



## Online services for individuals and sole traders

How to access ATO online services, myGov and the ATO app as an individual or sole trader.

### ATO online services and myGov

How to create a myGov account, link to the ATO and use our online services.

### ATO app

Use the ATO app to access a range of features and tools to help you keep on top of your tax and super.

### Increase your online security with myID

Using myID to access ATO online services keeps your information secure and sets your 'online access strength'.

### Help and support for online services – individuals

Help if you're having trouble linking to ATO online services, using myTax or the ATO app, or applying for a TFN online.

# Increase your online security with myID

Using myID to access ATO online services keeps your information secure and sets your 'online access strength'.

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## Access ATO online services securely with your myID

The Australian Government's myID app is the most secure way to prove who you are when accessing ATO online services through myGov.

Using myID to access our online services will automatically set your 'online access strength' and help protect your personal information against identity crime, including tax fraud.

Follow these steps to secure your sign in:


1. [Set up your myID](#)  to a Strong or Standard identity strength – if you already have a myID, go to step 2.
2. [Connect your myID to your myGov account](#)  by signing in to [myGov](#)  with your myID – select Sign in with Digital ID to use myID as your sign in method.

3. Go to ATO online services – your online access strength is now set based on the identity strength of your myID (either Strong or Standard).

For detailed steps on how to secure your sign in to ATO online services, watch our video:

## **Keep using the highest online access strength**

Once you've accessed ATO online services using your myID, you must always access ATO online services using your myID. This is because it's the most secure access method.

Your online access strength is based on the identity strength of your myID when you signed in. For example, if you sign in using a [myID with a Strong identity strength](#) , your online access strength will be Strong. Whenever you sign in to ATO online services through myGov or the ATO app, you'll need to use your Strong myID.

If you disconnect your myID from your myGov account or unlink from the ATO, your online access strength is not affected. This means if you later attempt to relink or access ATO online services you will need to use your myID (with the same or higher identity strength). Your online access strength remains in place to protect you against identity crime, including tax fraud.

Your online access strength only applies to ATO online services. It doesn't apply to your myGov account or other linked services.


## Stronger is better

Strong is the highest level of identity strength and online access strength you can achieve. If you can, we recommend you secure your sign in with Strong.

There are 3 online access strengths:

- **Strong** – you signed in to ATO online services using a myID with Strong identity strength.
- **Standard** – you signed in to ATO online services using a myID with Standard identity strength.
- **Not set** – you used an alternative sign in method to access ATO online services, for example SMS, passkey or the myGov code generator app.

You can view your online access strength under **Personal details** in ATO online services or **My details** in the ATO app.


Set your online access strength to Strong by simply increasing your identity strength in the myID app to [Strong](#)  and using it to access ATO online services.

To set up a Strong myID, you need to verify your ID documents and complete a face verification check – this one-off process is like a selfie that compares your image to your passport. This helps assure us of your identity and makes it harder for fraudsters to impersonate you.

## Why should I use myID?

myID offers a sign in option that is:


- more secure – unlike multifactor authentication, myID requires you to verify your ID in the app making it harder for fraudsters to impersonate you.
- more flexible – myID isn't locked to a specific mobile number or device, so you can use it if you get a new phone number, don't have mobile phone coverage or are overseas.

- widely used – once you've set up myID you can use it to access more than [150 government online services](#) , without having to repeatedly prove your identity and create different passwords.

## Compromised accounts

Using a Strong myID is the most secure way to access ATO online services and helps protect yourself against further identity crime, including tax fraud.

If your identity has been compromised in the past and you have additional security measures on your ATO online services account, there are extra benefits to setting your Strong online access strength.

By signing in [using a Strong myID](#) , you or your registered agent no longer need to contact us each time you want to access ATO online services.

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## Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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