

How to Create a MyGov account and get an Individual Health Identifier (IHI)

In order to get an IHI you must have a myGov account.

How to create a myGov account

Here are the steps to create a myGov account:

1. Go to [myGov](#) and select **Create account**.
2. Select **Continue with email**.
3. Read the privacy notice and terms of use. If you understand and agree to the terms of use, select **Next**.
4. Enter your **Email address** and select **Next**.
5. Enter the **Code** sent to your email, then select **Next**.
6. Enter your **Mobile number** (optional) and select **Next**.
7. Enter the **Code** sent to your mobile phone and select **Next**.
8. Enter a **Password** and then **Re-enter password**.
9. Create your 3 **Secret questions and answers**. Choose from the list or create your own.

If you need more help, go to [detailed steps on how to create a myGov account](#).

Watch [this video](#) to learn how to create a myGov account.

For further information, please go to <https://my.gov.au/en>

How to get an Individual Healthcare Identifier (IHI)

You already have an IHI if any of the following apply:

- you have a Medicare card
- you have a DVA card
- you're enrolled in Medicare

If you don't have an IHI, you can get one either online or using a form. You must be in Australia when you apply, so Services Australia can verify your identity.

Get an IHI online

The quickest way to get an IHI is online through your [myGov account](#).

You'll need one of the following identification documents:

- your passport, with a valid Australian Visa
- your Australian driver licence

Services Australia will use these documents to verify your identity and give you an IHI.

Follow these steps to get an IHI online:

1. Sign in to [myGov](#)
2. Select services or link your first service
3. Select IHI service from the list
4. Follow the prompts to get your IHI, and link the service

Get an IHI using a form

If you don't have identification documents, you can get an IHI using the [Request an Individual Healthcare Identifier form](#). If you fill in a form, it will take you longer to get an IHI, compared to getting one online.

You'll need to provide other acceptable identity documents with your request. You must be in Australia when you apply, so Services Australia can verify your identity.

For further information, please go to <https://www.servicesaustralia.gov.au/>