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Australian Government

Services Australia

myGov Code Generator app 133-17111700

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Background

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This document outlines the features, functionality and usage guidelines of myGov Code Generator app. The app creates a one-time access code for users to sign in to their myGov account instead of using secret questions and answers or security codes by SMS.

myGov Code Generator app

The myGov Code Generator app gives myGov users a secure option to sign in to their myGov account. The app creates a one-time access code when signing in to myGov. When the app is downloaded and linked to an active myGov account, the code generated may replace the security codes by SMS or secret questions people currently use.

Related links

myGov messages and error codes

How customers create a myGov account and link services

Using myGov accounts

Troubleshooting myGov

Process

myGov Code Generator app

Item	Description
1	**Setting up myGov Code Generator app** + Read more ... Users **must** be made aware: • before downloading the app, they should set up security codes by SMS as a sign in backup • not having SMS codes set up means if they lose access to their mobile device: o they will not be able to sign in to their myGov account, and o they will have to create a new myGov account The myGov Code Generator app will prompt them to set up security codes by SMS as their sign in backup and warn them of the potential loss of access to their myGov account. To set up the myGov Code Generator app, a user needs to: • download myGov Code Generator app from the App Store or Google Play. The Apple iOS or Android smartphones guides can provide help • open the app to begin the registration process. Advice is provided about what the app does and offers the opportunity to change their myGov sign in option to the myGov Code Generator app • enter their myGov sign in details (username and password), and answer a secret question or enter a security code. This will connect the mobile device to their myGov account • set up security codes by SMS in their myGov account as a sign in backup if required. This back up method will stop the need to create a new myGov account if the app is deleted or the user no longer has their device as long as the mobile number remains the same. A new account will be required if the new device has a different mobile number to the number they have registered in their myGov account • read and accept the Terms of Use to complete the registration process A message notifies them that by continuing, their sign in option will change before registration is finalised. This changes the second factor authentication option to the myGov Code Generator app. A 6-digit one-time code is generated by the app to use each time they sign in to their myGov account. The app creates a new code every 30 seconds. This code is valid for a maximum of 60 seconds.
2	**Changing sign in options** + Read more ... To stop using the myGov Code Generator app, they can: • Sign in to myGov • Select **Account settings** • Select **sign-in options** • Enter **Password** • Select **myGov Code Generator app** • Select **Remove** or **Turn off**
3	**Removing myGov Code Generator app** + Read more ... Users may want to remove the myGov Code Generator app from their mobile device or use the app on another device. To disconnect a device from their myGov account on the myGov website, they need to: • sign in to their myGov account • select **Account settings** • from Sign in settings, select **Edit** next to Sign in options • enter their password and select **Next** • If the myGov Code Generator sign in option is **On**:

	- change to **Off** - select **Continue,** then **Turn off** - change the myGov Code Generator sign in option to **On,** the option to disconnect should now be presented - select **Disconnect** - If the myGov Code Generator sign in option is off: - change to **On** - select **Disconnect** Once removed, they can: - download the app, on the same mobile device or a new one, and - set up their app registration again
4	**Lost, stolen or new device** + Read more ... Users can still sign in to their myGov account if they have SMS codes set up as their sign in backup by following these steps: - go to **my.gov.au** to sign in - enter **username** and **password** - select **I cannot access my app** - select **Send me a code by SMS**, this will be sent to the mobile number registered to the myGov account. If this step is not presented: - the security codes by SMS have not been enabled and the process cannot be completed - a new myGov account will be required. Service Officers can offer to release their email address. For more information, see Troubleshooting myGov - enter the code on the **Enter code** page to complete sign in This will only work, if they keep the same phone number that is registered with their myGov account. Once they have signed in, advise them to remove the myGov Code Generator app from their myGov account. Follow steps in Item 3 above. Once removed, the sign in option will automatically default to SMS code. To reuse the myGov Code Generator app, they will need to: - download the myGov Code Generator app on the new device - complete the registration process with their myGov sign in details, See Item 1 This will connect the new device to their myGov account.
5	**System requirements** + Read more ... myGov Code Generator app requires a minimum operating system of: - iPhone (4S and above), with a minimum operating system of iOS 9.0 - Android devices with a minimum operating system of 4.4 The Resources page contains links to Digital Support Products, the Digital Support Directory, Services Australia website and myGov Access talking points (FAQ).

Resources

myGov Code Generator app FAQs

Item	Question
1	**What does the myGov Code Generator app do? Who needs to use it?** The myGov Code Generator app creates a 6 digit one-time access code. This code replaces the SMS code or secret question and answer sign in option. The code is used along with their username and password to sign into their myGov account. The myGov Code Generator app is a secure option for users registered to sign in with SMS codes and should be used when they are: • are planning to travel overseas, or • have limited or poor mobile reception
2	**How do you sign in to a myGov account using the myGov Code Generator app?** To sign in to a myGov account using the myGov Code Generator app users: • go to my.gov.au and enter their username and password • enter their code when asked • open the app on their mobile device to create their one-time access code, and • enter the 6 digit code to complete their sign in
3	**Why do users need another sign in option?** Services Australia is committed to ensuring online services are as secure as they can be and users will continue to receive more options to securely sign in to their account. myGov Code Generator app supports users who: • are not able to get their SMS code while overseas • have limited or poor mobile phone coverage
4	**Do users still need to use their SMS code or answers to secret questions with the myGov Code Generator app code?** SMS codes and secret questions will cease once they install and set up the myGov Code Generator app on their mobile device. They will use the app to generate a code every time they sign in to their myGov account.
5	**Do users still need to enter their username and password when using myGov Code Generator app?** **Yes**, to sign in they will need to enter: • their username and password, and • a code generated by the myGov Code Generator app

6	**Do users need mobile coverage to use the myGov Code Generator app? Does the process use mobile data to create the code?** The app does not rely on a data connection or mobile coverage to create a one-time access code. The app is ideal for users: • accessing myGov from overseas, or • have limited or poor mobile phone coverage, and • have internet access to access their myGov account
7	**Can users download the myGov Code Generator app to a friend or family member's mobile device to sign in to their myGov account?** The myGov Code Generator app cannot be shared and will only work on one device. Each device can only be connected to one myGov account. It is not advisable to set up the app on someone else's device as: • access to the other persons device would be required every time the user wanted to access their myGov account • the other person would be unable to use the app to access their own myGov account

8	**Can users set up the myGov Code Generator app on their mobile device once they are overseas?**
	
	Yes, however it is recommended users download and set up the myGov Code Generator app on their device **before** travelling overseas.
	
	To set up the myGov Code Generator app from overseas they sign in by:
	
	• answering their secret questions, or
	• use an SMS code, to use this method they will need to have international roaming connected on their device
	
	If a user wants to use the app while overseas, they need to:
	
	• sign in to their existing myGov account using secret questions and answers, or
	• create a new myGov account using secret questions and answers. To set this up:
	   o select Skip when asked to add a mobile number during the account creation
	   o use secret questions and answers to sign in
	   o download and complete registration for the app and start using access codes to sign in

9	**Can the myGov Code Generator app be used to complete myGov business?** **No**, myGov Code Generator app does not allow access to action their myGov account. The app only generates a 6 digit one-time access code to sign in. To complete their myGov business, they need to sign in to their myGov account at my.gov.au or use the myGov app.
10	**Is the myGov Code Generator app code the same as the myGov PIN used to sign in to the Express Plus Centrelink and Child Support apps?** **No**, the myGov Code Generator app code cannot be used to sign in to the Express Plus Centrelink and Child Support mobile apps as these require a 4 digit myGov PIN to sign in.
11	**Does it cost anything to get myGov Code Generator app?**

	No, the app is free to download from the App Store or Google Play. The app does not use data when it generates a one-time access code, however downloading the app and connecting a device with myGov for the first time will require data or Wi-Fi connection.
12	**User cannot see the step Send me a code by SMS?** If this step is not presented as an option for security codes by SMS has not been enabled and the process will not proceed. They will need to create a new myGov account. Service Officers can offer to release their email address. For more information, see Troubleshooting myGov.

myGov website

Links at the bottom of the page include:

- Browse
    - Raising kids
    - Living arrangements
    - Ageing
    - Work
    - Education
    - Health and disability
- About this site
    - Terms of Use
    - Privacy and security
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    - Accessibility
    - About myGov
    - Contact us
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Contact details

Online support - includes the myGov helpdesk number for users

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