Your Online Account Guide: **Notifications**

<table>
<thead>
<tr>
<th>How do I get to Notifications?</th>
<th>Log into your Online Account and select the Notifications tile:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><img src="image" alt="Notifications" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is on your Notification page?</th>
<th>View any messages we have sent to you.</th>
</tr>
</thead>
</table>

| What do you want information on? | Show me  
- What is in Notification page, [click here (page 2)](link).  
- How to set up a notification, [click here to go to the Profile guide](link), (where you set up notifications). |
|----------------------------------|-----------------------------------------------|

For further information, go to My Aged Care | [www.myagedcare.gov.au](http://www.myagedcare.gov.au) | 1800 200 422
### Your Notification Page

**Client Tracker Stage**
This column shows what progress you had made in My Aged Care when the notification was sent. Notifications are often sent when you move from one stage to the next.

**Notification ID**
This is the Notification ID for your message, which you can quote to the My Aged Care contact centre on 1800 200 422 if you wish to refer to the message.

**Title / Description**
This column displays the text of notification.

**Channel**
The channel column displays how you were notified (e.g. by SMS).

**Received Date**
This column shows when a notification was first sent.

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#### Example notifications

<table>
<thead>
<tr>
<th>Received Date</th>
<th>Client Tracker Stage</th>
<th>Notification ID</th>
<th>Title / Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/07/2020</td>
<td>Client registration complete</td>
<td>1-7497579328</td>
<td>Registration has been successfully completed and a client record has been created. Go to: Client Summary</td>
</tr>
<tr>
<td>19/10/2020</td>
<td>Documents returned</td>
<td>1-75408656418</td>
<td>We need more details to process the documents recently submitted in the Client Portal. Please call 1800 200 422 or log into the Client Portal through myGov for more details about the information we need. This email is a part of interaction with My Aged Care for Client ID AC-8711051. This interaction is reflected in the My Aged Care history. Go to: Client Summary</td>
</tr>
</tbody>
</table>

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**Go to:**
- **Client Summary**
The link below will take you to the ‘Summary’ page.
# Contact Us

| Phone (domestic) | 1800 200 422 (free call) | The call centre is open:  
- Monday to Friday: 8am - 8pm  
- Saturdays: 10am - 2pm  
- Closed: Sundays and national public holidays. |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone (international)</td>
<td>+61 2 6289 1555</td>
<td>Monday to Friday: 8.30am - 5.30pm AEST</td>
</tr>
<tr>
<td>Online enquiry</td>
<td>Go to <a href="#">Contact us</a> and complete the form.</td>
<td></td>
</tr>
</tbody>
</table>
| Post | PO Box 1237  
Runaway Bay  
QLD 4216 | |

If you have difficulty speaking or understanding English, have a hearing or speech impairment, or want support from someone who understands your situation, go to “[Accessible for all](#)” website page.