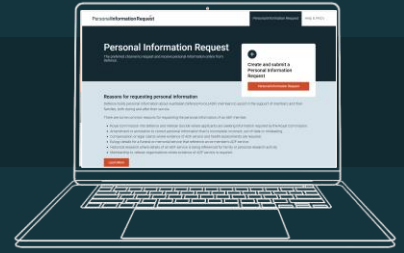




Accessing My Service Records in ServiceConnect - Help Guide



My Service Records in **ServiceConnect** provides a simple, digital access point to request and receive personal information across Defence. This help guide explores:

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

1. Accessing My Service Records

You can access **My Service Records** 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 My Service Records

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 My Service Records 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 My Service Records in ServiceConnect

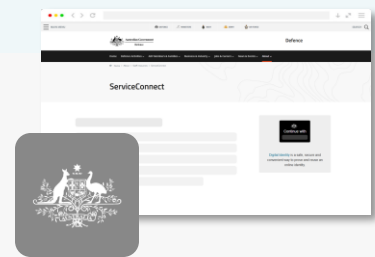
4. Accessing My Service Records using myID

Once set up, you can access **My Service Records** 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 My Service Records 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 My Service Records 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).

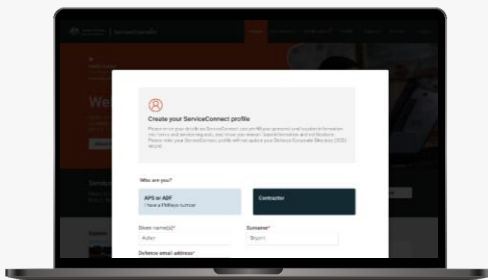


Image 1: Create ServiceConnect Profile

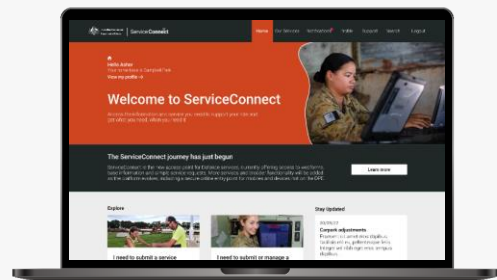


Image 2: ServiceConnect Home Page



Accessing My Service Records in ServiceConnect

7. Find the My Service Records tile.

From the ServiceConnect home page, scroll down to view the My Service Records tile (see Image 3).

By clicking on this tile, you will be directed to My Service Records.

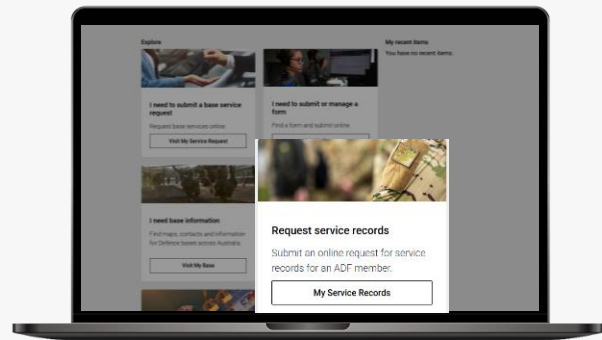


Image 3: My Service Records Tile

8. Visit the My Service Records home page.

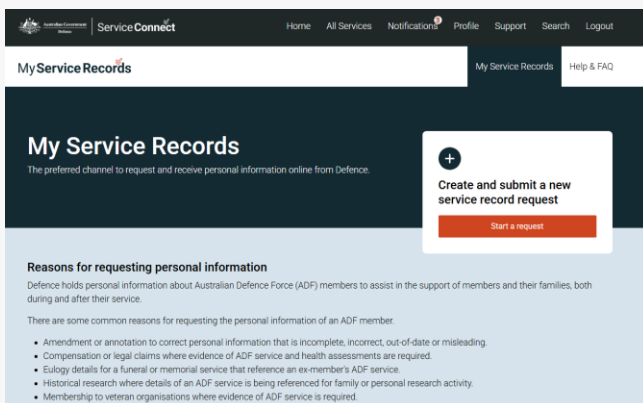


Image 4: Create a new My Service Records request

From the My Service Records home page, select the orange 'Start a request' button in orange to create a new request (see Image 4).

You can also view requests previously raised in ServiceConnect on the My Service Records home page.





Accessing My Service Records 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.



My Service Records Support

After logging in to My Service Records, 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.

