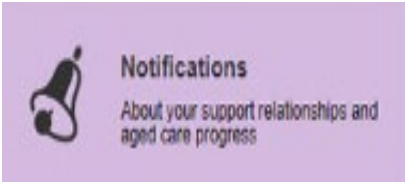


# Your Online Account Guide:

## *Notifications*

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

# 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: <a href="#">Client Summary</a>	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 is 1-75408565418. Go to: <a href="#">Client Summary</a>	SMS

## Contact Us

<b>Phone (domestic)</b>	<b>1800 200 422</b> (free call)	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>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.

If you would like more information on contact details, support services for contacting us, tips on how to share documents with My Aged Care, and important things to keep in mind to help you protect your personal information go to [Contact us](#).