Simple **Helpful** **Respectful** **Transparent**
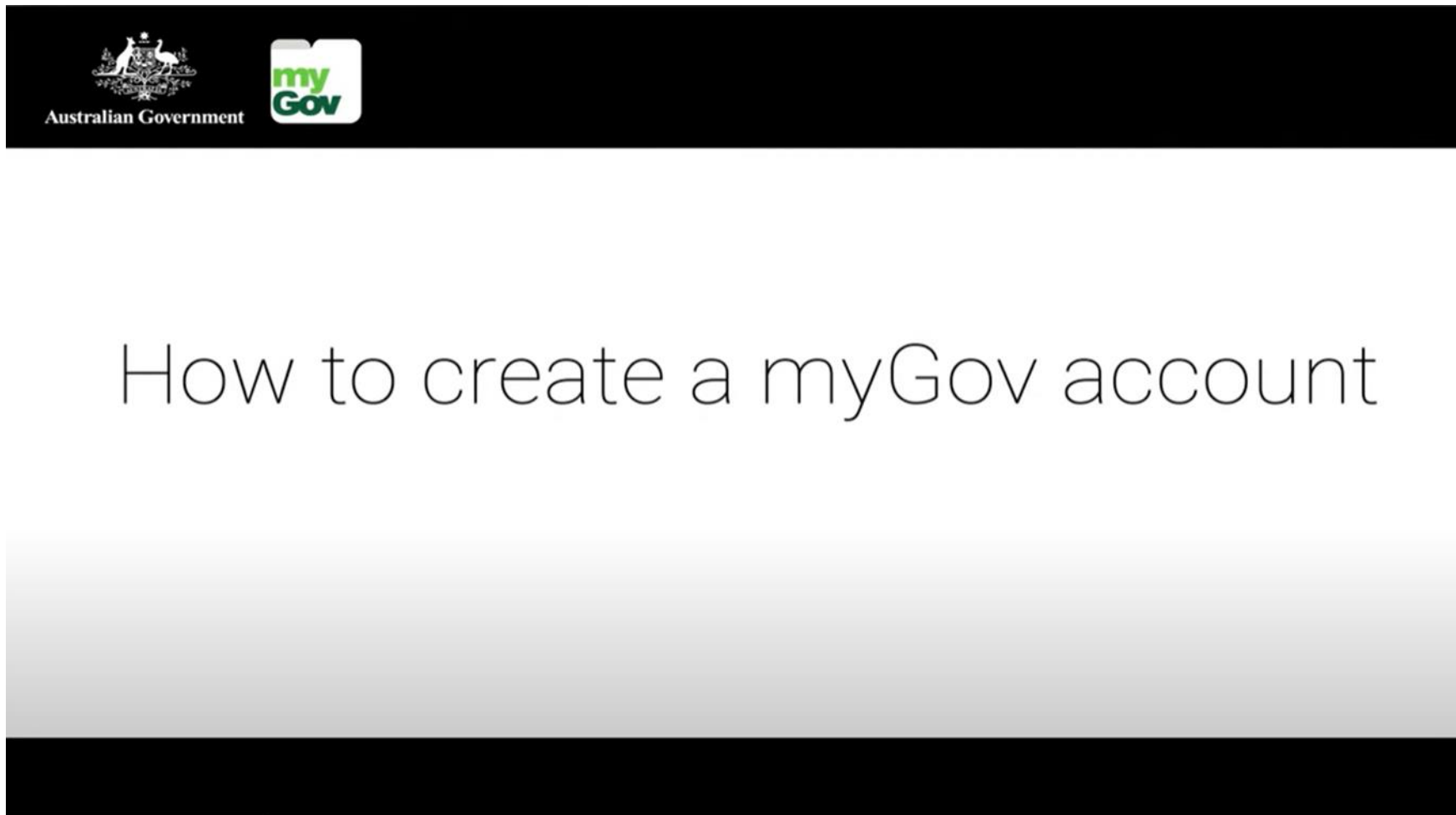
Proof of COVID-19 vaccinations – an instructional guide

- How to create a myGov account
- How to link Medicare to myGov
- How to get your proof of vaccinations

Video tutorial: How to create a myGov account

The transcript of this video is available in 12 languages

Video tutorial: How to link Medicare to myGov using Medicare card
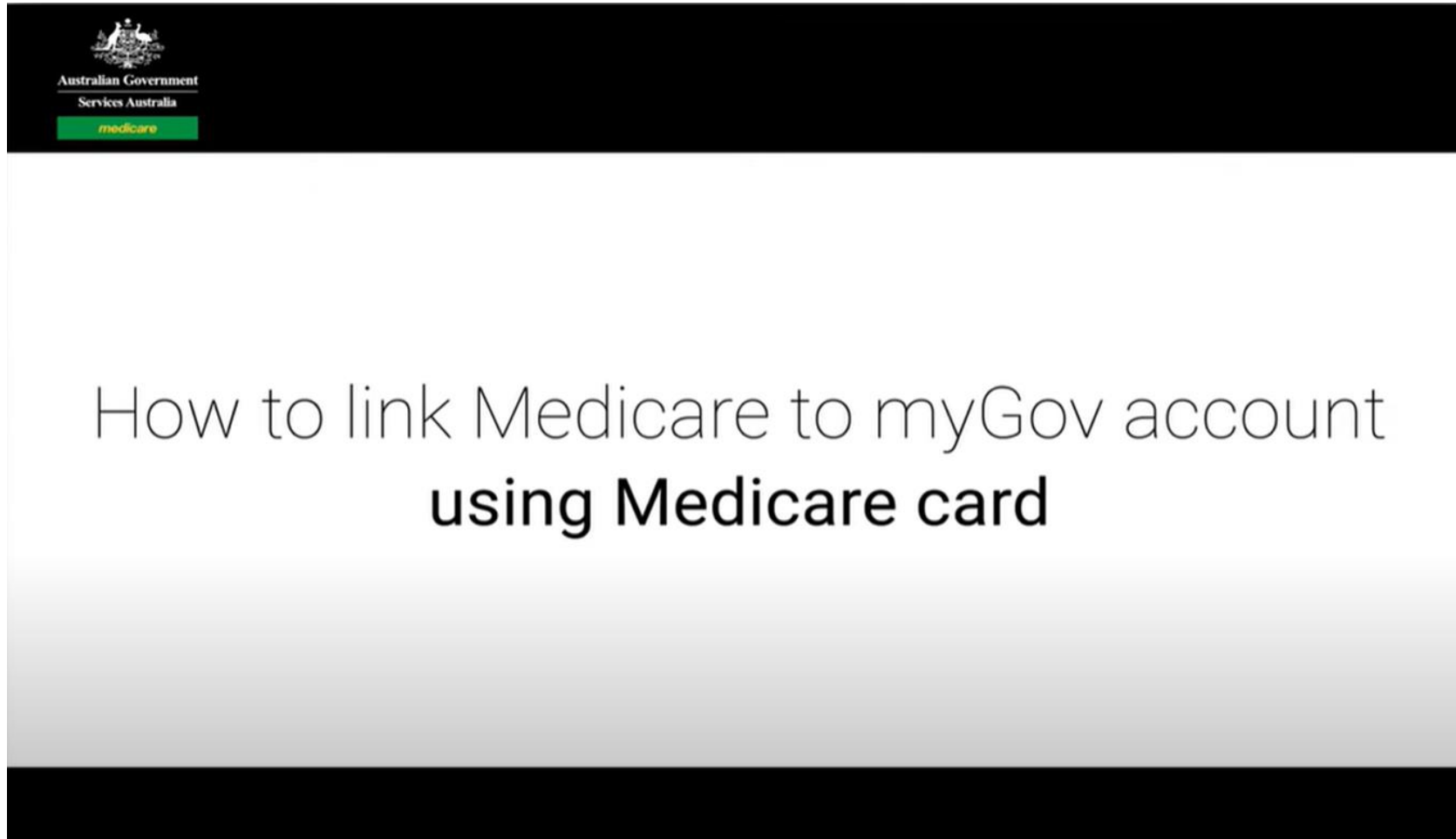
The transcript of this video is available in 20 languages

How to get proof of vaccinations through myGov

1. Go onto your web browser on your smart device or computer (e.g. Safari, Microsoft edge, internet explorer). In the search field, type '**my.gov.au**' and press enter

2. Sign into your myGov account using your myGov user name and password, then press '**Sign in**'

3. Enter the 6 digit code you will receive on the mobile phone number assigned to your myGov account, then press '**next**'

4. Ensure you have your Medicare linked to your myGov account, then select '**Go to Medicare**' in the Proof of COVID-19 vaccination quick link.
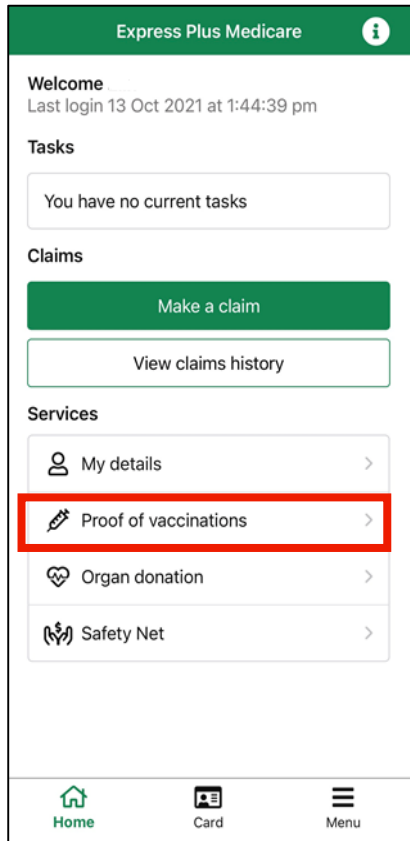
5. Select '**View history**'

6. Select the name of the person under 'Select whose documents you want to view' then press '**View immunisation history statement**' or '**View COVID-19 digital certificate (PDF)**'
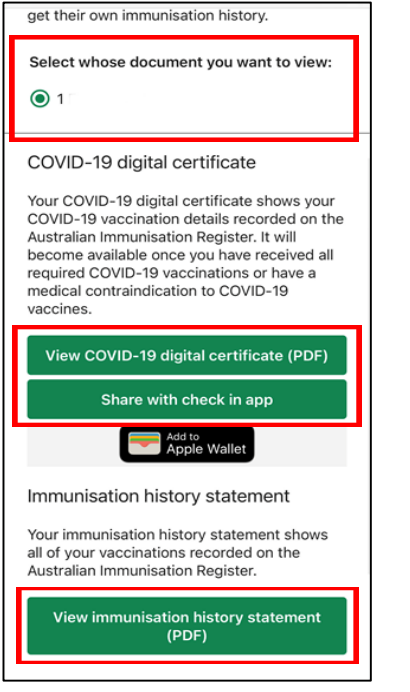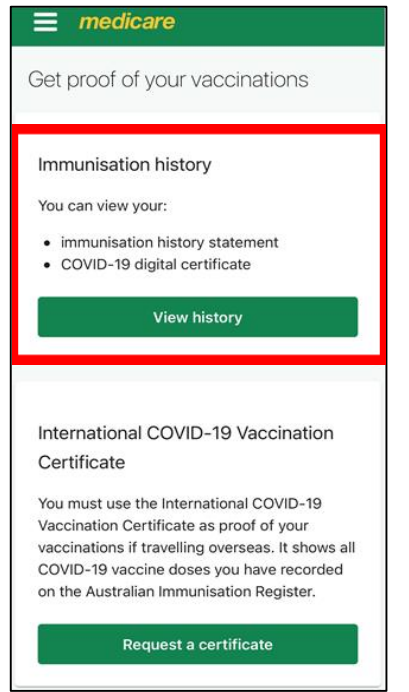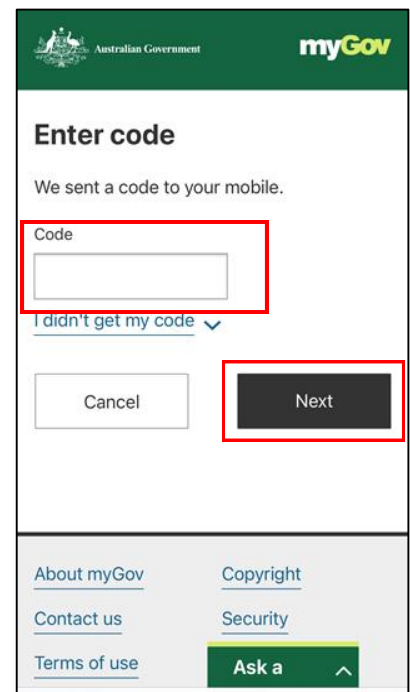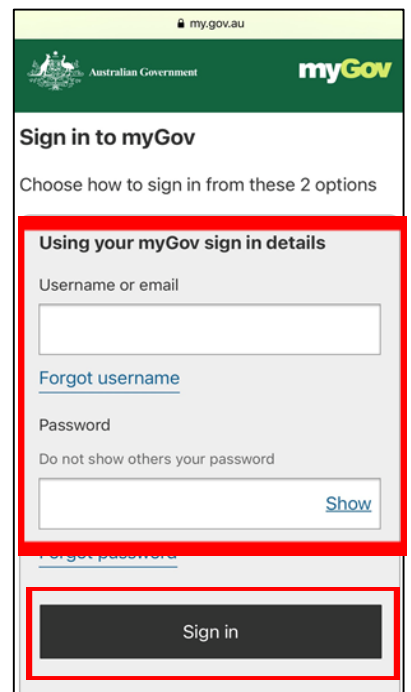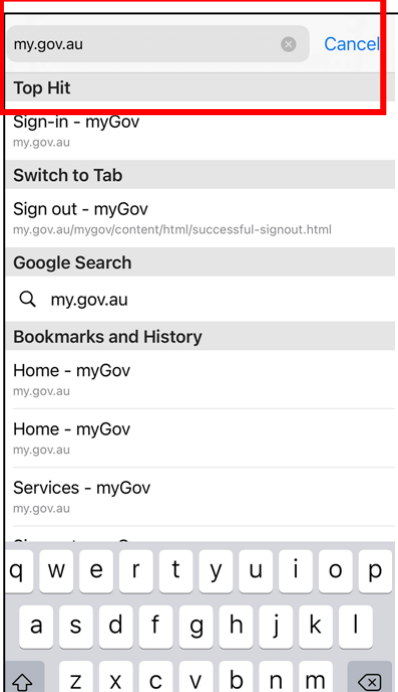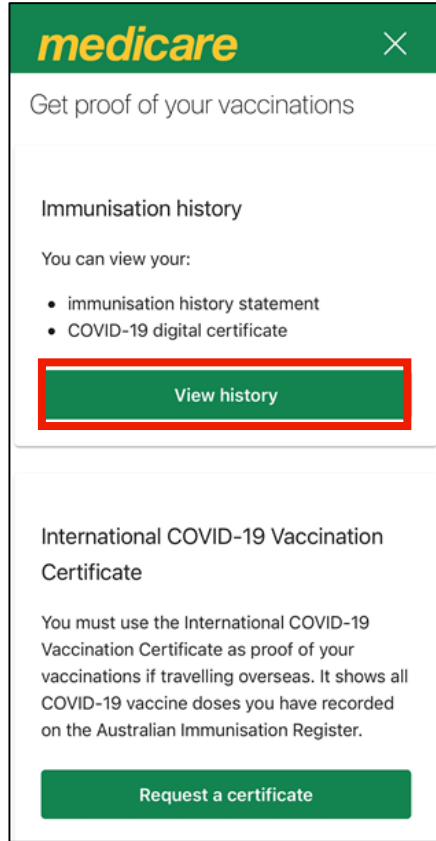
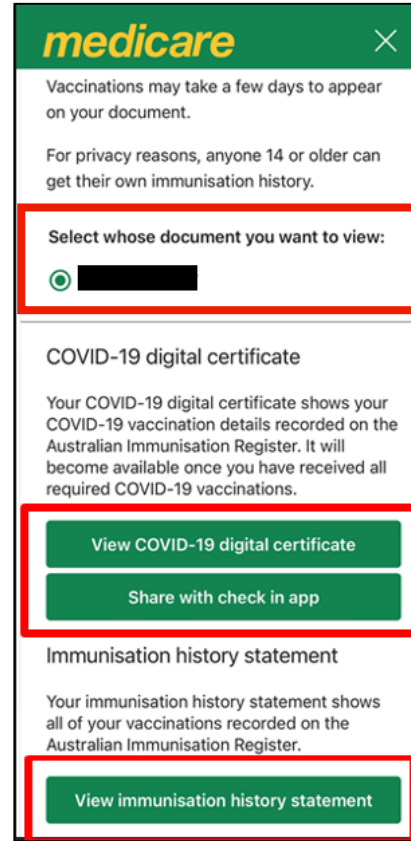# How to get proof of vaccinations through the Express Plus Medicare app

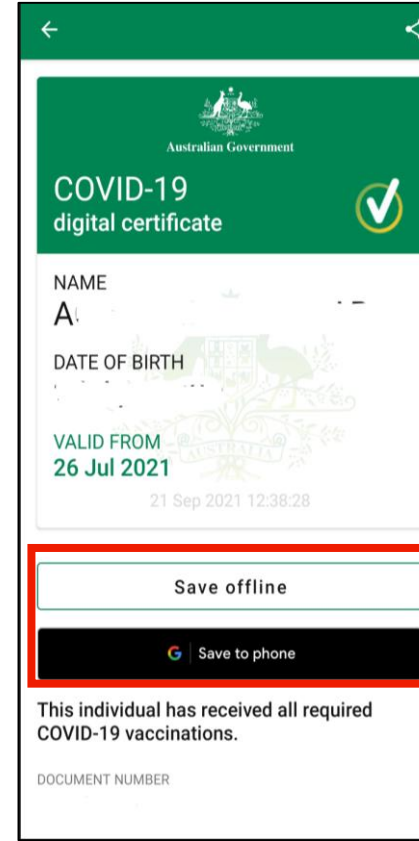1. Sign into Express Plus Medicare app. Select '**Proof of vaccinations**'

2. Select '**View history**'

3. Select your name and press '**View COVID-19 digital certificate**' or '**View immunisation history statement**'

COVID-19 digital certificate

Immunisation history statement

How to add your COVID-19 Digital Certificate to your state check-in app

1. Sign into your Express Plus Medicare app
2. Select '**Proof of vaccinations**'
3. Select '**View history**'
4. Select '**Share with check in app**'
5. Choose the state check in app you would like to save your COVID-19 Digital Certificate to, and press '**Share**'
6. Read the Terms and Conditions page, then press '**Agree and share**'
7. A warning message will appear advising you will be leaving the Express Plus Medicare app, press '**OK**'
8. Follow the prompts provided through your state check-in app. For further queries about the state app, contact your state government.

*For NSW customers – if they don't already have the Services NSW app, they will need to download this and create a log-in.

How to get your International COVID-19 Vaccination Certificate

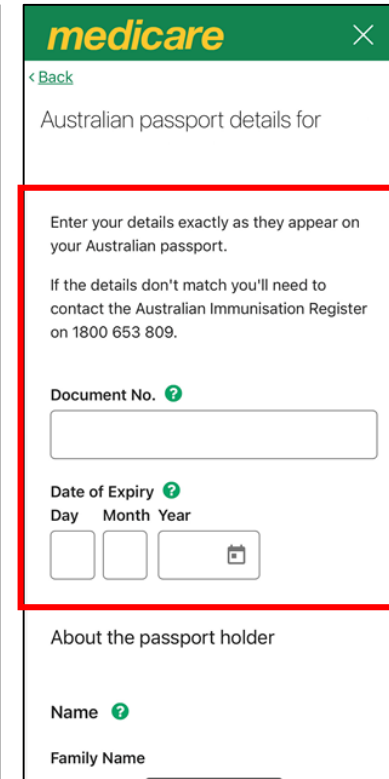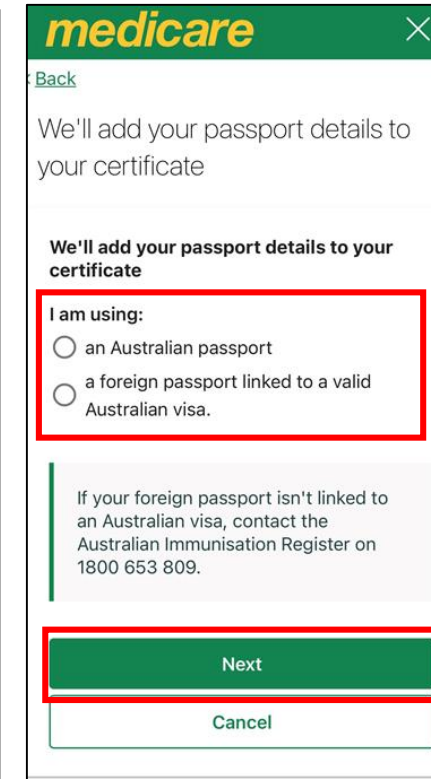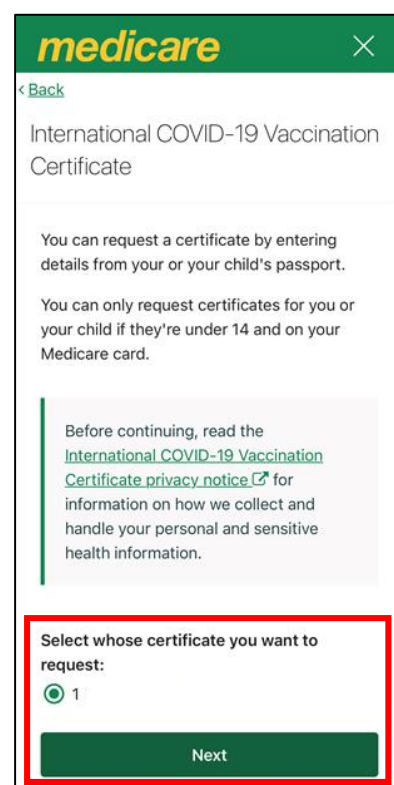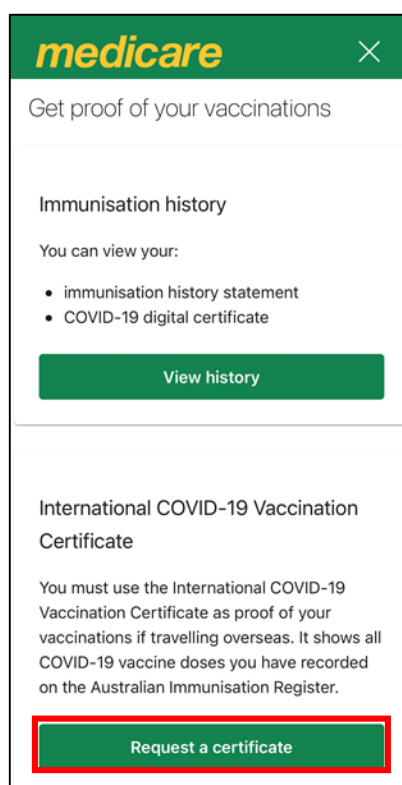**1. Sign into Express Plus Medicare app. Select 'Proof of vaccinations'**
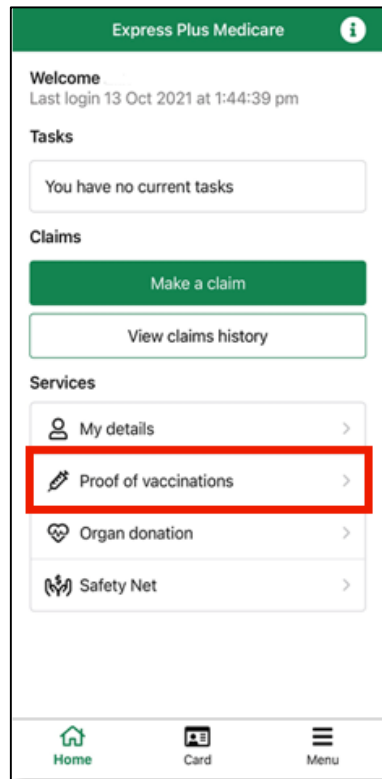
2. Select 'Request a certificate'

3. Select your name, then press 'Next'

4. Press 'Next'

5. Select the passport you will be using, then press 'Next'

6. Enter your valid passport details, then press 'Next'

How to get your International COVID-19 Vaccination Certificate – cont.

7. Review you passport details, read the declaration and press 'Submit'

8. Press **'View certificate (PDF)'**

9. Press the **arrow** icon (top right corner) to save your certificate offline

10. Press '**Save for offline**'

11. Enter a document name for your certificate, press '**Save**', then press '**OK**'

12. Your International COVID-19 Vaccination Certificate can be viewed offline from your Express Plus Medicare app home screen

How non-Medicare eligible people can get their proof of vaccinations

People not eligible for Medicare can get their proof of vaccination by signing up for an Individual Healthcare Identifier (IHI) through their myGov account.

They'll need one of the following identification documents:
- passport, with a valid Australian visa
- Australian driver licence.

We'll use these documents to verify their identity and give them 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 **Individual Healthcare Identifier (IHI) service** from the list
4. Follow the prompts to link the service.

For more information, go to Individual Healthcare Identifiers - Services Australia

How people can get paper proof of vaccinations

To get a paper copy of their immunisation history statement or COVID-19 digital certificate, people can:

- call the Australian Immunisation Register (AIR) on **1800 653 809**

- call Medicare on **132 011**

- ask their vaccination provider (e.g. GP, Aboriginal Medical Service, pharmacist) to print a copy.

When you call AIR or Medicare, let us know if you need an interpreter and we will arrange one for free.

For more information

- **servicesaustralia.gov.au/covidvaccineproof**

- How to get proof of your COVID-19 vaccinations factsheet - available in 58 languages

- Community resources
    - **CALD** eKit includes translated factsheet and posters
    - **Indigenous** eKit includes an audio in Walpiri (other languages will be available soon)

- Translated myGov videos:
    - How to create myGov
    - How to link Medicare to myGov