



## 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.

### How to get stronger security online (myGov and ATO app)

How to get stronger security for ATO online services (through myGov) using myID and extra security with the ATO app.

### 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.

QC 72710

# How to get stronger security online (myGov and ATO app)

How to get stronger security for ATO online services (through myGov) using myID and extra security with the ATO app.

Last updated 28 July 2025

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## 3 steps to secure

We encourage you to be proactive and secure your ATO online services access (through myGov) to protect against fraud. Read the following steps to check you have the strongest security possible for your circumstances.

### Step 1: make your myID as strong as possible

We recommend using myID, the Australian Government's Digital ID app, as your sign in option to access ATO online services (through myGov).

myID requires you to verify your ID in the app making it harder for fraudsters to impersonate you.


Download the myID app from the App Store or Google Play. Set up your myID to a [Strong or Standard identity strength](#) . For the highest security, set up your myID to **Strong** if you can.

 [Download on the App Store](#)  [Get it on Google Play](#)

## Step 2: use your myID to access or link to ATO online services

Using your myID to link to or access ATO online services through myGov:

- helps protect you from fraudsters trying to impersonate you or access your account
- gives you a flexible sign in option – your myID isn't locked to a specific mobile number or device, and can be set up again using only an internet connection if you get a new phone
- sets your 'online access strength' – this means you must always use your myID to access ATO online services through myGov because it's the most secure access method.

If you're already linked to ATO online services, use your [myID to sign in to myGov](#)  and access ATO online services to [secure your account](#).

If you don't have a myGov account or aren't linked to ATO online services, find out how to [get started](#). To secure your access, use your myID to create or sign in to your myGov account and then link to the ATO.

## Step 3: get the ATO app and allow push notifications

The ATO app is a simple and easy way you can access and manage your tax and super on the go. The ATO app is free to download and use.

The [ATO app's year-round security benefits](#) include:

- real time security messages alerting you when key changes are made to your ATO account
- the ability to lock your account to help keep you safe.

Even if you don't use the app to manage your tax, it provides an additional level of security.

Download the ATO app from the App Store or Google Play. Once installed, make sure to enable push notifications so you're instantly alerted to changes in your account.

 [Download on the App Store](#)  [Get it on Google Play](#)

## More information

For more information about protecting your identity, see [How to stay scam safe](#).

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## 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 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. Go to [myGov](#) , select **Sign in with Digital ID** and follow the prompts to sign in and connect your myID.
3. Select **Australian Taxation Office** from your linked 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, 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 through myGov or the ATO app. 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 a code sent by 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.

## Need more help?

Check out our [Set your online access strength with myID](#) fact sheets. These walk you through the set-up process and explain important information.

Support is also available:

- if you're having trouble [verifying your ID](#)  in the myID app
- if you need to [set up your myID again](#)  (for example, on a new phone)
- to help you with issues you experience when [accessing or linking to ATO online services](#).

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## Set your online access strength with myID

Instructions for individuals and sole traders wanting to secure their myID sign in, and reduce account restrictions.

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## Individuals and sole traders

Our [Secure your sign in with myID](#) fact sheet will help you:

- understand the security benefits of using myID
- set up myID
- use your myID to sign in to myGov and ATO online services.

## Compromised accounts

If you've been a victim of identity theft, you may have had access restrictions applied to your ATO account. Our [Get secure and ongoing](#)



[online access with myID](#) fact sheet explains how you can use a Strong myID to regain ongoing access to ATO online services.

QC 105185

# Secure your sign in with myID

Fact sheet for general audience.

Published 18 July 2025


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[Why use myID?](#)

[Get started with myID](#)

[Use your myID each time you sign in](#)

[Had your identity stolen?](#)

Read the following factsheet or download the Portable Document Format (PDF) version [Secure your sign in with myID \(PDF 292KB\)](#) .

Are you an individual or sole trader who accesses ATO online services through myGov?

Using the Australian Government's free Digital ID app, myID, is the most secure way to prove who you are when signing in.


## Why use myID?

myID offers a sign in option that is:

- **safe** – unlike other sign in options, myID requires you to verify your ID in the app, making it harder for fraudsters to impersonate you
- **secure** – once you sign in to ATO online services using your myID, you must always use your myID for future access.

## Get started with myID

To access ATO online services using your myID:

1. **Download the myID app** from Google Play or the App Store.
2. **Set up your myID** to either 'Strong' or 'Standard' identity strength. If you can, we recommend you secure your sign in with Strong for extra security. To set up Strong you'll need to verify your ID and complete a face verification check. For help setting up, visit [www.myid.gov.au/setup](https://www.myid.gov.au/setup)
3. **Go to the myGov sign in page** at <https://login.my.gov.au> 
4. Select **Sign in with Digital ID** and follow the prompts to sign in and connect your myID.
5. Select **Australian Taxation Office** from your linked services.

## Use your myID each time you sign in

By signing in using your myID, you have helped secure your account by setting your online access strength.

This means **you must always access ATO online services using your myID with the same (or higher) identity strength**. This applies if you sign in via myGov or the ATO app.

For example, if you sign in using 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.

Get more information on using myID with ATO online services by scanning the QR code or visiting [ato.gov.au/SecureAccess](https://ato.gov.au/SecureAccess)

## Had your identity stolen?

If you've been a victim of identity theft and had access restrictions applied to your ATO account, using a Strong myID may mean you can regain ongoing access to ATO online services. Learn more at [ato.gov.au/StrongAccess](https://ato.gov.au/StrongAccess)

QC 105187

# Get secure and ongoing online access with myID

Fact sheet for taxpayers who have experienced identity theft.

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[You've secured your sign in](#)

Read the following factsheet or download the Portable Document Format (PDF) version [Get secure and ongoing online access with myID \(PDF 204KB\)](#) [📄](#).

## Have we restricted your account?

If you have been the victim of identity theft, we apply additional safeguards to protect your ATO record and prevent unauthorised access to ATO online services.


By using a **Strong myID** to access our online services, you can have these safeguards reduced. You will no longer need to phone us each time you want to access your tax or super information through ATO online services. You'll have ongoing access.

## Restore your access

### Step 1: Download the myID app

myID is the Australian Government's Digital ID app. Download the myID app from Google Play or the App Store.

## Step 2: Set up a Strong myID

You'll need to verify your ID and complete a face verification check. Check what documents you need and how to set up at [www.myid.gov.au/Strong](https://www.myid.gov.au/Strong) 

## Step 3: Phone the ATO

You'll need to phone us on **1800 467 033 (Option 1)** to have your account temporarily unlocked. Once you use your 'Strong' myID to access ATO online services, you won't need to do this again.

## Step 4: Go to the myGov sign in page

Go to <https://login.my.gov.au> 

## Step 5: Sign in using your myID

Select **Sign in with Digital ID** and follow the prompts to sign in and connect your myID.

## Step 6: Access ATO online services

Select **Australian Taxation Office** from your linked services.

## Use myID each time you sign in

By signing in using your Strong myID, you have helped secure your account by setting a 'Strong' online access strength.

This means you **must always access ATO online services using your Strong myID**. This applies if you sign in via myGov or the ATO app.

## You've secured your sign in

A Strong myID is the most secure way to access ATO online services.

By verifying your ID and completing a face verification check in the myID app, it is much harder for fraudsters to impersonate you or access your account.

Learn more by visiting [ato.gov.au/SecureAccess](https://ato.gov.au/SecureAccess)

## **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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