



e-News

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How to manage your myGovID when you upgrade your mobile device



myGovID is an app that allows you to securely access ATO online services. It proves to the ATO that the person attempting to access a service/info is who they say they are - super important in this day and age of constant cyber attacks etc.

[Setting up the app for the first time](#) requires quite a few steps and can be slightly complicated. Sadly, if you buy a new mobile or tablet, or wish to use your myGovID on multiple devices, you will need to set up your myGovID again and re-verify your identity. You cannot just install the app on your new device and expect it to work. Below are the steps you need to follow to solve this issue.

How to set up myGovID on a new device

Firstly, you need to select "reset the app" within your myGovID app's settings.

Then, select "I am an existing user".

Then, follow the prompts to:

- enter your latest myGovID email address – this is linked to the identity documents you previously verified. Setting up with a different email address will lock your myGovID on all devices and you'll *be unable to use it*.
- re-verify your identity – ATO recommends using the identity documents you previously used.

For security purposes, you'll receive an email letting you know your myGovID is active on another device. You can view your [myGovID setup history](#) in your app.

Each time you set up your myGovID, its identity strength is unique to that device. This means if you set up your myGovID on multiple devices, the identity strength will only reflect what identity documents you've verified on that device. For example, you could have one device with a Strong identity strength and another device with a Standard identity strength. To access a service with your myGovID, that device needs to meet the minimum identity strength required of that service.

Where you're setting up on a new device, you need to take additional steps if you [transferred your app](#).

Latest Articles

**DO NOT
INCLUDE**

What NOT to include in Payslips for Paid Family & Domestic Violence Leave

Something important to call out in relation to paying this leave is the information that is prohibited from being included on the employee's payslip.



eInvoicing: What is it and How to Get Started

This is a list of common business purchases and whether or not each one includes GST or not. Bookmark it now to make your bookkeeping and BAS prep easier!



New Paid Family & Domestic Violence Leave

Employees (full-time, part-time, and casual), will soon be able to access 10 days of paid family and domestic violence leave in



ATO STP Filing Error Codes – what do they mean and how do you fix them?

If you haven't set up payroll for STP 2 purposes correctly, you will experience ATO filing

a 12-month period. This will replace the current 5 days of unpaid leave available to affected employees.

errors. See here how to fix these, including a full list of error codes.

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