How to access your digital licence and registration

With the mySA GOV app, you can easily and securely store your licence or registration online, and conveniently access it when you need it.

The first step towards accessing your digital registration is to set up a mySA GOV account.

Do you already have an account?

You may already have a mySA GOV account if you have:

- ever set up an arrangement to pay your vehicle registration by direct debit, or
- previously downloaded the mySA GOV app.

If you already have an account, go to step 5 of these instructions.

Setting up a new account

You must confirm your identity as part of this process, and you will need:

- your driver's licence, learner's permit card, or proof of age card
  AND
- the payment number from a registration renewal reminder notice, for a vehicle registered in your name – if you do not have this, contact Service SA on 1300 450 422 to validate your identity over the phone.

If during the process a message appears on the screen saying 'Email already exists', this means you already have a mySA GOV account. You can then proceed from step 5 of these instructions.
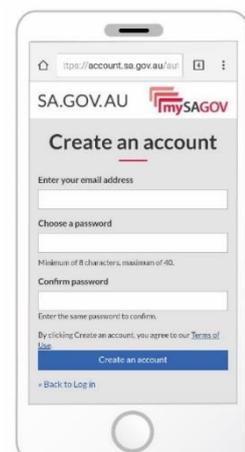
If you need help setting up your mySA GOV account please call Service SA on 1300 450 422 or email myaccountassistance@sa.gov.au during business hours (Monday to Friday).

STEP 1

Visit sa.gov.au/mysagov

Under 'Create an account' select 'Sign up'.

Enter a valid email address and choose your password. Only one email address can be linked to one mySA GOV account.
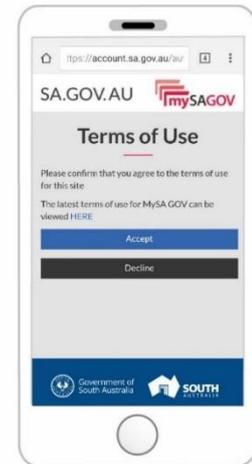
STEP 2

Confirm that you agree to the terms of use for the mySA GOV account website.

The terms of use can be viewed by clicking on the hyperlink.

By clicking "accept", you agree to the terms and conditions.

STEP 3

An email containing a link will be sent to your nominated email address.

If you do not receive this email, it may have been blocked by your provider's SPAM (junk) filter. Make sure you check your 'Junk mail' folder and add sa.gov.au to your 'safe senders' list.

Click the link in the email message to complete the account creation process.
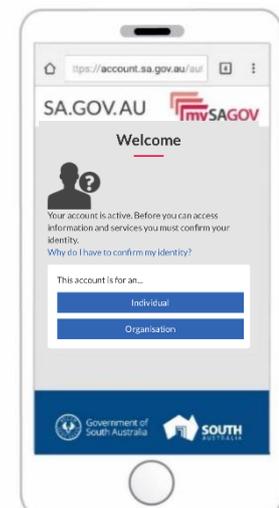
Select 'Click here to proceed'.
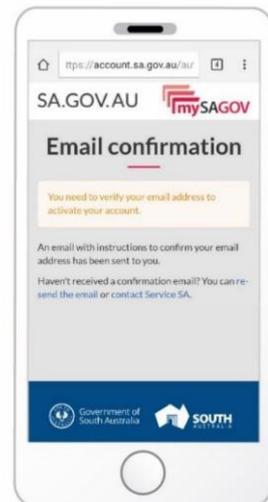
STEP 4

When your account is active you will need to confirm your identity.

Follow the prompts to:

- select if your account is for an individual or organisation.
- enter details of your driver's licence, learner's permit card, or proof of age card.
- enter details of your payment number from a registration renewal reminder notice

STEP 5

Using your smartphone or tablet visit https://my.sa.gov.au/ to download the mySA GOV app onto your device.

Log in to the app using your mySA GOV account details.

Information for organisations and businesses
Accounts cannot be used across multiple devices simultaneously, so it is recommended that you create mySA GOV accounts for each workplace device.


STEP 6

The first time you access the app you will be asked to enter a four-digit PIN. You can then use this PIN to access your digital registration through the app.
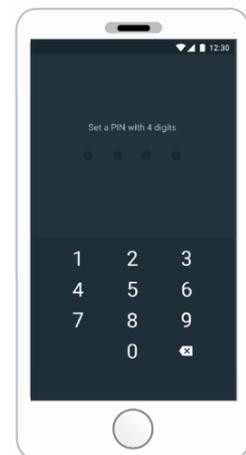
STEP 7

Once you are logged in, you can add your licence or registration by pressing the '+' button in the top right corner of the app screen. Scroll down to select the registration you are after. You will be prompted to enter your licence or registration number and client ID. Your digital licence or registration will then be added to your account.

To add any other 'credentials' such as your driver's licence, press the '+' again in the top right corner of the app screen and scroll down to select your option. Then follow the prompts to add the licence, registration or pass to your account.
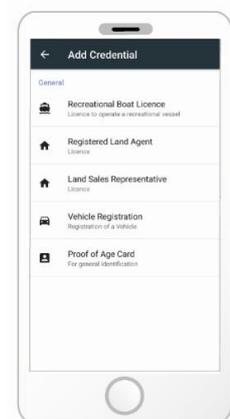
STEP 8

Click on the licence or registration you want to access and enter your PIN.

A barcode will display at the bottom of the screen and this can be validated by anyone with a mySA GOV account and app.

Slide across to access specific details about your licence or registration – e.g. conditions.

STEP 9

There are two ways you can validate another person's digital licence or registration.

Option 1
Press the validate button at the bottom of the app screen, and point your camera at the barcode on their digital licence or registration.

The first initial and last name of the registration holder and the type of licence or registration will be recorded on your device. This information can either be deleted or kept for reporting purposes.

Option 2
Sight the person's digital registration on their device. Ask the person to shake their device, and if the current date and time is displayed this will indicate that the licence or registration is valid.
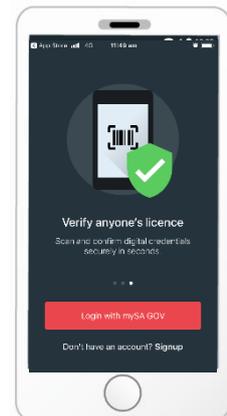
WANT TO KNOW MORE?

Want to know more?

For more information about the mySA GOV app visit www.my.sa.gov.au

For help creating a mySA GOV account call Service SA on 1300 450 422 (Monday to Friday) during business hours or email myaccountassistance@sa.gov.au