

MyAccount Registration



To use MyAccount, you must first register.

1. Call the DVA Veterans' Access Network (VAN) on **1800 173 858** and request a MyAccount registration number.

Write this number down.

2. Go to <https://myaccount.dva.gov.au>
The DVA Online Services screen displays.



3. Click

Register now

The Acknowledgement screen displays.

4. Click

Yes, I wish to proceed

The Identity questions screen displays.

5. Enter your **Date of birth**.

6. Enter your **MyAccount registration number**.

7. Click

Submit

The confirmation screen displays.

8. Click

Continue

The australia.gov.au screen displays.

If you do not have an account with australia.gov.au, continue with step 9 below.

If you already have an account with australia.gov.au, enter your existing login details and click Continue. The DVA MyAccount Terms and Conditions display. If you accept these, registration is complete and the MyAccount Home screen displays.

To access MyAccount in future, click on the DVA Online Services screen.

Login

9. Click

Register Now!

The Terms and Conditions screen displays.

10. Read the terms and conditions and scroll to the bottom of the page.

11. If you agree, select the **Yes** radio button.

12. Click

Continue

The Choose a Password screen displays.

13. Enter your new password.

14. Enter your new password again.

15. Click

Continue

The Secret Questions and Answers screen displays.

16. Type 5 secret questions and provide answers.

17. Click

Continue

The Finish screen displays.



18. Record your User ID.

If you lose this User ID, you will need to recommence the registration process.

19. Select the method you used to record your User ID.

20. Click

Continue

The DVA Terms and conditions screen displays.

21. Read the terms and conditions and scroll to the bottom of the page.

22. If you agree, select the **Yes** radio button.

23. Click

Continue

The MyAccount Home screen displays.



You have successfully registered for and accessed MyAccount.

To access MyAccount in future, click on the DVA Online Services screen.

Login