

Below is a basic guide to adding your COVID-19 digital vaccination certificate to your Service Victoria app. You will need access to your MyGov account, or you can download and use the Medicare Express App. Follow the steps below or click on one of the links for more resources and information. The first two steps are for anyone who has not setup a myGov account or linked it to Medicare.

How to setup a myGov account

1. Visit www.my.gov.au on your mobile or computer
2. Select "Create a myGov Account"
3. Read the terms and conditions and then press "I agree"
4. Enter your email address (This will send an email with a code to your address)
5. Use the code from the email in the myGov registration screen to link your email address
6. Enter your mobile number (This will send another code to your mobile)
7. Enter the code from your mobile phone into the myGov registration screen to link your mobile number
8. Create a password for your myGov account (we recommend writing this down or saving it on your device)
9. Select 3 security questions and answers to finalise setting up your myGov account

Click on the link below to watch a video tutorial explaining these steps

[How to register for a myGov account](#)

How to link your Medicare account to your myGov (You will need your Medicare number)

1. Login to your myGov account
2. Scroll down until you find "Your services" and click on the + icon
3. Select Medicare
4. You must agree to the terms and conditions
5. Select "I'm listed on a Medicare card"
6. Enter your Medicare number without spaces
7. Enter your Medicare patient number (the number next to your name)
8. Enter your address and name details
9. You may also need to add other details from previous medical appointments.
10. Answer the security questions to prove your identity
11. Finally, select "Next". Your Medicare account should now be linked to your myGov account

Click on the link below to watch a video showing you how to link your accounts

[How to link your Medicare to myGov](#)

How to access your COVID-19 Vaccination Certificate via your myGov Account

1. Login to your myGov account
2. Scroll down and select “Medicare” under services (you may need to login again)
3. Click on the “View Proof” under the “Proof of vaccination” icon
4. Click on “View History”
5. If you click on “View COVID-19 digital certificate (PDF)” it will then open a copy of your certificate on your phone. You can also download and store a copy on your phone.

If you click on the link below you can watch a tutorial explaining the above.

[Click here to learn how to access your digital certificate via your myGov account](#)

You can share your certificate with the Service Victoria app in two ways shown below

To use your MyGov account

1. Visit www.my.gov.au
2. Open your MyGov account
3. Scroll down to Quick links, proof of COVID-19 vaccination
4. Click on “Go to Medicare” (You may need to login again)
5. Look under immunisation history, click on “View history”
6. Scroll down and click on “Share with check in app”
7. Click “Share” next to Service Victoria
8. Read the terms and conditions and then click “Accept and share”
9. This should open your Service Victoria app, or you may be asked to open it.
10. Then click “Add certificate”
11. Your certificate should now be now added and will be verified when you use the Service Victoria to check in via QR codes.

To use the Medicare Express app

1. You will need to install or update the Medicare Express app. You can do this via the Google Play or Apple Store)
2. Login to your Medicare Express app
3. Scroll down to proof of vaccinations
4. Click on view history
5. Scroll down, click “Share with check in app”
6. Click “Share” next to Service Victoria
7. Read terms and conditions and then click “Accept and share”
8. Click “Ok” to leave the app and open the Service Victoria app
9. Click “Add certificate”
10. Your certificate should now be added and will be verified when you use the Service Victoria to check in via QR codes.