Australian Government
Australian Taxation Office

The 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

ATO app security features help individuals and sole traders keep their personal information safe. To access all the latest security features 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
- your bank account details are updated
- requests are made to transfer or consolidate super.

You may need to verify some of these changes via the ATO app message before the changes are processed through ATO online services. If you no longer have access to your registered device, contact us for technical support.

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.

Once you lock your ATO account:

- nobody but your registered tax practitioner can access your details, make changes or lodge returns
- no refunds will issue
- ATO app security features remain available
- you won't be able to access most personalised ATO app features or log in to ATO online services.

If you locked your account due to suspected fraud, you must contact us during business hours to discuss your concerns. We may put further controls in place to protect your information.

When it's safe 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

If you receive a phone call claiming to be from the ATO, you can verify whether the call is genuinely from us to protect against scam phone calls. 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 or support using the ATO app, see ato.gov.au/app or scan the QR code.

NAT 75722-11.2026 DE-87363