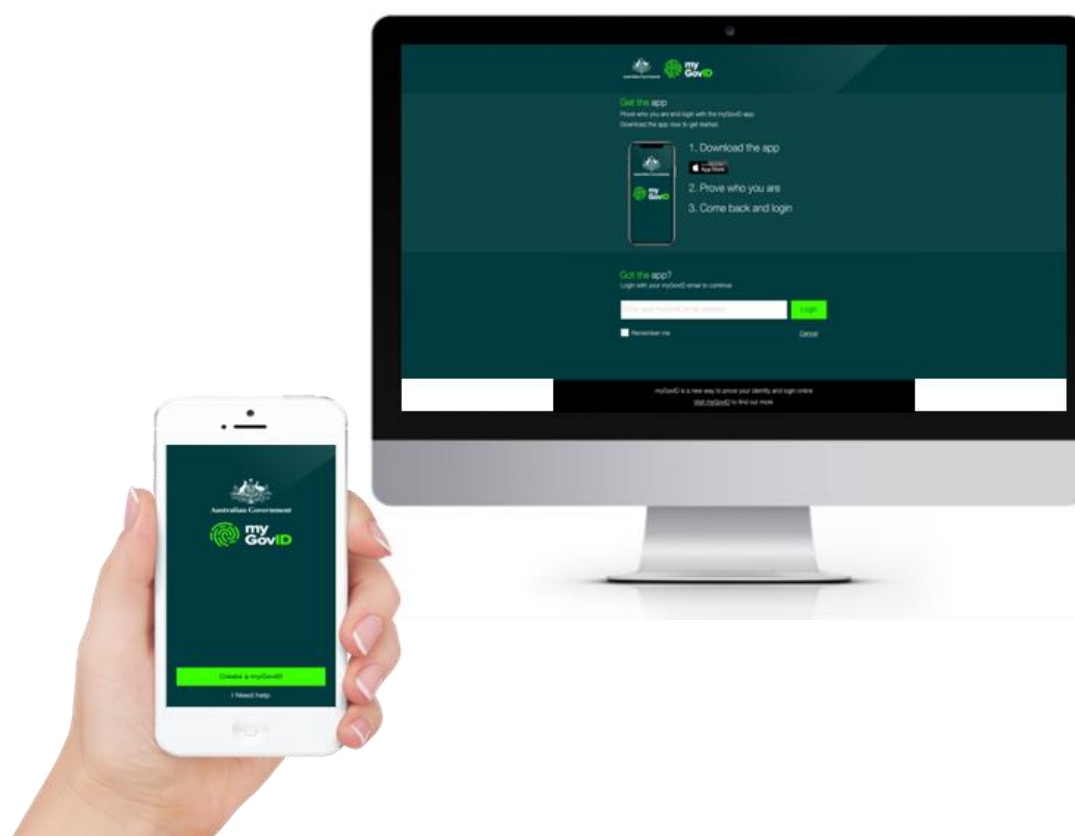




Australian Government

# Relationship Authorisation Manager (RAM) User Guide



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# Guide Overview

This user guide will provide step-by-step instructional support for users to **set-up** and **manage** authorisations in Relationship Authorisation Manager (RAM).

## Who should use this guide

### **Principal Authority**

A Principal Authority is an eligible associate of the business and is responsible for the set-up of the business in RAM.

A Principal Authority:

- has full access to all functionality and can complete all activities in this guide.

Refer to section *1.1 – Linking your business* for more details on whether you're an eligible associate.

### **Authorisation Administrator**

An Authorisation Administrator is a business representative who acts on behalf of a business.

An Authorisation Administrator:

- by default has full access to all participating government online services
- can manage (create/view/edit/remove) authorisations
- can import AUSKey users into RAM

### **Machine Credential Administrator role**

The Machine Credential Administrator (MCA) role allows a business representative to manage machine credentials on behalf of the business.

The Machine Credential Administrator role can be held by an Authorised Administrator or an Authorised User.

A Machine Credential Administrator will only be required if your business is using software to interact directly with government online services.

Machine Credential Administrators can:

- create, manage, and remove machine credentials

## Before you begin

- **Set up your myGovID** – You will need to set up myGovID on an Apple or Android smart device before following any section in this guide. Get detailed instructions at the myGovID website: <https://www.mygovid.gov.au/>
- **Get ready to transition** – If you're an eligible associate, you should check that you are listed against your business on the Australian Business Register (ABR): <https://www.abr.gov.au/>

- **See what you can access** – The Relationship Authorisation Manager (RAM) website has up-to-date information on the available government online services that can be accessed with myGovID and RAM: <https://info.authorisationmanager.gov.au/>

## How to use this guide

The sections relevant to you depends on your role within the business. Below outlines the relevant sections based on your role: *(see previous page for role definitions)*

### **Principal Authority**

- First follow instructions in *1.1 – Linking your business*.
- If you have a business representative that will manage authorisations on your behalf, refer to *1.2 – Creating an Authorisation Administrator*.
- If your business previously used AUSkey, refer to *1.4 – Importing AUSkey users*.
- *Section 2 – Manage authorisations in RAM* has instructions on common tasks you might need to perform on an ongoing basis (creating, viewing, editing and removing authorisations).
- Once you're set up, you're ready to continue business as usual. Refer to section *4.1 – Using myGovID to access government online services*.

### **Authorisation Administrator**

- Once you've received an authorisation request via email, refer to *1.3 – Accepting an authorisation*.
- *Section 2 – Manage Authorisations in RAM* has instructions on common tasks you might need to perform on an ongoing basis (creating, viewing, editing and removing authorisations).
- If your business previously used AUSkey, refer to *1.4 – Importing AUSkey users*.
- Once you're set up, refer to section *4.1 – Using myGovID to access government online services*.

### **Machine Credential Administrator role**

- Refer to *Section 3 – Machine credential* for details about your role and machine credentials in RAM.

### **All users (including Authorised Users)**

- Once you've received an authorisation request via email, refer to *1.3 – Accepting an authorisation*.
- Once you're authorised, refer to section *4.1 – Using myGovID to access government online services*.

# 1. Setting up in RAM

To use myGovID and RAM to manage authorisations for the business and access participating government online services, the business will need to be set up in RAM.

## Section Overview

**1.1 Linking your business** – Become the Principal Authority by linking your business in RAM.

**1.2 Creating an Authorisation Administrator** - Once the business is linked in RAM, the Principal Authority can appoint a representative from the business to be an Authorisation Administrator to act on behalf of the business and manage authorisations.

**1.3 Accepting an authorisation** – Once an authorisation request is created, the business representative must accept the authorisation to start acting on behalf of the business.

**1.4 Importing AUSkey users** – If the business previously used AUSkey, you can choose to import AUSkey users and their associated Access Manager permissions into RAM.

## 1.1 Linking your business

You need to be an eligible associate listed in the Australian Business Register (ABR) to link your business in RAM.

An eligible associate is either a:

- sole trader
- trustee
- director
- public officer
- partner
- office bearer of a club or association

As the Principal Authority you will automatically be granted all permissions associated with your business. This includes full access to all participating government online services using myGovID, as well as the ability to manage (create/view/edit/remove) authorisations for your business.

Refer to the RAM website for the full list of participating government online services:

<https://info.authorisationmanager.gov.au/>

**IMPORTANT:** If the associate of the business is another entity or there are no associates listed in the ABR (e.g. corporate trustees, deceased estates, government organisations), you will need to contact the ATO for assistance to link your business or organisation.

Refer to the RAM website for contact details: <https://info.authorisationmanager.gov.au/>

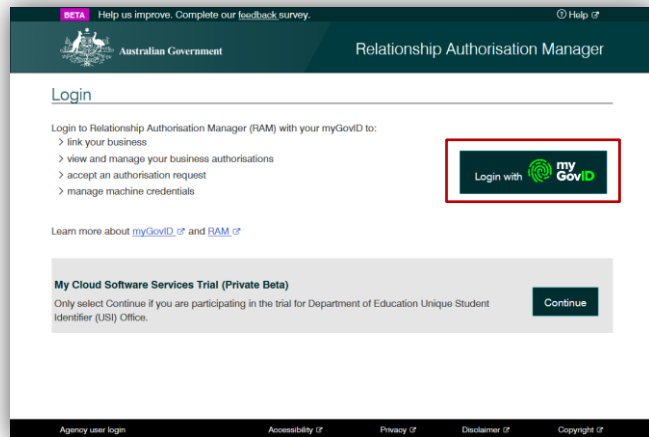
### Who can complete this activity?

- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.

## Linking your business – Detailed instructions

1. Go to:  
<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

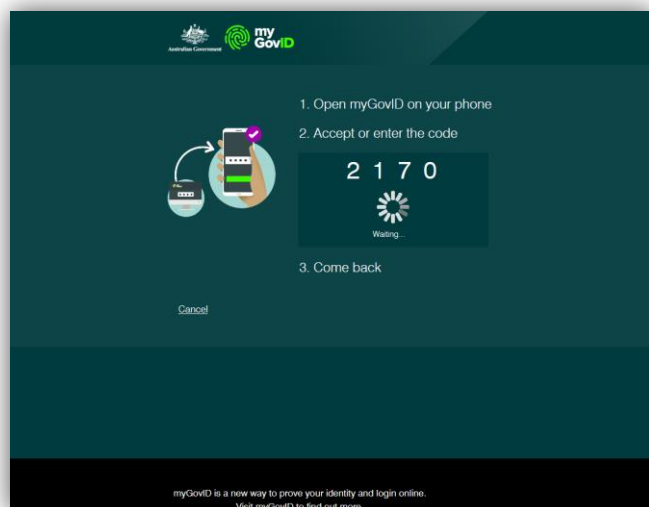
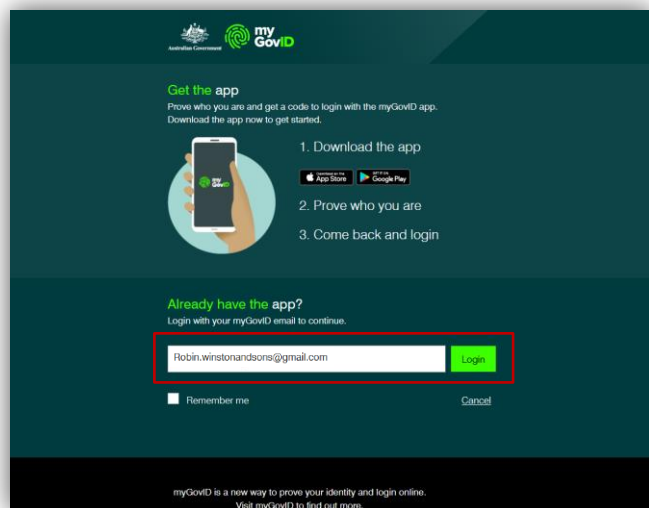


2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

<https://www.mygovid.gov.au/>



3. Click **Link your business** to be redirected to the Australian Taxation Office (ATO) to find your business or businesses.

The screenshot shows the 'Relationship Authorisation Manager' interface for Robin Winston. The 'Link your business' button is highlighted with a red box. Below it are buttons for 'Manage authorisations' and 'Enter an authorisation code'. A 'Submit' button is at the bottom of the form area.

4. Enter your postal or residential address as held by the ATO and click **Continue**.

The screenshot shows the 'Enter your personal address' step in the RAM. A red box highlights the address fields: 'Address line 1' (2/1 Evergood Close), 'Address line 2', 'Suburb/town' (Harrison), 'State' (ACT), 'Postcode' (2914), and 'Country' (Australia). The 'Continue' button is at the bottom right.

5. Select the business or businesses you wish to link from the list and click **Continue**.

Note:

- All businesses that you are listed as an eligible associate for in the ABR will appear here.

The screenshot shows the 'Select businesses' step in the RAM. A red box highlights the selection checkboxes for three businesses: 'Winston and Sons Gardening Services', 'Winston and Sons Cleaning Services', and 'RAS Catering Equipment'. The 'Continue' button is at the bottom right.



- 
6. Enter an email address and click **Send Email** to receive an authorisation code via the email you entered.

*Note: The email address entered here can be different to the one used to set up your myGovID. For example, you may want to use a business email address.*

The screenshot shows the 'Your email' section of the RAM. It prompts the user to enter an email address to receive a 6-digit verification code. The email address 'Robin.winstonandsons@gmail.com' is entered in the text field. A red box highlights the 'Send email' button. Below this, Step 2 shows a field for the 6-digit verification code and a 'Verify' button. At the bottom, there are 'Back', 'Cancel', and 'Continue' buttons.

This is a confirmation message box titled 'Email verification code sent'. It states that an email with a 6-digit verification code has been sent to 'robin.winston@gmail.com'. It also provides instructions on what to do if the code is not received, such as checking the email address or spam folder. A red box highlights the 'Continue' button at the bottom right.

- 
7. Check your email for a 6-digit verification code. In RAM, enter the verification code, click **Verify** and then click **Continue**.

The screenshot shows the RAM interface after successful verification. A green checkmark and the text 'Verification successful' are displayed. The email address 'Robin.winstonandsons@gmail.com' is still in the input field. Step 2 shows the 6-digit verification code '046542' entered in the text field, with a red box highlighting the 'Verify' button. At the bottom, there are 'Back', 'Cancel', and 'Continue' buttons.

8. View the summary of the selected business or businesses and select the checkbox to declare you understand and accept. Click **Submit**.

Note:

- More than one Principal Authority can link the business in RAM.
- Once the Principal Authority has linked the business, their role cannot be removed in RAM. You can only unlink the Principal Authority from the business by removing their details in the Australian Business Register (ABR).

Back to Relationship Authorisation Manager Robin Winston

Australian Government  
Australian Taxation Office

Robin Winston

Summary of businesses you selected

To finalise linking your selected businesses, read and accept the declaration and Submit.

Entity name	ABN
Winston and Sons Gardening Services	45002001501
Winston and Sons Cleaning Services	28083081823

Email address

Robin.winstonandsons@gmail.com

Declaration

I declare that:

- I have used my own identity credential to access this service
- For each business I have selected:
  - I am the individual listed on the Australian Business Register as the eligible associate for the business and I am entitled to create a relationship with the business
  - I have not provided false or misleading information
  - I understand that this relationship between myself and the business will remain active unless I am no longer the eligible associate for the business in the Australian Business Register, in which case it will end
  - I understand that by creating the relationship I will have full access to transact on behalf of the business with government agencies and services
  - I understand that my personal information used to create this authorisation, including my full name, email address and my relationship to the business, may be shared with other agencies included in this request
  - I understand that when acting on behalf of this business with Government, my details are recorded and I am accountable for the actions I undertake, and
  - I understand I will have the authority to delegate others to represent the business.

☐ I understand and accept this declaration

Back Cancel Submit

Accessibility 12 Privacy 12 Disclaimer 12 Copyright 12

9. A message will display confirming your business is successfully linked. Click **Continue**. You will be returned back to the **Manage authorisations** page.

2 of 2 businesses successfully linked

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

Continue

Help us improve. Complete our feedback survey. Robin Winston

Australian Government Relationship Authorisation Manager

Home Manage authorisations

Robin Winston

Details of your authorisations are listed below.

To display details of your authorisation select 'View'. To manage authorisations select the business hyperlink.

I can act for

Search by ABN or entity name X Q Add another business

Entity name	ABN	Status	Authorisation type	
Winston and Sons Gardening Services	45002001501	Active	Principal authority	View
Winston and Sons Cleaning Services	28083081823	Active	Principal authority	View

Accessibility 12 Privacy 12 Disclaimer 12 Copyright 12

## 1.2 Creating an Authorisation Administrator

You need to be a Principal Authority or an existing Authorisation Administrator to authorise an Authorisation Administrator.

An Authorisation Administrator:

- Can manage (create/view/edit/remove) authorisations
- Can import AUSkey users
- By default has full access to all participating government online services.

In addition, an Authorised Administrator can also become a Machine Credential Administrator. Refer to **3 – Machine credential** to learn more about machine credentials.

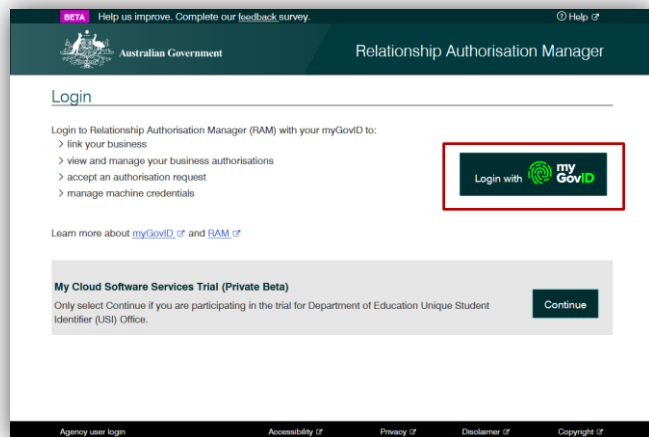
### Who can complete this activity?

- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- **Existing Authorisation Administrator:** a business representative who can act on behalf of a business.

## Creating an Authorisation Administrator – Detailed instructions

1. Go to:  
<https://authorisationmanager.gov.au>

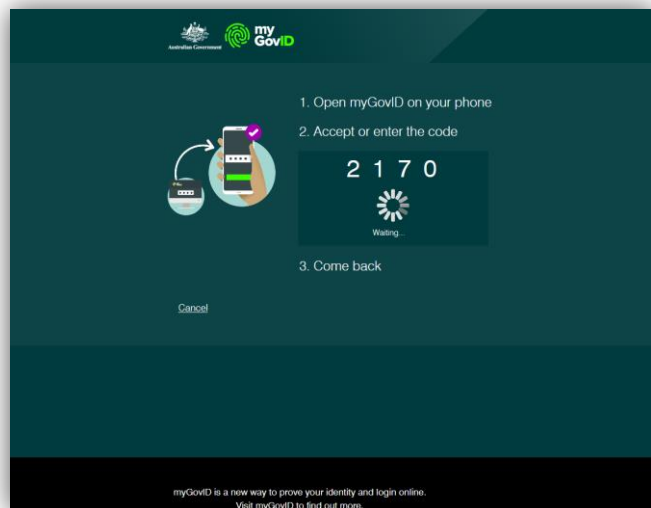
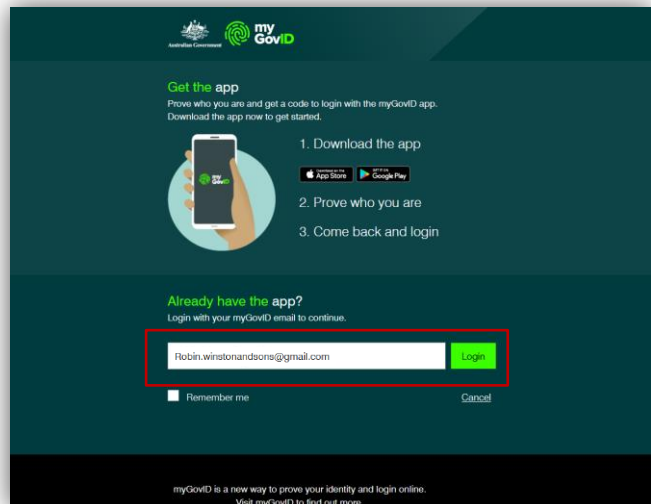
Click on **Login with myGovID**.



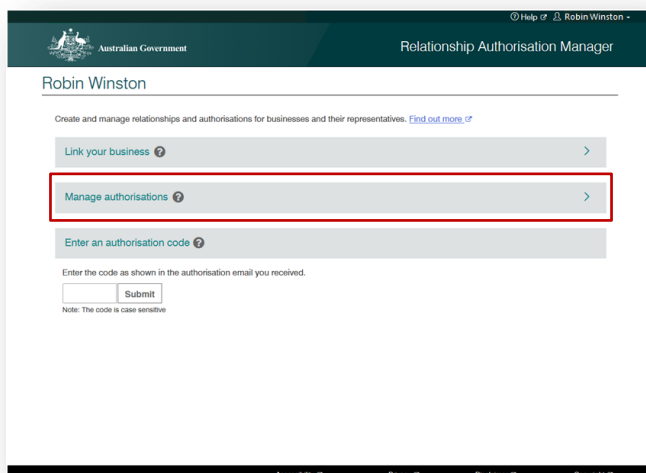
2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

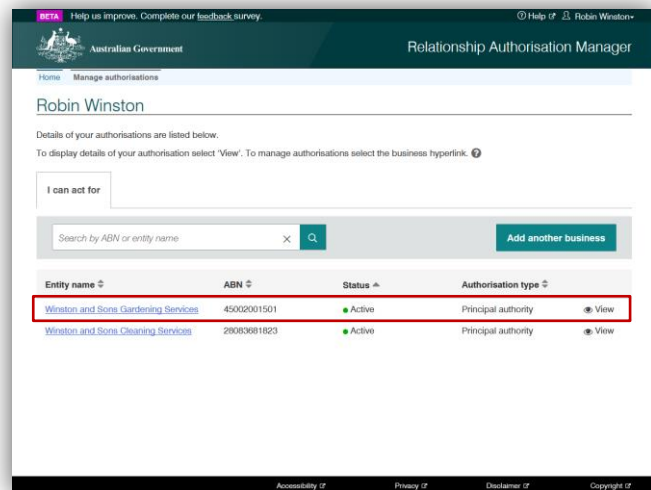
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*  
<https://www.mygovid.gov.au/>



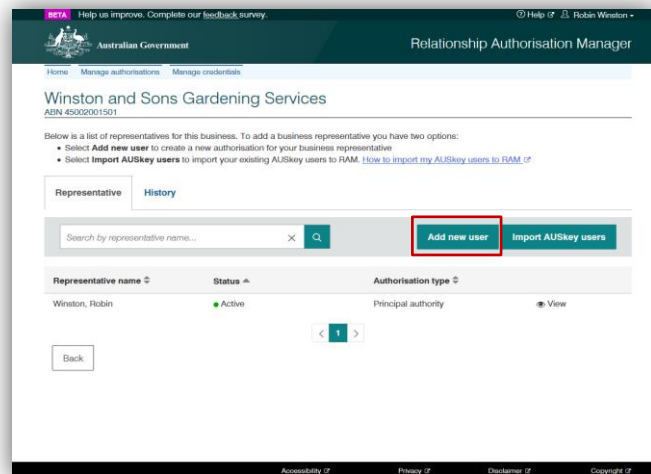
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



4. Select the business you would like to add an authorisation to.



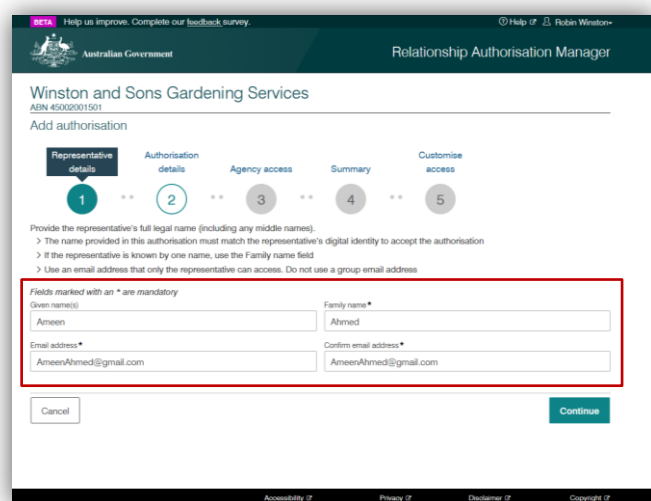
5. Click **Add new user**.



6. Complete the business representative's details including their full name and email address. Click **Continue**.

Note:

- The business representative's name must match the name linked to their myGovID.
- The email address entered here does not have to match the email linked to their myGovID. For example, you can choose to use their business email address instead.



7. Complete the authorisation details –

Select **Yes** to make the user an Authorisation Administrator.

Select **Yes** or **No** to whether you want the user to also be a Machine Credential Administrator (MCA).

Enter a start and end date for the authorisation. Click **Continue**.

Note:

- The start date cannot be back dated or left blank.
- The Machine Credential Administrator role will allow the representative to manage machine credentials for the business. Refer to **3 – Machine credential** to learn more.

8. Select the level of access. Click **Continue**.

By default, Authorisation Administrators will be given Full access to all participating government online services.

Note:

- You will only be able to select the level of access at an agency level and not for each individual service provided by the agency.
- Custom access is only available for ATO Online services. Selecting custom access will allow you to customise the access of the user in the final step before creating the authorisation.

*Note: Additional government agencies will use myGovID and RAM in the future.*

*When a new government agency becomes available in RAM, existing users (including Authorisation Administrators) will have their access level for that agency set to 'None' by default.*

*To change access levels, refer to section 2.3 – Editing Authorisations.*

9. View the summary, review the details and select the checkbox to declare you understand and accept the declaration. Click **Submit**.

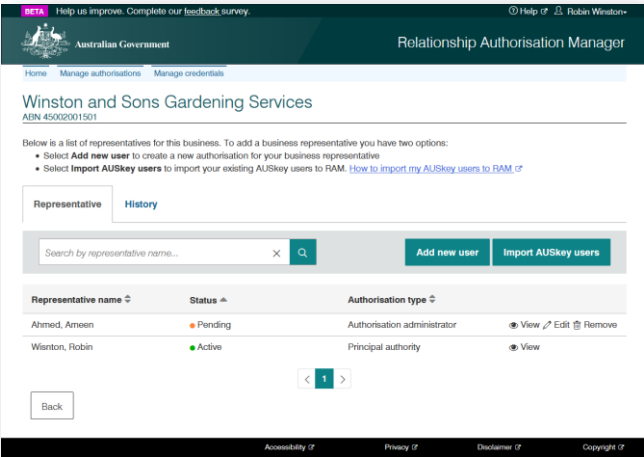
10. An authorisation with a 6-digit code will be sent to the specified email address. The authorisation will remain pending until the user accepts the request using their authorisation code. Refer to section 1.3 - Accepting an authorisation of this guide for instructions.

Note:

- If **Custom** access is selected for the Australian Taxation Office, you will be redirected to Access Manager where you can customise the permissions of the user.
- The business representative has seven days to accept their

authorisation before the code expires. After seven days, the Principal Authority or another Authorisation Administrator will need to re-issue the authorisation request.

11. You will be returned back to the Manage authorisations page.





## 1.3 Accepting an authorisation

You need to be a business representative who has received an authorisation code via email. Accepting your authorisation is a once-off activity.

### Note:

- To accept the authorisation, you will need to log into RAM with your myGovID. Go to the myGovID website for instructions on how to set up your myGovID:  
<https://www.mygovid.gov.au/>
- You have seven days before the code expires. After seven days, the Principal Authority or an Authorisation Administrator will need to issue a new authorisation request.
- The authorisation code will be sent to the email address provided by the Principal Authority or Authorisation Administrator. If you didn't receive a code, ask them to check the email address of your authorisation and resend the authorisation if required (refer to **2.3 – Editing authorisations**).

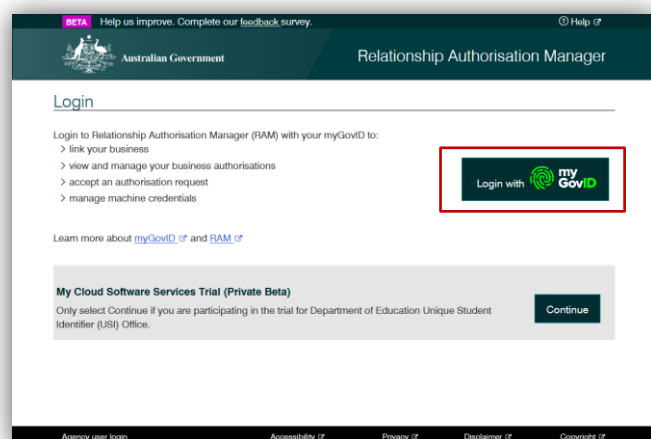
### Who can complete this activity?

**All users (except Principal Authorities):** All users except Principal Authorities will need to complete this activity to accept their authorisation. Follow these instructions only after you've received an authorisation code via email. This is a once-off activity.

## Accepting an authorisation – Detailed instructions

1. Go to:  
<https://authorisationmanager.gov.au>

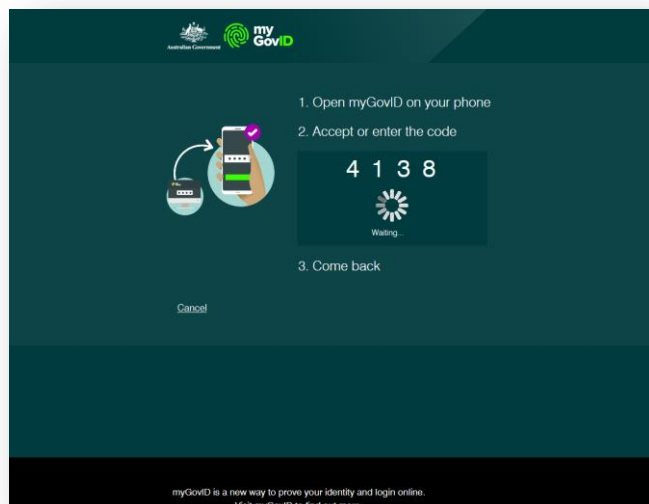
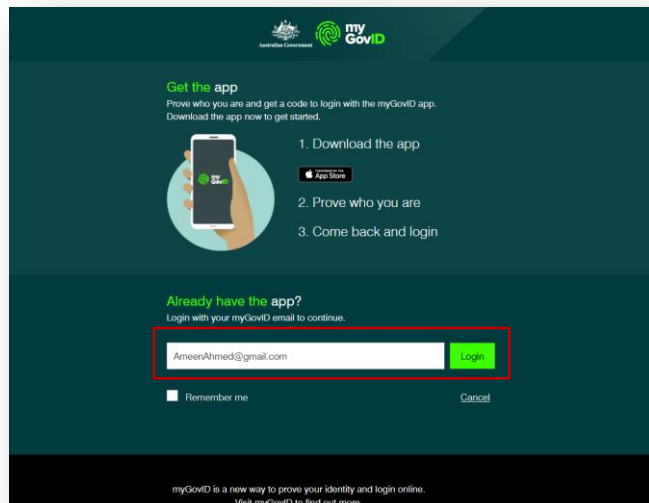
Click on **Login with myGovID**.



- 
2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*  
<https://www.mygovid.gov.au/>



3. **Enter** the authorisation code sent to your nominated email and click **Submit**.

*Note: The authorisation code is sent to the email supplied by the person who authorised you. This may not be the email linked to your myGovID.*

The screenshot shows the 'Enter an authorisation code' step in the Relationship Authorisation Manager. The user is Ameen Ahmed. The screen prompts the user to 'Enter the code as shown in the authorisation email you received.' There is a text input field with a placeholder '1 x p 3 a 4' and a 'Submit' button. A red box highlights the input field and the 'Submit' button. The footer includes links for Accessibility, Privacy, Disclaimer, and Copyright.

4. Review the details and select the checkbox to declare you understand and accept. Click **Accept**.

Once accepted, you are able to act on behalf of the business when accessing government online services.

Refer to **4.1 – Using myGovID to access government online services** to learn how to start using myGovID.

The screenshot shows the 'Accept authorisation' screen in the Relationship Authorisation Manager. It displays the 'Authorisation summary' with the following details:

- Representative details:** Name: Ameen Ahmed, Authorisation code email address: ameenahmed@gmail.com
- Authorisation details:** ABN: 45002001501, Start date: 18/09/2019, Authorisation type: Authorisation administrator, Entity name: Winston and Sons Gardening Services, End date: Not specified, Machine credential administrator: Yes
- Agency access details:** Agency: AUSTRALIAN TAXATION OFFICE, Level of access: Full

The 'Declaration' section contains a list of statements and a checkbox labeled 'I understand and accept this declaration'. The checkbox is checked. At the bottom, there are 'Back', 'Decline', and 'Accept' buttons. A red box highlights the 'I understand and accept this declaration' checkbox and the 'Accept' button.

## 1.4 Importing AUSKey users



The **Import AUSKey users** feature allows you to create authorisations based on existing AUSKey details and enables you to import multiple AUSKey users at a time.

You need to be the Principal Authority or Authorisation Administrator to import AUSKey users.

### Important:

- You do not need an AUSKey to perform these actions.
- You can only import active Administrator and Standard AUSKeys. Inactive, cancelled or revoked AUSKeys cannot be imported.
- For each ABN, you can only import one AUSKey per person (some users may have multiple AUSKeys for the same ABN).
- The AUSKey user's full name provided must match their myGovID digital identity.
- You should use an email address the user can access. The authorisation request will be sent to this email (this does not have to match their myGovID email).
- Access manager permissions will be carried over when the AUSKeys are imported into RAM. It is recommended you check these permissions are up to date.
- The user is required to access RAM to accept the authorisation. Refer to section **1.3 – Accepting an authorisation** for further information.
- You cannot import Device AUSKeys. Refer to section **3 – Machine credential** for the replacement solution of Device AUSKey.
- A maximum of 100 AUSKeys can be imported at a time. If the number of users you wish to import exceeds this limit, you'll need to repeat the following instructions multiple times.

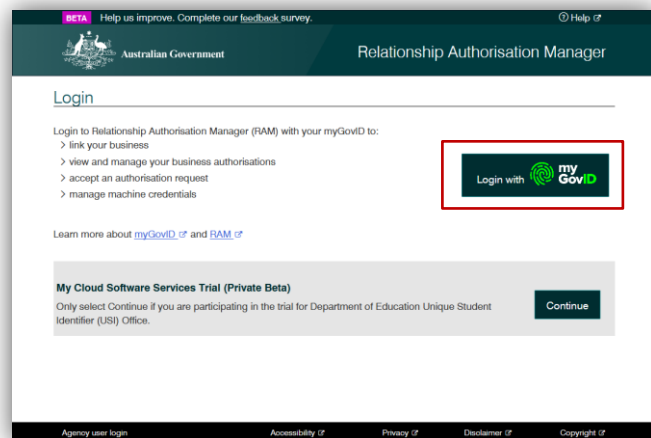
### Who can complete this activity?

-  **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
-  **Authorisation Administrator:** a business representative who acts on behalf of a business.

## Importing AUSkey users – Detailed instructions

1. Go to:

<https://authorisationmanager.gov.au>

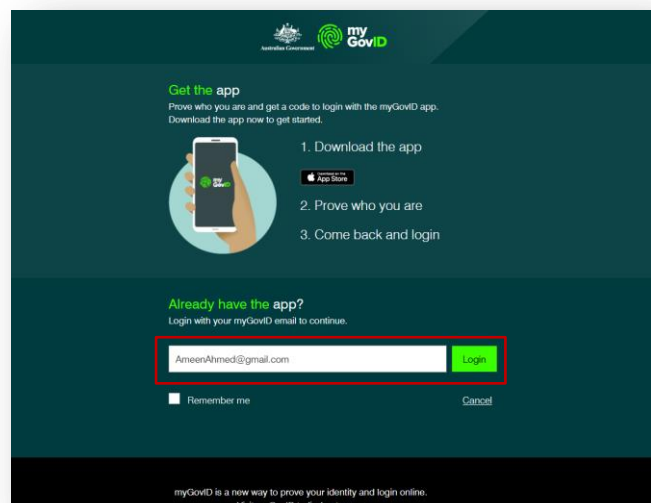


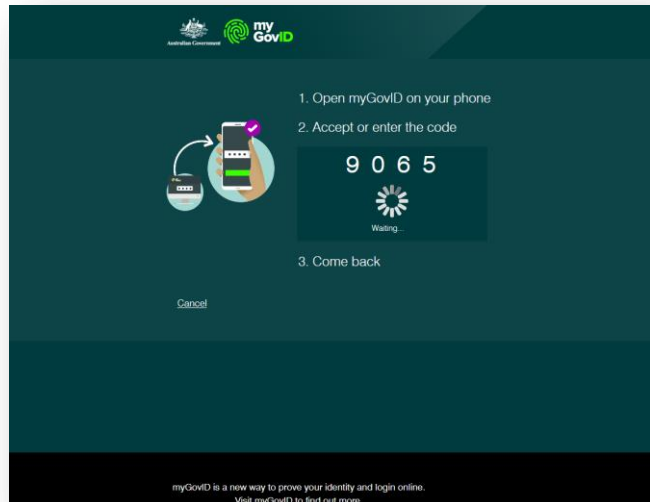
2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

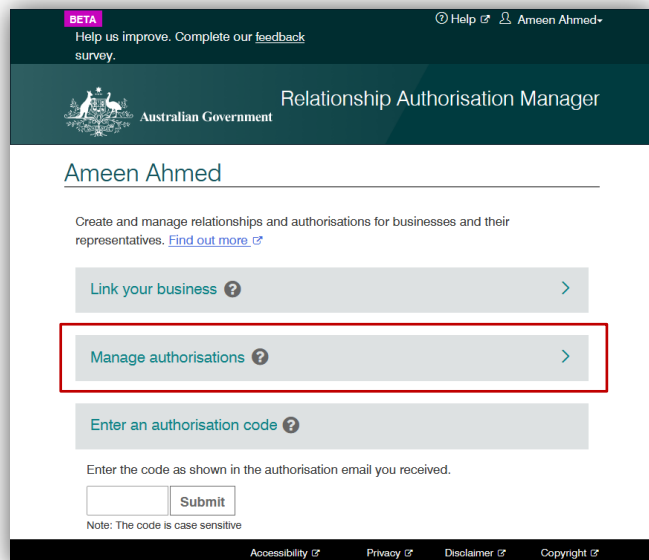
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

<https://www.mygovid.gov.au/>

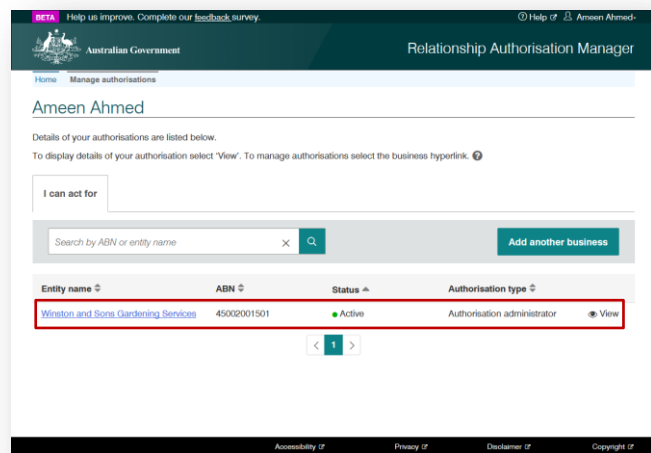




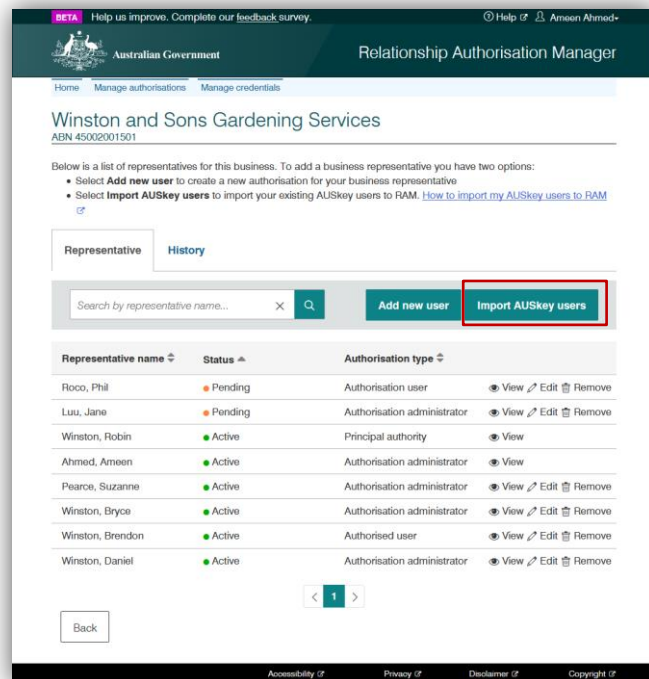
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



4. Select the business you would like to import AUSkey users for.



5. The Manage authorisations page will be displayed with a list of all the authorisations for the business. Select **Import AUSkey users**.



6. Use the selection criteria to search for the AUSkeys you wish to import.

Select the users you wish to import by selecting the checkbox beside each user, or check **select all**.

Note:

- Existing AUSKey access and permissions will be carried over to RAM.
- You will need to import standard and administrator AUSkeys separately as different permissions will apply to these representative types.
- Up to 100 users can be imported at a time.

Winston and Sons Gardening Services  
ABN 45002001361

Import AUSkeys

1 2 3 4 5

Fields marked with an \* are mandatory  
Select the criteria to import AUSkey

Type: Standard Status: Active Family name: Starting from: A to: Z Search

Select one or more AUSkey holders to import to RAM

Search by given name or family name: Export

☒ Select all 2 out of 2 selected to import

Given name(s)	Family name	Business email address	AUSkey name
<input checked="" type="checkbox"/> JOHN	HUNTER	J.hunter@gmail.com	JOHN HUNTER
<input checked="" type="checkbox"/> PHILLIP	WINSTON	Phil03winston@gmail.com	PHILLIP WINSTON

Results per page: 100

Cancel Continue

(Optional) If you would like to save or print a copy of the AUSkey search results, select **Export**.

A list of the selected AUSkeys will be downloaded in a table format.

This will make it easier for you to review the current AUSkey holders for your business.

Export AUSkeys

By selecting continue, the AUSkeys will be downloaded to your computer's download folder using the format selected.

Note: Only a maximum of 1000 entries can be exported at a time.

Format\*  
CSV - Comma separated values

Cancel Continue

	A	B	C	D	E	F	G	H	I	J
1	AUSKey type	AUSKey status	Given name(s)	Last name	Business email address	Display name				
2	Standard	ACTIVE	JOHN	HUNTER	J.hunter@gmail.com	JOHN HUNTER				
3	Standard	ACTIVE	PHILLIP	WINSTON	Phil03winston@gmail.com	PHILLIP WINSTON				
4										
5										



7. Select **Continue** to move to the update details screen.

The update details screen allows you to:

- Update the name, email address, and access duration associated with Standard AUSKeys.
- Update the email address and access duration associated with Admin AUSKeys. If an Administrator AUSKey user's name does not match the full legal name they used to set up their myGovID, you will need to create a new authorisation for them (refer to **1.2 – Creating an Authorisation Administrator**).

Note:

- The business representative's name must match the name linked to their myGovID.
- The email address entered here does not have to match the email linked to their myGovID. For example, you can choose to use their business email address instead.

Winston and Sons Gardening Services  
ABN 45002001501  
Import AUSKey users

Select AUSKeys Update details Agency access Summary Confirmation

Fields marked with an \* are mandatory

Provide the representative's full legal name (including any middle names)

Note: For an Administrator AUSKey representative, the legal name cannot be updated in RAM.

> The name provided in this authorisation must match the representative's digital identity to accept the authorisation

> If the representative is known by one name, use the Family name field

> Use an email address that only the representative can access. Do not use a group email address

Given name(s)	Family name *	Business email address *	Start date	End date
Select a date and click the 'Apply' button if you want to apply an end date to all				
JOHN	HUNTER	J.hunter@gmail.com	23/09/2019	No end date
PHILLIP	WINSTON	Phil03winston@gmail.com	23/09/2019	No end date

Back Cancel Continue

8. Select the level of access for each government agency. Click **Continue**.

Note:

- Administrator AUSKey users will be given full access and become Authorisation Administrators in RAM by default. Authorisation Administrators have the ability to manage (create/view/edit/remove) authorisations.
- Standard AUSKey users will be given custom access and

Winston and Sons Gardening Services  
ABN 45002001501  
Import AUSKey users

Select AUSKeys Update details Agency access Summary Confirmation

Fields marked with an \* are mandatory

Choose the agencies you want the selected business representative/s to access. Levels of access available to select from may vary.

NB: At least one agency must have a level of access of either Full or Custom to continue.

Agency	Level of access *
AUSTRALIAN TAXATION OFFICE	Custom

Back Cancel Continue

become Authorised Users in RAM by default. Custom access gives the user the same permissions that they're authorised for in Access Manager.

*Note: Additional government agencies will use myGovID and RAM in the future.*

*When a new government agency becomes available in RAM, existing users (including Authorisation Administrators) will have their access level for that agency set to 'None' by default.*

*To change access levels, refer to section 2.3 – Editing Authorisations.*

9. The summary screen is displayed. Review details and select the checkbox to declare you understand and accept the declaration. Click **Submit**. Once submitted, an authorisation request will be sent via email to each user.

The screenshot shows the 'Summary' step of the Relationship Authorisation Manager. The business is 'Winston and Sons Gardening Services' (ABN 45002001501). The process has five steps: 1. Select AUSKeys, 2. Update details, 3. Agency access, 4. Summary (current), and 5. Confirmation. Below the steps is a table of users to be authorised:

Given name(s)	Family name	Business email address	Start date	End date
JOHN	HUNTER	J.hunter@gmail.com	23/09/2019	Not specified
PHILLIP	WINSTON	Phil03winston@gmail.com	23/09/2019	Not specified

Below the table is the 'Agency access details' section, showing 'AUSTRALIAN TAXATION OFFICE' with a 'Custom' level of access. A 'Declaration' section follows, containing a list of terms and conditions. At the bottom, there is a checkbox labeled 'I understand and accept this declaration' which is checked, and a red box around the 'Submit' button.

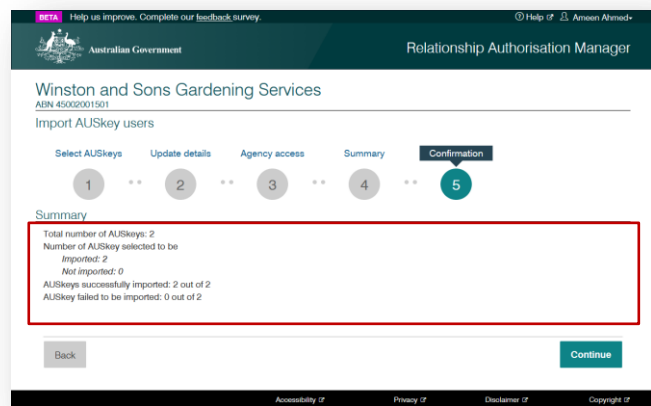
10. A confirmation notification is displayed. Click **Continue**.

The screenshot shows a confirmation notification box with the text '2 of 2 AUSKeys successfully imported'. Below this, it says 'To see a summary of the results, select Continue.' A red box highlights the 'Continue' button.

11. The confirmation screen will display with a summary of successful and/or failed authorisation requests. Authorisations will remain as 'pending' until they are accepted by the user.

All imported users will be sent an email with a 6-digit authorisation code. The representative will need to accept the authorisation within seven days to complete the Import AUSKey process. To accept the authorisation the user can follow instructions in section **1.3 - Accepting an authorisation** of this guide.

Click **Continue** to be returned back to the Manage authorisations screen.



#### Important:

- The AUSKey user has seven days to accept their authorisation before the code expires. After seven days, the Principal Authority or an Authorisation Administrator will need to re-issue the authorisation request.
- No error will display for an incorrect name or email address. If you've made a mistake, refer to **2.3 – Editing authorisations** to edit and resend the authorisation.
- Once an AUSKey has been imported into RAM, it cannot be imported again.

If any AUSKeys failed to be imported, an error message will be provided. See below for a list of possible errors:

Error Message	Resolution
The AUSKey information provided during importation is incorrect. Review the AUSKey data and update accordingly.	This can occur when the name of an AUSKey user has been changed significantly from the original name. If this occurs, create a new authorisation for the user (refer to <b>2.1 – Creating new authorisations</b> ).
The AUSKey that you are trying to import already exists in RAM.	This can occur when an AUSKey user has recently been imported by another Authorisation Administrator.

## 2. Manage authorisations in RAM

Relationship Authorisation Manager (RAM) allows the Principal Authority or an Authorisation Administrator to manage authorisations. This includes four key functions – creating, viewing, editing and removing authorisations.

**Note:** Authorised Users **cannot** manage authorisations.

### Section Overview

**2.1 Creating new authorisations** – Appoint an Authorisation Administrator or an Authorised User.

**2.2 Viewing authorisations** – View a representative's email, authorisation details, agency access details, and status.

**2.3 Editing authorisations** – Edit authorisation details and access.

**2.4 Removing authorisations** – End an authorisation.

## 2.1 Creating new authorisations

You can appoint a business representative to be either an Authorisation Administrator or Authorised User. Both types of roles will enable the business representative to act on behalf of the business when using government online services. The main difference is that an Authorisation Administrator can also manage (create/view/edit/remove) authorisations.

In addition, both Authorisation Administrators and Authorised Users can also become Machine Credential Administrators. Refer to **3 – Machine credential** to learn more about machine credentials.

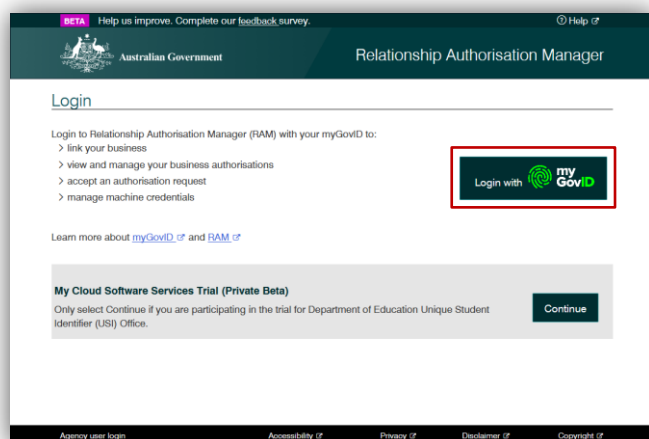
### Who can complete this activity?

- Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- Authorisation Administrator:** a business representative who can act on behalf of a business.

### Creating new authorisations – Detailed instructions

- Go to:  
<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

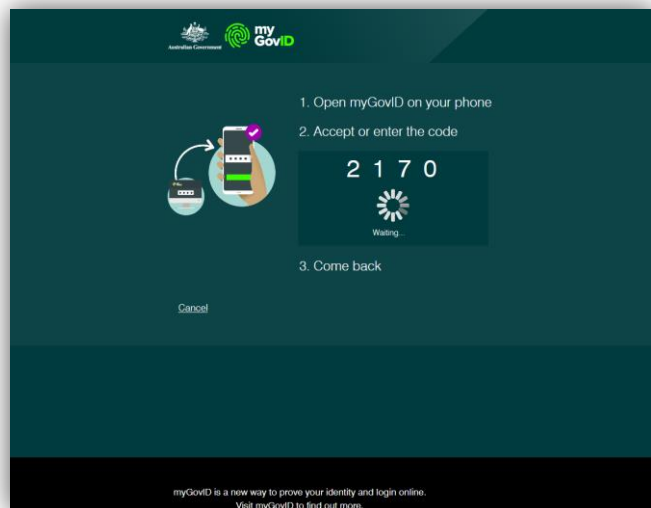
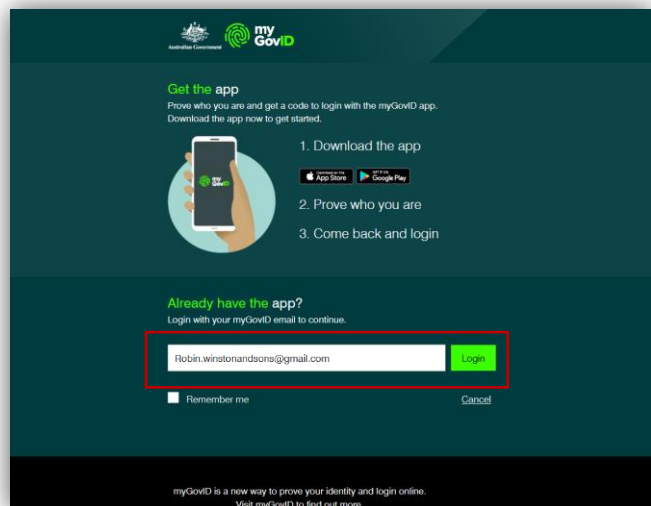


2. Enter the email address linked to your myGovID.

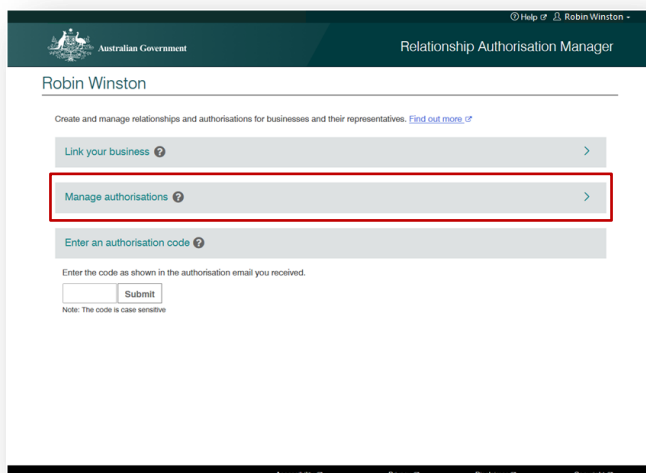
A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

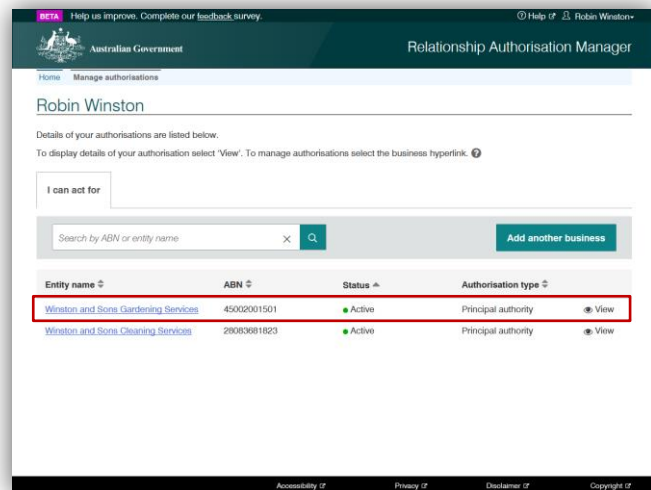
<https://www.mygovid.gov.au/>



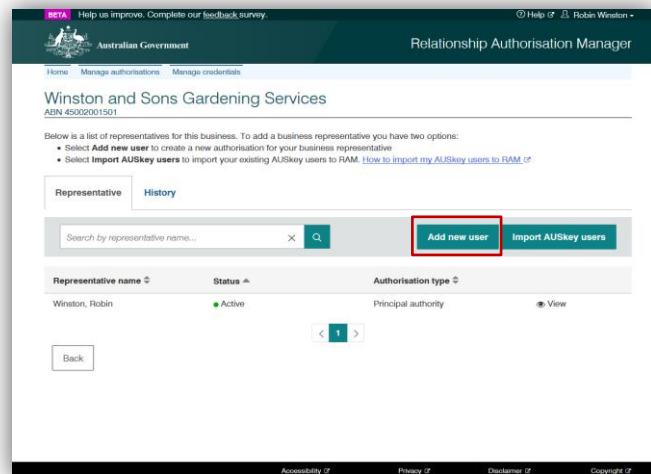
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



4. Select the business you would like to add an authorisation to.



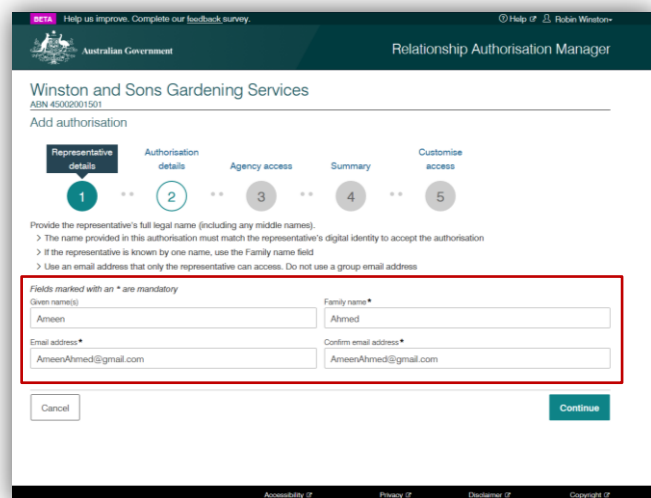
5. Click **Add new user**.



6. Complete the business representative's details including their full name and email address. Click **Continue**.

Note:

- The business representative's name must match the name linked to their myGovID.
- The email address entered here does not have to match the email linked to their myGovID. For example, you can choose to use a business email address instead.



- Complete the authorisation details - select **Yes** or **No** if you want the user to become an Authorisation Administrator and/or a Machine Credential Administrator (MCA).

The Authorisation Administrator role will allow the representative to manage (create/view/edit/remove) authorisations for the business. Selecting **No** to this will make the business representative an Authorised User.

Then enter a start and end date for the authorisation. Click **Continue**.

Note:

- The start date cannot be back dated or left blank.
- The Machine Credential Administrator role will allow the representative to manage machine credentials for the business. Refer to **Section 3 – Machine credential** to learn more.

The screenshot shows the 'Add authorisation' screen in the Relationship Authorisation Manager (RAM) for 'Winston and Sons Gardening Services' (ABN 45002001501). The screen is divided into five steps: Representative details, Authorisation details (current), Agency access, Summary, and Customise access. In the 'Authorisation details' step, there are two mandatory questions: 'Do you want the representative to be an Authorisation administrator?' and 'Do you want the representative to be a Machine credential administrator?'. Both have 'Yes' selected. Below these are fields for 'Start date' (20/09/2019) and 'End date' (dd/mm/yyyy), with a 'No end date' checkbox checked. A red box highlights the two questions and the date fields. 'Back' and 'Continue' buttons are at the bottom.

- Select the level of access for each agency. Click **Continue**.

Note:

- You will only be able to select the level of access at an agency level, and not for each individual service provided by the agency.
- Custom access is only available for ATO Online services. Selecting custom access will allow you to customise the access of the user in the final step before creating the authorisation.

The screenshot shows the 'Agency access' step in the 'Add authorisation' screen. It asks to 'Choose the agencies you want the selected business representative/s to access. Levels of access available to select from may vary. NB: At least one agency must have a level of access of either Full or Custom to continue.' A table lists agencies and their access levels. A red box highlights the table. The table has two columns: 'Agency' and 'Level of access \*'. The first row shows 'AUSTRALIAN TAXATION OFFICE' with 'Full' selected. 'Back' and 'Continue' buttons are at the bottom.

Agency	Level of access *
AUSTRALIAN TAXATION OFFICE	<input checked="" type="radio"/> Full <input type="radio"/> Custom <input type="radio"/> None



*Note: Additional government agencies will use myGovID and RAM in the future.*

*When a new government agency becomes available in RAM, existing users (including Authorisation Administrators) will have their access level for that agency set to 'None' by default.*

*To change access levels, refer to section 2.3 – Editing Authorisations.*

9. View the summary, review the details and select the checkbox to declare you understand and accept the declaration. Click **Submit**.

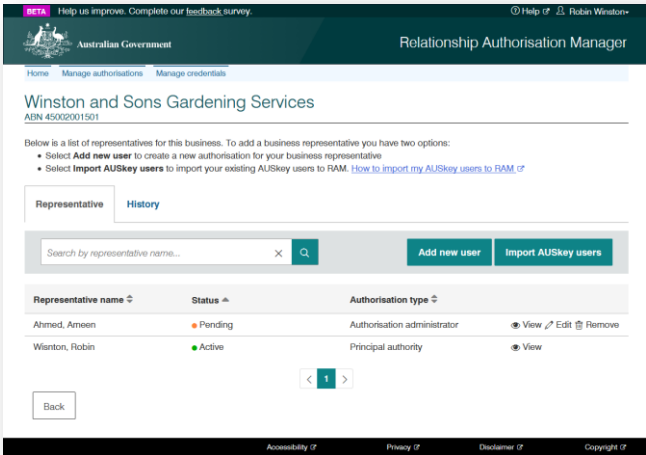
10. An authorisation with a 6-digit code will be sent to the specified email address. The authorisation will remain pending until the user accepts the request using their authorisation code. Refer to section 1.3 - Accepting an authorisation of this guide for instructions.

Note:

- If **Custom** access is selected for the Australian Taxation Office, you will be redirected to Access Manager where you can customise the permissions of the user.
- The business representative has seven days to accept their

authorisation before the code expires. After seven days, the Principal Authority or an Authorisation Administrator will need to re-issue the authorisation request.

11. You will be returned back to the Manage authorisations page.



## 2.2 Viewing authorisations

### Who can complete this activity?

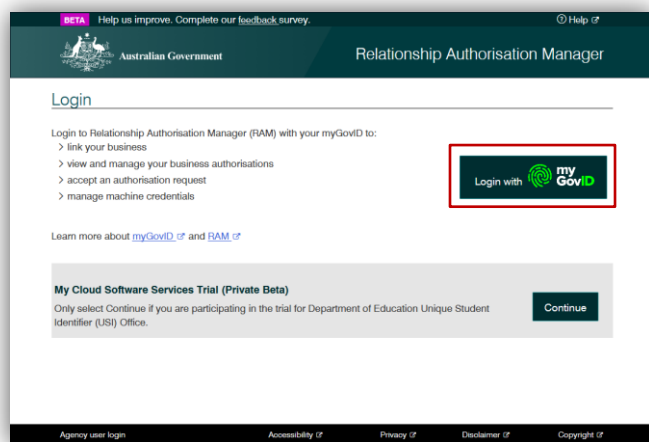
- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- **Authorisation Administrator:** a business representative who acts on behalf of a business.

### Viewing authorisations – Detailed instructions

1. Go to:

<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

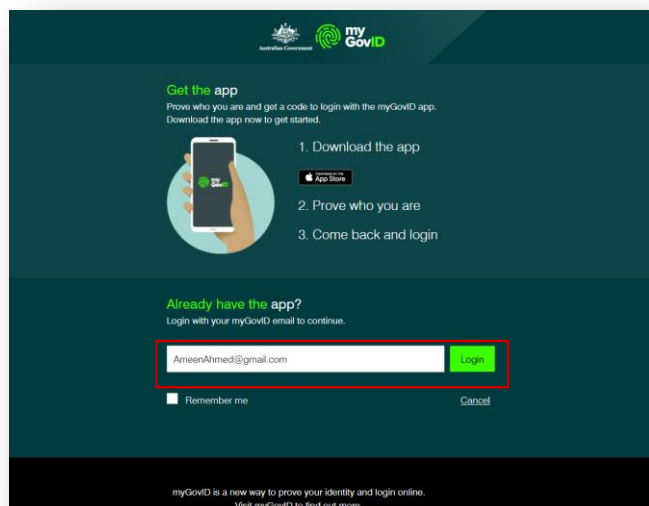


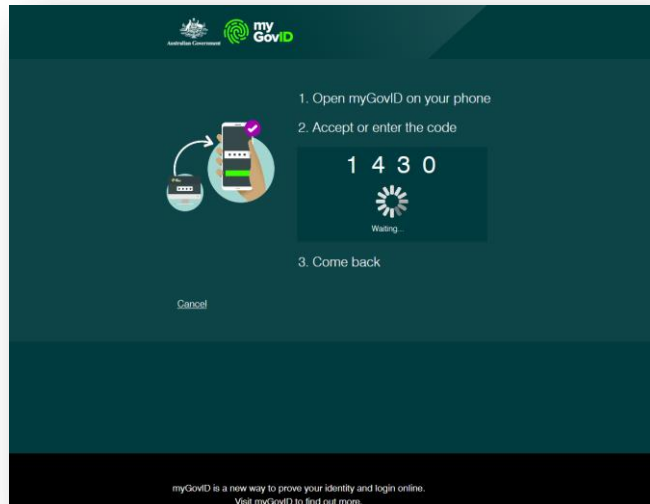
2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

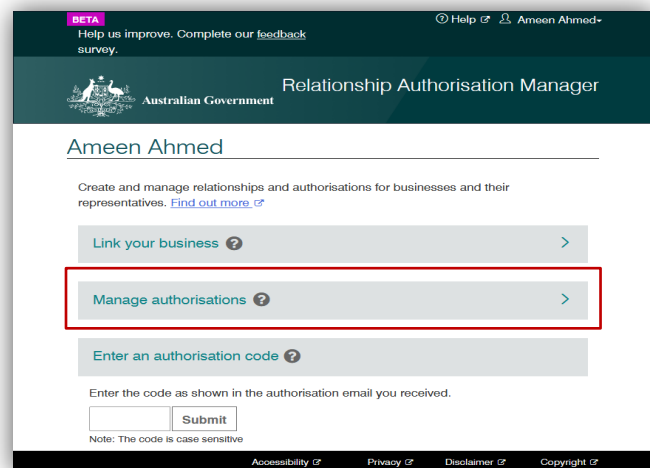
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

<https://www.mygovid.gov.au/>

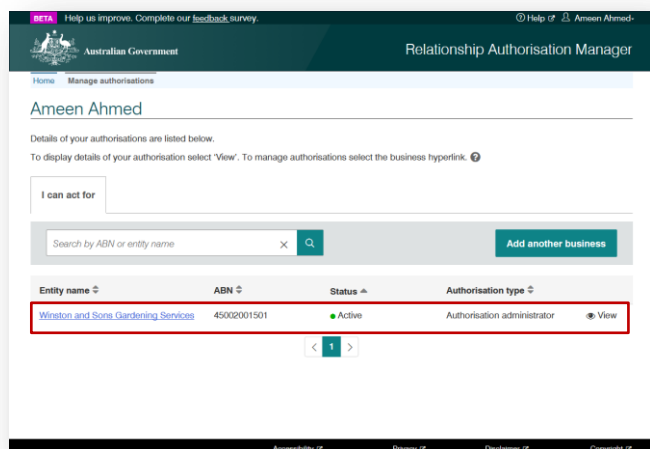




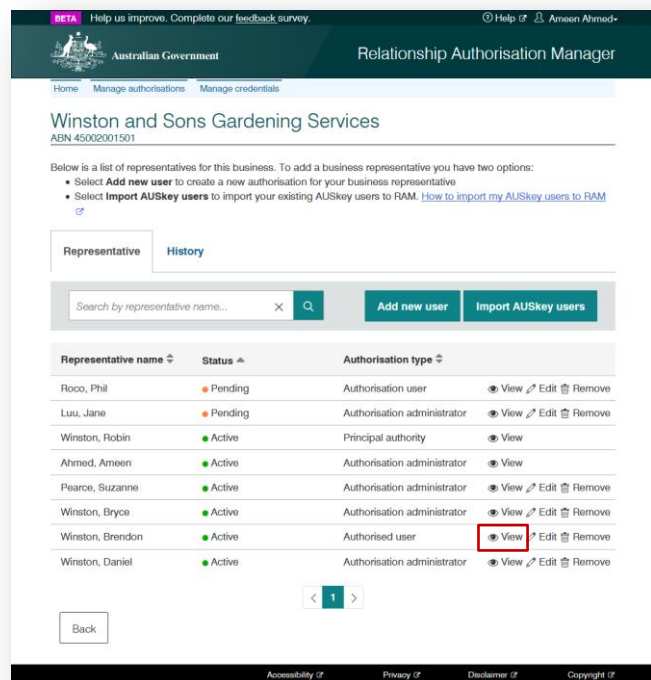
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



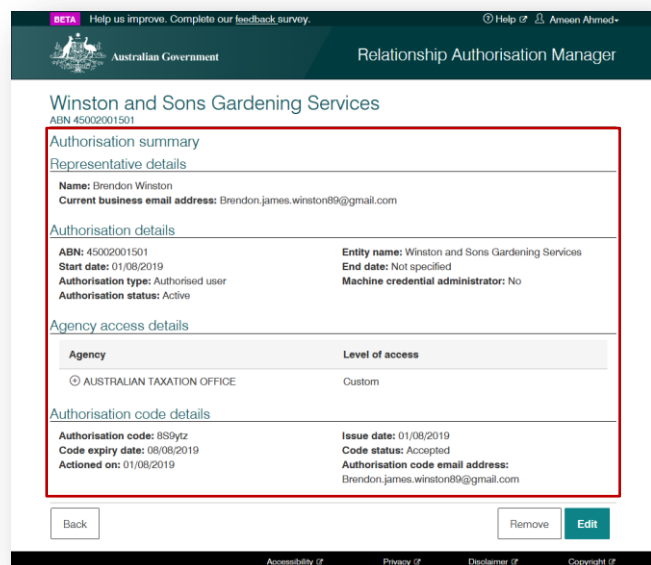
4. Select the business you would like to manage authorisations for.



5. The business selected is displayed with all the representatives who are able to act on behalf of the business. Select the **view icon** next to the representative you want to view.



6. The representative's access and authorisation details are displayed.



## 2.3 Editing authorisations

Note: An Authorisation Administrator **cannot** edit their own authorisation and permissions.

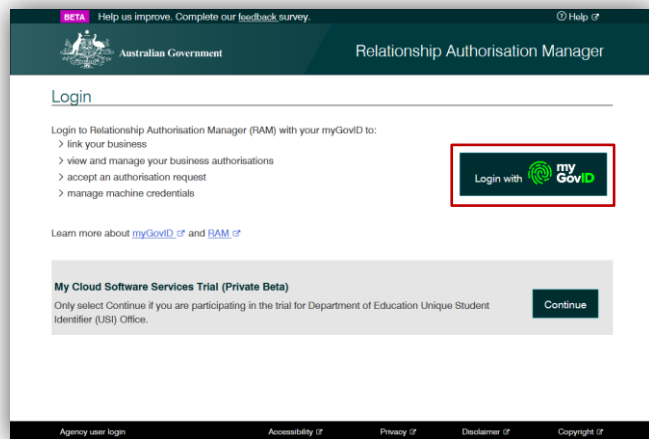
### Who can complete this activity?

- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- **Authorisation Administrator:** a business representative who acts on behalf of a business.

### Editing authorisations – Detailed instructions

1. Go to:  
<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

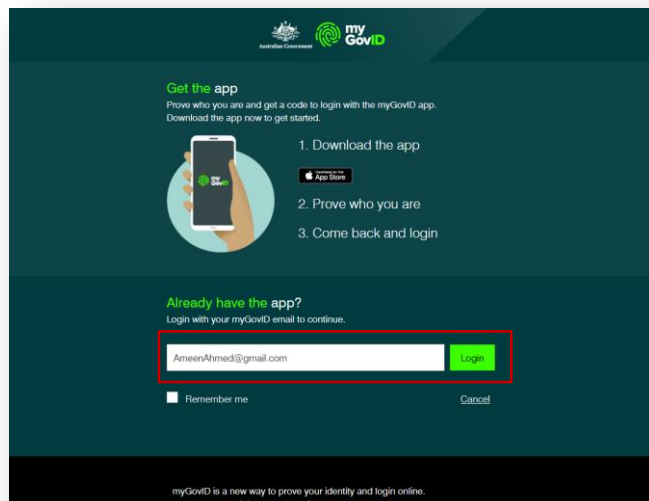


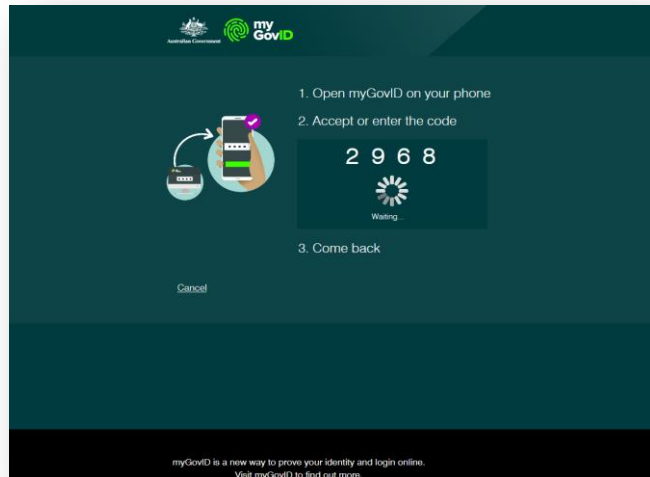
2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

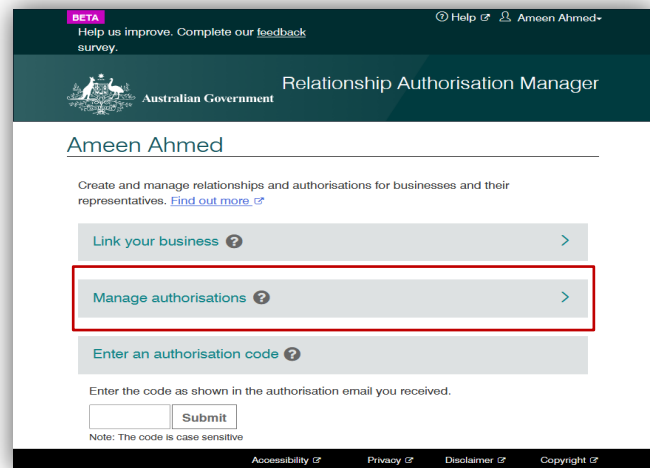
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

<https://www.mygovid.gov.au/>

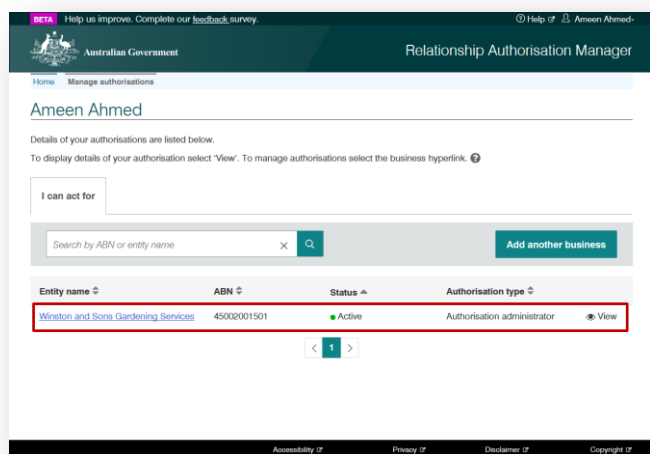




3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



4. Select the business you would like to manage authorisations for.



5. The business selected is displayed with all the representatives who are able to act on behalf of the business. Select the **edit icon** next to the authorised representative you wish to edit.

Note:

- The authorisation for the Principal Authority role cannot be edited.
- An Authorisation Administrator **cannot** edit their own authorisation and permissions.

The screenshot shows the 'Relationship Authorisation Manager' interface for 'Winston and Sons Gardening Services' (ABN 45002001501). It displays a table of representatives with columns for 'Representative name', 'Status', and 'Authorisation type'. The 'Edit' icon (a pencil) next to 'Roco, Phil' is highlighted with a red box. Other representatives listed include Luu, Jane; Winston, Robin; Ahmed, Ameen; Pearce, Suzanne; Winston, Bryce; Winston, Brendon; and Winston, Daniel.

6. The Edit Authorisation page is displayed with all the representative details and authorisations.

The edits you can make to an authorisation will depend on the following status:

- **Pending** – you can edit the Authorised User's name, email address, start and end dates, Authorisation Administrator status and agency permissions.
- **Accepted** (with a future start date) – you can edit the authorisation start and end dates, Authorisation Administrator status and agency permissions.
- **Active** – you can edit the authorisation end date, administrator status and agency permissions.
- **Inactive** – no action can be taken.

The screenshot shows the 'Edit Authorisation' page for 'Winston and Sons Gardening Services' (ABN 45002001501). The form is divided into sections: 'Representative details' (with fields for Given name, Family name, Email address, and Confirm email address), 'Authorisation details' (with radio buttons for 'Do you want the representative to be an Authorisation administrator?' and 'Do you want the representative to be a Machine credential administrator?'), 'Start date' (14/10/2019), 'End date' (dd/mm/yyyy), and 'Agency access' (with a table for 'Agency' and 'Level of access'). The 'Continue' button is highlighted with a red box.



7. Make the edits as required and select **Continue**.

*Note: Additional government agencies will use myGovID and RAM in the future.*

*When a new government agency becomes available in RAM, existing users (including Authorisation Administrators) will have their access level for that agency set to 'None' by default.*

**Winston and Sons Gardening Services**  
ABN 45002001501

Edit Authorisation

Representative details

Provide the representative's full legal name (including any middle names).  
> The name provided in this authorisation must match the representative's digital identity to accept the authorisation  
> If the representative is known by one name, use the Family name field  
> Use an email address that only the representative can access. Do not use a group email address

Fields marked with an \* are mandatory

Given name(s)  Family name\*

Email address\*  Confirm email address\*

Authorisation details

Do you want the representative to be an Authorisation administrator?\* ☐ Yes ☒ No

Do you want the representative to be a Machine credential administrator?\* ☐ Yes ☒ No

Start date\*  End date\*  ☒ No end date

Agency access

Choose the agencies you want the selected business representative/s to access. Levels of access available to select from may vary.  
NB: At least one agency must have a level of access of either Full or Custom to continue.

Agency	Level of access*
<input checked="" type="radio"/> AUSTRALIAN TAXATION OFFICE	<input type="radio"/> Full <input checked="" type="radio"/> Custom <input type="radio"/> None

8. The summary screen is displayed.

Review details and select the checkbox to declare you understand and accept the declaration. Click **Submit**.

**Winston and Sons Gardening Services**  
ABN 45002001501

Edit Authorisation

Representative details

Name: Phil Roco  
Authorisation code email address: phil.roco1501@gmail.com

Authorisation details

Start date: 14/10/2019 End date: Not specified  
Authorisation type: Authorised user Machine credential administrator: Yes

Agency access details

Agency	Level of access
<input checked="" type="radio"/> AUSTRALIAN TAXATION OFFICE	Custom

Declaration

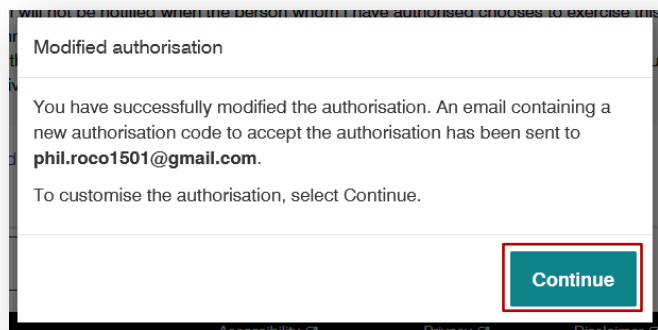
I declare that:

- I have used my own identity credential to access this service.
- I am authorised to create this relationship on behalf of the business identified above.
- I am creating a relationship between the individual named above and the business.
- I understand that by creating this relationship, the individual named above will be authorised to transact on behalf of the business with the government agencies and services I have selected, and all decisions and actions taken by the named individual with these agencies and services will be treated as approved by the business.
- I have reviewed the agencies and services I have selected for the individual named above to transact with on behalf of the business and these correctly reflect my intent.
- I understand that I will not be notified when the person whom I have authorised chooses to exercise this authorisation by accessing a Government service on behalf of the business I have authorised them to act for.
- I understand that the email address used to create this authorisation may be shared with agencies included in this request, on behalf of the individual named above.

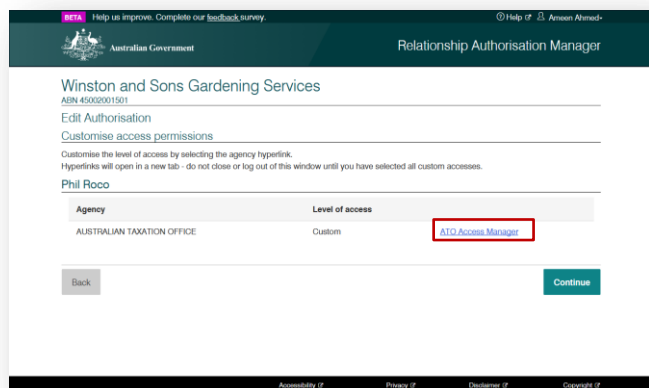
☒ I understand and accept this declaration

- 
9. Modified authorisation notification appears. Click **Continue**.

A new authorisation code is sent to the user's email. The user must re-accept their authorisation. Refer to section **1.3 – Accepting an authorisation** for instructions.



- 
10. The Customise access permission page is displayed. If you have chosen to authorise custom access and permissions to the business representative for ATO online services, click on the link to **ATO Access Manager**.



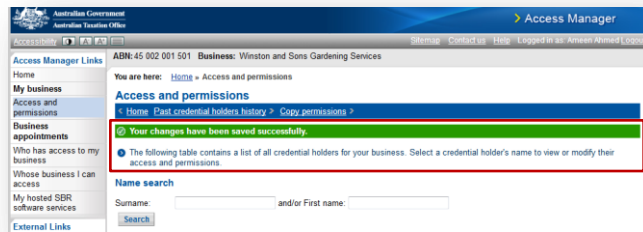
11. The Modify Access and Permissions page is displayed. Under permissions, select the access and permissions you wish the authorised representative to have.

Then click the **Save** button.

The screenshot shows the 'Access Manager' interface for the Australian Government. The main heading is 'Modify access and permissions'. Below this, there's a section for 'Credential holder access' with fields for Name (Roco, Phil), Authorisation type (Authorised user), Access administrator (No/Yes), Access Level (Custom), Business appointment auto (No auto access to business appointments), Status (Pending), and Authorisation Period (14/10/2019 - 31/12/9999). A 'Permissions' section follows, with a note that only users with Custom and Standard access can have their permissions modified. The 'Business' tab is selected, showing a table of permissions. A red box highlights the 'Permissions' section.

Permissions	View	Add/Update	Cancel AEN
<b>My Business Details</b>	<input type="checkbox"/> All	<input type="checkbox"/> All	<input type="checkbox"/> All
Account details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registration details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial institution details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tax roles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Payments and Refunds</b>	<input type="checkbox"/> All		
Payment plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refund requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ATO Transactions</b>	<input type="checkbox"/> All	<input type="checkbox"/> All	<input type="checkbox"/> All
Activity statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annual investment income report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attribution managed investment trust return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate of coverage request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closely held trust beneficiary report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Common Reporting Standard (CRS) Statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consolidated group notification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Country by country report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct debit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic payment systems transactions report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic portability form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee commencement form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee share scheme annual report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FBT return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foreign account tax compliance act (FATCA) data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General purpose financial statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Member contributions statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Merchants point of sale transactions reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-individual income tax return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Objection and private ruling applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PAYG payment summary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payroll event form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quarterly TFNABN report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small business super clearing house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMSF annual return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Super - Compassionate release of superannuation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Super contribution report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Super guarantee charge statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxable payments annual report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TFN declaration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer of shares and units	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Administration</b>	<input type="checkbox"/> All		
View and action own mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access other users' mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 
12. A notification that your changes have been saved successfully is displayed.



## 2.4 Removing authorisations

### Who can complete this activity?

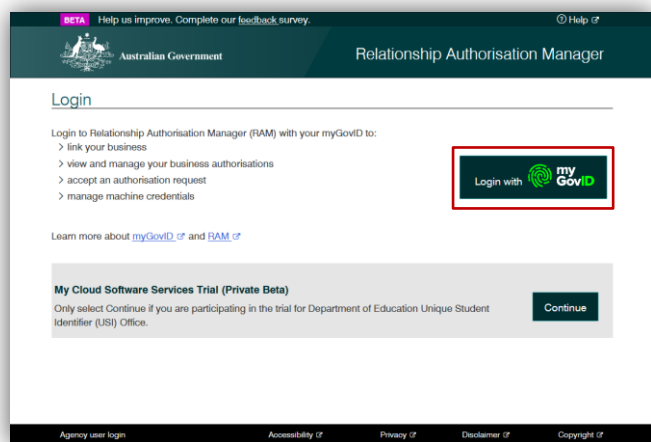
- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- **Authorisation Administrator:** a business representative who acts on behalf of a business.

### Removing authorisations – Detailed instructions

1. Go to:

<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

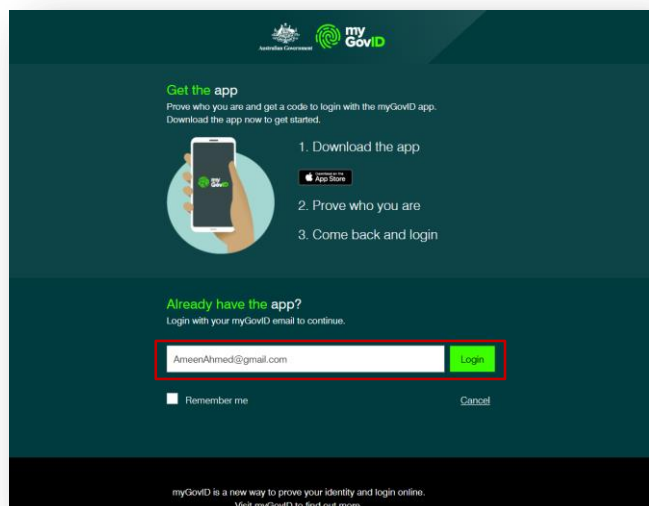


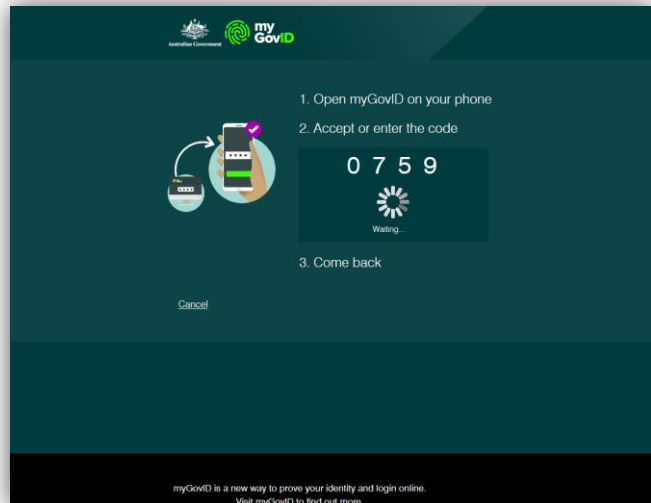
2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

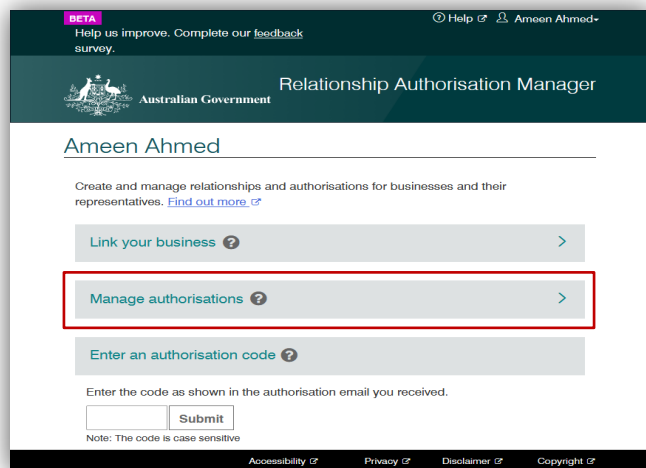
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

<https://www.mygovid.gov.au/>

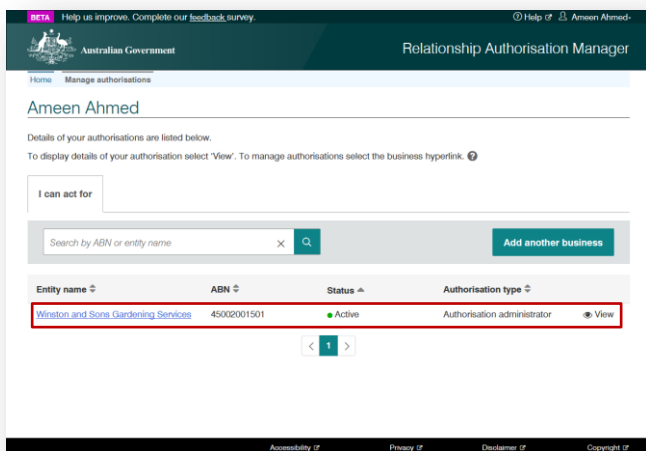




3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



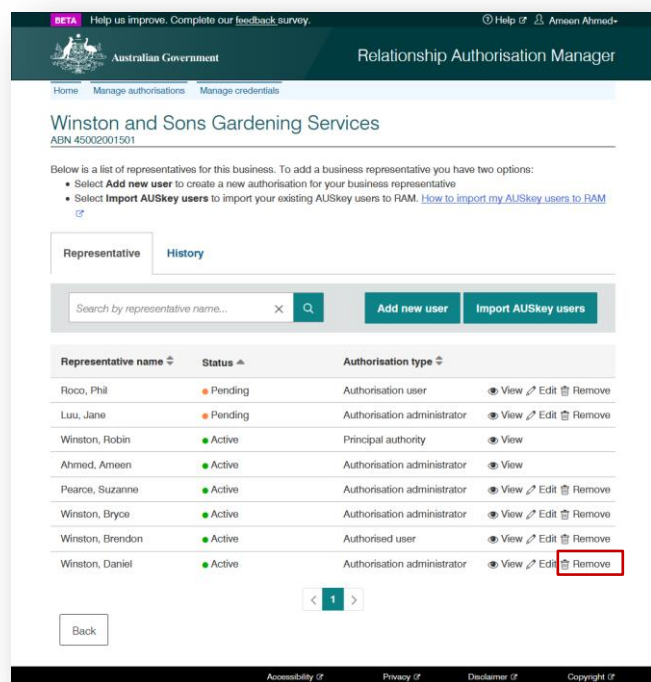
4. Select the business you would like to manage authorisations for.



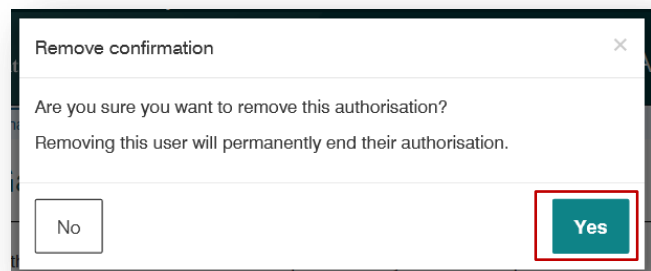
5. The business selected is displayed with all the representatives who are able to act on behalf of the business. Select the **remove icon** next to the authorised representative you wish to remove.

Note:


- The authorisation for the Principal Authority role cannot be removed. To remove a Principal Authority role, an authorised representative will need to go to the ABR site and cancel the link between the associate and the business ABN. The change will be updated in RAM in real time.
- As a Principal Authority or an Authorisation Administrator you can remove all pending, active, and accepted authorisations with future start dates, *except* your own authorisations.



6. A Remove confirmation notification is displayed - select **Yes** to confirm the removal of the authorisation. You will be returned to the Manage authorisations screen.



BETA Help us improve. Complete our feedback survey.

 Australian Government

Relationship Authorisation Manager

[Home](#) [Manage authorisations](#) [Manage credentials](#)

## Winston and Sons Gardening Services

ABN 45002001501

Below is a list of representatives for this business. To add a business representative you have two options:

- Select **Add new user** to create a new authorisation for your business representative
- Select **Import AUSkey users** to import your existing AUSkey users to RAM. [How to import my AUSkey users to RAM](#)

Representative

History

Search by representative name...

Representative name	Status	Authorisation type	
Roco, Phil	Pending	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Luu, Jane	Pending	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Robin	Active	Principal authority	<a href="#">View</a>
Ahmed, Ameen	Active	Authorisation administrator	<a href="#">View</a>
Pearce, Suzanne	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Bryce	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Brendon	Active	Authorised user	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Daniel	Inactive - Removed	Authorisation administrator	<a href="#">View</a>

Accessibility [of](#)

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# 3. Machine credential

A machine credential is installed on a device and enables you to interact directly with government online services through your business software.

Machine credentials will replace any Device AUSkeys currently used in software.

## Machine credentials are used by:

- Businesses or tax professionals who interact with ATO online services directly through desktop or locally hosted software. In this instance, the machine credential is created by the business and performs the same function as an Administrator or Standard AUSkey in software. Your digital service provider will let you know once your software has been updated.
- Digital service providers who offer cloud software, to enable software authentications by third party users. In this instance, the digital service provider creates a machine credential and installs it on their server.

**Note:** If you use cloud based Standard Business Reporting (SBR) enabled software you will not need to create a machine credential.

## Section Overview

**3.1 Creating a machine credential** – Install the required browser extension and install a machine credential.

## 3.1 Creating a machine credential

### Who can complete this activity?

- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- **Machine Credential Administrator role:** a business representative with permissions to manage machine credentials on behalf of the business.

### About the Machine Credential Administrator role

- Both Authorised Administrators and Authorised Users can be Machine Credential Administrators.
- To authorise a Machine Credential Administrator, refer to section **2.1 – Creating new authorisations** and follow the detailed instructions.
- If you're already an Authorised Administrator or Authorised User but you're not a Machine Credential Administrator, ask the Principal Authority or an Authorisation Administrator to edit your authorisation (See **2.3 – Editing authorisations**). You cannot edit your own authorisation.

### Before you start

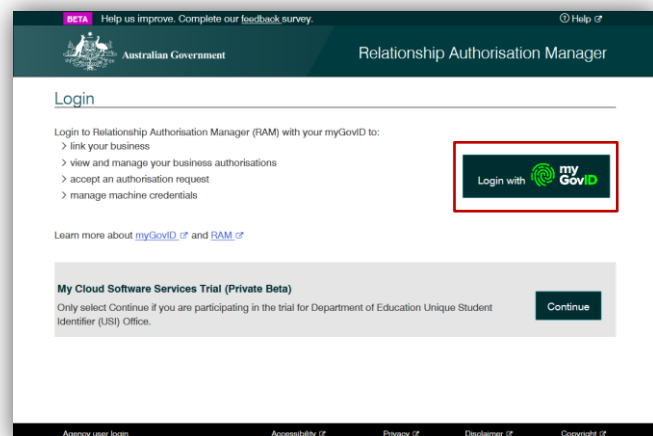
**IMPORTANT:** The first time you try to install a machine credential, you'll be directed to install a browser extension. This guide will take you through the process of installing both the browser extension and a machine credential.

For compatibility reasons, you'll need to perform the following steps on either a **Chrome or Firefox** web browser and be running a **Windows, macOS, or Linux** operating system.

## Creating a machine credential – Detailed instructions

1. Using **Chrome or Firefox**, go to:  
<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

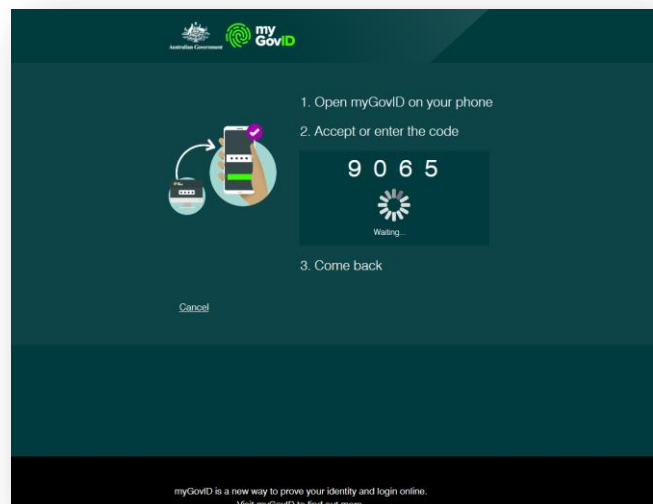
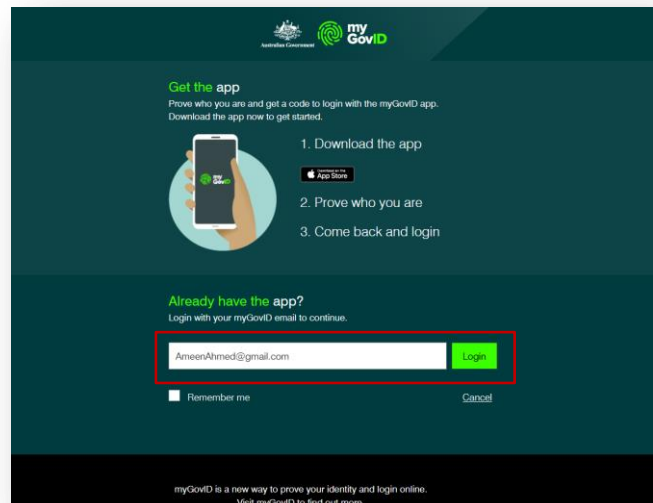


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2. Enter the email address linked to your myGovID.

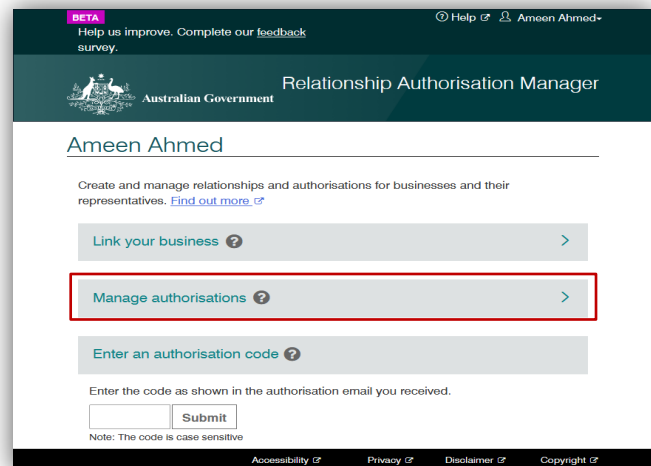
A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

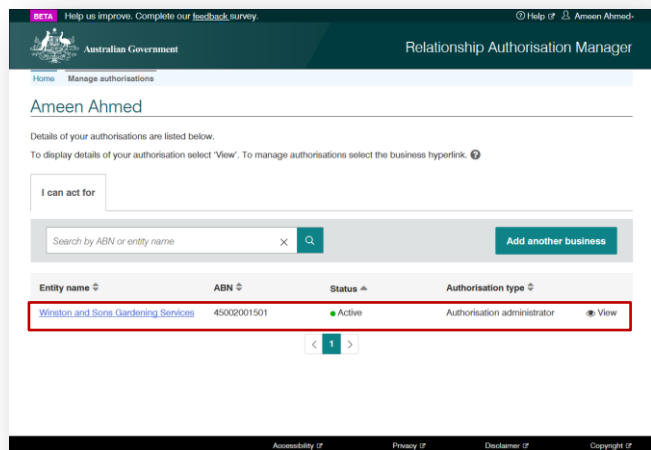
<https://www.mygovid.gov.au/>



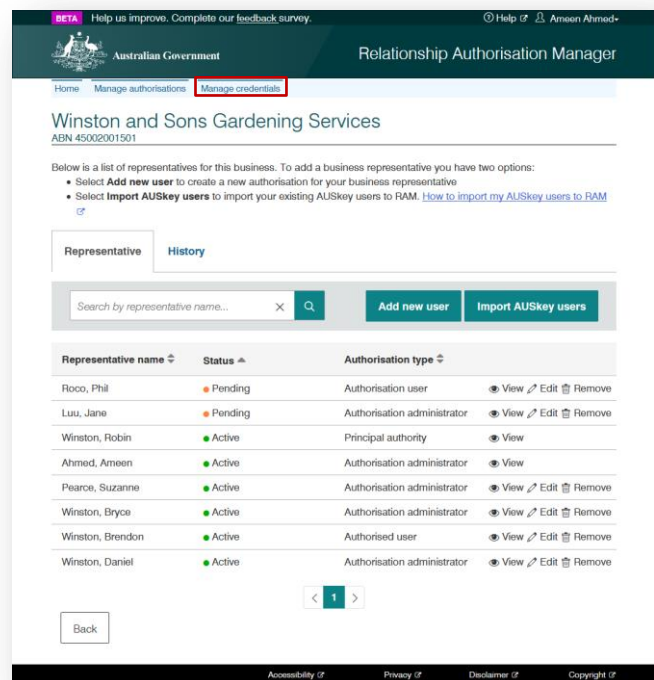
3. Click **Manage authorisations** to be redirected to view all the entities you can act for.



4. Select the business you would like to create a machine credential for.



5. The Manage authorisations page will be displayed with a list of all the authorisations for the business. Click on the **Manage Credential** tab on the top-left toolbar.

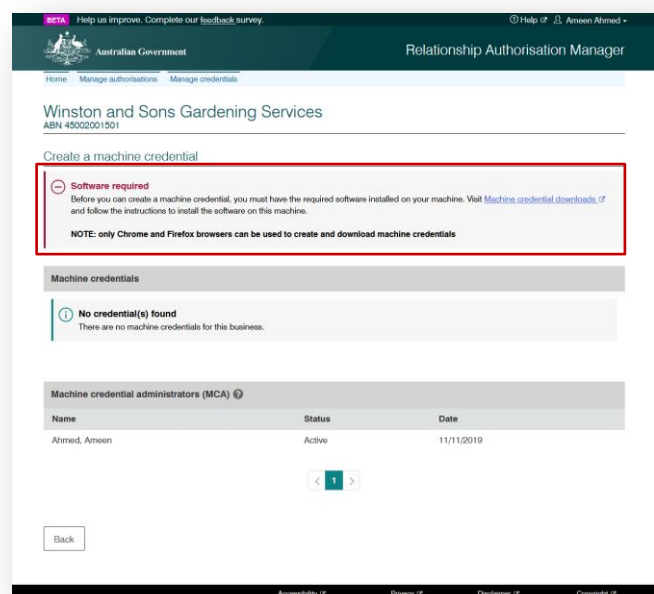


6. The Manage credentials page is displayed.

**If you've already installed the required browser extension, skip this step.**

If this is your first time installing a machine credential, you will see a message advising that browser extension software is required. Click the link to visit machine credential downloads.

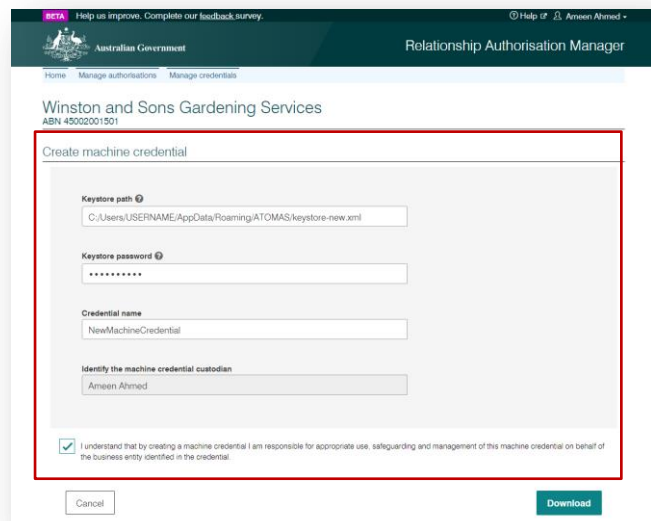
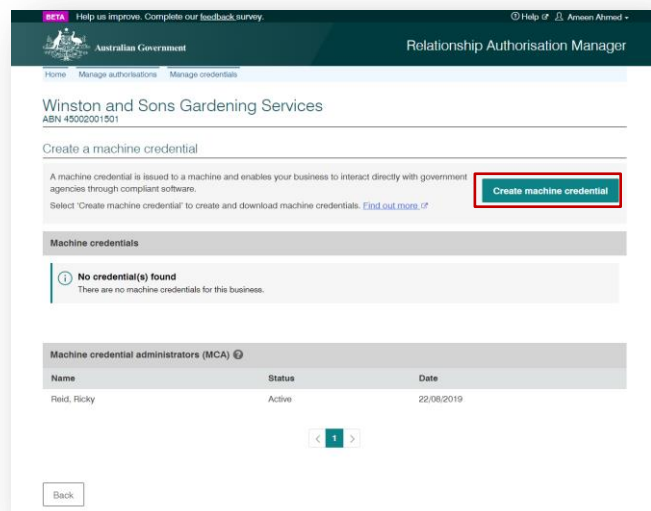
- Click the browser extension link for your operating system.
- Install and enable the browser extension.
- Close down your browser. Reopen your browser and go to <https://authorisationmanager.gov.au> and login with your myGovID and navigate back to the **Manage credentials** page.



## 7. Click **Create machine credential**.

The create a machine credential page is displayed. Enter the following information:

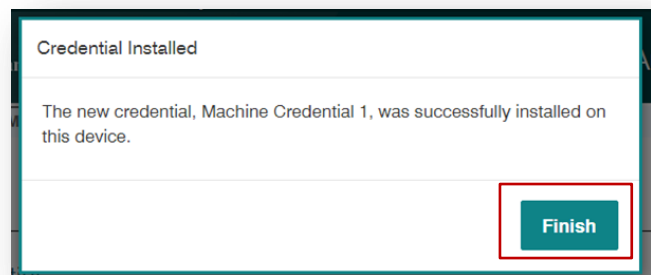
- Keystore path – This will be pre-filled but can be changed. This is where the machine credential is stored.
- Keystore password – Enter a password.
- Credential name – Enter a name for the machine credential.
- Identify the machine credential custodian – This will be pre-filled with your name and cannot be changed.



8. Select the checkbox to confirm you understand the terms. Click **Download**.

The screenshot shows the 'Create machine credential' form for 'Winston and Sons Gardening Services' (ABN 45002001501). The form includes fields for 'Keystore path' (C:/Users/USERNAME/AppData/Roaming/ATOMAS/keystore-new.xml), 'Keystore password' (masked with dots), 'Credential name' (NewMachineCredential), and 'Identify the machine credential custodian' (Ameen Ahmed). A checkbox is checked, indicating agreement with the terms. A red box highlights the 'Download' button at the bottom right.

9. The Credential Installed notification is displayed upon successful installation. Click **Finish** to be returned back to the Manage credentials page.



10. The Manage credentials page allows you to create, view and revoke your credentials.

The screenshot shows the 'Manage credentials' page for 'Winston and Sons Gardening Services'. It includes a 'Create a machine credential' section with a 'Create machine credential' button. Below this is a table of installed credentials, highlighted with a red box.

Credential name	Custodian name	Subject name id	Status	Actions
NewMachineCredential	Ameen Ahmed	ABRID-57250370163_NewMachineCredential	Active	Revoke

## 4. Ongoing use of myGovID

Once the business is set up in RAM and business representatives have accepted their authorisation, the business is now set up to use myGovID to access participating government online services.

Refer to the RAM website for the full list of participating government online services:

<https://info.authorisationmanager.gov.au/>

### Section Overview

**4.1 Using myGovID to access government online services** – Log in to participating government online services.



## 4.1 Using myGovID to access government online services

Refer to the RAM website for the full list of participating government online services:

<https://info.authorisationmanager.gov.au/>

### Who can complete this activity?

● **All authorised representatives** can complete this activity, provided they've been granted access to the government online service. This includes:

- The Principal Authority
- Authorised Administrators
- Authorised Users (Depending on access and permissions granted)

**Note:** The Machine Credential Administrator role does not influence permissions regarding access to government online services.

### Using myGovID to access government online services – Detailed instructions

1. Go to the login page of the government online service.

Click **Login with myGovID**.

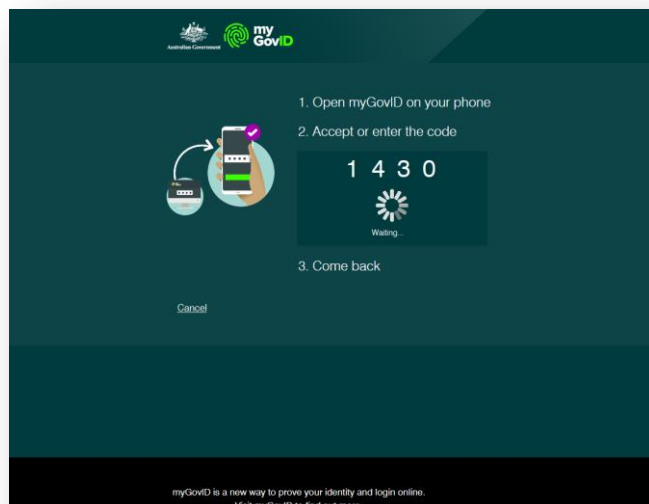
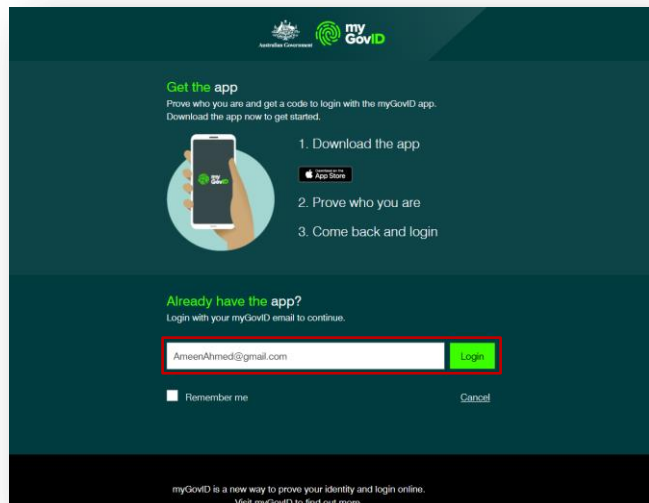
*Note: If you don't see the **Login with myGovID** button, check the RAM website to see if the government online service you're trying to access is available:*  
<https://info.authorisationmanager.gov.au/>



- 
2. Enter the email address linked to your myGovID.

A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*  
<https://www.mygovid.gov.au/>



- 
3. You are now logged in to the government online service.
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