



Australian Government
Department of Education

Access to myHELPbalance is changing

The way students access the myHELPbalance website is changing.

From late April 2026, you will need a Digital ID (myID) to log in.

This update helps keep your personal information safe. Using myID means you'll be able to access the myHELPbalance website securely without needing to enter your personal information to log in every time.

You may already have myID if you access Australian Government services such as myGov. To use the myHELPbalance website, you'll need a standard identity strength. If you already have a standard myID, you don't need to create a new one – but you will need to link it to myHELPbalance the first time you

log in from late April. You'll need your USI or CHESSN and your student ID to link it.

After late April, you won't be able to access the myHELPbalance website until you have set up myID.

If you don't already have a standard myID, you can set up it up now using the step-by-step guide at www.myid.gov.au or scan the QR code.



Set up your myID at
www.myid.gov.au