

ServiceWA Instructions



Step 1 – Setting up a myGovID account

Before you start you need: a smart device, an email address and be over 15

If you already have a myGovID set up, skip to **Step 2**

1. You will need **TWO** of the following documents and access to your email
 - Driver's licence
 - Medicare card
 - Passport (with visa if non-Australian)
 - Birth certificate
 - Citizenship certificate
 - Immigration Card
2. On your phone download the **myGovID app** (from the Apple App Store or Google Play Store)
3. Open the myGovID app – select whether to allow **notifications** or not
4. Select **Create a myGovID**
5. Swipe through the four info screens, then tap on **Start now**
6. Accept the **Terms of use**
7. Enter an **email address** – you can use the same email address you use for myGov
8. Tap on **Get code**
9. Access your email and note the myGovID **verification code**
10. Enter the code in the myGovID app – then tap **Next**
11. You can use Touch ID / Face ID etc for added security if wished – or tap **Not now**
12. Enter a **password** according to the instructions on screen – then tap **Next**
13. Enter your details and tap **Done** – you can ignore or tap X on the warning about Covid vaccination
14. You will now need to prove your identity using **TWO** of the documents listed above
15. Tap on the **first document** – eg. Driver's licence



16. **Scan your licence** using your phone's camera or enter the details manually.
(If there are scanning errors, either rescan or tap **Edit** and correct these)
17. Tick the **consent box** and tap **Submit**
18. Tap on the second document – eg Medicare
19. Scan your card using your phone's camera or enter the details manually.
(If there are scanning errors, either rescan or tap **Edit** and correct these)
20. Enter your **date of birth**
21. Tick the **consent box** and tap **Submit**
22. Your **myGovID is now set up** – you will now set up your **ServiceWA account**

Step 2 – Setting up a ServiceWA account



If you already have a ServiceWA account set up, skip to **Step 3**

1. On your phone download the **ServiceWA app**
2. Open the ServiceWA app – select whether to allow **notifications** or not
3. Tap **Next**
4. On the **Consent** page scroll down and tap **I agree**
5. Tap **Log in to Service WA**
6. On the Log in screen, you will see the **myGovID** as the preferred option – tap **Log in**
7. You will be redirected to the **Digital Identity** website (to verify your identity via myGovID)
8. Under myGovID, tick **Remember my choice**
9. Tap on **Select myGovID**
10. Enter the **email address** used for myGovID and tap **Remember me** then tap **Login**
11. You will be shown a four digit **code**
12. Open the myGov ID app, **enter the code** and tap **Accept**
13. Open the **ServiceWA app**
14. On the **Your consent** screen scroll down – tick the **“Yes and don't ask me again”** box
15. Tap **Consent**

16. Tap **Consent** again
17. Add your **mobile phone number** then tap **Next**
18. **Confirm** your mobile number (you'll receive a text message to verify your mobile number)
19. Enter the confirmation **code** and tap **Next**
20. Tap **Next** again
21. Tap on **Enable SafeWA**
22. Tap on **I agree**
23. Tap **Next**
24. Scroll down and tap **I agree**
25. Tap **OK** to allow camera access
26. **Your ServiceWA account is now set up – you can now link your vaccination certificate**

Step 3 – Linking your vaccination certificate

1. In the **ServiceWA app**, tap on **Certificate**
2. Tap on **Import through your myGov account**
3. Login to **myGov** if required
4. Tap **Continue**
5. Tap on **Medicare**
6. Tap on **View proof** of vaccinations
7. Tap on **View history**
8. Tap on **Share with check in app**
9. Tap on **Share** next to ServiceWA
10. Tap **Accept and share**
11. Tap **Next**
12. Scroll down and tap **I Agree**
13. Tap **Save Certificate**
14. **Everything should now be set up**

