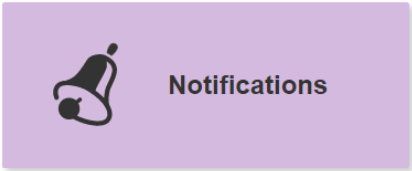


Your Online Account Guide: *Notifications*

| | |
|---|---|
| How do I get to Notifications? | Log into your Online Account and select the Notifications tile:  |
| What is on your Notification page? | View any messages we have sent to you. |
| What do you want information on? | Show me <ul style="list-style-type: none">➤ What is in Notification page, click here (page 2).➤ How to set up a notification, click here to go to the Profile guide, (where you set up notifications). |

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.

Go to:
[Client Summary](#)
The link below will take you to the 'Summary' page.

| Received Date | Client Tracker Stage | Notification ID | Title / Description | Channel |
|---------------|------------------------------|-----------------|--|---------|
| 07/07/2020 | Client registration complete | 1-74972579328 | Registration has been successfully completed and a client record has been created. Go to: Client Summary | SMS |
| 19/10/2020 | Document/s returned | 1-75408565418 | We need more details to process the document/s 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 about interaction with My Aged Care for Client ID AC45711801. This interaction's reference to... Go to: Client Summary | SMS |

Contact Us

| | | |
|-------------------------------|---|--|
| Phone (domestic) | 1800 200 422 (free call) | The call centre is open: <ul style="list-style-type: none"> • Monday to Friday: 8am - 8pm • Saturdays: 10am - 2pm • Closed: Sundays and national public holidays. |
| Phone (international)) | +61 2 6289 1555 | Monday to Friday: 8.30am - 5.30pm AEST |
| Online enquiry | Go to Contact us , and complete the form. | |
| 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.

