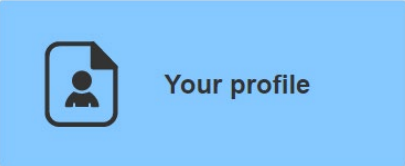


# Your Online Account Guide:

## Your Profile

<p><b>How do I get to Your Profile?</b></p>	<p>Log into your Online Account and select the Your Profile tile:</p>  <p>⚠ If you are a representative operating a client's Online Account, the tile will be named Profile.</p>
<p><b>What is on Your Profile page?</b></p>	<p>➤ View and update your personal information or contact details.</p>
<p><b>What do you want information on?</b></p>	<p>Show me:</p> <ul style="list-style-type: none"> <li>➤ What is in Your Profile page, <a href="#">click here (page 2)</a>.</li> <li>➤ How to change my:             <ul style="list-style-type: none"> <li>▪ home or postal address, <a href="#">click here (page 3)</a>.</li> </ul> </li> <li>➤ How to change how I am notified (emails and/or SMS), <a href="#">click here (page 5)</a>.</li> <li>➤ How to change my primary contact, <a href="#">click here (page 7)</a>.</li> <li>➤ How to add a note, <a href="#">click here (page 8)</a>.</li> </ul>

# Your Online Account Guide: Profile (June 2022)

## Your Profile Page

[View support network](#)

If you support anyone or you are supported, click on the View support network button at the top right of the page.

Notes

Select the Notes tab to add notes

Personal details

Need to update personal details?  
Call the Contact Centre on 1800 200 422

Your date of birth, nationality, marital status, living arrangements and your preferred language.

Identity documents (ID):  
Aged Care ID: AC09024175

This ID is used to identify you when you call us.

**Your profile**

Client: portal guide  
[VIEW CLIENT REPORT](#)

Grace

**Personal details**  
Need to update personal details?  
Call the Contact Centre on 1800 200 422  
Born 23 November 1945, Australian, born in Australia, married (registered/de facto), not applicable

**Address details**  
Please keep these addresses up to date to ensure you receive any letters My Aged Care send you.  
Home address: [pencil icon]  
Where you want to receive services: [pencil icon]  
Send any correspondence to: [pencil icon]

**Contact details and notification preferences** [pencil icon]  
Current preferences: None  
Contact you on:  
02 6252 5252 (home) - Preferred contact number  
0475 913 432 (mobile) [Verified]  
fuzzybear@yahoo.com (email)

**Payment details**  
Payment details will display if you receive... [read more](#) [pencil icon]  
Receiving payments:  
No payments found

**Primary contact person** [pencil icon]  
Grace Nerir (self)

[VIEW CLIENT REPORT](#)

View and print a summary of your record.



To change your information, select the pencil button next to what you want to change:

- Home address
- Postal address
- Notification (contact) preference
- The first person we contact about your care and services

Payment details

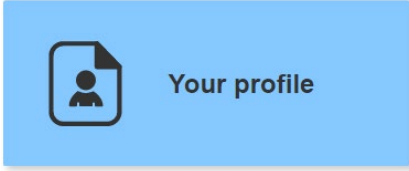





Details of your government payments



These arrow buttons are used to hide or reveal information.



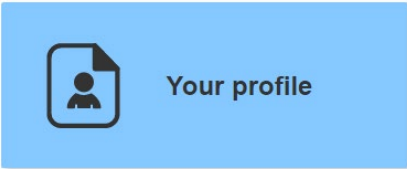


## How do I change my home or postal address?

It's my account or I am an Authorised Representative		
1	Navigate to "Your Profile".	
2	Clicking the pencil  button next to the relevant address.	<p>Home address:  23 FURZER STREET PHILLIP, ACT, 2606</p> <p>Send any correspondence to:  23 FURZER STREET PHILLIP, ACT, 2606</p>
3	Enter in your new address. <b>Note:</b> to change the address where services are provided, you need to call the Contact Centre on 1800 200 422.	<p>Unit number or building name and level (if applicable) 2</p> <p>Street number e.g. 201 or 34-36 *      Street name * 23      FURZER</p> <p>Street type * Street</p>
4	Select "Validate" to confirm that the address is valid.	
5	Select "Save Address" to save changes.	
<b>END</b>		







## How do I change how I am notified?

**Note:**

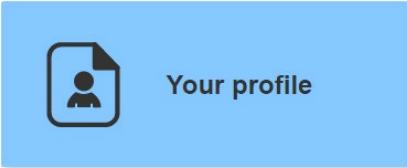

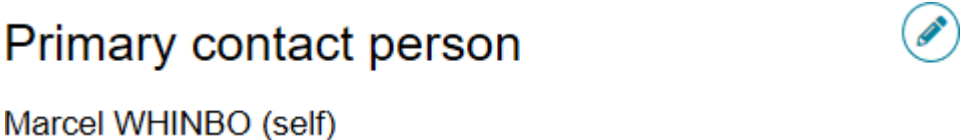
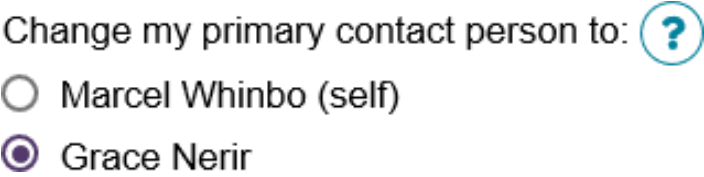

 Only regular representatives can opt out of notifications.

	<b>It's my Account or I am an Authorised Representative</b>	
1	Navigate to "Your Profile".	
2	Click on the pencil  button next to the 'Contact details and notification preferences'	<p>Contact details and notification preferences </p>
3	Check your contact details are correct.	<p>Mobile phone number: _____ E-mail: _____</p>

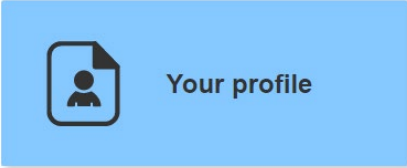
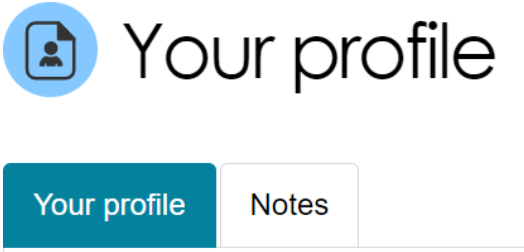

4	<p>Select your preferred contact methods, using the drop down menus (select ▼ to open).</p>	<p>Preferred correspondence method</p> <p>Email ▼</p> <hr/> <p>Preferred contact number * ▼</p> <hr/>		
5	<p>Use the scroll bar to go to the bottom of the form (on the right edge of the window).</p>			
6	<p>To receive SMS or email notifications, you will need to give consent by ticking the consent box.</p>	<p style="text-align: center;"><b>SMS and Email notification preferences</b></p> <p><input checked="" type="checkbox"/> Consent to send SMS and emails about Grace Nerir</p>		
7	<p>Select who you want the sent information sent to, and how it should be sent:</p> <ul style="list-style-type: none"> <li>➤ Email; and/or</li> <li>➤ SMS</li> </ul>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Manage email notifications</p> <p>Email notifications won't be sent unless at least one person below is selected.</p> <p><input checked="" type="checkbox"/> Grace Nerir, Self</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Manage SMS notifications</p> <p>SMS notifications won't be sent unless at least one person below is selected. SMS notifications will only be sent to verified Australian and Norfolk Island mobile numbers.</p> <p><input type="checkbox"/> Grace Nerir, Self</p> </td> </tr> </table>	<p>Manage email notifications</p> <p>Email notifications won't be sent unless at least one person below is selected.</p> <p><input checked="" type="checkbox"/> Grace Nerir, Self</p>	<p>Manage SMS notifications</p> <p>SMS notifications won't be sent unless at least one person below is selected. SMS notifications will only be sent to verified Australian and Norfolk Island mobile numbers.</p> <p><input type="checkbox"/> Grace Nerir, Self</p>
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8	Select "Save changes".	 
<b>Continue for SMS notifications only</b>		
9	<p>Verify your contact details, by clicking on the Verify button.</p> <p>A 6-digit code will be sent by SMS to your phone.</p>	<p>Contact you on:</p> <p><a href="#">02 5550 4567</a> (home)</p> <p><a href="#">0491 570 159</a> (mobile) - Preferred contact number <span style="color: orange;">●</span> Unverified  </p>
10	Enter in the 6-digit code.	<p>Verification code: *</p> <hr/> <p><i>e.g. 123456</i></p> <p>If you didn't get the code, <a href="#">Click here</a> to get another code. You can generate a new code 3 times. If you need help</p>
11	Select "Verify".	 
<b>END</b>		

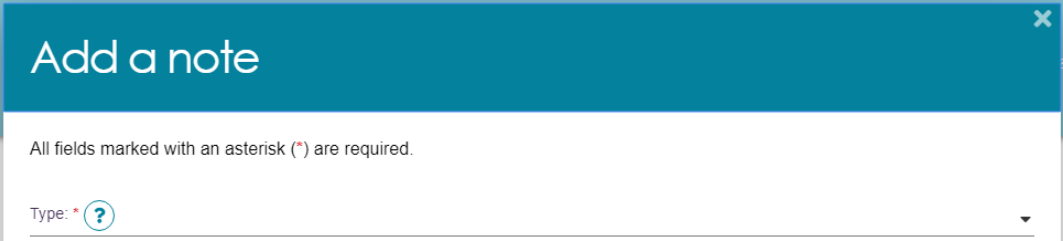
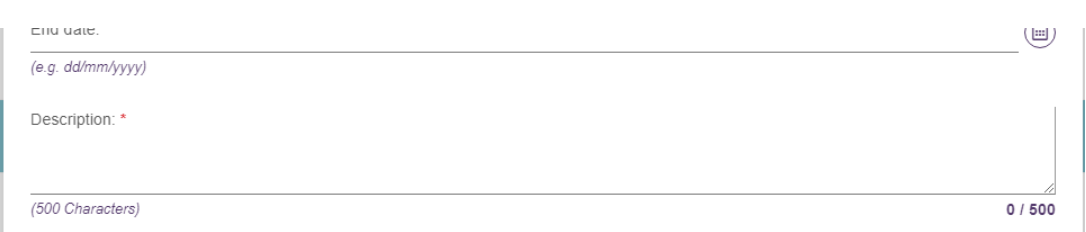

## How do I change my primary contact?

	It's my account or I am an Authorised Representative	
1	Navigate to "Your Profile"	
2	Clicking the pencil  button next to Your primary contact person	
3	Select your new primary contact person. Note: If the person's name is not on the list, <a href="#">contact My Aged Care</a> .	
4	Select Save.	
<b>END</b>		

How do I add a note?

	It's my account or I am an Authorised Representative	
1	Navigate to "Your Profile".	
2	Select your Notes tab.	
3	Select the "Add a Note" button.	



<p>4</p>	<p>Select the note type.</p>	
<p>5</p>	<p>Add in any details you want to let us know about.</p>	
<p>6</p>	<p>Select Save.</p>	
<p style="text-align: center;"><b>END</b></p>		

## Contact Us

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

