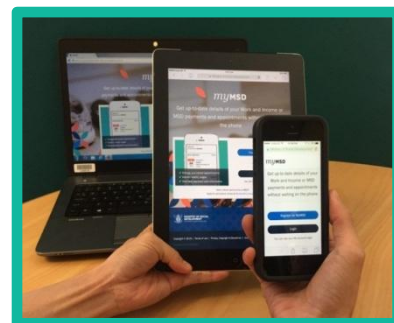


myMSD

Clients can check Work and Income or MSD payments, manage their appointments and tell us about any changes easily using MyMSD

<https://my.msd.govt.nz>



What is MyMSD?

MyMSD is a great way for clients to transact with Work and Income online. MyMSD is not an app you have to download; we developed a responsive web application to provide clients an easy to use online service for any internet capable device. Around 40% of our clients use MyMSD via their mobile, so by having a responsive web application we cater to the other 60% using MyMSD on their PC and Tablets. MyMSD is also compatible with Google Translate for ESOL users.

MyMSD can be used on **mobile, tablet or desktop** devices from anywhere, including **kiosks** at service centres.

Who is using MyMSD?

As of 6 April there were over **43,000** clients registered for MyMSD. MyMSD is for anyone receiving main benefit, supplementary assistance or NZ Superannuation. It's simple to get started – all a client needs is their SWN, date of birth and access to the internet.

What can clients do on MyMSD?

Clients can...

View:

- their next **payment** details for all main benefits and supplementary assistance (excluding childcare assistance and OSCAR)
- their **supplementary assistance** details for Accommodation Supplement, Disability Allowance, and Temporary Additional Support
- their next **appointment** details
- their **payment card balance** and transactions, including their hardship grant expiry date
- details of their **debt** with MSD (including non-current clients)
- a **reminder** of 52 week reapplication requirement and medical certificate expiry
- recorded **income**
- their **contact details**

Tell us about:

- **declare weekly wages**
- **a relationship change**
- **a change of address**
- **a change to accommodation costs**

Ask for:

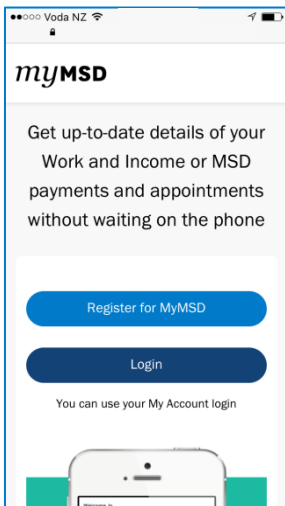
- help with a **one-off cost**

Manage selected appointments:

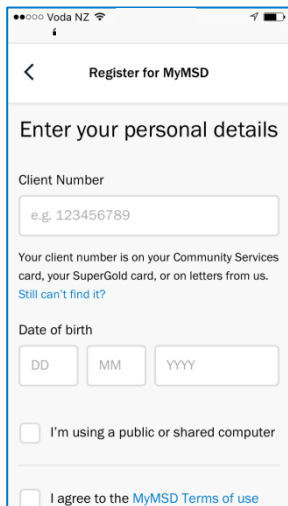
- **book appointments**
- **change appointments**
- **cancel appointments**

What does MyMSD look like?

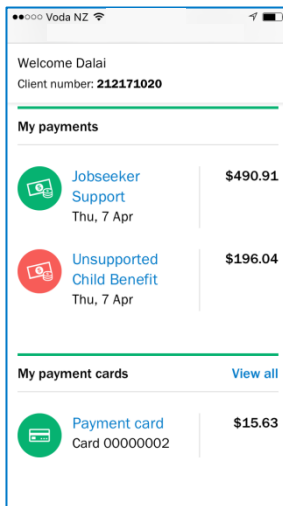
MyMSD



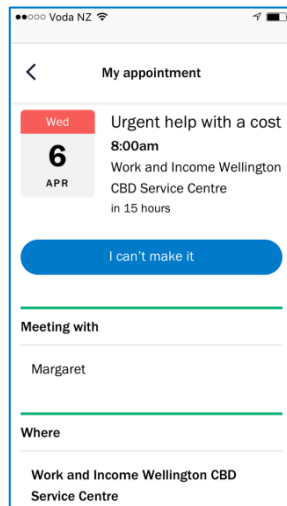
Registration



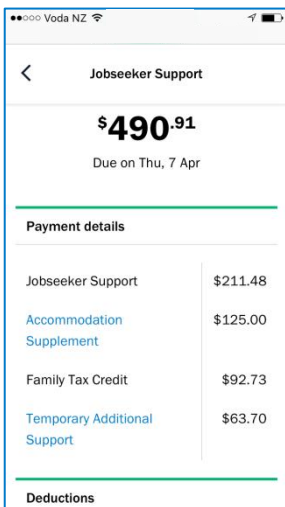
View Payments



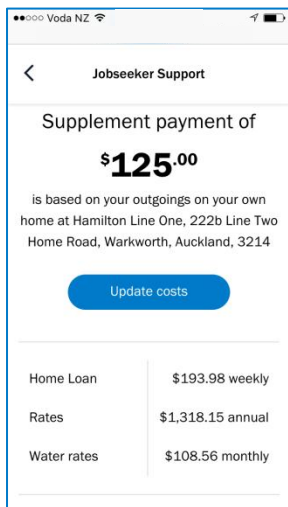
Manage Appointments



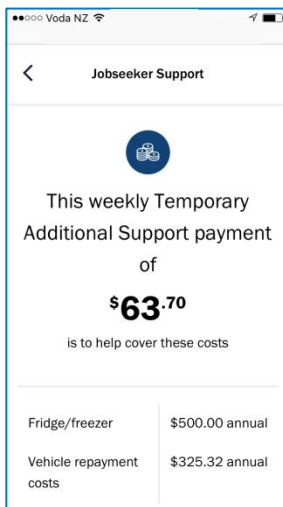
Supplementary Assistance



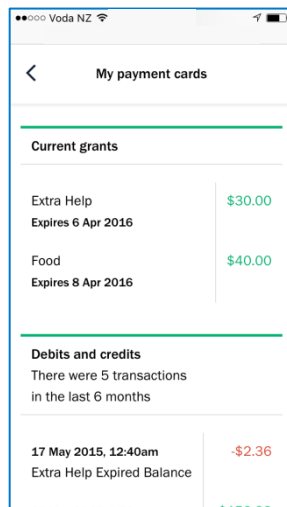
View Costs



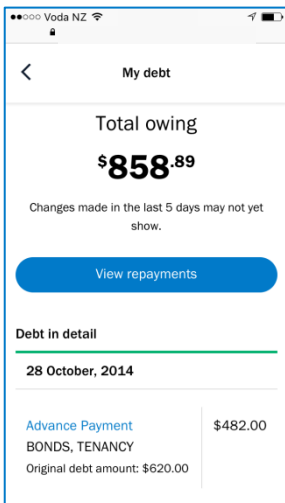
View Costs



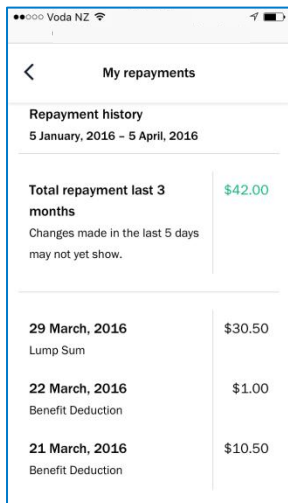
Payment Card



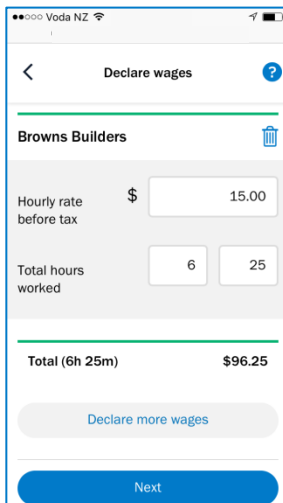
Debt Details



Debt Repayments



Declare Wages



Declare Wages

