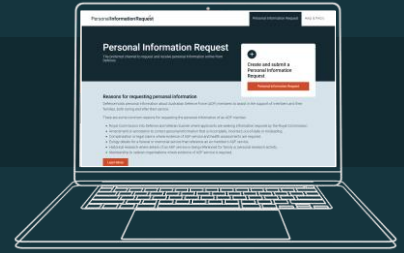




Accessing Personal Information Request in ServiceConnect - Help Guide



Personal Information Request in ServiceConnect provides a simple, digital access point to request and receive personal information across Defence. This help guide explores:

1. [Overview: Accessing Personal Information Request](#)
2. [What is myID?](#)
3. [Setting up myID](#)
4. [Accessing Personal Information Request using myID](#)
5. [Further help and support](#)

1. Accessing Personal Information Request

You can access **Personal Information Request** through any compatible device using your Digital ID, such as **myID**.

1



Visit [ServiceConnect page](#) on Defence website

2



Log in using Digital ID (see [Section 4](#))

3



Select Personal Information Request tile

2. What is myID?

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



If you previously used your Digital ID to access ServiceConnect, you may notice the myGovID app has changed its name to myID.





Accessing Personal Information Request in ServiceConnect

3. Setting up myID

The myID app is easy to download and set up – and you only need to set up the myID app once. Follow the three steps below:

1. Download the myID app.

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.

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.



Standard identity 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 Personal Information Request in ServiceConnect

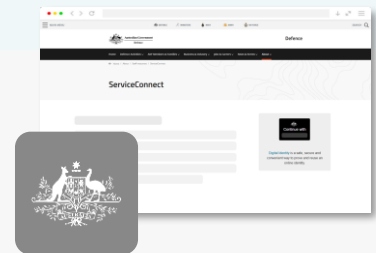
4. Accessing Personal Information Request using myID

Once set up, you can access **Personal Information Request** using any compatible device - anywhere, anytime. Follow the steps below:

1. Visit the ServiceConnect page.

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

Select *Continue with Digital ID*.



2. Select myID as your Digital ID provider.

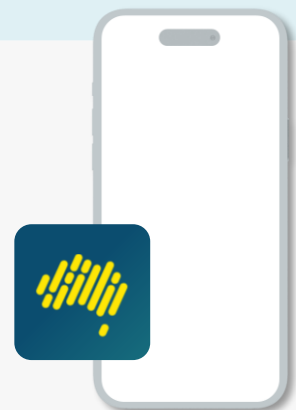
Select *myID* as your Digital ID provider.

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

3. Login 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.





Accessing Personal Information Request in ServiceConnect

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 Personal Information Request in ServiceConnect for the first time, you will be directed to the ServiceConnect home page. You will then be prompted to create your ServiceConnect profile (see Image 1).

Once you have created your profile, or if you have previously used ServiceConnect, you will be directed to the ServiceConnect home page (see Image 2).

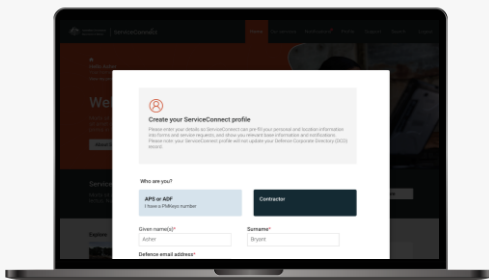


Image 1: Create ServiceConnect Profile

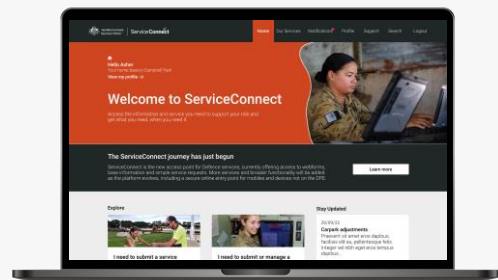


Image 2: ServiceConnect Home Page





Accessing Personal Information Request in ServiceConnect

7. Find the Personal Information request tile.

From the ServiceConnect home page, scroll down to view the Personal Information Request tile (see Image 3).

By clicking on this tile, you will be directed to Personal Information Request.

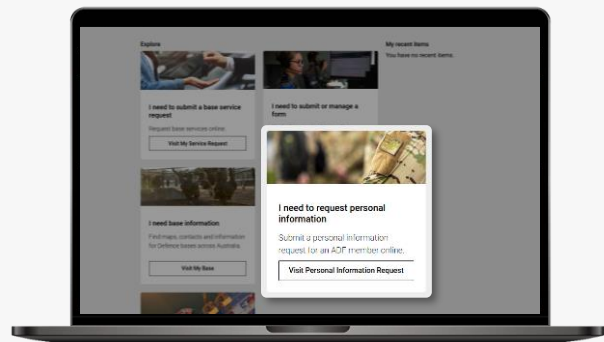


Image 3: Personal Information Request Tile

8. Visit the Personal Information Request home page.

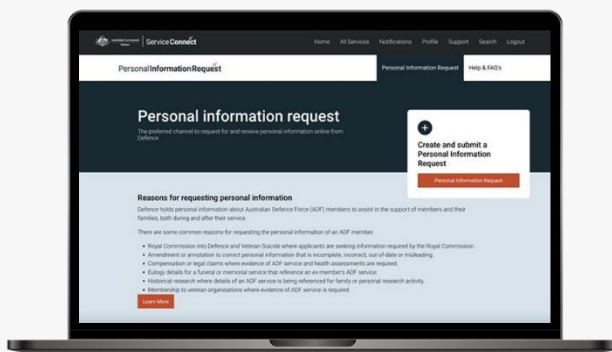


Image 4: Create a new
Personal Information Request

From the Personal Information Request home page, select the orange 'Personal Information Request' button in orange to create a new request (see Image 4).

You can also view requests previously raised in ServiceConnect on the Personal Information Request home page.





Accessing Personal Information Request in ServiceConnect

5. Further help and support

For further assistance, please access the relevant support information.



myID Support

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



Personal Information Request Support

After logging in to Personal Information Request, you can access further support by visiting the **Help & FAQs** tab.

If you require further support, please contact **1800DEFENCE** (1800 333 362, select 2) or email yourcustomer.service@defence.gov.au.

