



GETTING OFF myID GOVERNMENT ID

Already Signed Up to the Australian Government's Digital ID (myID)?

How to Withdraw Consent, Disconnect, and Cancel Your Digital ID

If you've already signed up to the Australian Government's Digital ID system (myID), previously called myGovID, you're not alone. Many Australians were encouraged to sign up because it was presented as "convenient" or "the easiest way" to access government services.

The good news is this: Digital ID is voluntary, and you can withdraw consent and cancel your myID.

This guide walks you through the process step by step.

Understanding the Difference: myGov vs myID (Digital ID)

myGov

- Australia's central online portal
- Links services like Medicare, Centrelink, ATO, NDIS
- Uses a username + password, sometimes with SMS verification
- myGov is not Digital ID

myID (Digital ID)

- Is the Australian government Digital ID system
- Can be used to log in to myGov and other services
- Involves a digital credential and identity verification
- Participation is voluntary under the Digital ID Act 2024

You can keep myGov without keeping myID.

STEP 1 — Withdraw Consent Inside the myID Dashboard

This stops further data-sharing.

1. Go to: <https://dashboard.identity.gov.au>
2. Log in using your myID details
3. On the left menu, select "Consent"
4. Click "Withdraw Consent"

If you see: "You have no ongoing consent to show" it means no services are currently linked.

Important:

This step does not delete your profile: it only stops active data sharing.

STEP 2 — Disconnect myID From myGov (Very Important)

Especially critical if you use the ATO.

1. Go to: <https://my.gov.au>
2. Log in using your **username and password**
3. Navigate to: **Account → Settings → Sign-in Settings**
4. Scroll to **Digital ID**
5. Click "**Disconnect Digital ID**"
6. Confirm

Optional but recommended:

Change your myGov password.

What this means

- You will now log in to myGov the **traditional way**
- No biometrics
- No Digital ID token
- No Digital ID linkage

STEP 3 — Call myID Support and Request Cancellation of Your Digital ID

This is the step many people hesitate on - but it works.

Take a breath. Stay calm. Be clear.

myID Support: 1300 287 539

- Press **Option 2**
- Then **Option 1** (myID enquiries)

Use this exact wording:

"I need to escalate a request to cancel and delete my Digital ID profile."

You may be told that some information must be retained under the Archives Act.

That's expected.



Get more resources & kit here: www.MyResistKit.com

GETTING OFF myID GOVERNMENT ID Continued



STEP 3 — Call myID Support and Request Cancellation of Your Digital ID

What matters is that:

- Your **active Digital ID is cancelled**
- It can no longer be used or linked

Protect yourself:

- ✓ Ask for a **reference number**
- ✓ Write down the **agent's name**
- ✓ Record the **date and time** of the call

STEP 4 — Follow Up in Writing (Very Important)

Email confirmation matters.

support@myid.gov.au

Subject: Request to Cancel and Delete My Digital ID Profile

Email wording:

Dear myID Support,

I request the cancellation and deletion of my myID Digital ID profile.

This request is made under the Digital ID Act 2024 and the Privacy Act 1988.

Please confirm the steps you will take to cease processing my data and provide written confirmation once completed.

Kind regards,

[Full Name]

[Date of Birth]

[Email or Phone]

- ✓ Save a copy before sending

Many people receive confirmation similar to:

*"Your myID has been cancelled.
If you did not request this, contact support immediately."*

STEP 5 — Remove the myID App

Once cancellation is confirmed:

- ✓ Uninstall the myID app
- ✓ Clear any remaining app data
- ✓ Do not reinstall it

From now on:

- myGov access = username + password
- No Digital ID required

STEP 6 — Keep Records

Keep copies of:

- Screenshots
- Call notes
- Reference numbers
- Emails
- Written confirmations

This is your personal record if questions arise later.

Final Word

- ✓ Digital ID is voluntary
- ✓ Consent can be withdrawn
- ✓ myID **can be cancelled**
- ✓ myGov can still be used without Digital ID

This process works.



Get more resources & kit here: www.MyResistKit.com