



How to access ServiceConnect



ServiceConnect makes it easier to access Defence services and information. It can be accessed anytime, anywhere – both on and outside of the Defence network.

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Accessing ServiceConnect

There are many ways to access ServiceConnect which include:

1

On the Defence network

Select the ServiceConnect desktop icon using any Defence Protected Environment (DPE) computer or DREAMS.



2

On your Defence Protected iOS device

Select the ServiceConnect icon from the home screen on your Protected iOS device (iPhone or iPad).

- You may have to authenticate using MS Authenticator. For more information, refer to [VERA Security and Authentication – Combined Help Guide](#).

Note: You cannot access ServiceConnect via myID on a Protected device.



3

On any smart device (except Defence Protected)

Use the myID app to access ServiceConnect on the go – anytime, anywhere.

- Remember to verify your Defence email address for full access to ServiceConnect outside the Defence network.
- Refer to Verify Your Defence Email Help Guide for more information



What is myID?



myID is the Australian Government's Digital ID app. You can use myID to verify your ID when accessing online services, like **ServiceConnect**.



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Setting up myID

1 Download the myID app on a personal device

Use your compatible smart device to download the myID app from the **Apple App Store** or **Google Play**.



Only download the myID app from the official app stores listed above. Non-genuine versions of the myID app may be available from other sources.

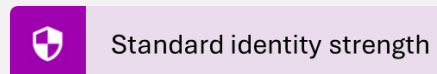
2 Enter your details



Launch the myID app and follow the prompts to enter your full name, date of birth and **personal** email address. **Do not enter your Defence email address.**

3 Choose your ID strength

myID provides three levels of ID strength: Basic, Standard and Strong. To access ServiceConnect using myID, you will need at least a **Standard ID** strength.



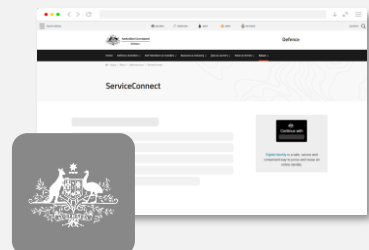
Follow the prompts to enter your personal details and verify your ID documents. Visit www.myID.gov.au/how-set-myID for more information about which ID documents you can provide.

Accessing ServiceConnect using myID

1 Visit the ServiceConnect page

Visit the ServiceConnect page on the Defence website: www.defence.gov.au/ServiceConnect.

Select *Continue with Digital ID*.





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2 Select myID as your Digital ID provider.

Select *myID* as your Digital ID provider.

Note: You can select *Remember my choice* to automatically progress to the myID login screen next time.

3 Log in to myID.

Login to myID by entering your myID email address.

You can also select *Remember me* to login faster when using the same device and browser in the future. You won't need to enter your email address and the 4-digit code mentioned on the next page will be pre-filled in your app.



4 Enter or accept the four-digit code using the myID app.

A four-digit code will appear on the login screen. Open the myID app on your smart device and enter or accept the four-digit code.

5 Provide consent to share information.

Return to your web browser to provide consent to sharing the information outlined on screen. You will then be directed to ServiceConnect.

6 Visit ServiceConnect.

When accessing ServiceConnect for the first time, you will be directed to the ServiceConnect home page.

You will then be prompted to create your ServiceConnect profile. Once you have created your profile, or if you have previously used ServiceConnect, you will be directed to the ServiceConnect home page.



Refer to the Verify your Defence Email Help Guide for more information.





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Accessing PostingConnect

Access to PostingConnect is only available to invited ADF posting members and their nominees. PostingConnect can only be used for domestic postings of full-time ADF members that include a removal.

Within a week of your posting order being issued, PostingConnect will email your Defence Protected Environment (DPE) email address inviting you to use PostingConnect for your upcoming posting.

To access PostingConnect, follow the steps below:

1 Verify your Defence email address.

To access PostingConnect outside of the DPE, you must verify your Defence email address in the **'Profile'** section of ServiceConnect.

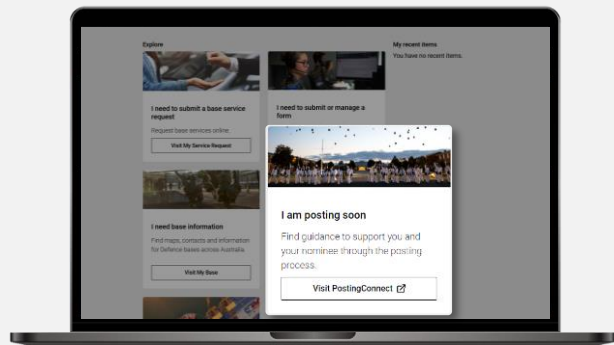
Refer to the 'Verify your Defence Email' Help Guide for more information.



2 Find the PostingConnect tile.

Once you have verified your Defence email address, return to the ServiceConnect home page.

By clicking on this tile, you will be directed to PostingConnect



For guidance on how to provide your nominee with access to PostingConnect, refer to the 'Nominee Help Guide' which can be found in the Support section of PostingConnect.





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ServiceConnect Support



After logging in to ServiceConnect, you can access further support by visiting the **Support** tab.

If you are unable to resolve your ServiceConnect query using the support materials available, please contact **1800DEFENCE** (1800 333 362, select 2) or email yourcustomer.service@defence.gov.au

myID Support



For help with myID, visit www.myID.gov.au/help.

