



Step by step guide to ServiceWA

The ServiceWA app provides Western Australians with a safe, secure and convenient way to access various state government services in one location.

The process to set up ServiceWA will take about 30 minutes.

This guide provides step by step instructions on:

1. Setting up your myGov account
2. Setting up your myGovID
3. Setting up your ServiceWA account

You may need all 3 steps or if you have a myGov account and a Digital Identity, you can go straight to part three.

Initially the ServiceWA app will focus on supporting the community to safely transition, but will expand to other services into the future.





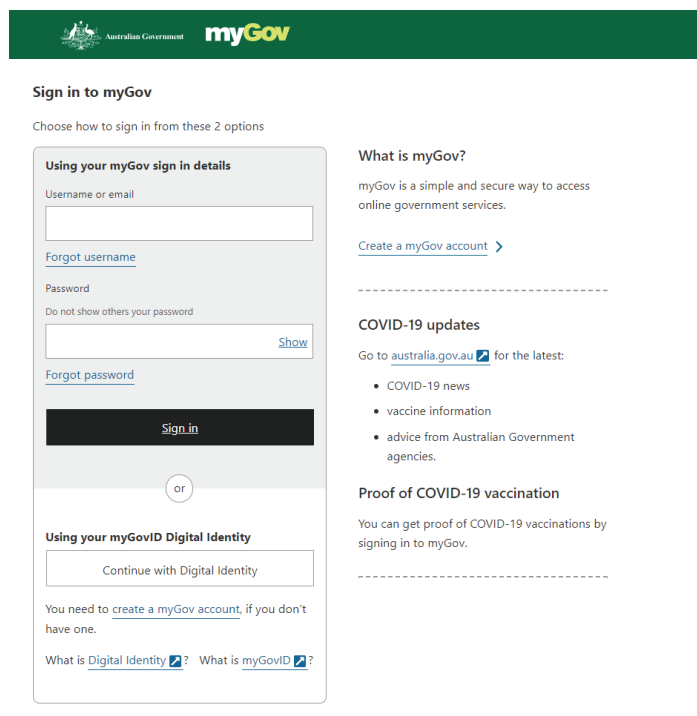
1. Setting up a myGov account

To import your COVID-19 digital certificate into the ServiceWA app

You must set up your myGov account in order to access and import your COVID-19 digital certificate into the ServiceWA app.

Step one

Go to www.my.gov.au and select **'Create a myGov account'**.

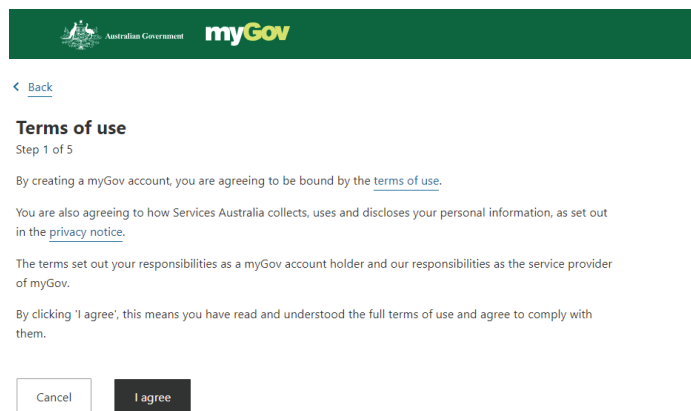


The screenshot shows the myGov sign-in interface. At the top, it says "Sign in to myGov" and "Choose how to sign in from these 2 options". There are two main sections: "Using your myGov sign in details" and "Using your myGov Digital Identity". The first section has fields for "Username or email" and "Password", with links for "Forgot username" and "Forgot password", and a "Sign in" button. The second section has a "Continue with Digital Identity" button. To the right, there is a "What is myGov?" section explaining it's a secure way to access services, a "Create a myGov account" link, a "COVID-19 updates" section with links to australia.gov.au and a list of updates (COVID-19 news, vaccine information, and advice from agencies), and a "Proof of COVID-19 vaccination" section.



Step two

Follow the prompts for terms of use to proceed. You can click on the highlighted link to read the 'terms of use' and, if you agree to the terms of use, select 'I agree'.

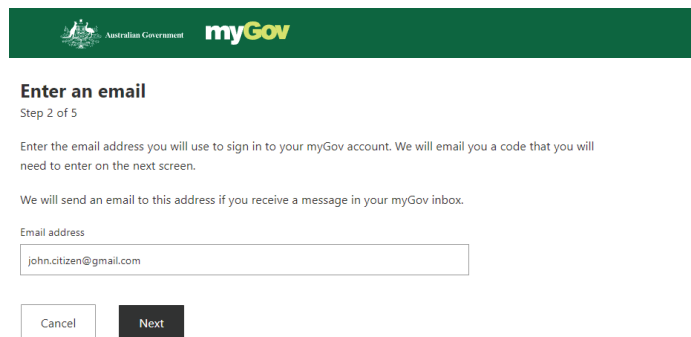


The screenshot shows the "Terms of use" page, Step 1 of 5. It includes a "Back" link, the title "Terms of use", and a "Step 1 of 5" indicator. The text explains that by creating a myGov account, the user agrees to be bound by the terms of use and how Services Australia collects and discloses personal information. It also states that the terms set out responsibilities for both the account holder and the service provider. At the bottom, there are "Cancel" and "I agree" buttons.

Step three

Enter an email address.

Please note that each myGov account must have a unique email address. You can't use the same email for two myGov accounts. If you share an email address with someone, only one of you can use it to create a myGov account.

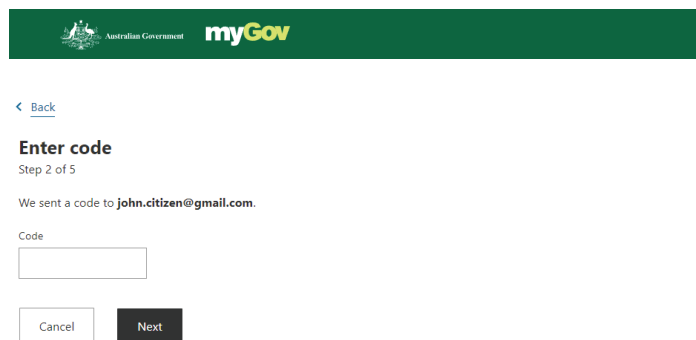


The screenshot shows the "Enter an email" page, Step 2 of 5. It includes a "Back" link, the title "Enter an email", and a "Step 2 of 5" indicator. The text prompts the user to enter the email address used for sign-in and notes that a code will be emailed. It also states that messages will be sent to this address. There is an "Email address" input field containing "john.citizen@gmail.com". At the bottom, there are "Cancel" and "Next" buttons.

Step four

You will receive a unique code from myGov at the email address you have provided.

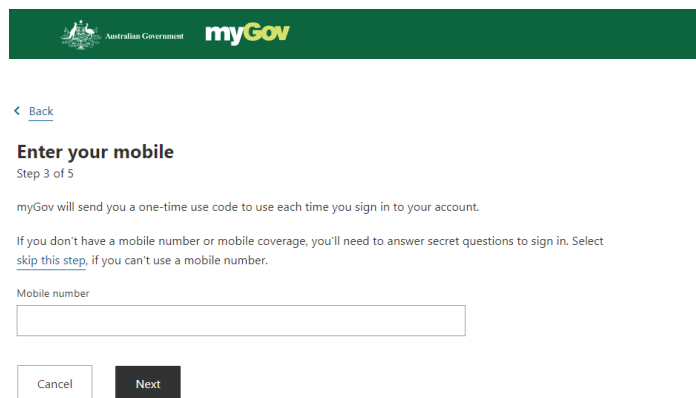
Enter the code provided to your email.



Step five

The next step asks you to **provide a mobile number**. If you have a mobile number, enter in the space provided.

If you don't have access to a mobile phone or mobile reception, select skip this step.

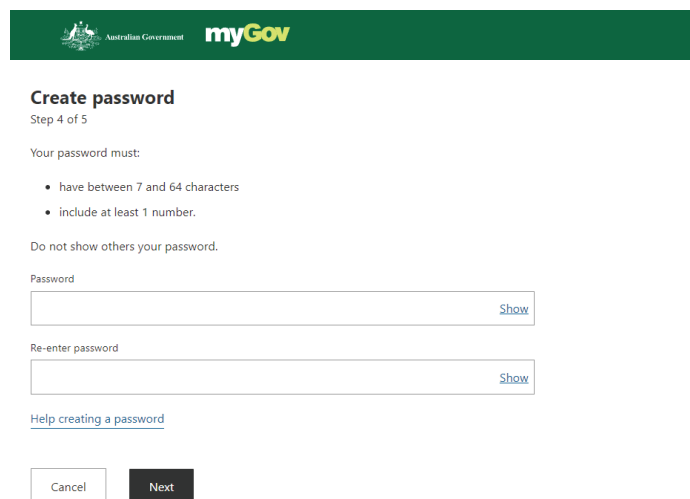


Step six

Create a password for your myGov account.

Enter a Password and then Re-enter password. You can then select Next.

Your password must have at least 7 characters and include at least one number.



Step seven

You need to create a set of secret questions and answers to keep your account secure. Should you forget your password and need to access your myGov account, you may be prompted to provide the answers to your secret questions to get access.

You'll be asked to create three questions and answers only you can answer. You can choose a question from the list or write your own questions. Make sure your answers are easy for you to remember.

Select 'Next' after you enter your answers and you will need to repeat this step to create questions 2 and 3.



[Back](#)

Create secret question 1

Step 5 of 5

Create 3 questions and answers that you can easily answer and others are unlikely to know.

If you need to answer your secret questions in the future, the answers must be an exact match to those you give here.

- What is the name of the first street I lived in?
- Where did I go on my first holiday?
- What was my favourite childhood book?
- What was the first single/album I bought?
- What was the name of my first pet?
- What was the full name of my first boyfriend/girlfriend?
- What was my favourite place to visit as a child?
- Write my own question

Answer

Cancel

Next

Step eight

You have now successfully created your myGov account.



Success



You can use either of these as your username:

- AA123456
- john.citizen@gmail.com

What to do now

You can:

- link government services to your myGov account
- update your settings to tell us how you want to sign in securely
- choose whether to receive inbox notifications by text message or email.

Continue to myGov

What to do next...

You will be notified of your username, which will also be emailed to you.

You can now use your username or email address to sign into myGov.

You can now set up your Digital Identity (such as myGovID), which is required to use the ServiceWA app.





2. Setting up a myGovID

Setting up your Digital Identity

Preparation

- You will need to download the 'myGovID' app
- You will need to verify at least two Australian identity documents, including:
 - Drivers Licence or Learner's Permit
 - Passport (not more than three years expired)
 - Birth Certificate
 - Visa (using your foreign passport)
 - Citizenship Certificate
 - ImmiCard
 - Medicare Card
- For additional information please visit <https://www.mygovid.gov.au/set-up>

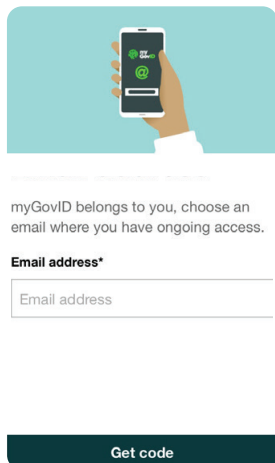
Step one

Open the app, select 'Create a myGovID' and accept the terms of use (please note the app will inform you cannot access proof of COVID-19 vaccination - this is okay and you may proceed)



Step two

Enter your email address and select 'get code'



Step three

Enter the six digit code sent to your chosen email address and click 'next'



Verify your email

Enter the 6 digit code sent to your email
prwint05@gmail.com

Next



Step three (optional)

You can choose to use the built-in security features in your device such as fingerprint or face to access the app in future. If you do not wish to use these features, click 'not now'.



Secure your device

Make it easier to login using Touch ID.

If you turn on Touch ID you accept that others can use your myGovID if you store their fingerprint.

Turn on Touch ID

Step four

Create a password (must be 10 or more characters with an uppercase, lowercase and either a number or a special character)



Create a password

It must be 10 or more characters with uppercase, lowercase and either a number or special character.

Password*

Password SHOW

Confirm password*

Confirm password SHOW

Next

Step five

Enter your name, family name and date of birth



Personal details

Given name/s

Given name/s

Family name*

Family name

Date of birth*

Date of birth

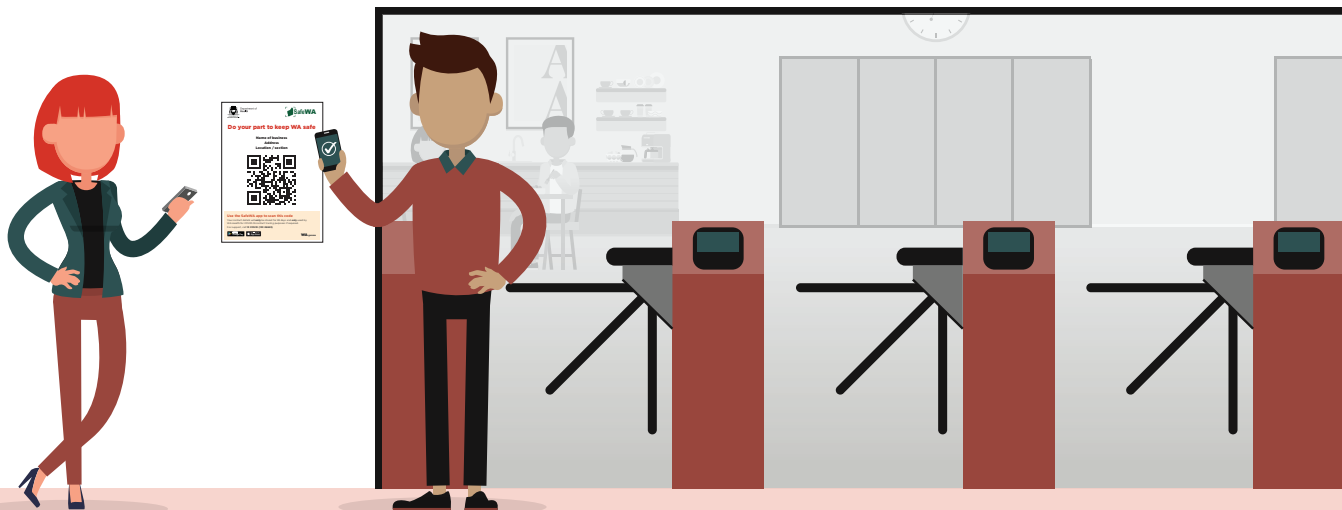
Done

Your myGovID now has a **Basic** identity strength.

To use the ServiceWA app, you need at least a **Standard** identity strength. To achieve this, you need to verify two Australian identity documents, including:

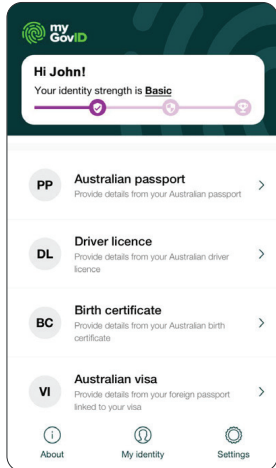
- Drivers Licence or Learner's Permit
- Passport (not more than three years expired)
- Birth Certificate
- Visa (using your foreign passport)
- Citizenship Certificate
- ImmiCard
- Medicare Card

If your name doesn't match across your two identity documents, you may be able to link your documents using a change of name certificate (Tasmania, South Australia, the Northern Territory and the Australian Capital Territory).



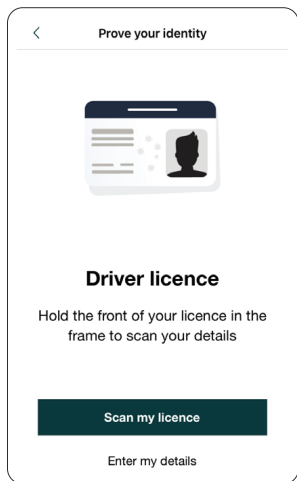
Step six

On the home screen, you'll see a list of document types.

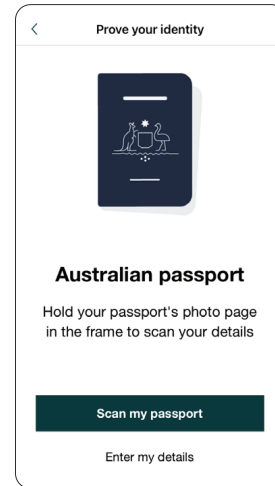


Click on the document you'd like to verify and either **scan or enter the required details**. If you scan your details you can update these by selecting 'Edit' in the top right-hand corner of the app. Where you verify your passport, the app will prompt you to take a photo of yourself to verify your photo.

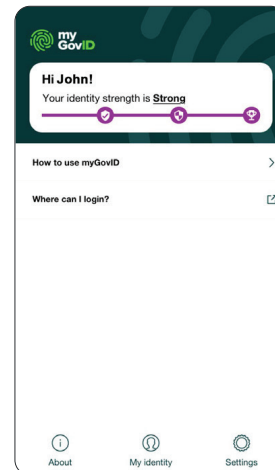
Step 6 - Drivers Licence Example



Step 6 - Passport Example



Once you verify your identity, your identity strength will increase to either **Standard or Strong** depending on what you've verified.



Complete

Your Digital Identity has now been created. You're ready to set up your ServiceWA app.



3. Setting up the ServiceWA app

If you have already set up your Digital Identity with myGovID (fact sheet 2), you are ready to register for the ServiceWA app and import your COVID-19 digital certificate.

Registration for the app is a once-only process: You will not have to complete this process again unless you delete the app. The ServiceWA app is built with robust security and privacy provisions, to protect your data, and protect the integrity of the system.

Preparation

- You will need to have set up your Digital Identity through myGovID.
- You will have needed to download the myGovID app on your phone to do this.

Step one

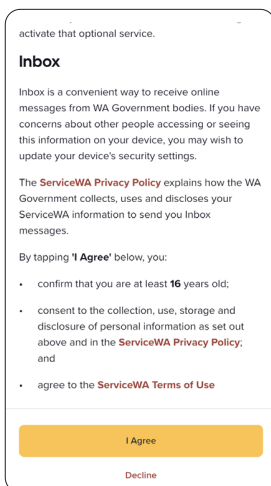
Download the ServiceWA app from your relevant app store.

On the 'About app' page, **click 'next'**.

Step two

On the 'Consent' page, **click 'I Agree'**.

You'll be directed to the WA Government page where you can click 'Consent' to confirm.



activate that optional service.

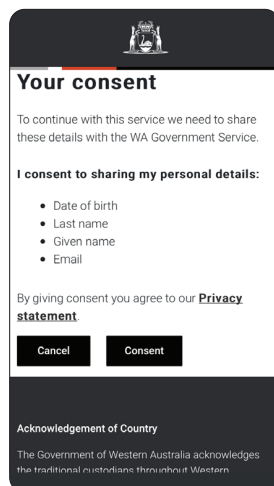
Inbox

Inbox is a convenient way to receive online messages from WA Government bodies. If you have concerns about other people accessing or seeing this information on your device, you may wish to update your device's security settings.

The [ServiceWA Privacy Policy](#) explains how the WA Government collects, uses and discloses your ServiceWA information to send you Inbox messages.

By tapping 'I Agree' below, you:

- confirm that you are at least 16 years old;
- consent to the collection, use, storage and disclosure of personal information as set out above and in the [ServiceWA Privacy Policy](#); and
- agree to the [ServiceWA Terms of Use](#)



Your consent

To continue with this service we need to share these details with the WA Government Service.

I consent to sharing my personal details:

- Date of birth
- Last name
- Given name
- Email

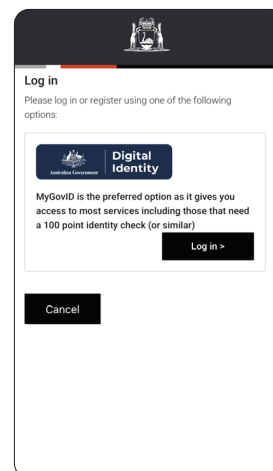
By giving consent you agree to our [Privacy statement](#).

Acknowledgement of Country

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia.

Step three

Make sure you have the myGovID app on your phone. **Click 'Log In'**.



Log in

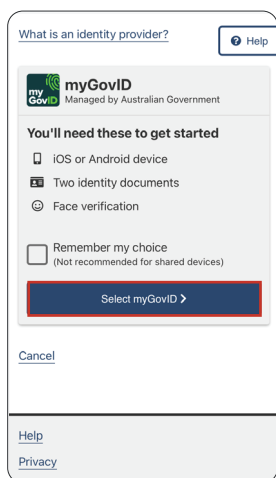
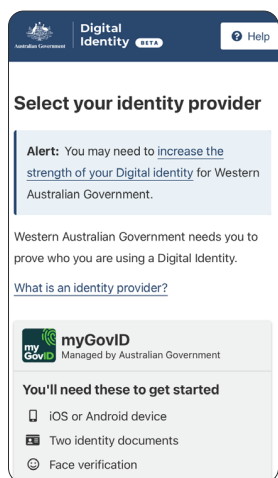
Please log in or register using one of the following options:

MyGovID is the preferred option as it gives you access to most services including those that need a 100 point identity check (or similar)



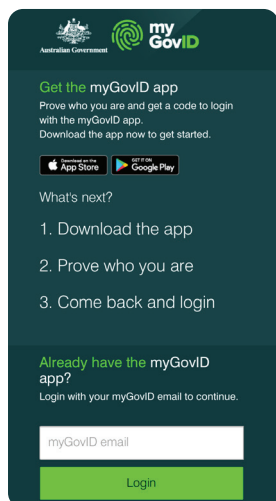
Step four

You'll be redirected to a page where you can choose your identity provider. Under myGovID, **check the 'remember my choice' box** and then **click 'Select myGovID'**.



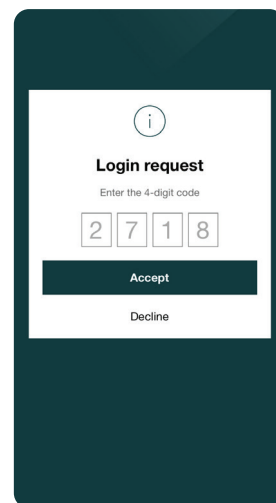
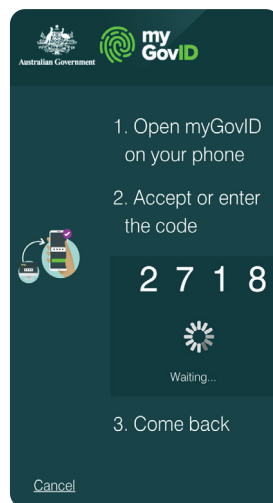
Step five

Using the email address you used to register for myGovID, **login**.



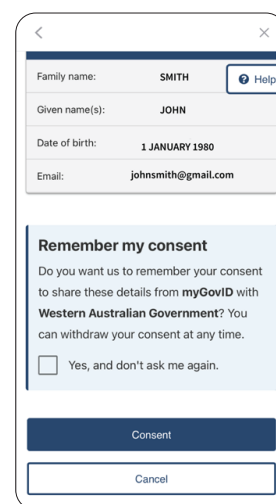
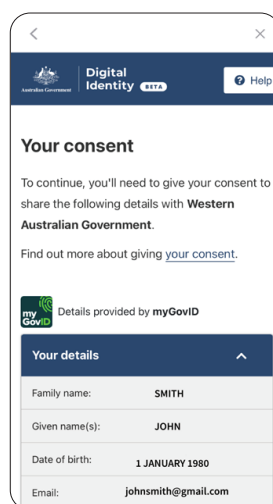
Step six

1. You'll be directed to a screen with a **four digit code**.
2. Using your phone, open the myGovID app. When the app is open, you should be prompted to **enter the code**.



Step seven

1. You'll now be returned to the consent page where you should be able to see your name and date of birth. This means your identity has been linked and you're ready to confirm your consent.
2. Check the **'remember my consent' box** and then click 'Consent'.



You've now linked your identity and you're ready to use the ServiceWA app.

To use this app to show your vaccination status, you'll now need to import your COVID-19 digital certificate.

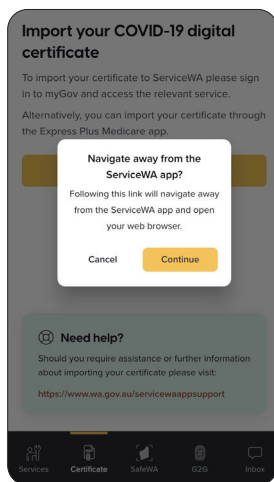
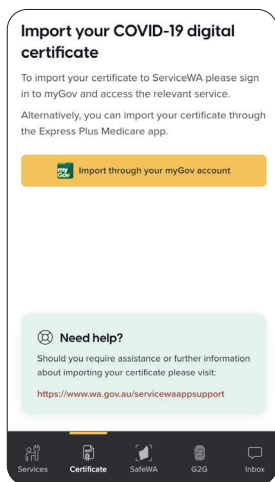
Step eight

From the options at the bottom of the ServiceWA app, **click 'certificate'**.

You'll be taken to a screen where you can import your certificate by **clicking 'Import through your myGov account'**.

(Note: Please note for some Android users, you can only import your certificate through the Express Plus Medicare app. Download it and follow the prompts from the Express Plus Medicare app to link your certificate to the ServiceWA app).

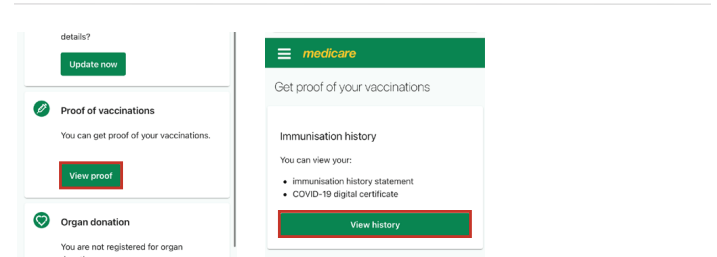
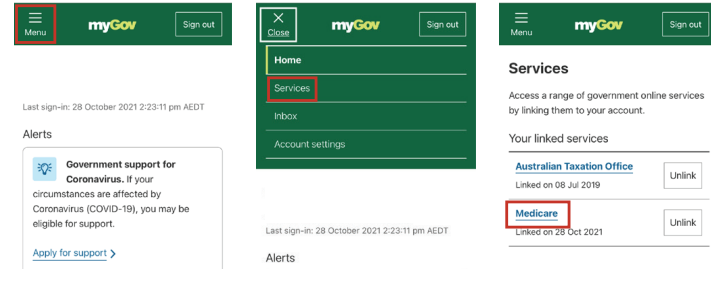
You'll then **click 'continue'** to navigate away from the ServiceWA app.



Step nine

When you reach the myGov login page, **enter your details and login**.

Click on the menu bar in myGov and click on Services, and then Medicare. **Locate 'proof of vaccination'**. Under your Immunisation History, **click 'view history'**.

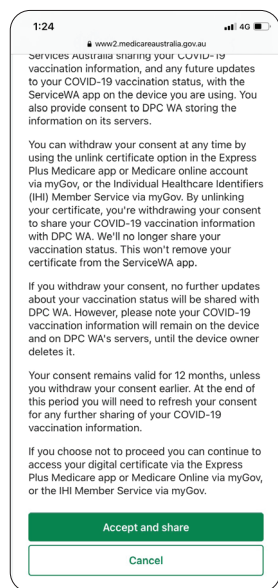
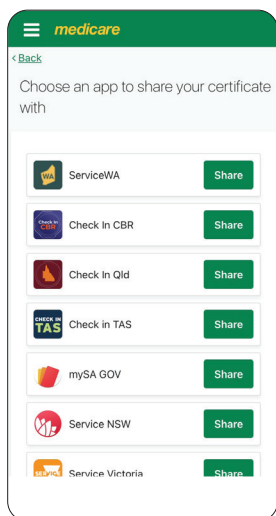
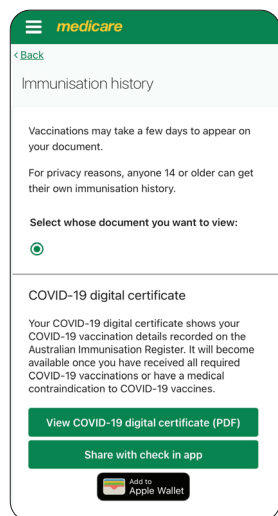


Step ten

Click the option to **'Share with check-in app'**.

Choose ServiceWA from the list and click 'Share'.

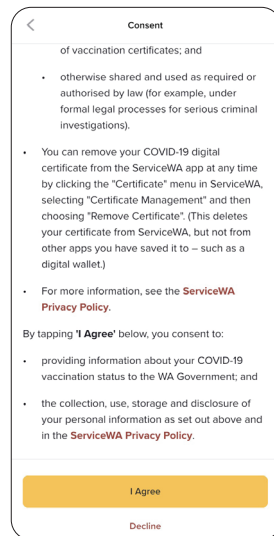
You'll then be asked to **click 'Accept and Share'**.



Step eleven

Once you've accepted, you'll be taken back to the ServiceWA app where you can **click 'next'**.

Confirm your consent by clicking **'I Agree'**.



Step twelve

Click **'Save certificate'**.



Your ServiceWA app is now ready to use to check in and show proof of vaccination

For more information, including:

- How to videos
- Step by step guide
- Frequently asked questions

Visit wa.gov.au/servicewaappsupport or call 13 33 WA (92)