**—TRANSCRIPT—**

***Centrelink online account - Request a document***

This video shows you how to request a document using your Centrelink online account.

Select **MENU** from your homepage.

Select **Documents and appointments**.

Select **Documents**.

Select **Request a document**.

Select **Begin**.

If you recently requested documents, select **View** to view some recently requested documents, or **Next** to request a new document.

Select the document you need from the dropdown menu. In this example, we’ll request an **Income statement**.

Select **Next**.

Enter the date you want the income statement for, then select **Next**.

Select **Submit**.

We’ll give you a **Receipt ID** when you submit your request.

The Receipt page also gives you a link to your document in PDF format.

You can view, print or save the PDF.

If you’re subscribed to get your letters online, we’ll send you a copy of the document.

You’ll get it in your myGov Inbox.

To view the document, select the **Income statement** link.

The document will open in a separate window.

To print or save your document, select either option at the top of the page.

If you want to request another document, select **Request another document**.

When you’re done, select **Return home** to go back to your homepage.

From your homepage, you can complete other transactions, or select **Return to** **myGov** to go back to your myGov account.

For your privacy and security, **sign out** when you’ve finished using your myGov account.

For more information go to *servicesaustralia.gov.au/onlineguides*