



Getting out and about Post-Lockdown. Accessing your COVID-19 Certificate

Step One: check your apps and accounts

- Before you start, you must be linked to the latest Service Victoria app (Get it [here for Apple](#) or [here for Android](#)).
- If you have a Medicare card, you can access your COVID-19 Digital Certificate by logging into the Express Plus Medicare app (download [here for Apple](#) or [here for Android](#)) or your Medicare online account through [myGov](#).

If you don't have a myGov account, you can create one [here](#).

** Each myGov account must have an individual email address. You cannot use the same email address for two myGov accounts. If you share an email address with someone, only one person can use it to create a myGov account.*

Step Two: access your COVID-19 Digital Certificate

Using the Express Plus Medicare app (the easier option)



- Open the app. If it's the first time using the app you will be prompted to create a 4-digit pin (you will need your myGov password and username). Enter pin when prompted.
- Tap "proof of vaccinations" under "services"
- Tap "view history"
- Select your name if you share your Medicare account with others, otherwise it should be automatically selected.
- Scroll down and select "View COVID-19 digital certificate". Tap to view. Scroll down to "add to Digital Wallet" Apple or Google. Tap.
- Return to previous screen by pressing close.
- Select "share with check-in app/Service Victoria"
- You'll be presented with the options to share with Service NSW or Service Victoria apps. Select Service Victoria app.
- Read the terms and conditions. Agree? Tap "accept and share"

Using your Medicare account via myGov

- Log into, or set-up a, myGov account on a browser on your device
- Link your Medicare account to your myGov account. If you have done this, move to next step, if not, use your Medicare card and follow [these steps](#) to create an online Medicare account.
- Go to the Medicare page
- Select “view proof” under “proof of vaccinations”
- Tap “view history”
- Select your name if you share your account with others
- Select “share with check-in app”
- Select “Service Victoria” and follow the prompts
- Then log in to your Service Victoria app and follow the prompts to add your certificate

For those who don't have a smart phone or a myGov account

For those who don't have a smartphone or a myGov account, you can request a hard copy of your vaccination statement from Services Australia on 1800 653 809.

This can take up to 14 days to get to you via the post.

Some important things to know:

- Currently only one COVID-19 digital certificate can be linked to each Service Victoria app.
- Your vaccination certificate should appear in your Medicare app within one to 10 days after you have your second dose.

For more information go to: [How to get your COVID-19 digital certificate | Coronavirus Victoria](#)