

STEPS TO GET THE OFFICIAL PROOF OF VACCINATION

By mail:

This can take up to 14 days to arrive

Call the Australian Immunisation Register on 1800 653 809 (8am to 5pm, Monday to Friday) and ask for your immunisation history statement to be posted to you. **It can take up to 14 days to arrive in the post.**

online within the day:

You will need your Medicare card

An email address

And an online my gov account

If you don't have an email or my gov they can be set up quickly and easily online. See how below.

Step 1: Set up an email (if you have an email skip to step 2)

1. <https://www.google.com/gmail/about/>
2. Select create an account and follow the steps to create an email account

Step 2: Create a mygov account (if you have a mygov account skip to step 3)

1. Look up mygov login on google or head to <https://my.gov.au/LoginServices/main/login?execution=e2s1>
2. Click on create a myGov account
3. Agree to terms
4. Enter email address for the account you just created or already have
5. Answer the questions and follow the prompts. Read carefully all the information.

Step 3: Sign in to mygov online using your email and password for your myGov Account

Step 4: Link Medicare – ARGHHH This is the tricky part, but we know you will savor that first drink or meal so much more after enduring this!

You can link Medicare in two ways.

Option 1: The first is online, using your Medicare card, by answering questions online that are known by Medicare. This is to validate who you are so that no one can impersonate you. These questions are different for everyone, but common questions can be:

- The last doctor's appointment you had at your GP – Date, last name of doctor and medical practice name
- Your BSB (branch number) and account number that is linked with your Medicare card. This can be found on your bank statement and is the number that can be used to transfer funds into your account
- Your Centrelink customer reference number **CRN** (if you have one)

LINK USING MEDICARE CARD

1. Select link a service
2. Select Medicare from the list of services
3. From the three options listed select 'I am listed on a Medicare card'
4. Answer as many of the questions you can correctly – this may reload once to add additional questions if not enough were answered exactly
5. If you have gotten enough answers correct this will link and you will be finished linking your accounts (We have our fingers and toes crossed for you that this way works)
6. If the page keeps coming back to answer all the same question you will need to call Medicare for a linking code (option 2)

Option 2: If the above option doesn't work or you would prefer to speak with someone you can link using a linking code. They are very helpful, but this can take a long time ranging between 20minutes – an hour and a half (from my experience) depending on how busy they are. Please be patient and kind, we are all trying to do our best and there are a lot of people in the same boat.

You will need to call Medicare on:

132 307

Whilst on the phone you need to tell them you are after a linking code to link Medicare and mygov.

You will need to answer similar questions to those online but with the difference that the person on the other end can help you if you get an answer slightly wrong. As computers need EXACT information this might be an old address or a different dr's appointment. The operator can help you out. Again, please be patient, they are asking all these questions to ensure it is 100% you and not an impersonator.

Once you have a linking code follow the below steps (I advise to stay on the phone until this has been successfully set up so you don't need to call back if something goes wrong)

LINK USING A LINKING CODE:

1. Sign in to mygov online
2. Select link a Service
3. Select Medicare from the list of services
4. From the three options listed select 'I have a linking code'
5. Enter the linking code
6. Select Medicare from the dropdown list
7. Enter your agency reference number – this is your Medicare number including the individual reference number (your position on the card) at the end of the number for example the agency reference number for the below card would be '12345678911'



8. Click next

9. Your Medicare should now be linked

Step 5: Access Proof of vaccination – *If you've made it this far, CONGRATULATIONS, you're almost there*

You can now access your proof of vaccination 2 ways.

Website viewing (recommended for printing certificate – Hard copy to carry and show at venues)

1. On the mygov homepage there is a quick link which will take you to Medicare online – using this way you will need to re-enter your Medicare card number each time you wish to view.
2. Once in select view history
3. Then view COVID-19 digital certificate – This is a PDF you can print this out and bring the hard copy in to the venue

Medicare Express Plus App (recommended for keeping certificate on phone)

4. Alternatively, you can download the Medicare express plus app – enter your Medicare details once, add a pin that can be used to sign in from here.
5. Once logged in, under services, select proof of vaccinations
6. Select view history
7. Select view covid-19 digital certificate
8. This is a digital certificate that can be saved for offline viewing within the Medicare express app and/or added to your apple wallet or google Pay.

For this final step (5), if you're stuck at all but have successfully completed step 4, we can help you at the front desk of Glenorie RSL Club.