



ATO correspondence

How you will receive it

In our endeavour to find ways to switch to digital document sending, we continue to embrace the technology made available by implementing software to ensure the method of delivery of sensitive data will be secure and protected without compromising our service to you and becoming more environmentally friendly.

Here's how our process works

- All mail issued from the ATO is in digital form. We will forward it to you through our Secure Email.
- Our 'digital mail' email address is hub.dds.live.center@dds.live.com.au
- The email will have a link.
- To view and download the document you will need a PIN
- The PIN will be sent to your mobile.
- You will not have access to any documents without that PIN

So, if you receive a message on your phone, this should prompt you to check your inbox.

Please check your junk mail regularly so you don't overlook any important documents that we have sent to you.

Do you have a myGov account?

If you have linked the ATO to your myGov account, most of your ATO mail will go directly from the ATO to your myGov Inbox, rather than through the post.

Here's how myGov works

- Depending on how you set up your account, you will receive an email or SMS notifications from myGov to let you know when there are new messages in your myGov Inbox.
- The default setting for notification is email.
- To view and download the document you will login to myGov and go to Inbox
- We do not have access to your myGov account

If you have any questions relating to myGov, call the myGov helpdesk on 13 23 07, select Option 1. The myGov helpdesk is open from: 7:00am - 10:00pm, Monday - Friday

Please note that we still have electronic access through our **online tax agent portal** to view mail sent to you.

How to deal with suspicious email

if you ever receive a suspicious email or text message (SMS) claiming to be the ATO, either:

- Call us to verify if we have sent you a document
- Forward the entire email or take a screenshot of the text and send it to ReportEmailFraud@ato.gov.au