



# How to update your correspondence preference in MyService

**This guide explains how to change your correspondence preference using MyService.**

From June 2021, we will send selected letters to your MyGov inbox. Over the next 12 months, we will be increasing the types of letters sent to your myGov inbox as they become available digitally.

When your correspondence preference is set to myGov inbox, that means all letters will be sent to your myGov inbox when they are digitally available. If you change your correspondence to receive your letters by post, that means all letters will be sent to you by post.

This guide will show the steps to change your correspondence preference.

**Note:** *This guide shows images of sample screens. They do not contain information relating to any DVA client.*

## Contents

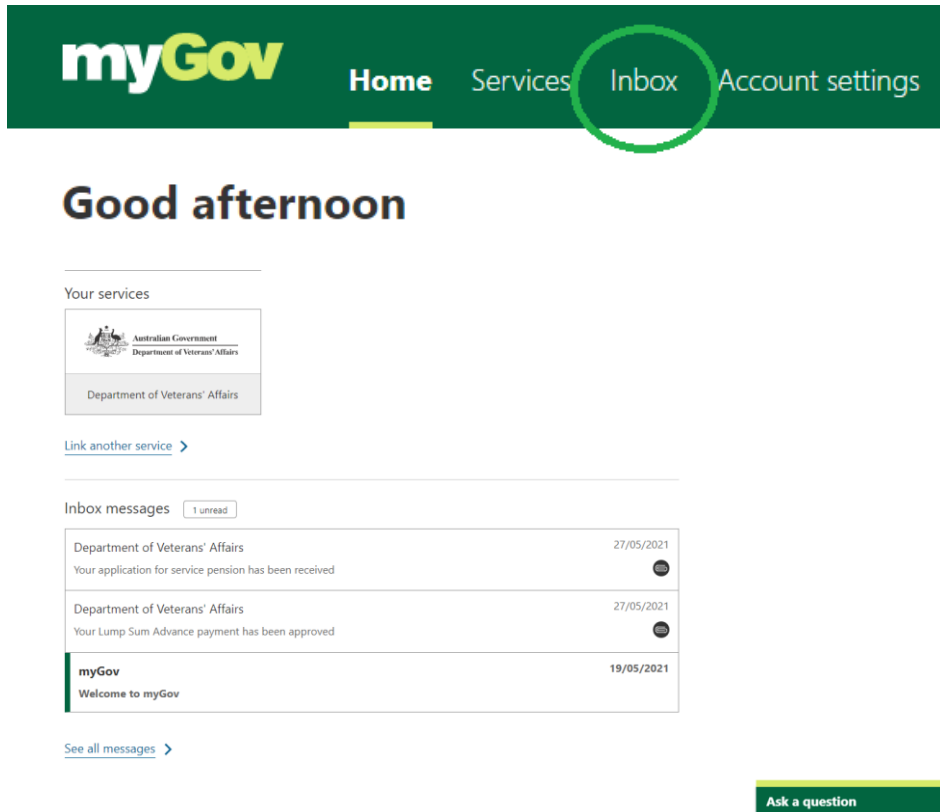
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## How to update correspondence preference in MyService

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### What will I see in myGov?

When you do receive DVA correspondence in your myGov inbox, it will appear both in the bottom of your myGov homepage underneath your linked services and in the Inbox tab in the top of your homepage.



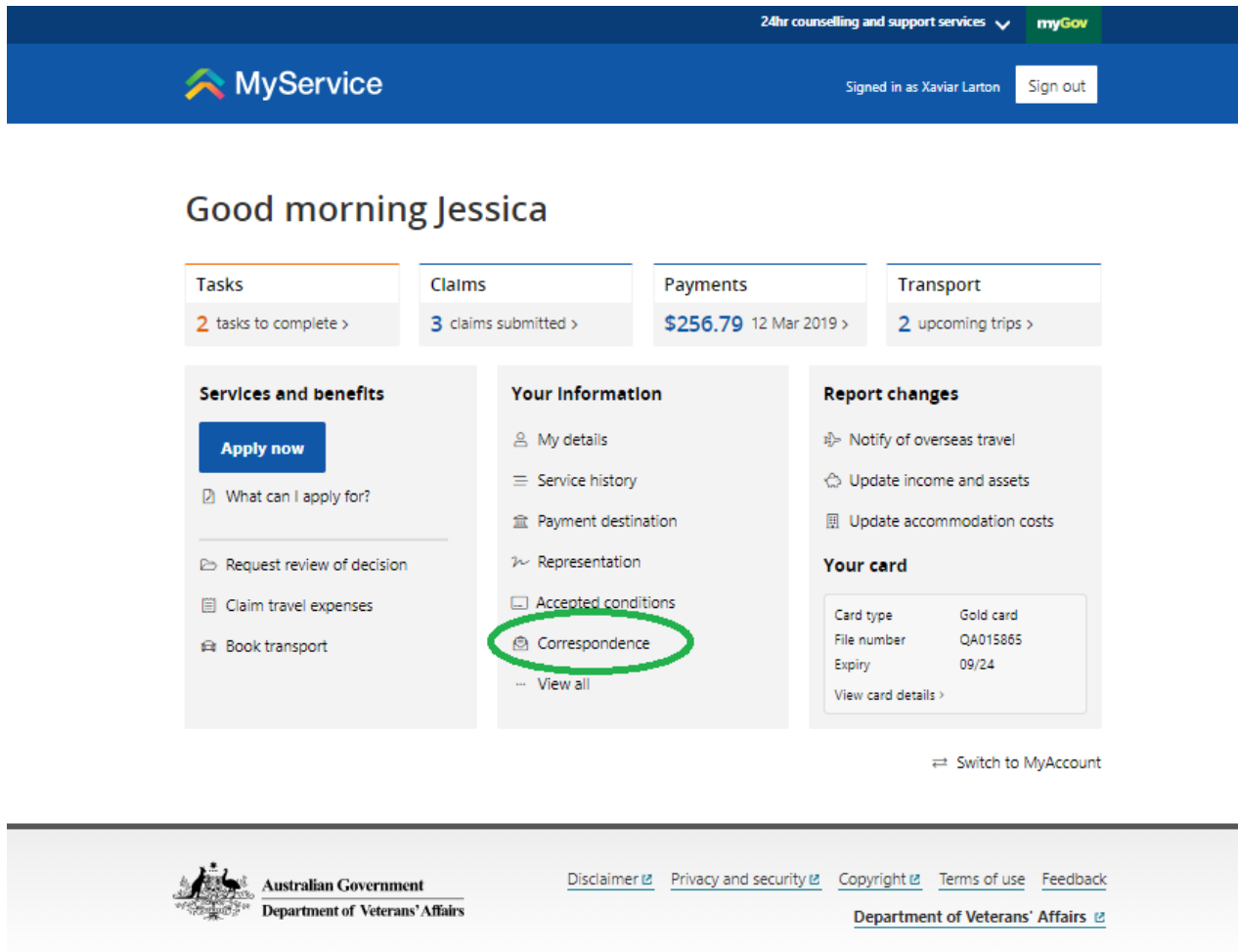
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### Step by Step guide

#### Step 1—Select the Correspondence service

Login to your MyService account and select “Correspondence” from the homepage.

Note: your homepage might look a little different. Look for “Correspondence” in the **Your information** column.



The screenshot shows the MyService homepage. At the top, there is a navigation bar with "24hr counselling and support services" and "myGov". The MyService logo is on the left, and "Signed in as Xavier Larton" with a "Sign out" button is on the right. Below the navigation bar, the user is greeted with "Good morning Jessica".

There are four main service tiles: "Tasks" (2 tasks to complete), "Claims" (3 claims submitted), "Payments" (\$256.79 12 Mar 2019), and "Transport" (2 upcoming trips). Below these are three columns of services:

- Services and benefits:** Includes "Apply now", "What can I apply for?", "Request review of decision", "Claim travel expenses", and "Book transport".
- Your Information:** Includes "My details", "Service history", "Payment destination", "Representation", "Accepted conditions", and "Correspondence" (highlighted with a green circle). A "View all" link is at the bottom.
- Report changes:** Includes "Notify of overseas travel", "Update income and assets", and "Update accommodation costs".

Below the "Your Information" column, there is a "Your card" section showing card details: Card type (Gold card), File number (QA015865), and Expiry (09/24). A "View card details" link is provided.

At the bottom right, there is a "Switch to MyAccount" link. The footer contains the Australian Government Department of Veterans' Affairs logo and several links: Disclaimer, Privacy and security, Copyright, Terms of use, Feedback, and Department of Veterans' Affairs.

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### Step 2—Change your correspondence preference

If you want to receive your letters by post, select Receive all letters via post.

You can change your preference back to receive your letters in your myGov inbox at a later time if you change your mind.

Click Update preferences.

The screenshot shows the MyService interface. At the top, there is a blue header with the MyService logo on the left, 'Signed in as Xavier Larton' in the center, and a 'Sign out' button on the right. Below the header is a navigation menu on the left with options: 'Back to home', 'My details', 'Service history', 'Payment destination', 'Representation', 'Cards', 'Correspondence' (which is highlighted), and 'Commemoration'. The main content area is titled 'Correspondence' and contains a section 'Manage correspondence preferences'. This section includes a notice: 'Where possible, we are transitioning towards sending letters via MyGov inbox. For an up-to-date list of letters we are able to send to MyGov inbox, check the [DVA website](#).' Below this is the 'Your correspondence preference' section with two radio button options: 'Receive letters via myGov inbox where possible, otherwise post' (which is unselected) and 'Receive all letters via post' (which is selected and circled in green). A blue 'Update preferences' button is located below the selected option. At the bottom of the page, there is a footer with the Australian Government and Department of Veterans' Affairs logo on the left, and a row of links: 'Disclaimer', 'Privacy and security', 'Copyright', 'Terms of use', and 'Feedback'. The 'Department of Veterans' Affairs' link is also present at the bottom right of the footer.

You're done!

[Provide feedback or get more help](#)

We're here to help. Contact us on 1800 VETERAN (1800 838 372) for support and advice.

[Let us know your feedback](#) on this guide or our other services.