

## 🔥 ServiceWA and MyGovID Hot Tips 🔥

- 👉 Android users must have Chrome set as their default browser (change in settings before starting process).
- 👉 Android phones need to be version 10 or higher, Apple iPhones need to be iOS 14 or higher.
- 👉 MyGovID: You only need two forms of ID; we recommend Drivers Licence and Medicare. Do not use the scanning option; manually enter your details as they appear on your cards. Complete your licence first-- Medicare will appear on the list AFTER you add your licence. There is no need to use passports or other ID, only use if you do not have a licence or Medicare.
- 👉 If you are stuck in MyGovID and cannot verify ID, uninstall the app and re-install. This will allow you to start again and then follow tip above.
- 👉 When ServiceWA gives you the 4-digit code to enter in MyGovID, open MyGovID, enter the code, and then re-open the ServiceWA app (it won't prompt you to do this).
- 👉 MyGov and MyGovID are not the same thing. MyGov is accessed on an internet browser as it is a website, MyGovID is an app used to verify your identity.

For further assistance:

- <https://www.wa.gov.au/system/files/2022-01/ServiceWA-User-Guide.pdf>
- [https://www.wa.gov.au/government/multi-step-guides/servicewa-app-support?fbclid=IwAR1ZJWsGkzgQXIFqYi0As\\_Be1jRfKBceZUQumlqxtHmkW2JJ-kHKMwbd3eA](https://www.wa.gov.au/government/multi-step-guides/servicewa-app-support?fbclid=IwAR1ZJWsGkzgQXIFqYi0As_Be1jRfKBceZUQumlqxtHmkW2JJ-kHKMwbd3eA)