

# Your guide to connecting to employment services through technology



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# How it all works

If you find yourself out of work or low on income, you may qualify for an income support payment and support through employment services.

We've put together this guide to help you understand what you need to connect to so you can access employment services.

**While you may be attending face-to-face appointments with us as your employment services provider, you'll still need to set yourself up online.** Getting set up so you can connect to employment services online will help you manage your jobseeker requirements quicker and easier.

## Connect your tech: What you need



### Email account

Your employment services provider, Centrelink, and employers will mainly communicate with you through email, so it's important you have an account set up and can check it daily.



### MyGov account

You'll need a myGov account to access government services online easily, with one login and password. You'll be able to access government services such as employment services and income support, Medicare, My Health Record and the Australian Taxation Office.



### Job seeker account

To access government funded employment services, you'll need a job seeker account. It links with your myGov account. It helps you connect to us, search and apply for jobs and manage your paperwork and appointments.



### Job Seeker app

Access your job seeker account easily through the Job Seeker app on your phone. It enables you to communicate with us, search and apply for jobs, manage your paperwork and appointments and more.



### Audio or video call access

You'll need to make and receive calls during your time with us. We strongly recommend getting connected to Zoom or another video app of your choice.

# Set up your email account

Most employers advertise their job vacancies online, or request that applicants apply via email.

It's important to make sure you have a **valid, working and professional-sounding email account** that you can use to apply for work and receive messages from employers.

CoAct and your service partner will also use email to send you information and reminders about your appointments or activities. We recommend that you check your email account **at least once a day**.

You can set up an email address using a free provider such as:

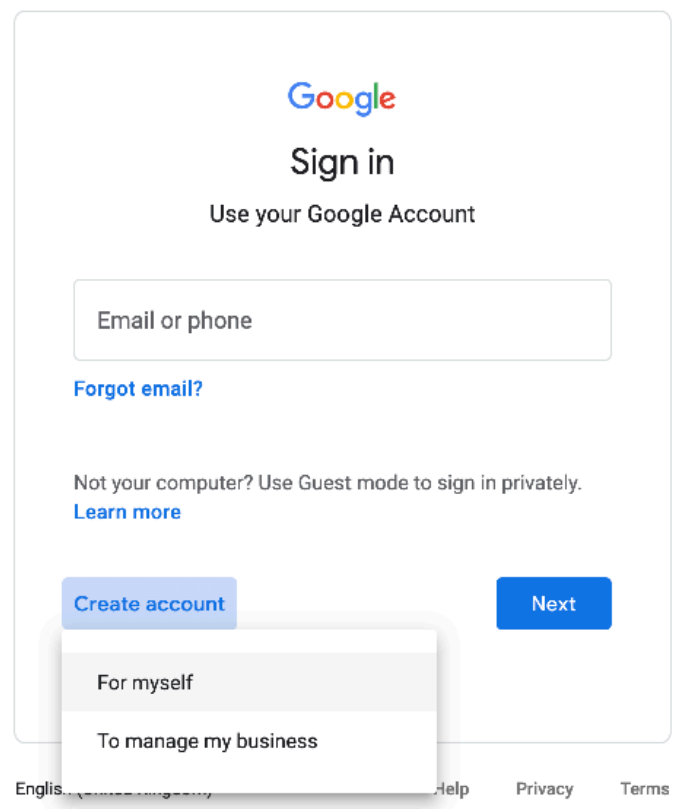
[www.gmail.com](http://www.gmail.com)

[www.outlook.com](http://www.outlook.com)

[www.mail.com](http://www.mail.com)

For the example, we will use Gmail.

1. Navigate to [www.gmail.com](http://www.gmail.com) and click **Create account** and then select **For myself**.



## 2. Fill in your personal details.

**Choose a username that will look professional.** Remember, this will become your visible email address. It's best to use your name. If your name is taken, try an alternative, such as adding in your middle name, reversing the order or adding an underscore or full stop.

For example, if your name is John Smith, your username could be: *johnsmith@gmail.com*.

If *johnsmith@gmail.com* is already taken, you could try the following alternatives:

- *johnpatricksmith@gmail.com*
- *smithjohn@gmail.com*
- *john\_smith@gmail.com*
- *john.patrick.smith@gmail.com*

Make sure your password is something you'll remember, but not something that other people can easily guess.

It's also important to make your password secure. You can do this by adding capital letters, numbers and symbols to make your password stronger.

## 3. Click **Next**.

You'll have the option to link your phone number and an alternate email address for security. You do not need to, but if you do, it's easier to get your account back if you forget your password, or if someone uses your account without your permission.

Fill out your date of birth and gender.

Google  
Create your Google Account

First name | Last name

Username @gmail.com  
You can use letters, numbers & periods  
[Use my current email address instead](#)

Password | Confirm  
Use 8 or more characters with a mix of letters, numbers & symbols  
 Show password

[Sign in instead](#) [Next](#)

One account. All of Google working for you.

Google  
Welcome to Google  
ceciliamarehunter@gmail.com

Phone number (optional)

We'll use your number for account security. It won't be visible to others.

Recovery email address (optional)  
We'll use it to keep your account secure

Day | Month | Year  
Your date of birth

Gender

[Why we ask for this information](#)

[Back](#) [Next](#)

Your personal info is private and safe

4. Click **Next**. You'll then need to read and accept the terms and conditions to proceed.

5. Click **I agree**.

#### You're in control

Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking 'More Options' below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account ([myaccount.google.com](https://myaccount.google.com)).

[More options](#) ▾

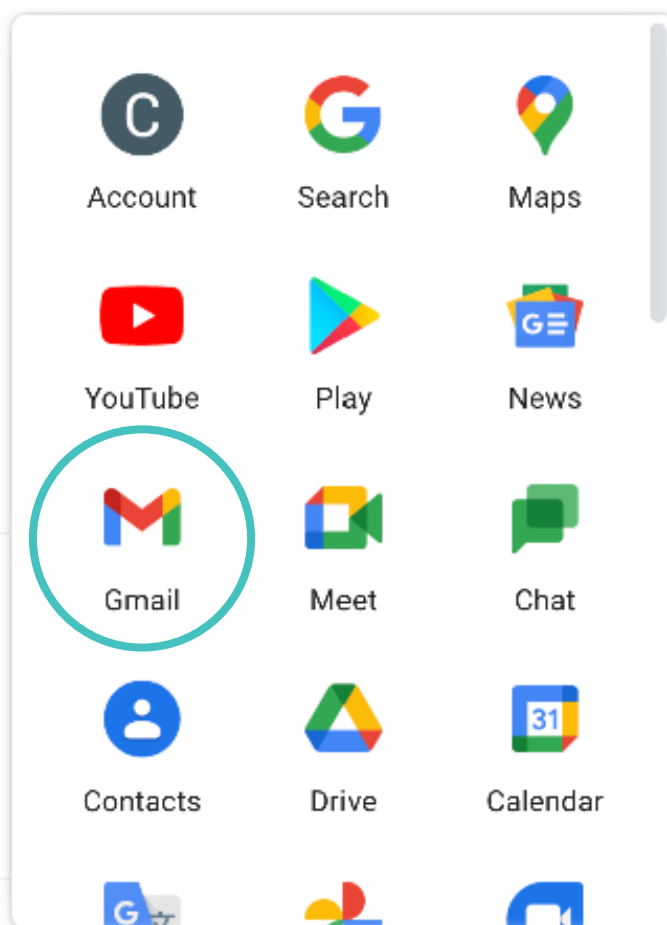
[Cancel](#)

[I agree](#)

6. **You're all done!** Your new email account has been created.

You now have a Google account, which your email account is connected to. Click the **Gmail icon** to navigate to your new email account.

To check your emails in the future, navigate to [www.gmail.com](https://www.gmail.com).



# Set up email on your phone

To send and receive emails on the go, you can set up your email account on your phone.

## Option 1: Download your email provider's app onto your phone.

1. For **Apple** devices: go to the **App Store: [www.apple.com/au/app-store/](http://www.apple.com/au/app-store/)**  
For **Android** devices, go to the **Play Store: [play.google.com/store](http://play.google.com/store)**
2. In the app store, search for your email provider's app (e.g. Gmail or Outlook).
3. **Click** the app, then click **Download**. If you already have the app on your phone, click **Open**.
4. Once the app has downloaded onto your phone, **log in** to your email account through the app.

## Option 2: Use your phone's generic mail app to link your email account.

### On an android phone

1. Open the mail app on your phone (may be Gmail, Samsung Email or Email).
2. Enter your full email address and password.
3. If asked for the Account type, we recommend IMAP.
4. If asked, choose your Account options as desired on the next screens.
5. You're done!

This process may be different for each email provider and generic app, and for this reason we recommend using your email provider's app (eg. Outlook).

### On an apple phone

1. Go to Settings > Mail, then tap Accounts.
2. Tap Add Account, then select your email provider. If you don't see your email provider, tap Other to add your account manually.
3. Enter your email address and password.
4. Tap Next and wait for Mail to verify your account.
5. Choose information from your email account, like Contacts or Calendars, that you want to see on your device.
6. Tap Save.
7. You're done!

# Your myGov account

**myGov is a secure way to access government services online with one login and one password.**

You can link these government services to your myGov account:

- Medicare
- Australian Taxation Office
- Centrelink
- Australian JobSearch
- My Health Record
- My Aged Care
- Child Support
- Department of Veterans' Affairs
- National Disability Insurance Scheme
- Victorian Housing Register Application

## One inbox for your important notices

myGov inbox will keep your letters, statements and messages securely in the one place.

You can get notices from:

- Medicare
- Australian Taxation Office
- Centrelink
- Child Support
- Department of Veterans' Affairs
- National Disability Insurance Scheme

## Updating your details

Updating your details with various government departments is easy. By updating your address and contact details in your myGov account, changes will also be made to your linked member services. Member services that participate in Update Your Details are:

- Medicare
- Australian Taxation Office
- Centrelink
- Australian JobSearch

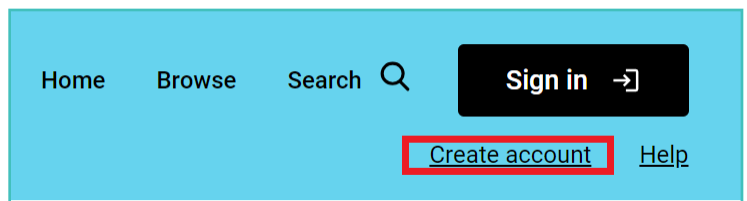
## ABN and myGov

If you have an ABN, you can connect it to your myGov account. You can then manage ABN connections. To find out more about creating a myGov account, check out the 'Create a myGov account' video on the myGov YouTube channel.

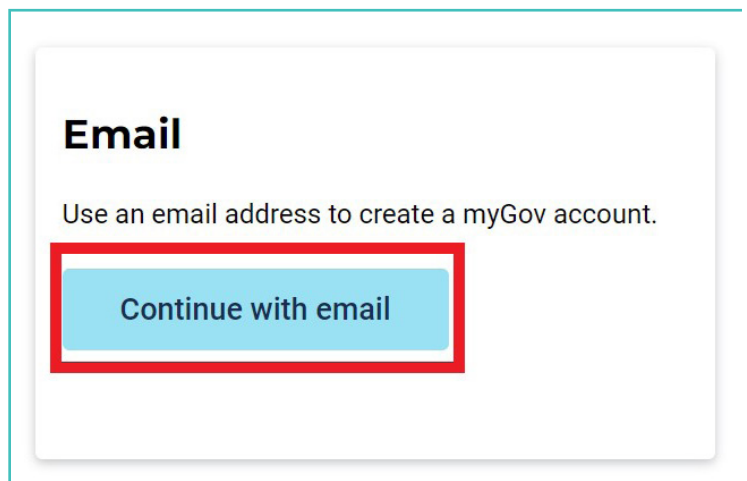


# Create a myGov account

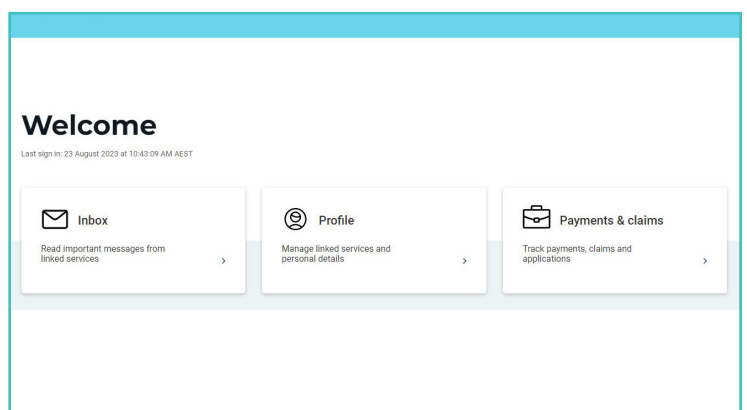
1. Go to my.gov.au and select **Create an account** on the homepage.



2. Select Continue with email.

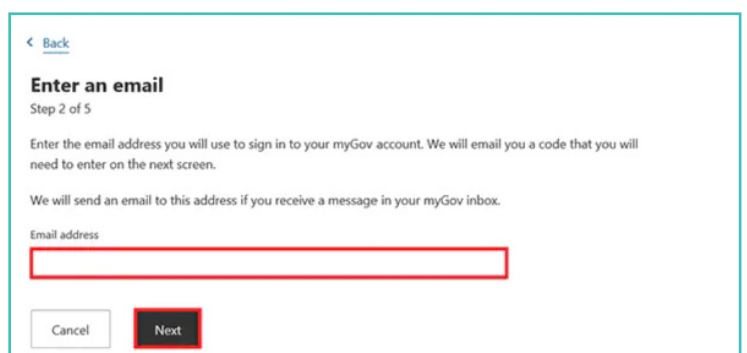


3. Read the terms of use. Select **I agree** to acknowledge and accept terms of use.



4. Enter your email address, then select **Next**.

Each myGov account must have a different email address. If you share an email address with someone, only one of you can use that email address.



5. myGov will email you a code.

Enter the code, then select **Next**.

The screenshot shows a mobile app interface for the 'Enter code' step. At the top left is a '< Back' link. The title is 'Enter code' with the subtitle 'Step 2 of 5'. Below this, it says 'We sent a code to john.citizen@gmail.com'. There is a text input field labeled 'Code' with a red border. At the bottom, there are two buttons: 'Cancel' and 'Next', with 'Next' highlighted in black.

6. Enter your mobile number, then select **Next**.

If you don't have access to a mobile phone or mobile phone coverage, select **Skip this step**.

myGov will send a code to your mobile phone if you provided your mobile number. Enter the code, then select **Next**.

The screenshot shows a mobile app interface for the 'Enter your mobile' step. At the top left is a '< Back' link. The title is 'Enter your mobile' with the subtitle 'Step 3 of 5'. Below this, it says 'myGov will send you a one-time use code to use each time you sign in to your account.' There is a paragraph of text: 'If you don't have a mobile number or mobile coverage, you'll need to answer secret questions to sign in. Select skip this step, if you can't use a mobile number.' The text 'skip this step' is underlined and highlighted with a red box. Below this is a text input field labeled 'Mobile number' with a red border. At the bottom, there are two buttons: 'Cancel' and 'Next', with 'Next' highlighted in black.

7. Create and re-enter your password, then select **Next**.

Your password must have at least 7 characters and include at least 1 number.

The screenshot shows a mobile app interface for the 'Create password' step. At the top left is a '< Back' link. The title is 'Create password' with the subtitle 'Step 4 of 5'. Below this, it says 'Your password must have at least 7 characters and include at least 1 number.' and 'Do not show others your password.' There are two text input fields: 'Password' and 'Re-enter password', both with red borders. Each field has a 'Show' link to its right. Below the fields is a link 'Help creating a password'. At the bottom, there are two buttons: 'Cancel' and 'Next', with 'Next' highlighted in black.

8. Secret questions and answers help keep your account secure. You'll be asked to create 3 questions and answers that only you can answer.

Select your first question from the list or create your own. Make sure your answers are easy for you to remember.

Select **Next** after entering your answer, and repeat for questions 2 and 3.

< Back

### Create secret question 1

Step 5 of 5

Create 3 questions and answers that you can easily answer and others are unlikely to know.

If you need to answer your secret questions in the future, the answers must be an exact match to those you give here.

- What is the name of the first street I lived in?
- Where did I go on my first holiday?
- What was my favourite childhood book?
- What was the first single/album I bought?
- What was the name of my first pet?
- What was the full name of my first boyfriend/girlfriend?
- What was my favourite place to visit as a child?

Write my own question

Answer

Cancel Next

## 9. Account created

Once you've created your myGov account, your username will appear on the screen. Your username details will also be emailed to you.

Select **Continue to myGov** to return to the homepage.

Account created

You can use either of these as your username:

AA123456  
john.citizen@gmail.com

What to do now

You can:

- link government services to your myGov account
- update your settings to tell us how you want to sign in securely
- choose whether to receive inbox notifications by text message or email.

Continue to myGov

## 10. This is your first sign in

You can now:

- link government services
- go to **Account settings** to set up your sign-in options and Inbox notifications.

For your privacy and security, select **Sign out** when you've finished using your myGov account.

Australian Government myGov

Home Browse Search My account Help

## Welcome

Last sign in: 23 August 2023 at 10:43:09 AM AEST

- Inbox**  
Read important messages from linked services
- Profile**  
Manage linked services and personal details
- Payments & claims**  
Track payments, claims and applications

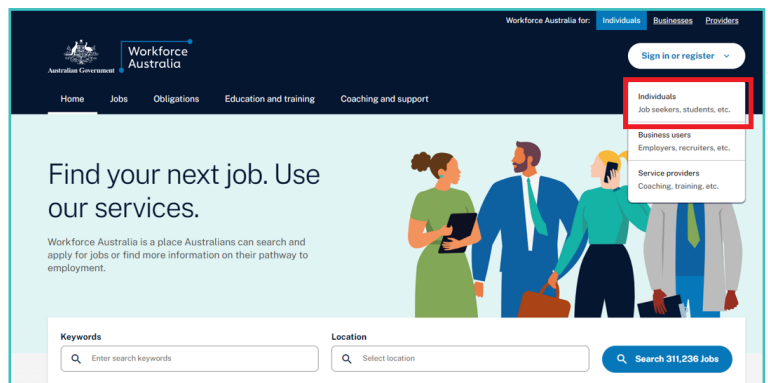
# Create a job seeker account and link to your myGov record

**You'll need a job seeker account to access government funded employment services.** It is linked to your myGov account. It helps you connect to us, search and apply for jobs and manage your paperwork and appointments.

If you're already registered with us as your employment services provider, **your employment consultant can set up an account for you with extra features that link to us.**

1. Head to [workforceaustralia.gov.au](http://workforceaustralia.gov.au).

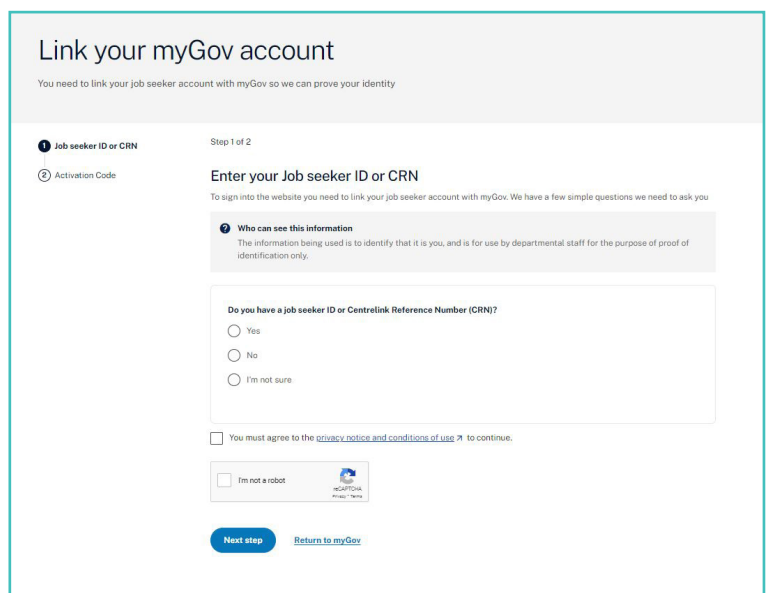
2. Under **Sign in or register** select **Individuals**.



3. Using your CRN number, follow the prompts to complete the process.

If you are unsure of your CRN number, select **I'm not sure**. You will be asked to answer the 3 security questions created when setting up your MyGov account.

You will need to access your email account to retrieve an activation code.



## Still having trouble logging in?

Please contact the job seeker hotline: **13 62 68**

# Download the Workforce Australia app

**The Workforce Australia app helps you find work on the go.** It's Australia's largest free mobile app for online jobs and is funded and operated by the Australian Government.

The new Workforce Australia app helps you search for work on the go. It replaces the jobactive Job Seeker app.

You can:

- search and apply for jobs
- access your Workforce Australia homepage
- set up job alerts for jobs that interest you
- find job search and training resources, hints and tips.

If have obligations you can also:

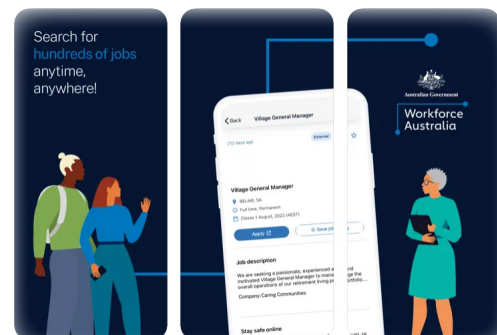
- manage your appointments and tasks
- view and agree to your Job Plan
- view your provider's contact details, if you have one.
- Download the free app from your app store.

## If you had the jobactive Job Seeker app

Your jobactive Job Seeker app was replaced with the new Workforce Australia app on 30 June 2022.

If you have automatic updates turned on, look for the renamed 'Workforce Australia' app and icon on your device.

If you don't have automatic updates turned on, you may need to update your Job Seeker app. Or download the new Workforce Australia app from your app store.



### Download the Job Seeker app:

<https://www.workforceaustralia.gov.au/individuals/coaching/how-to/mobile-app>

# Setting up video calls

**There are times when we need to connect remotely.** Here's an overview of the technology that makes it possible.

**You'll need a computer, laptop or tablet with a webcam to make video calls.**

## Appointments

Your employment support can continue with appointments over the phone, on Zoom, Microsoft Teams or through a video app on your smartphone, laptop or tablet. Just let your Workforce Partner know how you'd prefer to stay connected.

## Zoom

Here's how to get started with Zoom to receive video or audio calls.

### From a computer

- Open your computer's internet browser and navigate to the Zoom website at [Zoom.us](https://Zoom.us).
- Follow the prompts to sign up for free - you'll need to give your email address and create a password.
- You're ready to go - just click on the Zoom meeting link that you receive from your meeting organiser to start your video call. If you're not signed in, you'll be asked to enter your email address and password.
- For video tutorials on how to get started, open [Zoom.us](https://Zoom.us) in your internet browser and click on 'Help Center' in the top left.

### From a phone

- To download the free app, go to the app store on your phone and search for Zoom.
- Follow the prompts to sign up for free – you'll need to give your email address and create a password.
- You're ready to go – just click on the link that you receive from your meeting organiser to start your video call. If you're not signed in, you'll be asked to enter your email address and password.
- For video tutorials on how to get started, open [Zoom.us](https://Zoom.us) in your internet browser and click on 'Help Center' in the top left.

# Microsoft Teams

## If you already have a Microsoft Account, or want to create one

If you're using Skype, OneDrive, Outlook.com, or Xbox Live, then you already have an account. If you don't have one, it's free to create a new Microsoft account.

- Go to [products.office.com/microsoft-teams](https://products.office.com/microsoft-teams), and select Sign up for free.
- Type in your Microsoft account email and select Next.
- Choose an option (we recommend the version 'For friends and family', also called 'Teams for personal life' or 'For home') and select Next.
- Enter your password and select Sign in.
- Add the final details and select Set up Teams.

## Join a meeting without a Teams account

You can join a Teams meeting anytime, from any device, whether or not you have a Teams account. If you don't have an account and would prefer to join as a guest, follow these steps.

### From a computer

- Go to the meeting invite and select Join Microsoft Teams Meeting.
- That'll open a web page, where you'll see two choices: Download the Windows app and Join on the web instead. If you join on the web, you can use either Microsoft Edge or Google Chrome. Your browser may ask if it's okay for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting.
- Enter your name and choose your audio and video settings. If the meeting room (or another device that's connected to the meeting) is nearby, choose Audio off to avoid disrupting. Select Phone audio if you want to listen to the meeting on your mobile phone.
- When you're ready, hit Join now.
- This will bring you into the meeting lobby. We'll notify the meeting organiser that you're there, and someone in the meeting can then admit you.

### From a mobile device

- In the meeting invite, select Join Microsoft Teams Meeting.
- If you don't already have the Teams mobile app, you'll be taken to your app store to download it.
- Download and open the app.
- If you have an Android device, open the app right from the app store page.
- If you have an iOS device, tap the meeting link again to open the app.
- Teams will ask if it's okay to use your mic. Be sure to allow it so others in the meeting will be able to hear you.
- Next, you'll be given two options for joining your meeting: Join as a guest or Sign in and join. Choose Join as a guest.
- Type your name and tap Join meeting.

### From a mobile device (cont.)

- Depending on how the meeting was set up, you may be able to enter the meeting now, or you may need to sign in with an account that was authorised for the meeting (your Workforce Partner will send you these details).
- Once you're in the meeting, you can turn your video or mic on or off by tapping on the centre of your screen to show the meeting controls. Tap again to hide them.

#### Notes:

- If no one admits you to the meeting within 15 minutes, you'll be removed from the lobby. If that happens, you can try joining again.
- Once you're in the meeting, everyone will see a Meeting guest label with your name.
- Some features of Teams meetings aren't available to guests.

## Other free video app options for your smartphone, tablet or laptop

Choose from **Facetime** (iPhone, iPad) / **Google Duo** (any device) / **WhatsApp** (any device).

We won't usually use the following apps to connect with you, but potential employers might. These apps may also help you keep in touch with family and friends.

### Facetime

- If you're using an iPhone, iPad or Mac laptop, Facetime will already be installed. If you do not have one of these devices you cannot use it. Simply search through your apps and open it.
- You can use Facetime to connect with other iPhone users. You'll need an email address to connect with others, and you'll need their email address to make them a Facetime contact too.

### Google Duo

- This is an easy app that can be used on either iOS (Apple) or Android devices. It connects with contacts saved on your phone, so other users don't need to have the app downloaded for it to work.
- To download the free app, go to the app store on your phone and search for Google Duo.
- Follow the prompts to sign up for free – you'll need to give your email address and create a password.

### WhatsApp

- This is another app that can be used on either iOS (Apple) or Android devices. Other users will need to have the app downloaded for it to work.
- To download the free app, go to the app store on your phone and search for WhatsApp.
- Follow the prompts to sign up for free – you'll need to give your email address and create a password.
- Select 'allow access' to your contacts and you're ready to start receiving calls.



# Remotely accessing government services

## **myGov**

myGov online provides you with plenty of tools to stay in the know online. Check out pages 8 to 11 of this document to find out more.

## **Workforce Australia account and app**

Access and update your Workforce Australia account remotely through the Workforce Australia app. See page 13 for how to download.

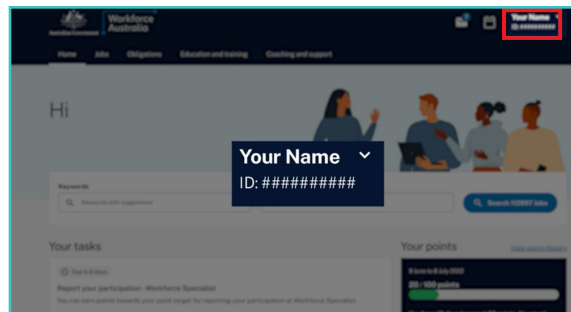
For the full job search account and app user guide, including how to manage your login, visit: <https://www.workforceaustralia.gov.au/individuals/coaching/how-to>

# Workforce Australia homepage

The Homepage offers a range of helpful tools to get job ready and start finding work.

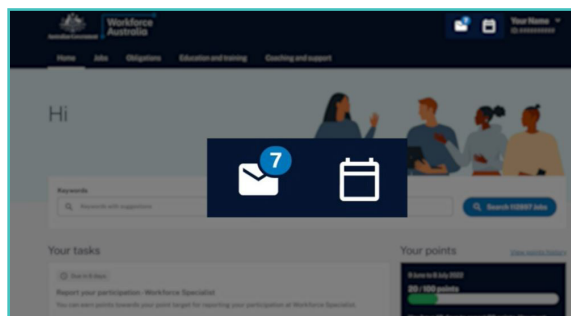
1. Select your name at the top right of the page to access your **account** and **profile details**.

Here you can manage settings such as **privacy** and **communication preferences** and find information on your employment services provider.



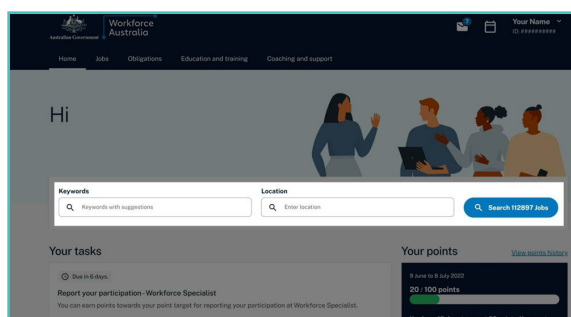
2. At the top of the page, you can access your **inbox** and **calendar**. Your calendar can be used to make appointments and manage your job search.

It's an important tool for staying informed about appointments necessary to meet your mutual obligations.



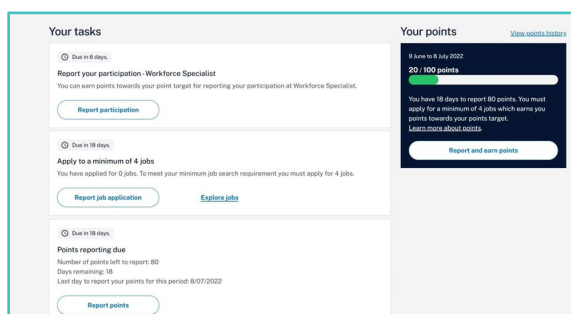
3. The **Job Search** bar allows you to search for jobs in industries and locations you're interested in.

You can also see **jobs recommended** for you based on the information in your profile.



4. When you have an upcoming task the **Your Tasks** section displays the due date and lets you view additional information that will help you complete it.

For those with points-based obligations the **Your Points** feature shows you how many points you need to earn and how many banked points you have.



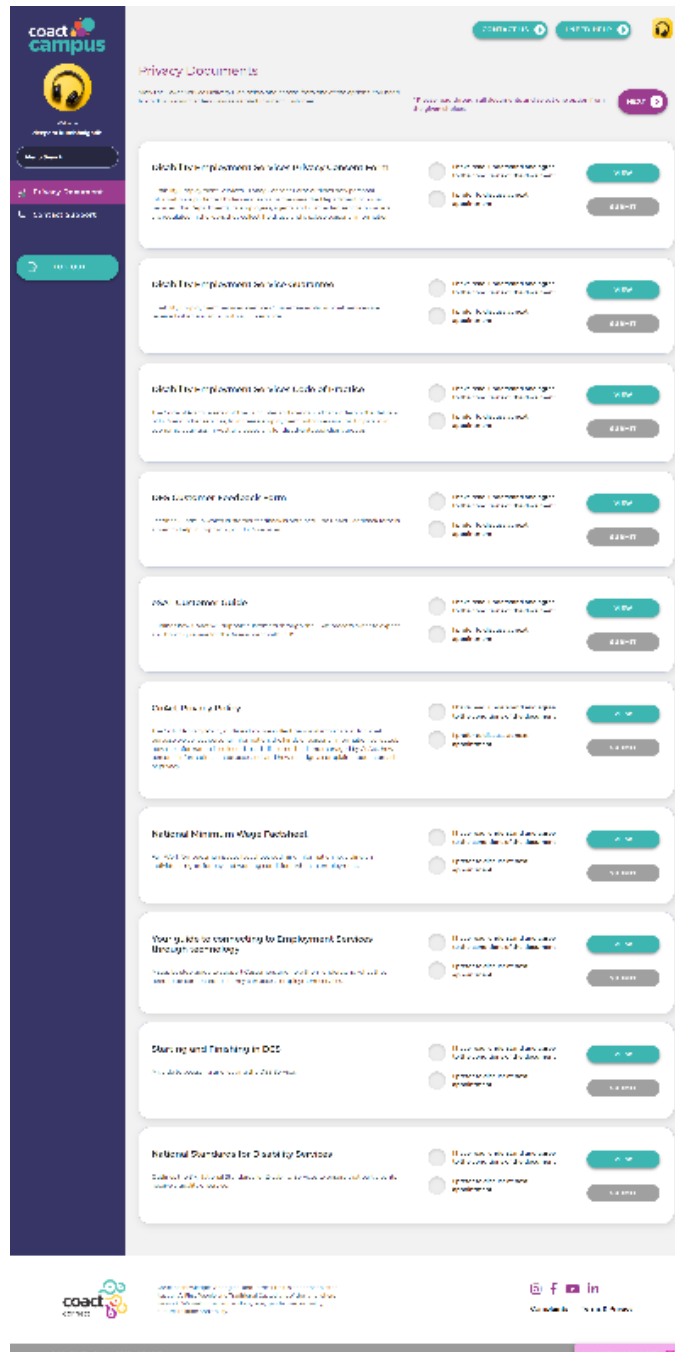
For videos with further explanation on how to navigate the Workforce Australia website visit <https://www.youtube.com/@WorkforceAustralia/videos>

# Campus

**Campus is CoAct's jobseeker portal.** You will be given access to Campus before you have your initial appointment with us via a email invitation.

Campus allows you to:

- read and agree to key documents relating to your privacy and the way that we service you
- request to discuss these documents at your appointments with us
- create your resume
- access resources to help with your job search
- notify us when you have found a job
- request for us to contact you.



# Stay on top of your mutual obligation requirements

**Mutual obligation requirements are tasks and activities you agree to do while getting certain payments from Centrelink.** They're designed to help you find a job and are listed in your Job Plan.

**It's important to stay on top of your mutual obligation requirements.** Suspensions, demerits or financial penalties may apply if you don't meet them. You can do these tasks with us - your employment services provider, or online through the Workforce Australia home page.

If you haven't already, you need to do **both** of the following:

- complete the Job Seeker Snapshot questionnaire
- agree to a Job Plan.

You can do these either:

- with us, your employment services provider
- through your Workforce Australia account, either online or through the app.

You also need to:

- tell Centrelink about changes to your circumstances
- report your income to Centrelink.

The screenshot displays a user interface with two main sections: 'Your tasks' and 'Your points'.

**Your tasks**

- Due in 6 days:** Report your participation - Workforce Specialist. You can earn points towards your point target for reporting your participation at Workforce Specialist. A button labeled 'Report participation' is visible.
- Due in 18 days:** Apply to a minimum of 4 jobs. You have applied for 0 jobs. To meet your minimum job search requirement you must apply for 4 jobs. Buttons labeled 'Report job application' and 'Explore jobs' are visible.
- Due in 18 days:** Points reporting due. Number of points left to report: 80. Days remaining: 18. Last day to report your points for this period: 8/07/2022. A button labeled 'Report points' is visible.

**Your points** [View points history](#)

9 June to 8 July 2022

20 / 100 points

You have 18 days to report 80 points. You must apply for a minimum of 4 jobs which earns you points towards your points target. [Learn more about points](#).

A button labeled 'Report and earn points' is visible.

# Agree to your Job Plan

**You can agree to your Job Plan with us** - your employment services provider, or online through the Job seeker website or app. If you have a Job Plan, **you can access this through Campus or your Workforce Australia home page**. This makes it easy for you to review and agree to your plan online.

If you don't agree to a Job Plan, your Centrelink payments **may stop** until we do reach an agreement and a job plan is approved.

## Agreeing to your Job Plan online

**1. Sign into** your job seeker account via myGov ([my.gov.au](http://my.gov.au)).

### Option 1: Through the top menu

**2.** Click the **Job Plan** from the top menu and you will go to the Job Plan page. Here you will see if you have a pending Job Plan to agree to. If you have an existing or older Job Plan, you will see it on this page, too.

**2a.** Click **Agree to Job Plan** to start the process.

**4.** Success!

Click **View your Agreed Job Plan** to download a PDF version of your Job Plan for your own records.

**5.** To review your Job Plan at any time, click **Job Plan** from the top menu.

### Option 2: Through Your tasks to do

**2.** Click on **View Details** to start the process.

#### Either option will take to through to:

**3.** You will launch a step-by-step process that includes:

- an information page
- a list of your mutual obligations requirements
- the assistance your employment services provider will give you to meet your requirements
- a declaration you make that you understand your requirements and agree to meet them to get your Centrelink payment.

After you have reviewed your Job Plan, click **Agree** to accept your updated Job Plan.

# Declare your income correctly

Depending on your circumstances, you **may need to report your income each fortnight**. It's important that you declare all income and hours worked over each reporting period.

You need to report on or after your reporting date, you cannot report early. To prevent any delays with your payment, you need to report by 5pm local time on your reporting date.

You are also required to advise of any income earned by your partner, even if they are not receiving an income support payment.

## How to report

There are four ways you can report your income and changes to personal circumstances:

- Use your **Centrelink online account** through **myGov** – it's easy to set up an online account. The employment diary helps you record and report your income.
- Use the **Express Plus Centrelink app** – it's quick and simple to add the app to your mobile phone. The timesheet helps you record and report your income.
- Call the **report income line** for **phone self service** – it's easy to register for phone self service (13 EARN).
- If you still get report forms by **post**:
  - Go to a **service centre** and use a self service computer or ask the staff to help you.
  - Call the **job seeker hotline: 13 62 68**.

## Correct a mistake

If you tell Services Australia the wrong amount, contact them **as soon as possible** to fix the mistake. **Don't wait until your next reporting day** to tell them about it.

You can do this using your Centrelink online account or the Express Plus Centrelink mobile app.

If you need to fix mistakes for more than one reporting period or you need to fix a mistake with your scheduled reporting on a non-reporting day, you'll need to call us on your regular payment line.

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## Questions or feedback?

CoAct and your local service partner are here every step of the way to help you find the right job sooner. For questions or feedback on this document, contact your local CoAct service partner.

**1800 226 228**

**coact.org.au**