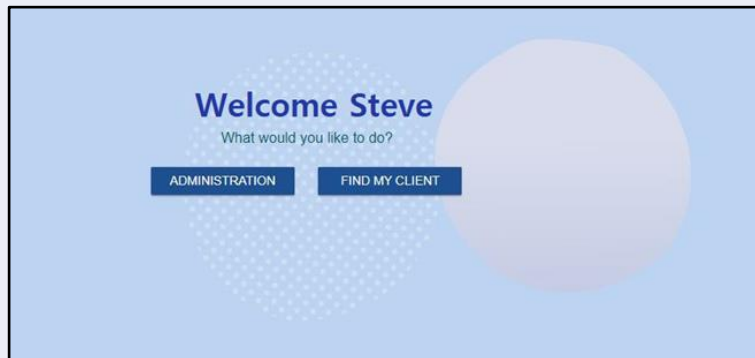
Go to the Hospital Portal

Visit the Department web site

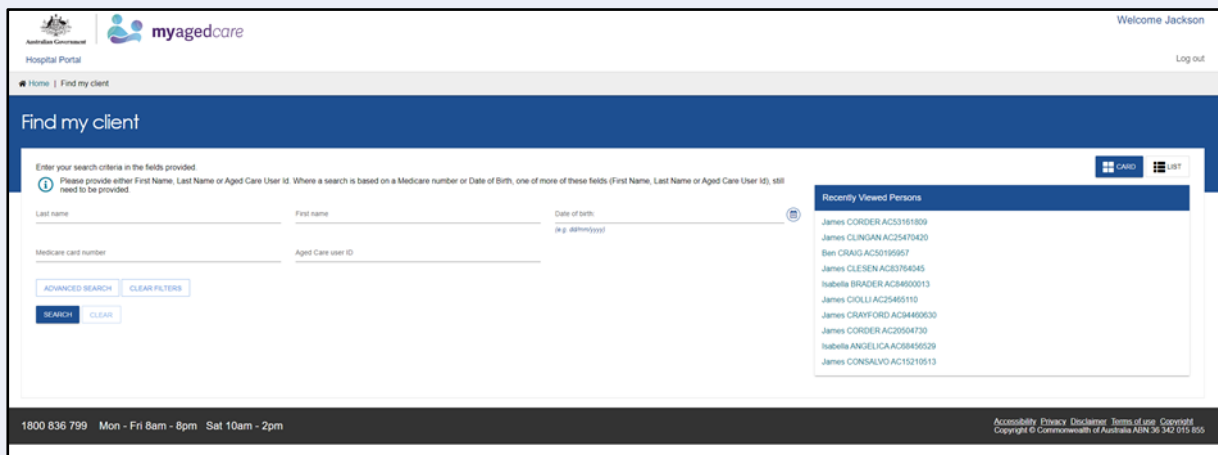
Back to content page

You will be redirected to the My Aged Care hospital portal home page.
If you are assigned both an 'Org Admin' and 'Hospital staff' user role (known as a Super User), the landing page will show both options ('Administration' and 'Find my client') displayed.

'Super User' landing page



'Find My Client' landing page for hospital staff users



You have now set up access to the hospital portal. The next time you log in, follow the steps in *Logging into the hospital portal for the first time after account activation*

! A myGovID can only be linked to a single My Aged Care portal account. If you require access to the assessor, service and support, and/or hospital portals, please contact your Organisation Administrator to determine options available to support you.



Logging in to the hospital portal after activating your account

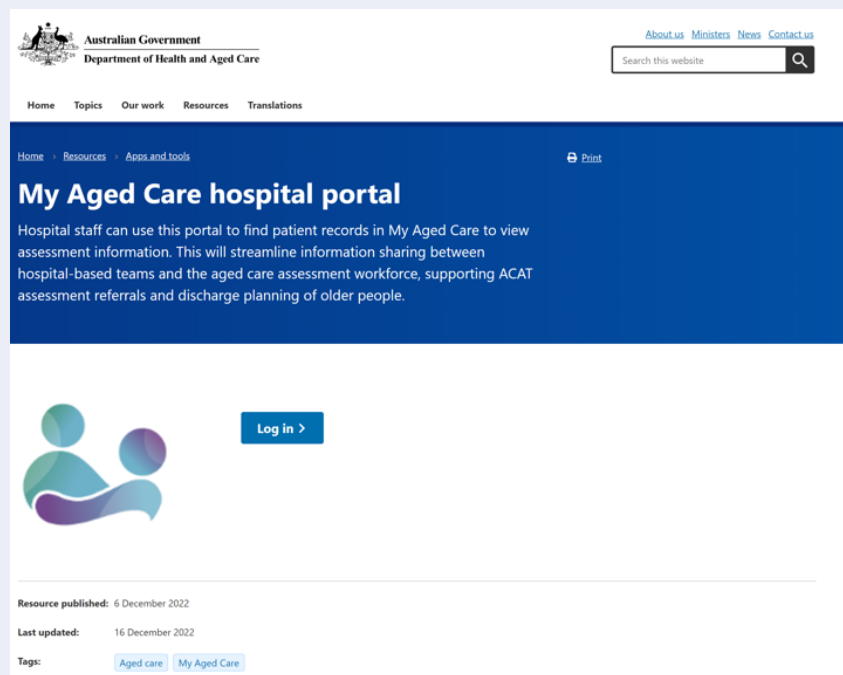
After you've activated your My Aged Care portal user account, you can follow the steps below to log in to the hospital portal using your myGovID.

! You must have an individual myGovID linked to your organisation via the Relationship Authorisation Manager (RAM) to access the hospital portal.

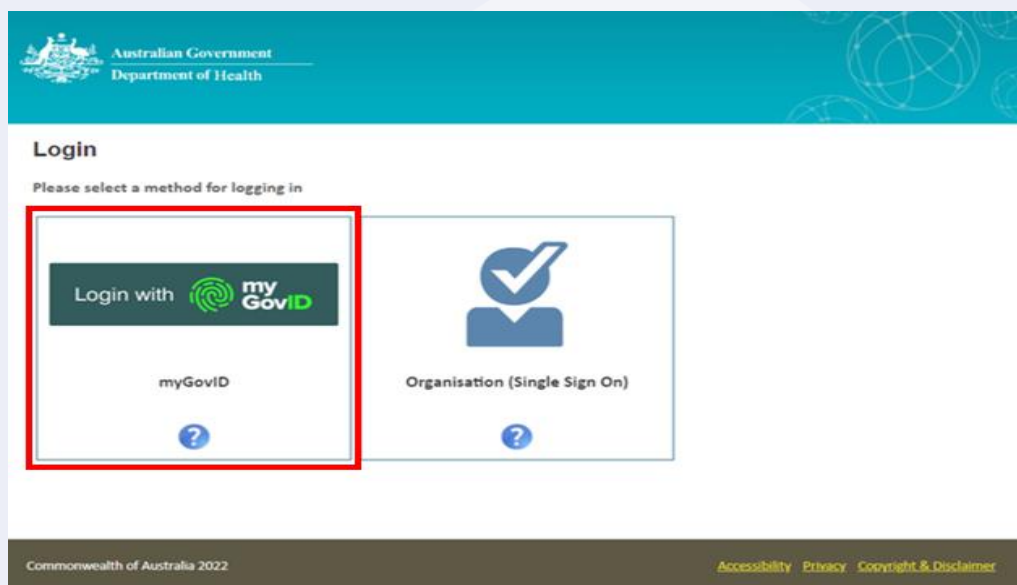
For more information, refer to [Logging into the hospital portal for the first time \(page 4\)](#) or visit the [myGovID website](#).

1: Visit the My Aged Care hospital portal on the [Department of Health and Aged Care](#) website.

Alternatively, you can go to the ['Information for Hospital Portal'](#) section of the Department's website and select the My Aged Care hospital portal 'log in' button.

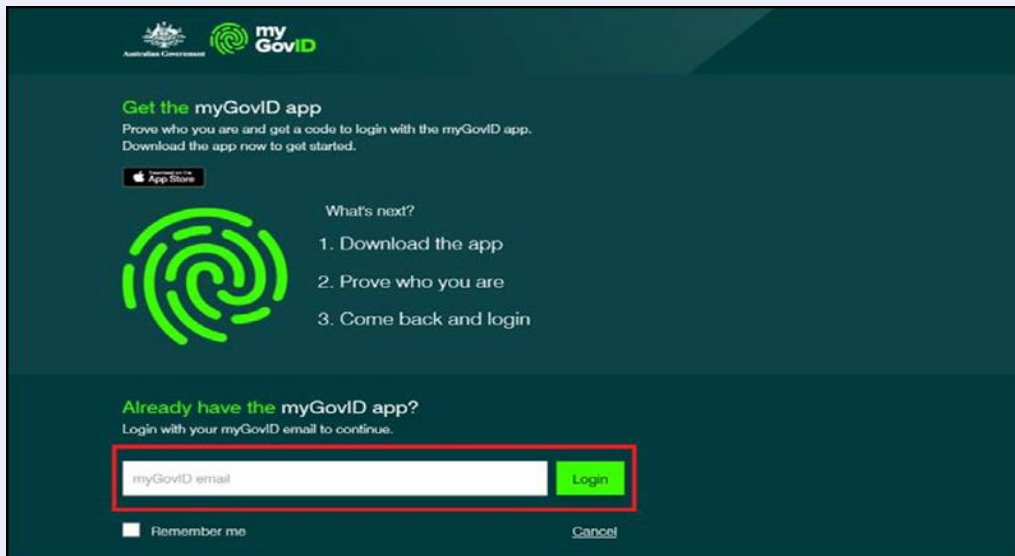


2: Click on the 'myGovID' tile.

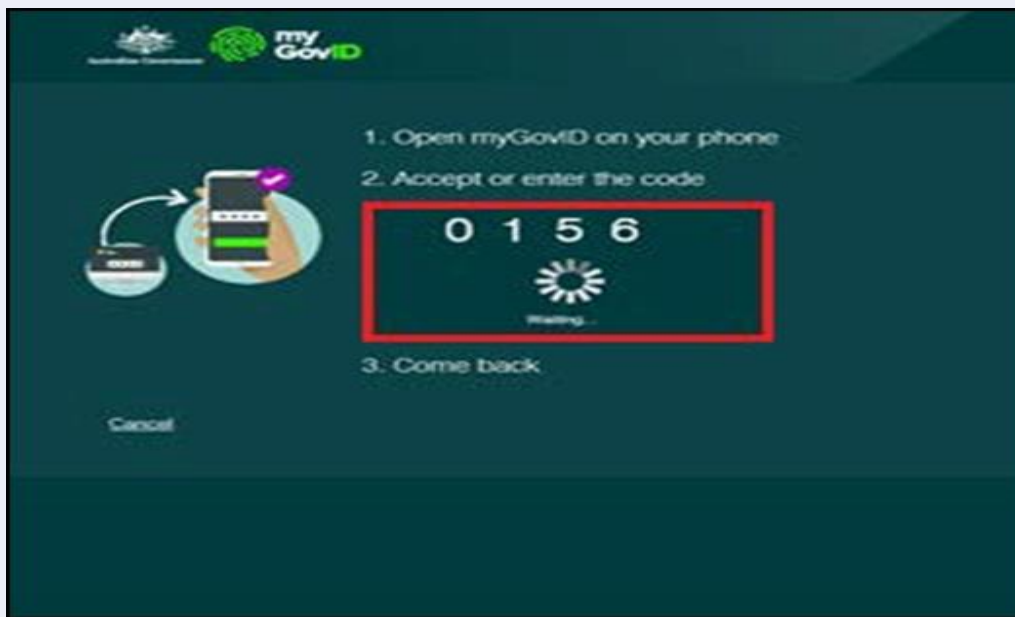


You will be taken to a myGovID login page.

3: Enter the email address associated with your myGovID and select 'Login'.

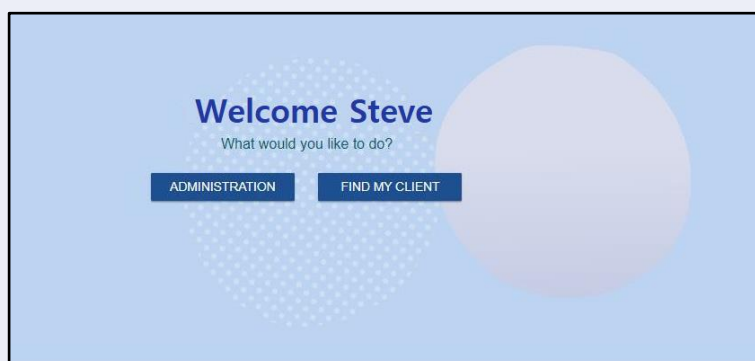


myGovID will display an **authorisation code** on the next screen.

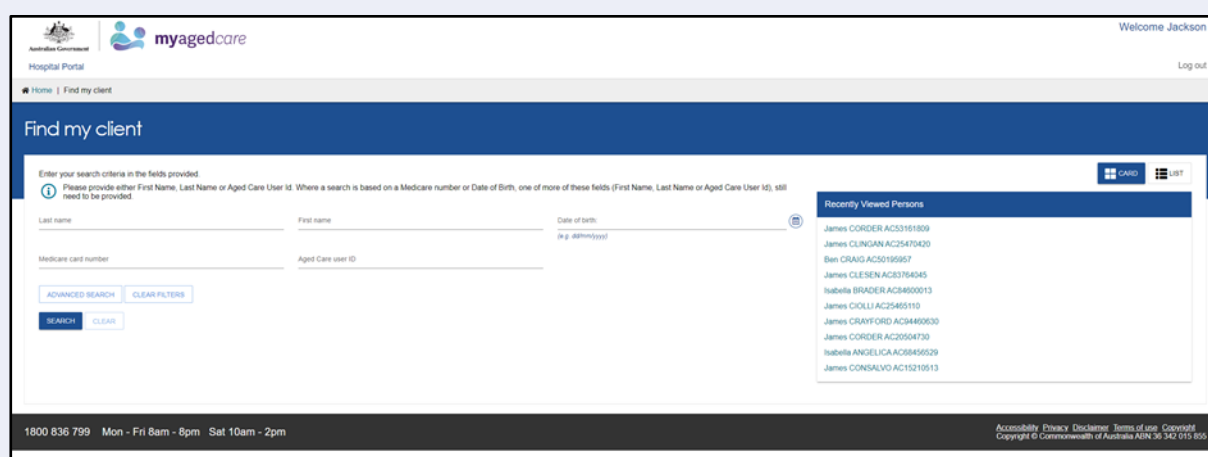


4: Log in to your myGovID app and enter the code.

You will be redirected to the hospital portal 'super user' homepage if you have been assigned both the admin and staff user roles.



Or redirected to the hospital portal 'Find my client' homepage if you have been assigned the hospital staff user role.



Alternative login methods

Other methods for accessing the hospital portal are described below.

Organisation (Single Sign On)

If your organisation supports VANguard Federated Authentication Service (FAS), you can select the Organisation (Single Sign On) to log in securely.

FAS provides improved user experience through federated access, allowing users to Single Sign On to the provider portal using the same login credentials they use to sign into their organisational network.

For more information, please refer to [Logging in to My Aged Care portals using VANguard FAS](#).

