CREATING YOUR MYGOVID ACCOUNT & LINKING TO RELATIONSHIP AUTHORISATION MANAGER (RAM)

Use myGovID and Relationship Authorisation Manager (RAM) to access some of the Australian Taxation Office's (ATO) online services and other government online services.

- o myGovID – the Australian Government's digital identity provider that allows you to prove who you are online. myGovID is different to your myGov account.
- o RAM – an authorisation service that allows you to act on behalf of a business online when linked with your myGovID.

myGovID and RAM replaced AUSkey and Manage ABN Connections (your ABN connected to your myGov account) at the end of March 2020.

How to get started with myGovID and RAM

Step 1 – Set up your myGovID

Step 1a – Download the myGovID app

Download the myGovID app from the official app stores. The myGovID app is compatible with most smart devices using:
- o iOS 10 or later on Apple devices
- o Android 7.0 (Nougat) or later.

Step 1b – Enter your details

Open the myGovID app and follow the prompts. You will need to enter your full name, date of birth and email address.

After entering these details you'll have a **Basic** identity strength. A Basic identity strength only allows access to **some** government online services. You may need to meet additional requirements depending on the service.

Step 1c – Add your identity documents

A **Standard** identity strength allows you to access all participating government online services. You'll need two of the following **Australian** identity documents (your name must match on both):

- o driver's licence or learner's permit
- o passport
- o birth certificate
- o visa (using your foreign passport)

- o citizenship certificate
- o ImmiCard
- o Medicare card – once you verify one of the documents above in the app, you'll have the option to add your Medicare card.

If your name doesn't match across your two identity documents, you may be able to verify this using a change of name certificate (Tasmania, South Australia, Northern Territory and the Australian Capital Territory only) or a marriage certificate. Otherwise you should update your documents to match before you verify your first document.

In the future, you'll be able to use other identity documents and face-matching technology.

If you cannot achieve Standard identity strength, see Accessing ATO online services with a Basic myGovID.

Step 2 – Link your ABN to your myGovID in RAM – principal authorities

Check your ABN details are up to date in the Australian Business Register (ABR).

Log in to RAM using your myGovID and link your business.

To link your ABN you'll need to be the principal authority. The principal authority is either a:
- o sole trader
- o eligible individual associate listed on an ABN in the Australian Business Register (ABR) for example a director, public officer, trustee, partner or an office bearer of a club or association.

Businesses/entities with non-individual associates, such as trustee companies, can use RAM however this process will need to be done over the phone with the ATO.

Step 3 – Authorise employees and others to work online on behalf of your business in RAM

If you have employees or other individuals that access online services on behalf your business, you will need to authorise them in RAM.

Step 4 – Accept an authorisation in RAM – employees and individuals working on behalf of a business

You'll need a myGovID to log in to RAM and accept an authorisation to act on behalf of a business online.

Resources

Factsheet
- o Set up your new access to the Business Portal (myGovID and RAM)

Videos
- o How to link your business in RAM
- o How to create new authorisations using RAM
- o How to accept an authorisation in RAM
- o How to create new machine credentials in RAM

ATO Helpline

Dedicated helpline – 1300 287 539 between 8am and 6pm (AEST) Monday to Friday.
Option 1 for AUSkey | Option 2 for myGovID | Option 3 for RAM

![byfields business advisers logo]

STEP 1 – CREATE YOUR MYGOVID ACCOUNT

1. Open the myGov ID app and enter your email address.
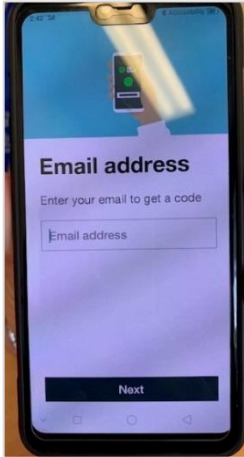
2. Enter the 6-digit code sent to your email.

3. You have the option of setting up your fingerprint login or you can skip to the next step.

4. Create your password. It must be exactly 10 characters with upper and lower case, a number and a special character. Even though the ATO only require either a number or special character, include both to provide a stronger password.

5. Enter your name and date of birth as it appears on your identity documents (your name must match on <u>all</u> identity documents used to set up your myGovID).

6. Select the first identity document to provide and follow the steps to either scan the document or enter the details manually.

7. Once you've entered the first identity document, select the second one and follow the same steps. Ensure the identity strength is **Standard**.

8. Follow the steps to finish the setup and you're done! Go to **Step 2 – Link your ABN to your myGovID in RAM – principal authorities**.

STEP 2 – LINK YOUR ABN TO YOUR MYGOVID IN RELATIONSHIP AUTHORISATION MANAGER (RAM) – PRINCIPAL AUTHORITIES

After setting up your myGovID, the next step is to link the business in RAM.

The principal authority of the business will need to set up their myGovID and link the business in RAM. Once the business is linked, they can set up authorisations for others to work on behalf of the business.

Check that your details are up to date on the ABR.

Once details are updated/correct, go to https://authorisationmanager.gov.au/#/login. (Please note: Use Google Chrome or Microsoft Edge to access RAM and NOT Internet Explorer).

1. Click "**Login with myGovID**".
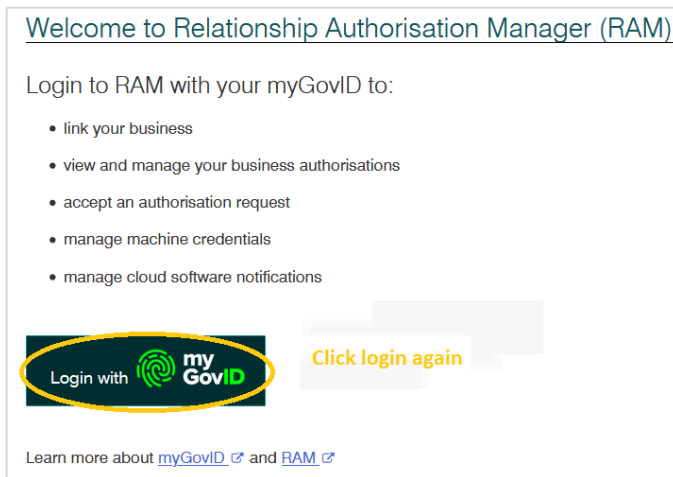
2. Enter the email address you used when you registered for myGovID and click **Login**.
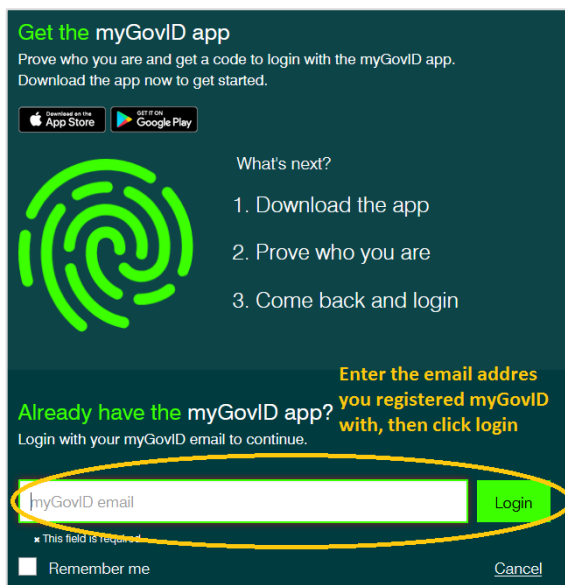
3. You will see a 4-digit code on the screen. Open the myGovID app on your phone and enter the code. Click **Accept**. An email will be sent to your email address for the next step.
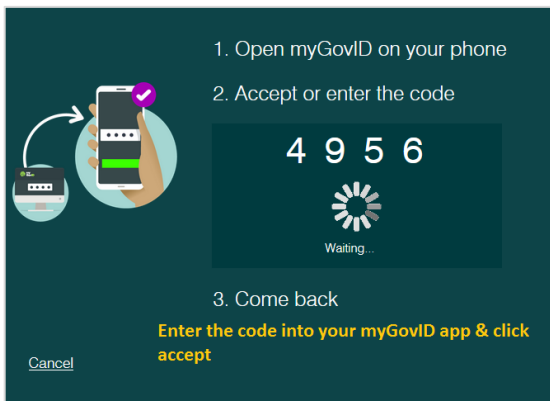
If you have individual associates on the ABR – follow Step 4 to Step 13.

If you have non-individual associates on the ABR – go to Page 10 and follow Step 14 to Step 18.

<u>**INDIVIDUAL ASSOCIATES**</u>
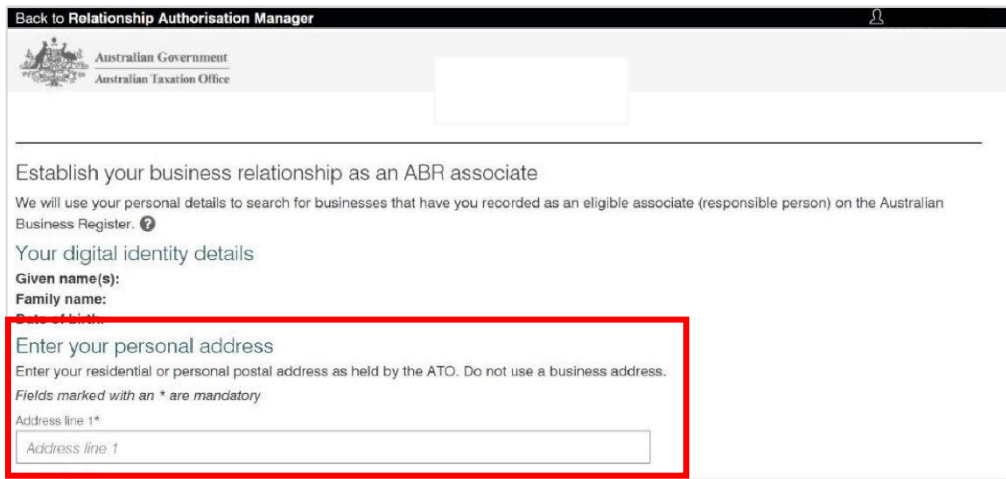
4. Enter the code you were emailed in the previous step & click **Submit**.
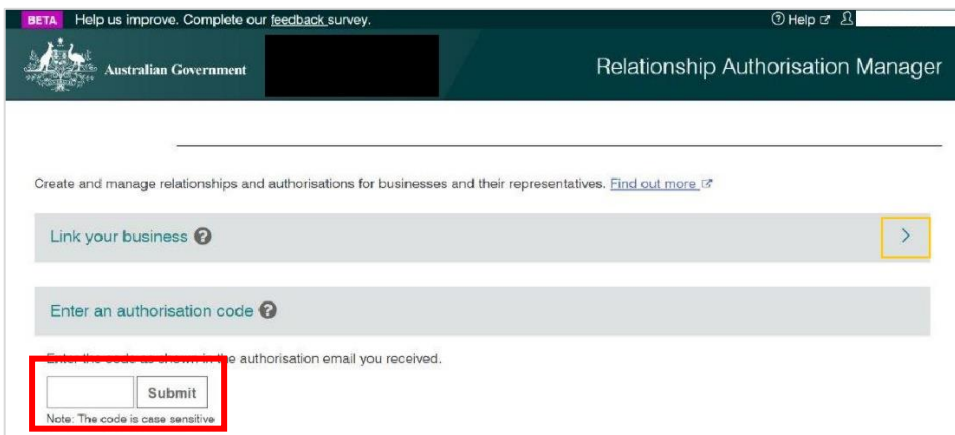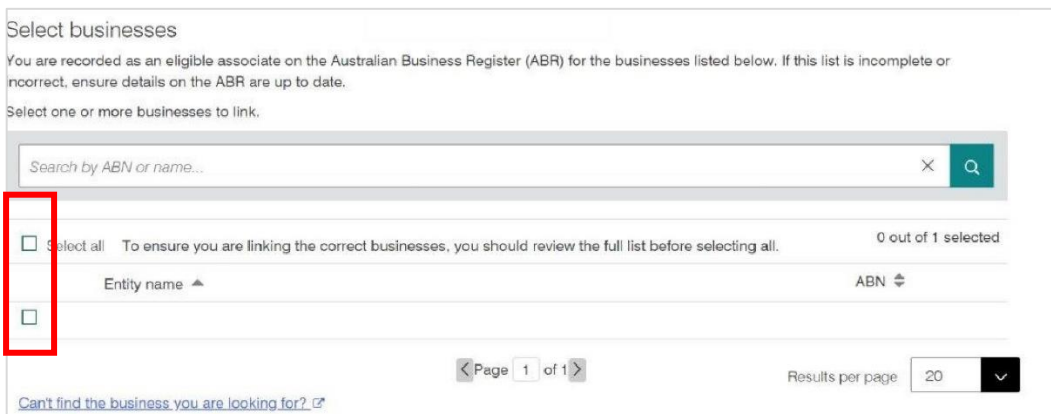
5. Click **Continue** when the following screen appears.
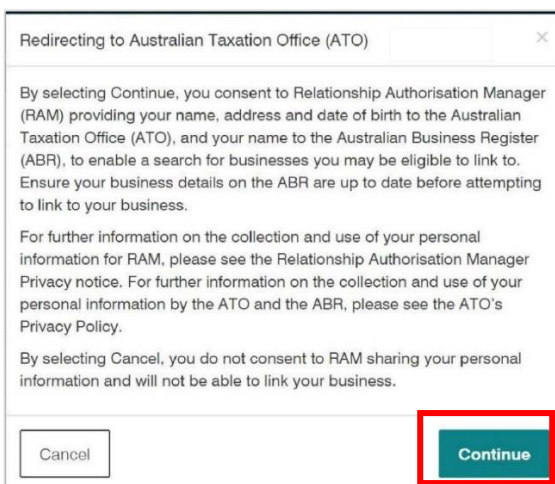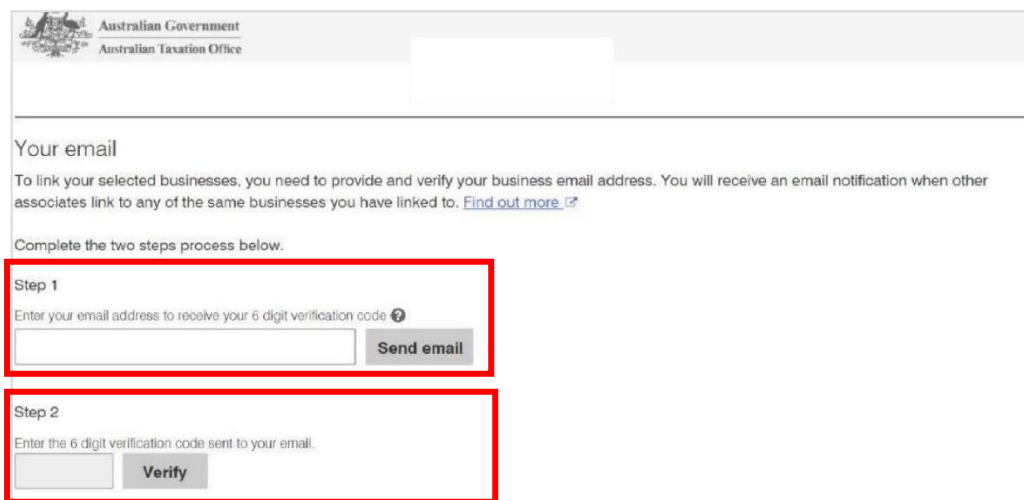
6. Your digital identity details will appear. Enter your residential or personal postal address as held by the ATO (not a business address). Click **Continue**.

7. A list of businesses where you are an associate will appear. You can either select one business or all. Click **Continue**.

8. Enter your business email address at Step 1 and click **Send email**. Then enter the 6 digit code from the email notification in Step 2 and click **Verify**.

9. You should receive the message **Verification successful**.

10. A summary of the business/es selected will appear along with the nominated email address.

11. Scroll down and tick **I understand and accept this declaration** and click **Submit**.

12. You should then receive the following message for the number of business/es you selected to link. Click **Continue**.

1 of 1 businesses successfully linked

You will be redirected to Relationship Authorisation Manager to manage your authorisations.

Continue

13. You can now authorise other users to act on your behalf e.g. bookkeeper, staff members, etc. Go to **Step 3 – Authorise employees and others to work online on behalf of your business in RAM** on Page 12.

NON-INDIVIDUAL ASSOCIATES

Where you have non-individual associates on the ABR (such as a trust), you will need to contact the ATO on 1300 287 539 (option 3 for RAM). The ATO will need to link your business from their end. They will stay on the phone until the entire process is complete in case there are any issues.

The ATO will go through a personal Proof of Identity (POI) process before proceeding any further to confirm that you are connected to a nominated associate on the ABR.

They will ask for your personal TFN and then ask questions about some items that were in your last lodged income tax return.

Once the personal POI process is completed, they will ask for the following:
• ABN of the business you want to link
• TFN of the non-individual associate
• Name and email address
• They may ask for some other information depending upon your circumstances

The process will take approximately 10-15 minutes. Once completed, you will receive an email from the ATO.

14. From the email just received, enter the authorisation code and click **Submit**.

15. A summary of the business/es selected will appear along with the nominated email address.

16. Scroll down and tick **I understand and accept this declaration** and click **Submit**.

17. You should then receive the following message for the number of business/es you selected to link. Click **Continue**.

18. You can now authorise other users to act on your behalf e.g. bookkeeper, staff members, etc. Go to **Step 3 – Authorise employees and others to work online on behalf of your business in RAM** on the next page.

STEP 3 – AUTHORISE EMPLOYEES & OTHERS TO WORK ONLINE ON BEHALF OF YOUR BUSINESS IN RAM

<u>Set up authorisations</u>

If you are a principal authority or authorisation administrator you can create authorisations for employees and other individuals who work on behalf of the business.

You can authorise someone as a:
- **Authorisation administrator** – a user who can create and manage authorisations for others
- **Authorised user** – a user who can work on behalf of a business
- **Machine credential administrator** (MCA) – a user who can create and manage machine credentials to interact with government online services through business software.
- **Basic user** – a user who can work on behalf of a business with a basic identity strength in myGovID, you will need to re-authorise these users every 12 months. This is only available for a small number of participating government online services.

<u>Before you start</u>

Check with the user you are authorising that:
- they have set up their digital identity, such as myGovID
- their full legal name matches the name used to set up their digital identity
- their email address can only be accessed by them. It does not need to be the address they used to set up their digital identity.
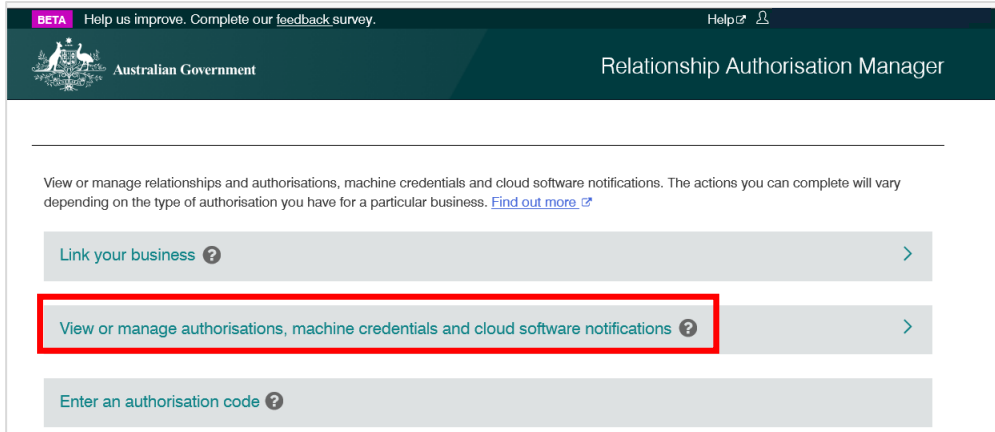
<u>If you use a tax professional</u>

If your business uses a tax professional outside your business to manage your tax affairs, for example a tax agent who is not your employee, you don't authorise them (or their practice) in RAM and they don't use RAM to authorise you. The tax professional notifies the ATO they're working on your behalf through their online services. This process has not changed.

How to add a new user authorisation

1. Log into RAM https://authorisationmanager.gov.au/#/login.

2. Click **View or manage authorisations, machine credentials and cloud software notifications**.

3. Select the business you want to add a new authorisation to.

4. Select **Add new user**.

5. Select the representative type drop the drop-down list. This is based on the user's myGovID identity strength. Select **Standard user** or **Basic user** (based on their myGovID identity strength). Click **Continue**.

6. **Representative details -** Enter their name and email address exactly as what they entered when setting up their own myGovID (you will need to check this with the new user first). These details must match otherwise the authorisation will not work when the new user accepts the authorisation request. If they used their middle name/s, enter these in the **Given Name(s)** box. Once entered, click **Continue**.

7. **Authorisation details** – select **Yes** or **No** if you want the user to become an authorisation administrator or a machine credential administrator (MCA). Enter a start date (this will default to the current date) and end date for the authorisation, it cannot be back dated or left blank. Alternatively, select **No end date**. **Note:** An end date is required for a Basic user (no longer than 12 months from the authorisation date). Click **Continue**.

8. **Agency Access** – select the level of access for each agency (**Full**, **Custom** or **None**). For Basic users, only agencies who accept this level of access will display. Click **Continue**.

9. **Summary** – review the details. If all OK, tick **I understand and accept this declaration**. Click **Submit**.

10. The **Authorisation request** screen will indicate if you successfully created an authorisation. Click **Continue** to set up the user's access permissions.

Authorisation request

You have successfully created an authorisation. An email containing the authorisation code to accept the authorisation has been sent to

To customise the authorisation, select Continue.

Continue

11. Click **ATO Access Manager**. It will launch the ATO Access Manager (on a separate tab) where you can then set the permissions as to what the user can and cannot do in relation to your business.

BETA Help us improve. Complete our feedback survey.   Help &

Australian Government   Relationship Authorisation Manager

Add authorisation

Representative details   Authorisation details   Agency access   Summary   Customise access

1   2   3   4   5

Customise the level of access by selecting the agency hyperlink.
Hyperlinks will open in a new tab - do not close or log out of this window until you have selected all custom accesses.

Agency	Level of access	
AUSTRALIAN TAXATION OFFICE	Custom	ATO Access Manager

Back   **Continue**

12. Once you have finished setting and saving the access permissions, click back on the RAM tab and click **Continue**. You can **Add new user** or you can logout if all new users been added.

Authorisation requests and codes

When you authorise someone, an authorisation request and code is automatically emailed to the user. The user must accept or decline the authorisation request within seven days or the code will expire and a new request will need to be sent.

Re-issuing authorisation codes

If an authorisation code has expired or is not working, the principal authority or authorisation administrator will need to re-issue a code. To do this:
- select **Manage authorisations**
- select the business name associated with the user
- click **View** next to the user's name which will have a pending status
- click **Re-issue a code** under the authorisation code details
- a confirmation message will appear advising the code has been re-issued, click **Continue**.

STEP 4 – ACCEPT AN AUTHORISATION IN RAM – EMPLOYEES & INDIVIDUALS WORKING ON BEHALF OF A BUSINESS

1. Go to https://authorisationmanager.gov.au/#/login.

2. Select **Login with your myGovID**.
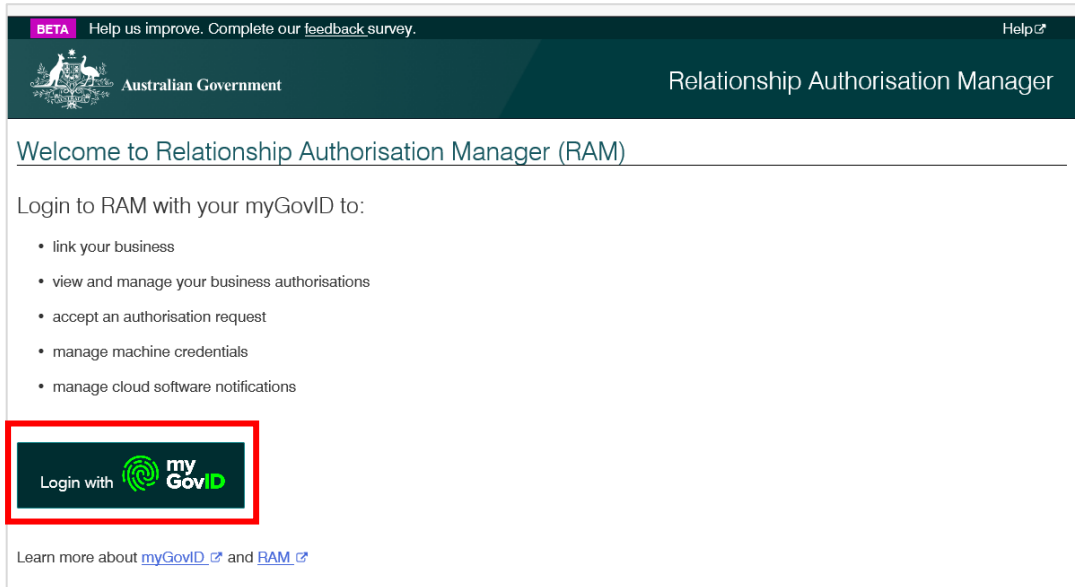
3. Enter the email address used to setup your myGovID account. Click **Login**.
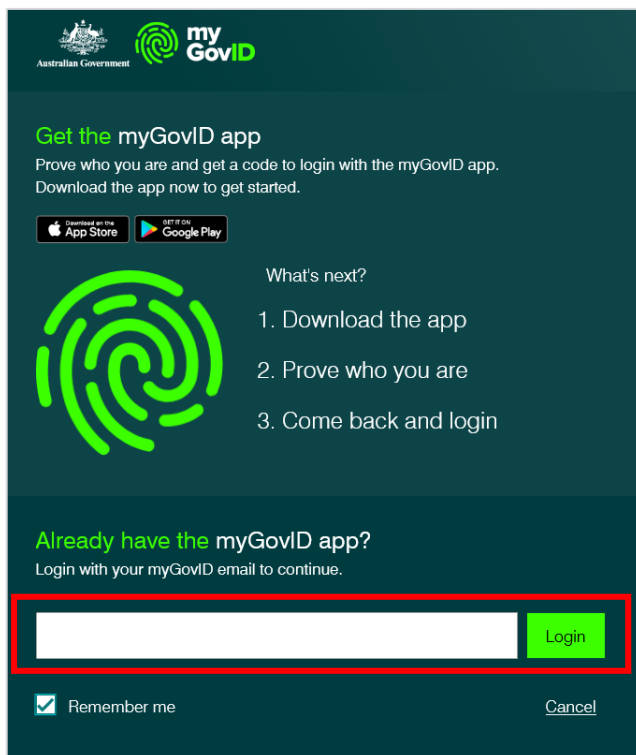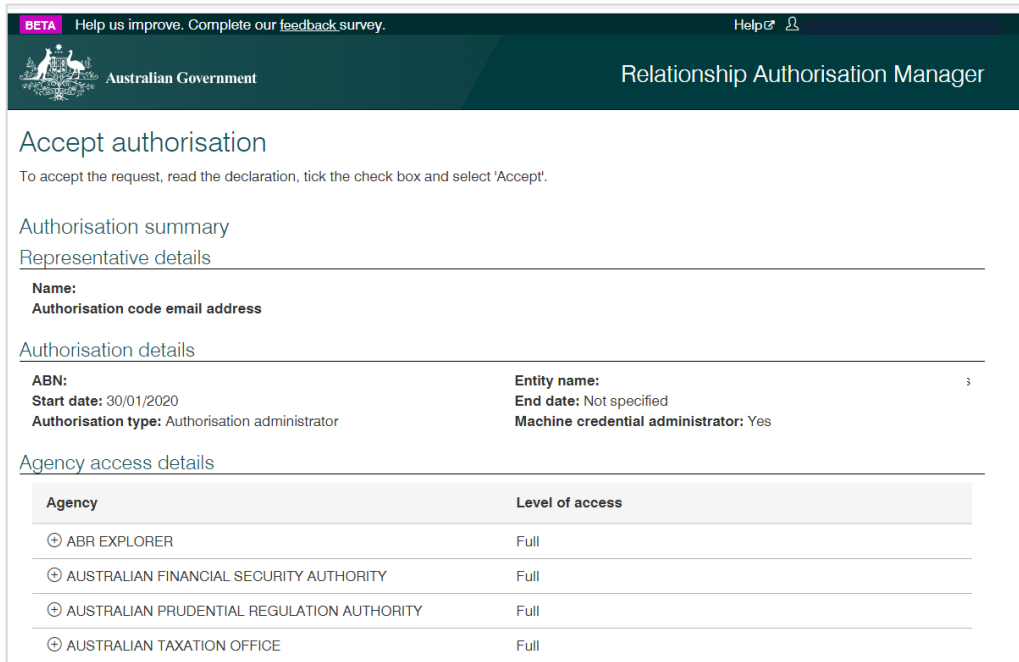
4. Open the myGovID app on your phone. **Accept** or enter the code generated on the screen (see below) in the myGovID app (wait for the code box to automatically appear on your phone).
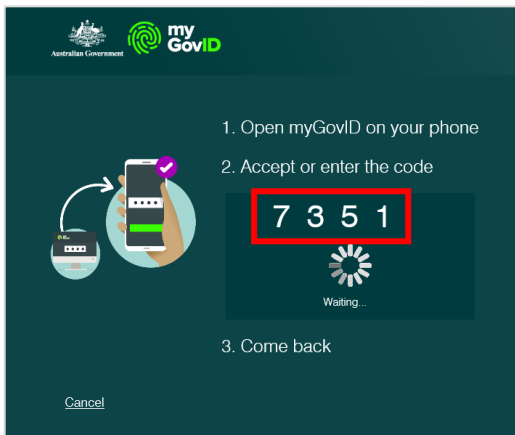
5. Enter the authorisation code **<u>exactly</u>** as per the email you received from the ATO (it is case sensitive). Click **Submit**.

6.   You will then see an **Accept authorisation** screen.

7.   Scroll to the end, tick **I understand and accept this declaration** and click **Accept**.

8.   You should then receive confirmation on screen that the request is successful.

The next time you go to log into online services, select **Login with myGovID**. Open the app on your phone and enter the code shown on the screen into the app. Click **Accept**.

Accessing ATO online services with a Basic myGovID

To access some of the ATO's online services, you need to use myGovID with a Standard identity strength (two Australian identity documents added).

If you're not able to achieve this, you can use myGovID with a Basic identity strength if you:
- need to use the Business Portal or Online services for agents
- are authorised to be a Basic user by a principal authority or authorisation administrator in Relationship Authorisation Manager (RAM)
- meet additional proof-of-identity requirements.

For security purposes, if you have a Basic myGovID you cannot:
- be authorised as an authorisation administrator, machine credential administrator or authorised user in RAM
- use RAM to link a business, authorise others, manage authorisations or machine credentials
- complete activities that carry a higher risk.

Before you start, make sure you understand the restrictions for access and activities when using a Basic myGovID.

See also:
- myGovID to check the latest accepted identity documents

Restrictions when using a Basic myGovID

For security purposes, some restrictions apply if you have a Basic myGovID.

You won't have access to:
- the Australian Business Register
- Access Manager
- Online services for digital service providers.

Business Portal restrictions

When using the Business Portal with a **Basic** myGovID you **won't** have access to:
- view, add or update financial institution details
- view a statement of account
- view, add or update tax roles
- add, update or cancel registration details
- access another user's mail
- access business appointments and permissions enabled through cross entity authorisations (XEA)
- request refunds
- lodge Early stage innovation company report
- pay super guarantee contributions using Small Business Super Clearing House.

Authorising a user who has a Basic myGovID

If you're the principal authority or authorisation administrator you can set up authorisations for employees and other individuals who have a Basic myGovID to work on behalf of the business.

Once set up, the representative will receive two emails:
- an authorisation request and code to accept in RAM – the authorisation will appear as 'Pending' until it's accepted. If the authorisation request is not accepted within seven days, you'll need to re-issue a new code.
- a request to complete proof of identity requirements – 'Additional POI required' will appear next to the ATO agency access details in RAM until these requirements have been met.

When they have actioned both of these requests, you'll receive an email with instructions to set their permissions in Access Manager. When this is complete, the representative can start using their myGovID.

Basic users can only be authorised to work on behalf of a business for up to **12 months** from their start date. The functionality to renew Basic user authorisations in RAM will be available soon. Before their authorisation ends, you'll receive an email notification reminding you to renew their authorisation. The user will not need to complete proof of identity requirements again if renewed before the end date.

Setting up your Basic myGovID

To set up your myGovID with a Basic identity strength download the myGovID app and add your name, personal email and date of birth. You do not need to verify any identity documents.

Your principal authority or authorisation administrator then needs to create your authorisation in RAM. The name you use to set up your myGovID needs to match the name they use to set up your authorisation. To avoid an error, check they have the correct name before they set up the authorisation.

When your authorisation has been set up, you'll receive two email requests to action:
- an authorisation request and code to accept your authorisation in RAM – accept this within seven days before the code expires and before you action the next request
- a request to complete proof of identity requirements.

When you've completed these requests, the principal authority or authorisation administrator will then set your permissions and you can start using your Basic myGovID.

Complete proof of identity requirements

The way you complete the proof of identity requirements depends on whether you:
- have an Australian TFN
- don't have an Australian TFN

If you have an Australian TFN

Phone the ATO to complete a proof of record ownership check and confirm your association with the business or entity. Have your TFN and Australian business number (ABN) details ready before you phone.

If you're phoning from:
- Australia – phone 1300 287 539 and select option 2 for myGovID enquiries between
  - 8.00am and 8.00pm Monday to Friday
  - 10.00am and 4.00pm (AEST) Saturday and Sunday

- overseas – phone +61 2 6216 1111 and ask to be transferred to myGovID enquiries between 8.00am and 5.00pm (AEST) Monday to Friday.

Note: All times are local time unless otherwise specified.

<u>If you don't have an Australian TFN</u>

You need to complete and send to the ATO the [ATO use of Basic myGovID (NAT 75249, PDF 182KB)](#) form with copies of two certified identity documents (refer to the form for a list of accepted identity documents).

Check that you have completed all fields of the form. Otherwise the ATO may not be able to process your proof of identity documents.

Once the ATO have received and checked your documents, you'll receive a confirmation email.

<u>Information on certifying your identity documents</u>

The following individuals are authorised to certify your identity documents outside of Australia:
- notary publics
- employees of an Australian
  - embassy
  - high commission
  - consulate – including consulates headed by Austrade honorary consulates.

The certifier needs to do the following in your presence:
- stamp, sign and annotate the copy of the identity document to state 'I have sighted the original document and certify this to be a true and correct copy of the original document sighted'
- initial each page
- list their name, date of certification, phone number and position.

If you send certified copies of documents to the ATO, they may not return them to you. If you would like your documents returned, you will need to request this at the time of lodging and include a return postal address.

<u>Consideration for uncertified identity documents</u>

If you are **not able** to certify your identity documents due to COVID-19 restrictions, the ATO may consider accepting uncertified copies of identity documents. If these restrictions impact your ability to provide certified documents, indicate this on your form in Section B and send the ATO the form with your uncertified documents for consideration. In future, you will need to provide certified copies of your identity documents (when requested) to continue using your Basic myGovID to access the ATO's online services.

See also:
- [Department of Foreign Affairs and Trade](#) for a list of Australian embassies, high commissions and consulates by country

<u>Identity documents not in English</u>

If you provide documents that are in a language other than English, you must also provide an English translation made by an approved translation service.

All translations must include a statement from the authorised translator that it is a 'true and correct translation made from the document sighted'.

The translation should also display an official stamp, or similar showing the certifier's accreditation.

Translations should also be accompanied by a certified copy of the original document in the language of origin, which has been stamped and signed as a true and correct copy by an approved certifier.

To obtain translation outside Australia and determine an approved translator you can contact your nearest:
- Australian embassy
- high commission
- consulate.

See also:
- [Australian Department of Foreign Affairs and Trade](#) for a list of these offices by country.