



Australian Government



myagedcare

Logging in to the My Aged Care assessor portal using myGovID

This guide is for My Aged Care assessor portal users (i.e. non-administrators). If you are an administrator who would like to set up portal access for a staff member, refer to [My Aged Care Assessor Portal: Organisation Administrator User Guide](#).

[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](#) (RAM), which allows businesses to authorise individuals to act on behalf of their organisation.

Before you start

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

Step One: Download the myGovID app from the official app store. The app is compatible with most smart devices running

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

Step Two: 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):

- Passport (not more than three years expired)
- Drivers licence (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 **does not** need to 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 a only a unique email address.

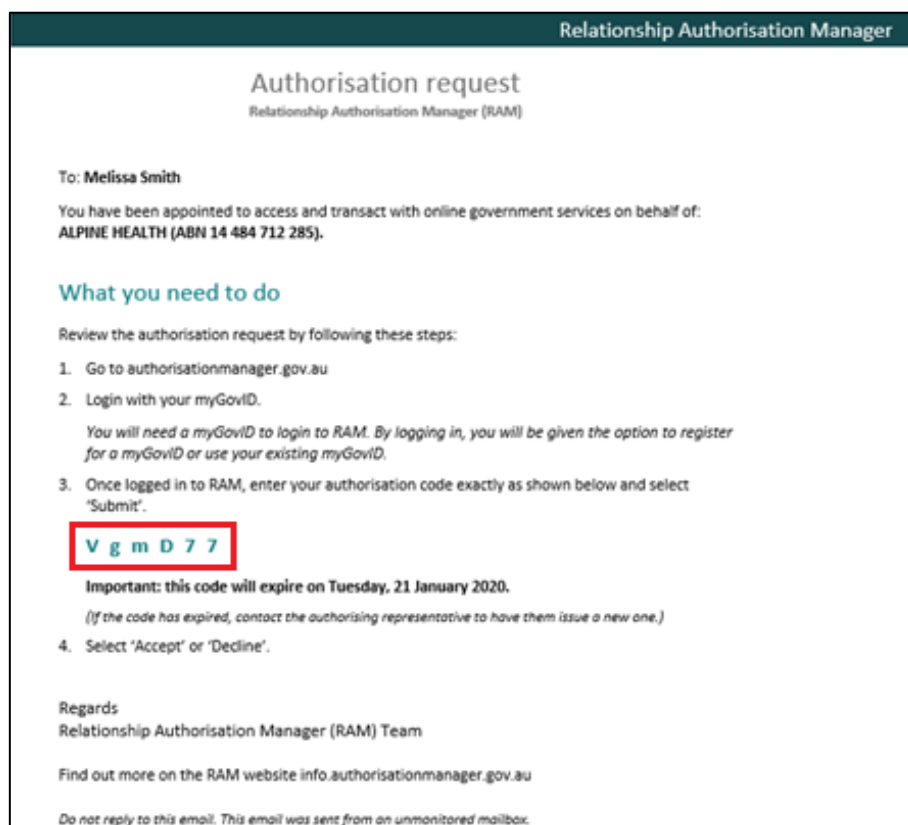
While the My Aged Care assessor portal can be accessed by users with a Standard or a Basic myGovID, other government services may not accept a Basic myGovID.

Step Three: 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 [Principle authorities](#) and [RAM authorisation administrators](#) can create RAM authorisations. Your Organisation Administrator may be a RAM authorisation administrator (or know who is).

Step Four: 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.



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

You have now successfully linked your myGovID to your organisation.

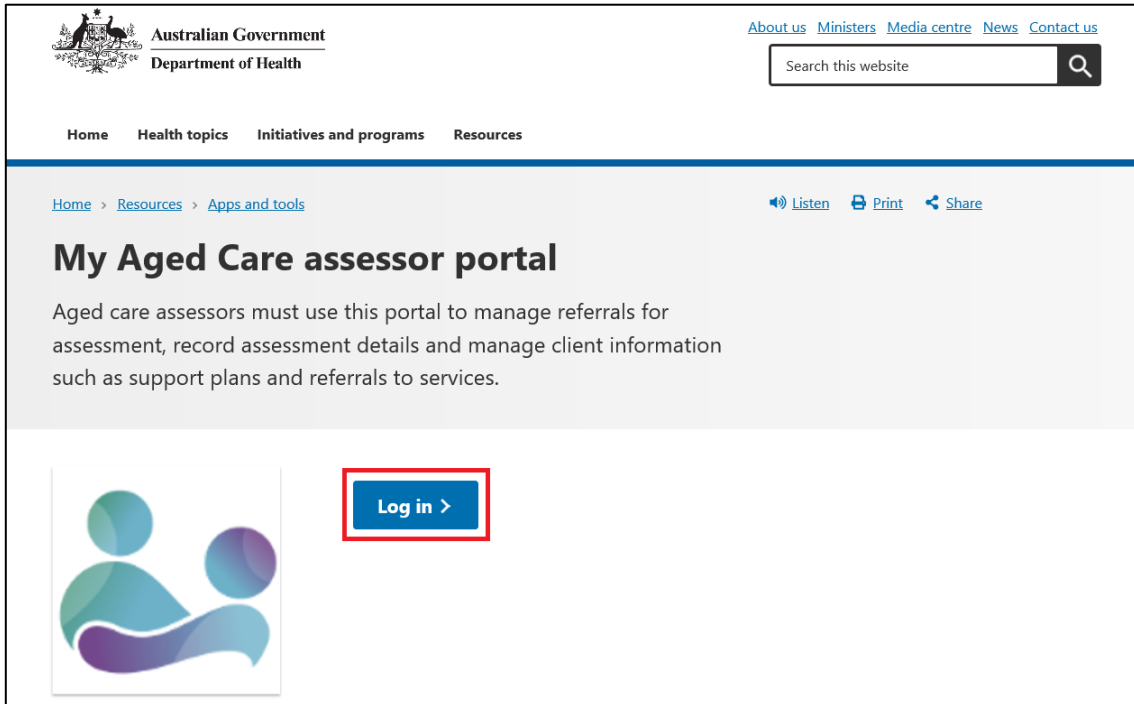
 Your RAM authorisation code is only valid for **seven days**. If you require a new authorisation code, please contact your Organisation Administrator.

How do I log in to the assessor portal for the first time?

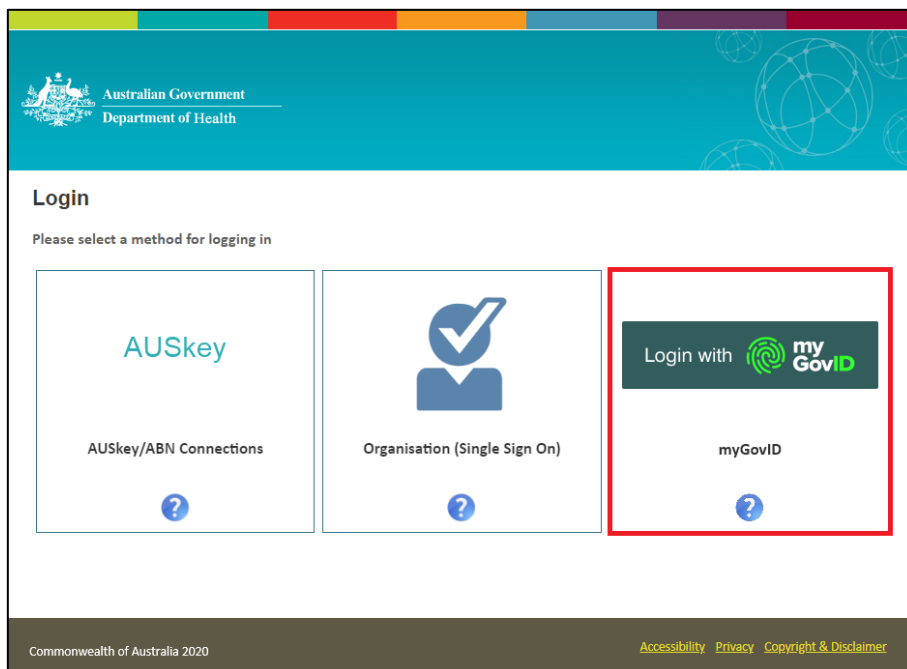
Before you can log in to the assessor portal, you must activate your My Aged Care portal user account. Follow the steps below to activate your account and link it to your myGovID.

Step One: Visit the My Aged Care assessor portal on the [Department of Health website](#).

Alternatively, you can go to the [‘My Aged Care assessor portal’ page](#) of the Department’s website and select ‘Log in’.

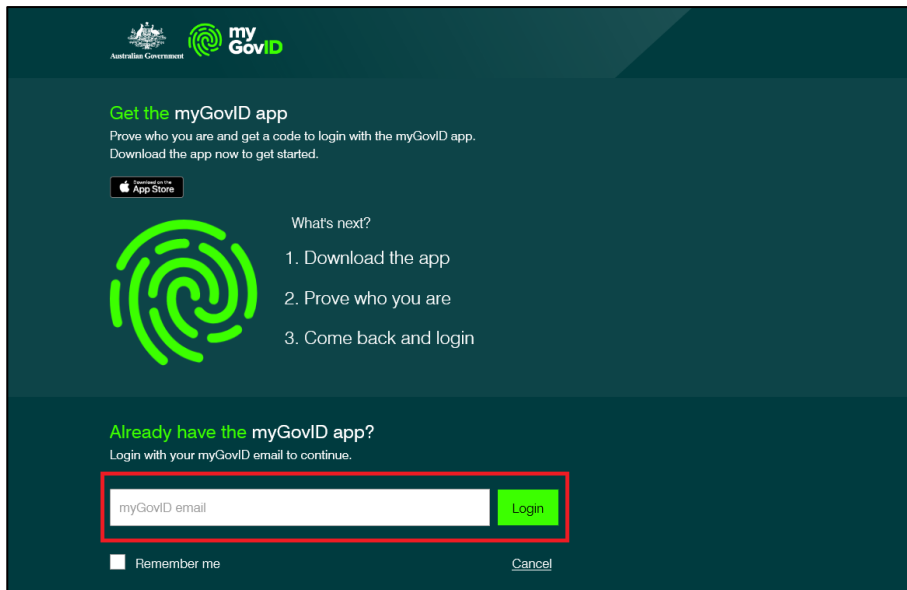


Step Two: Click on the ‘myGovID’ tile.

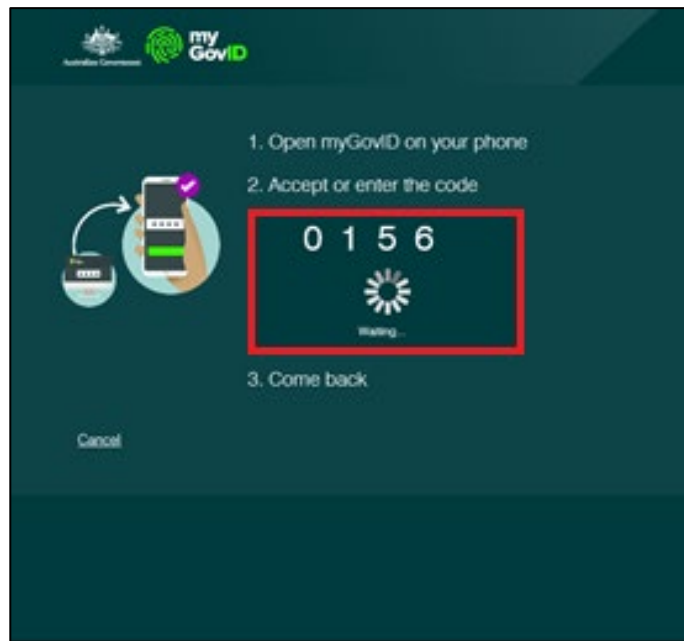


You will be taken to a myGovID login page.

Step Three: Enter the email address associated with your myGovID and select ‘Login’.



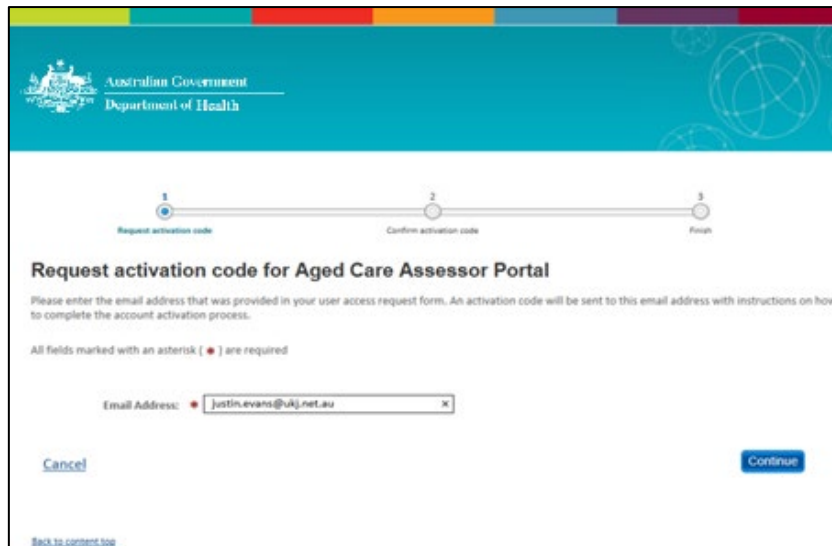
myGovID will display an authorisation code on the next screen.




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

You will be redirected to a Department of Health account activation screen.


Step Five: Enter the email address linked to your My Aged Care portal user account, and select 'Continue'.

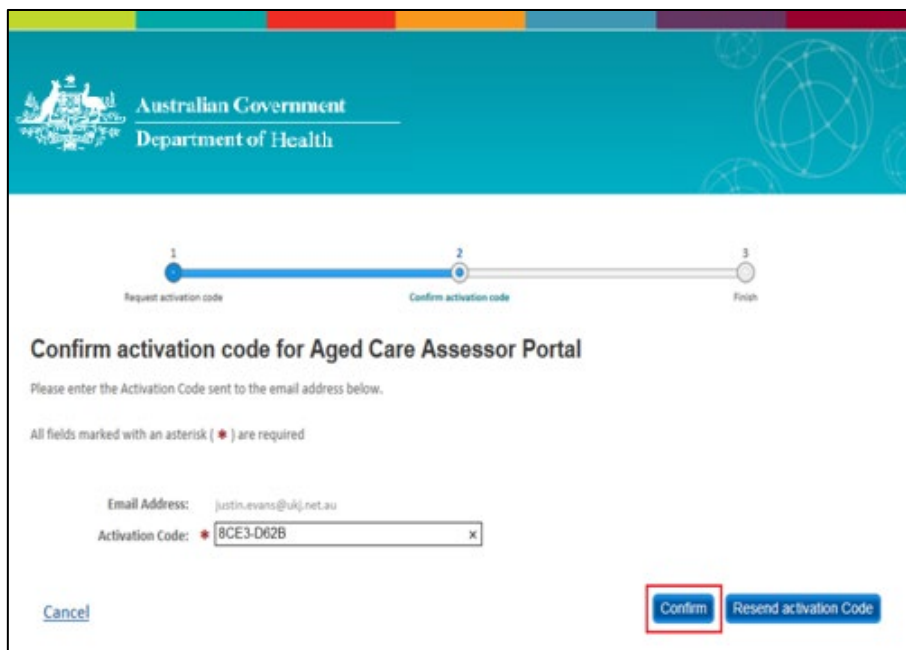


Step Six: You will receive an email with an activation code. This activation code is only required for logging in to the assessor portal for the first time.

 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.

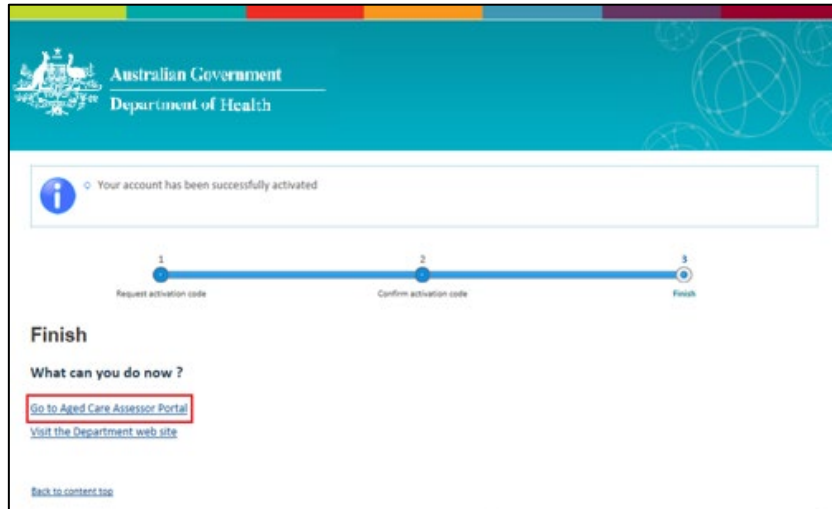
Step Seven: Enter the activation code you were provided via email, and select 'Confirm'.

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

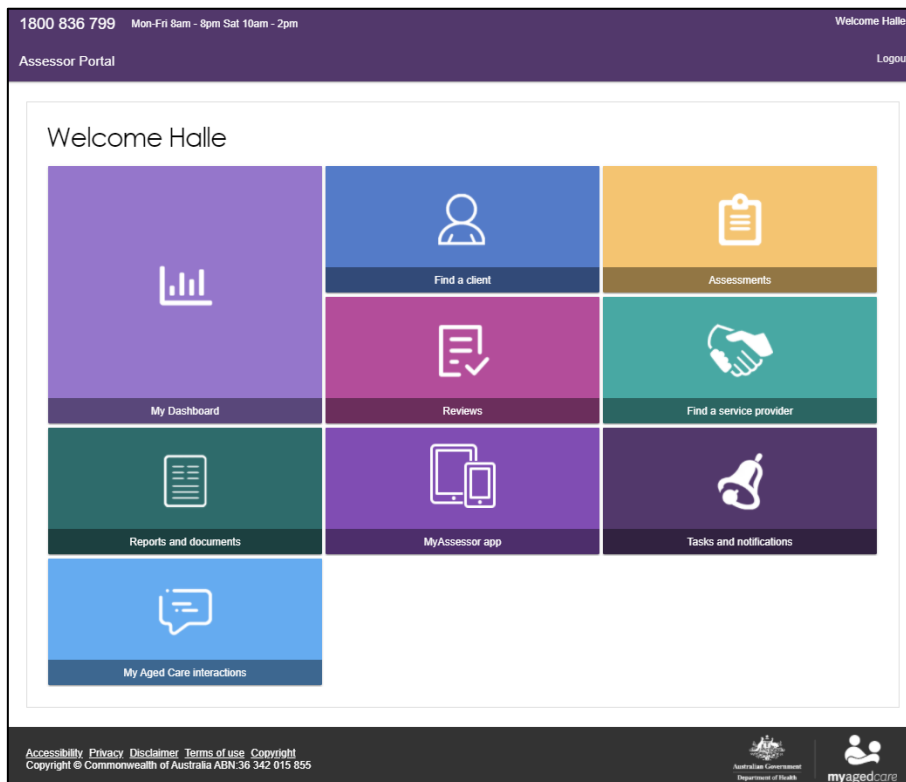


Your My Aged Care staff account has now been successfully activated and linked with your myGovID.


Step Eight: Select 'Go to My Aged Care Assessor Portal' to be directed to the assessor portal.



You will be redirected to the My Aged Care assessor portal homepage.



You have now set up access to the assessor portal. The next time you log in, follow the steps in [How do I log in to the assessor portal after I've activated my account?](#)

 A myGovID can only be linked to a single My Aged Care portal account. If you require access to both the assessor and service provider portals, please refer to [Dual portal access to My Aged Care](#) and contact your Organisation Administrator to determine options available to support you.

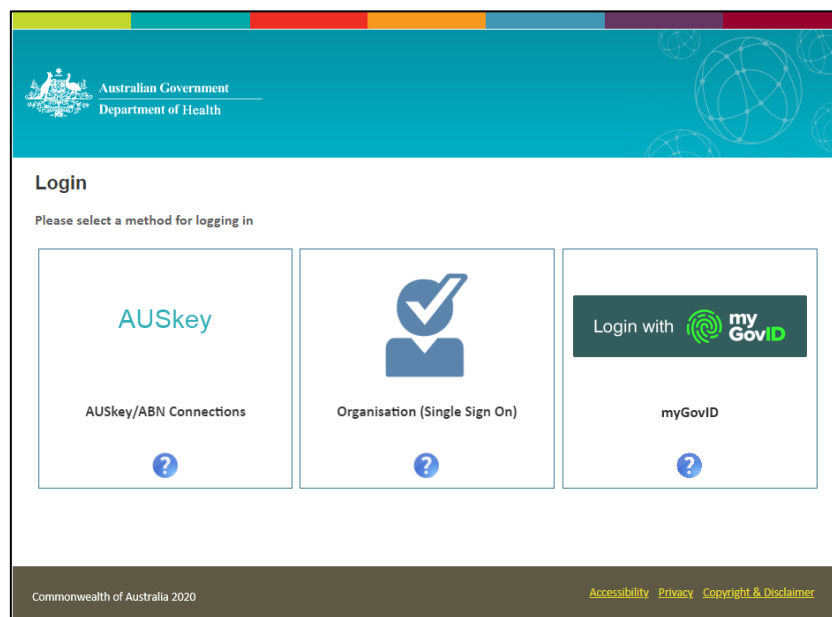
How do I log in to the assessor portal after I've activated my account?

After you've activated your My Aged Care portal user account, and linked it to your myGovID, follow the steps below for future logins to the assessor portal.

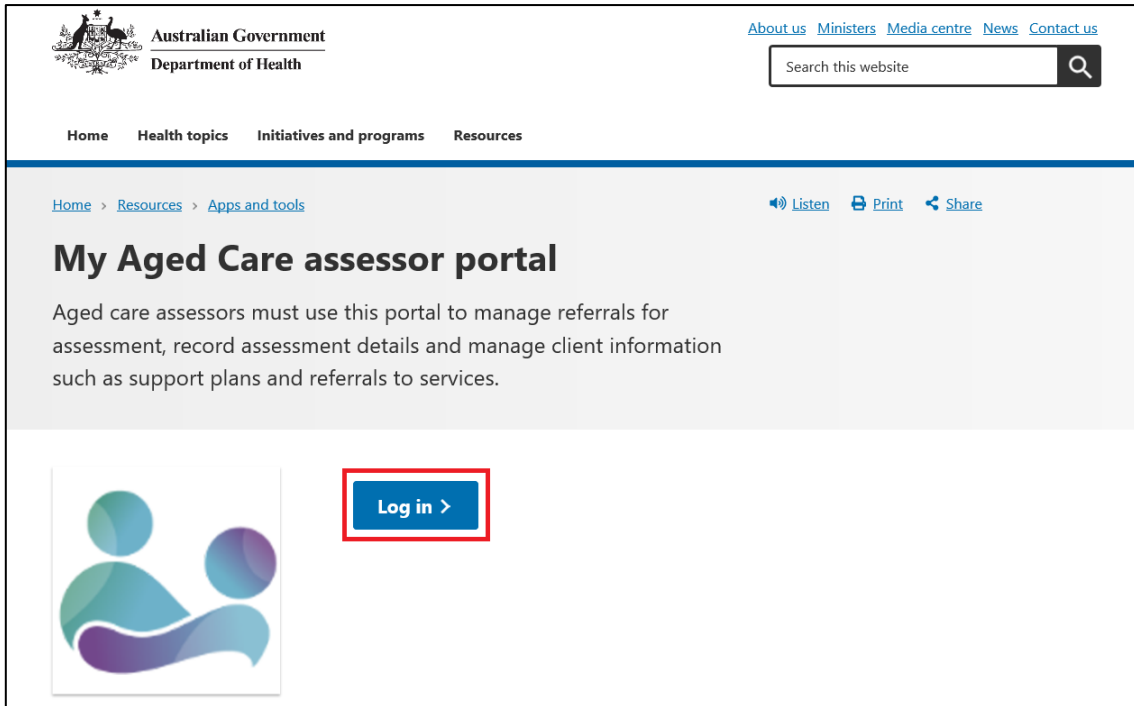


You must have an individual myGovID linked to your organisation via the Relationship Authorisation Manager to access the assessor portal. For more information, refer to [How do I log in to the assessor portal for the first time?](#) or visit the [myGovID website](#).

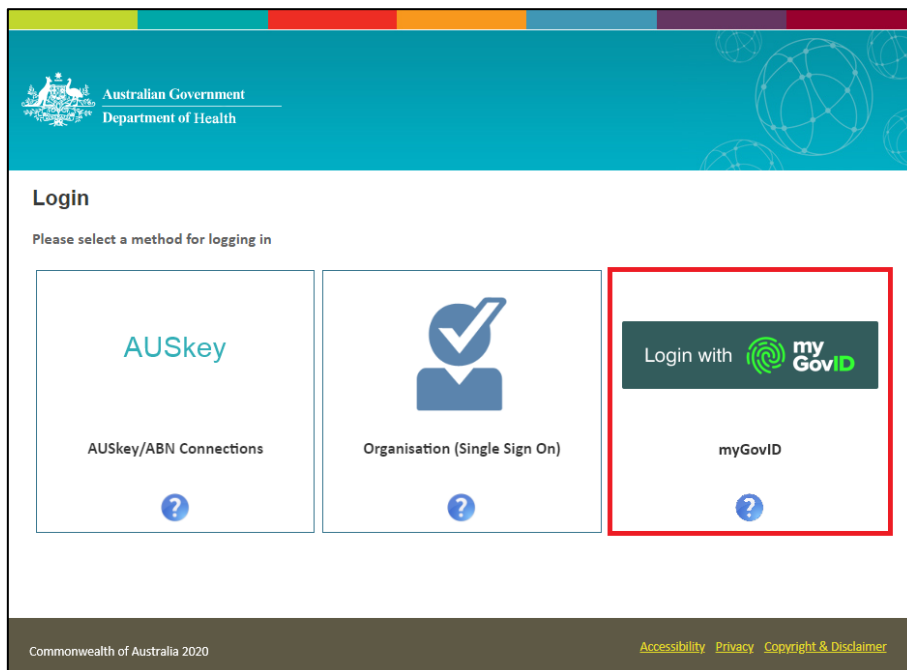
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Alternatively, you can go to the ['My Aged Care assessor portal' page](#) of the Department's website and select 'Log in'.

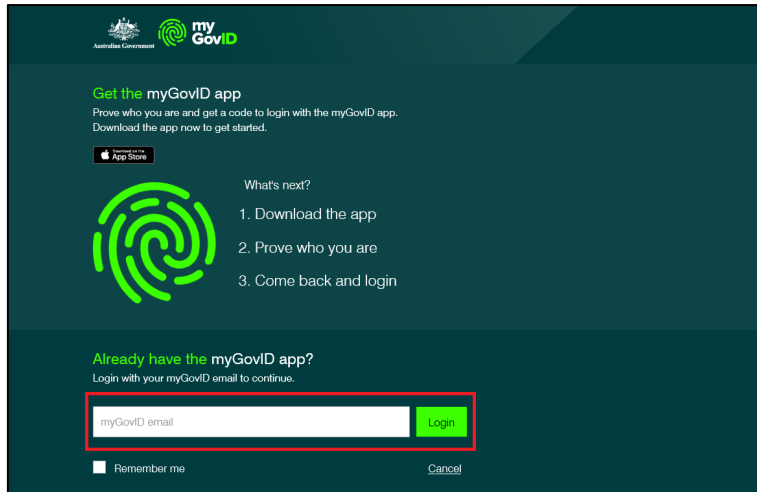


Step Two: Click on the 'myGovID' tile.

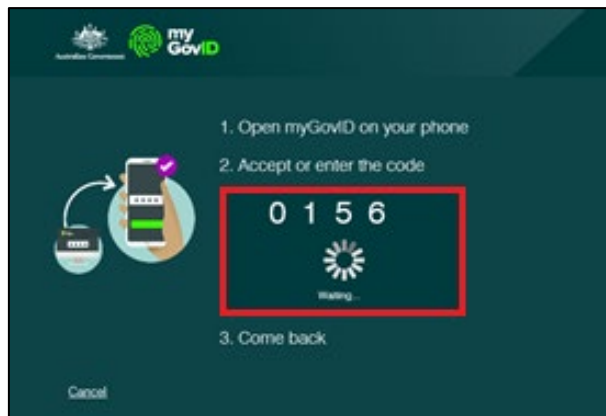


You will be taken to a myGovID login page

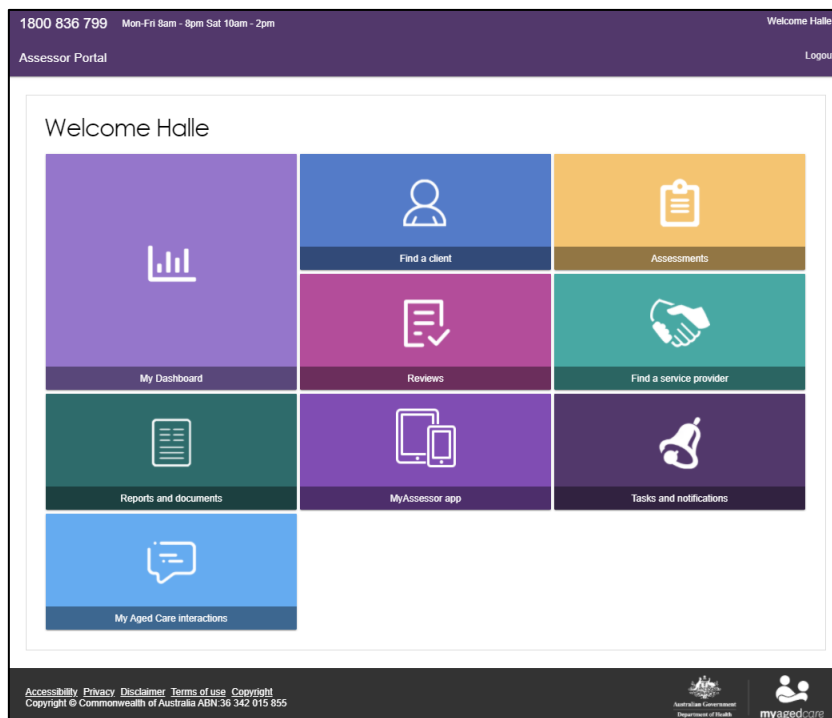
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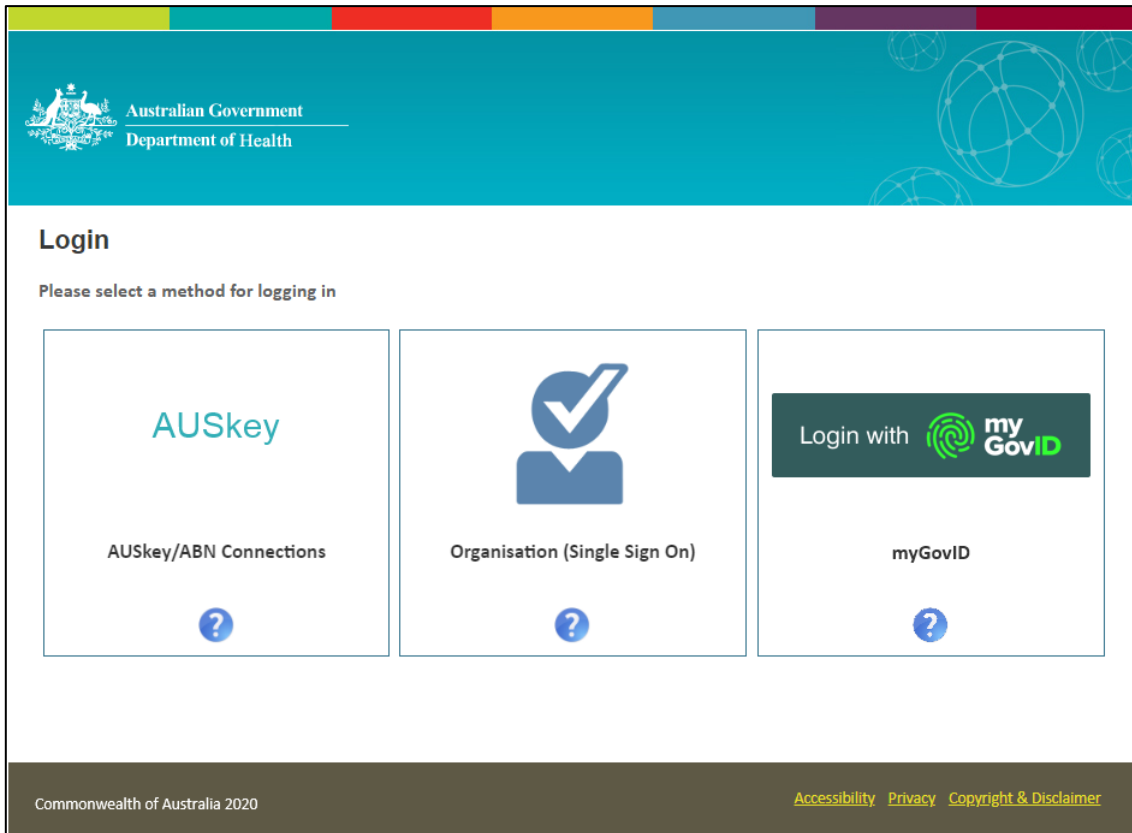


Step Four: Log in to your myGovID app and enter the code. You will be redirected to the assessor portal homepage.



Alternative login methods

Other methods for accessing the assessor 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 assessor portal using the same login credentials they use to sign in to their organisational network.

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