

Senate Community Affairs Legislation Committee

**ADDITIONAL ESTIMATES – 11 FEBRUARY 2016
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: Resetting a password

Question reference number: HS 33

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 1

Question:

Some constituents have tried for months to reset a password they were told wasn't 'valid', and continually receiving a 'This service is currently unavailable' response.

- a) Is that a system fault that DHS is aware of?
- b) Have there been other similar accounts to the DHS complaints line?

Answer:

myGov is an authentication engine enabling customers to access a range of Australian Government services online using one username and password. The myGov service has experienced a higher than usual authentication failure rate which is attributed to customers typing in incorrect passwords. There are no known issues with respect to resetting a password in myGov.