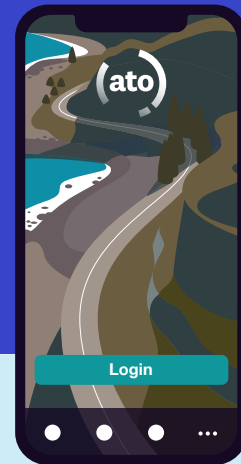




Australian Government
Australian Taxation Office

ATO app helps keep you secure



Security features help individuals and sole traders protect their tax and superannuation information.

The ATO app is an easy and secure way to access and manage your tax and super on the go. Download the official ATO app from Google Play or the App Store only – it's free to use.

Helping you stay safe online

We have added security features to the ATO app to help individuals and sole traders keep their personal information secure. To access all the latest security features and benefits you will need to register your mobile device using the ATO app. You will be automatically prompted to complete this simple one-time process.

Real time messages

The ATO app will alert you in real time when key changes are made to your ATO account, such as when an income tax lodgment is made or your bank account details are updated. You can then act if something doesn't look right.

Account lock and unlock

If you are concerned about unauthorised access to your ATO account, you can keep it safe by locking it using the ATO app. Then nobody but your registered tax practitioner can access your details, make changes or lodge returns.

Once you lock your ATO account:

- you will be logged out of the ATO app
- a confirmation will be emailed to you
- you will not be able to log in to ATO online services
- no refunds will issue.

If you locked your account due to suspected fraud, you must phone us as soon as possible to discuss your concerns. We may put further controls in place to protect your information.

When you're ready to unlock your account, you can do it from the ATO app. You must use the same registered device that you locked it with.

Verify call


The Verify call feature helps protect you against scam calls. If you receive a call claiming to be from the ATO, you can verify the call is genuinely from us using the ATO app on your registered device. If you can't verify the call, hang up and don't continue the conversation.

Case study: real-time protection

Andrew and his tax agent Trevor are discussing lodging this year's tax return. Andrew can't wait for his tax refund, and Trevor suggests that he downloads the official ATO app to see the progress of his return once it's lodged. Trevor also provides Andrew with the practice's bank account details that they agree will be used.

A few days later Andrew sees a notification – his bank details have been updated. He checks this against the details Trevor shared and they don't match. Andrew acts quickly, using the account lock feature within the ATO app. This stops the refund from going out until Andrew can confirm who made the changes.

Andrew calls the ATO about securing his account and extra controls are put in place, allowing it to be unlocked safely.

 **This is a general summary only.** For more information about these features or support using the ATO app, visit ato.gov.au/app or scan the QR code.

