Relationship Authorisation Manager (RAM) User Guide
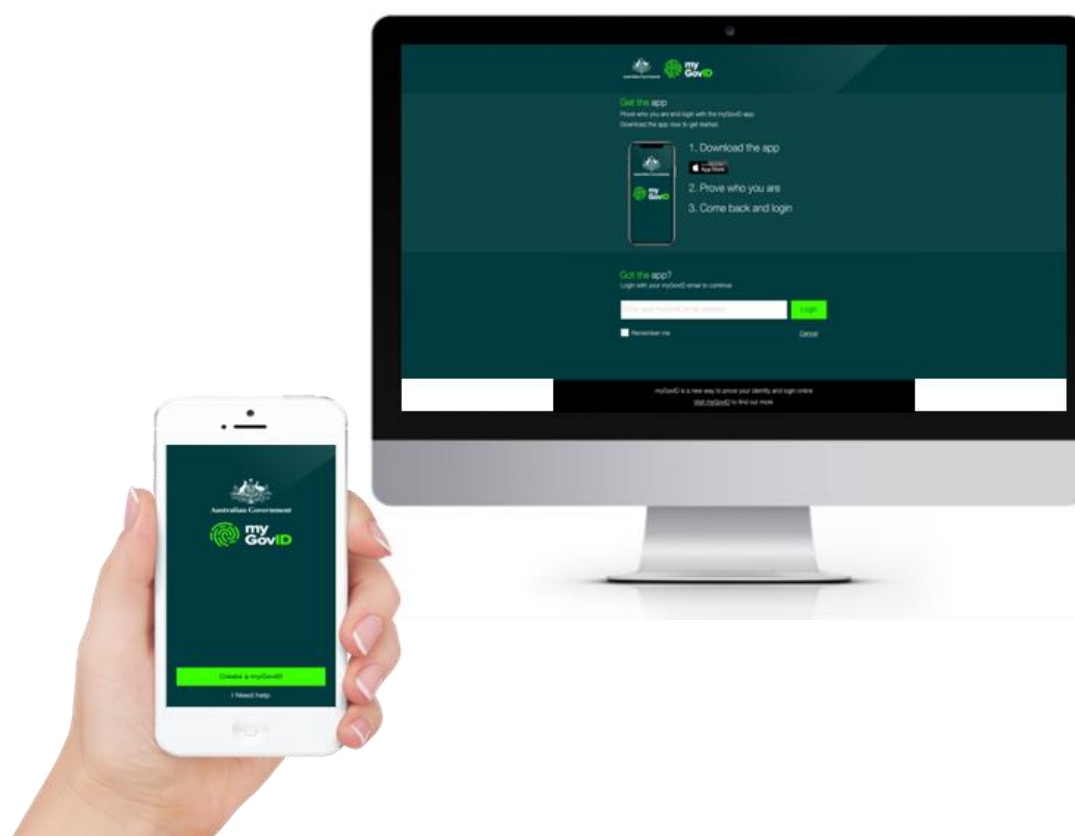
Table of Contents

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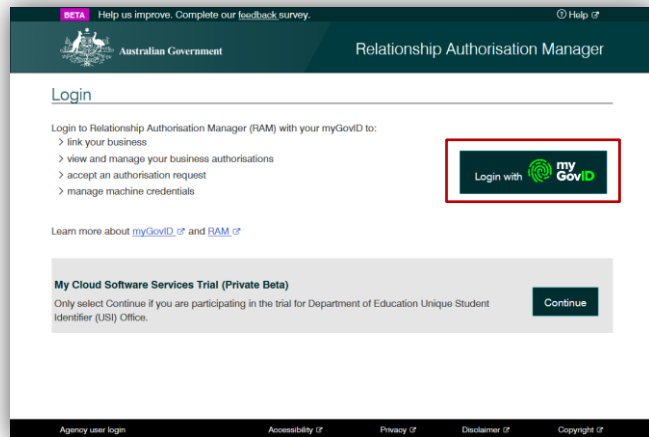
1. Go to:
   https://authorisationmanager.gov.au

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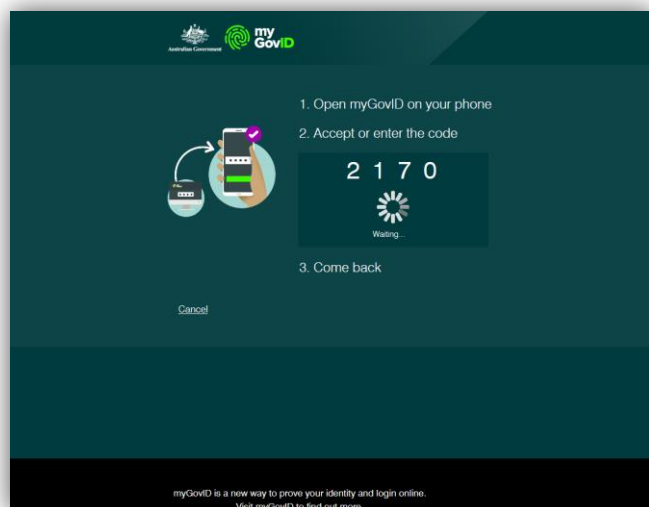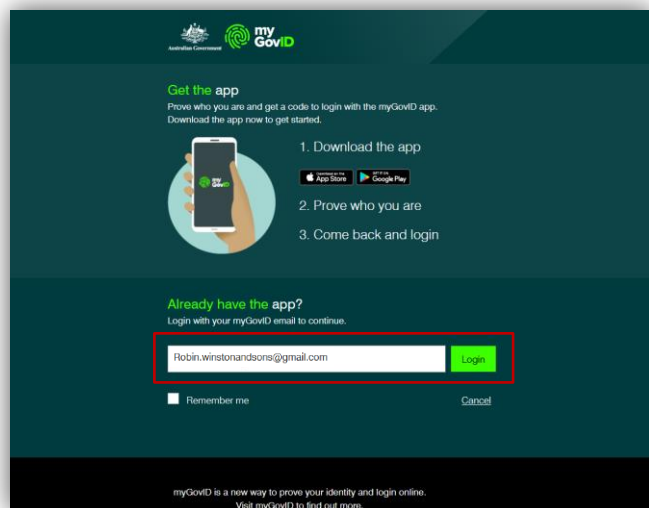
3. Click **Link your business** to be redirected to the Australian Taxation Office (ATO) to find your business or businesses.

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

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

   Note:
   - <u>All businesses</u> that you are listed as an eligible associate for in the ABR will appear here.

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.

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

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).

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

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:
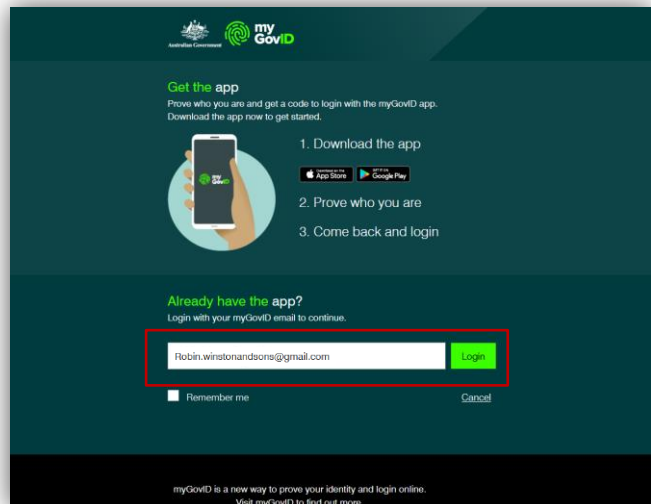   https://authorisationmanager.gov.au
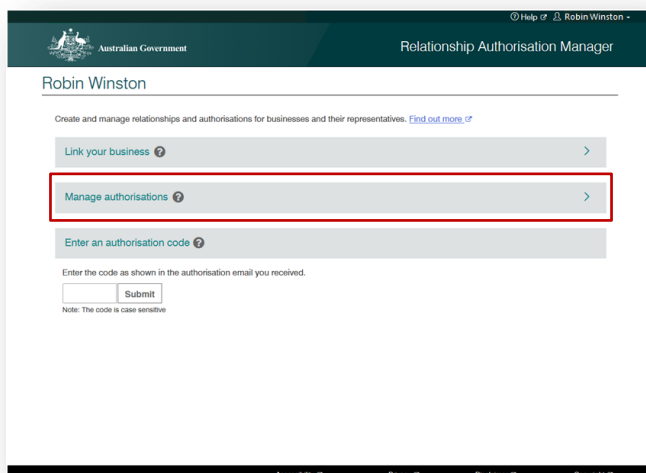
   Click on **Login with myGovID**.

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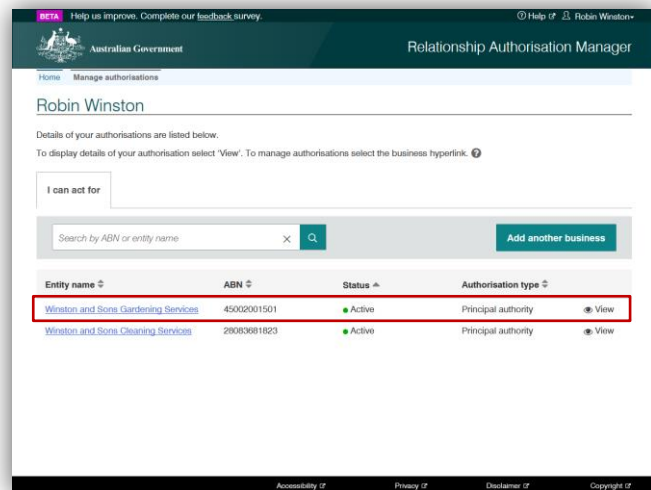
   Note: To learn more about how to download and set up your myGovID visit the myGovID website:
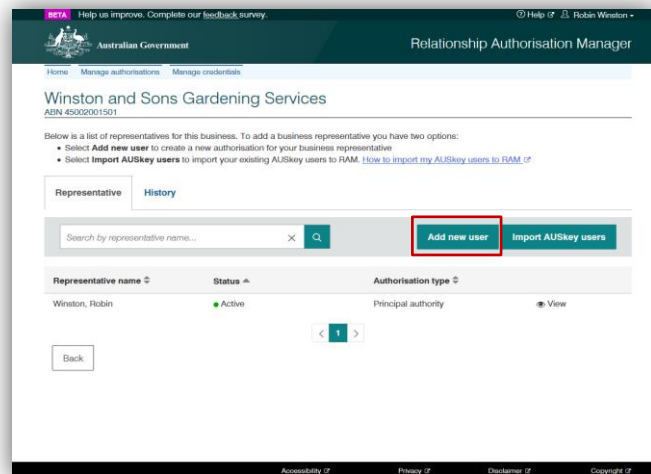   *https://www.mygovid.gov.au/*

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

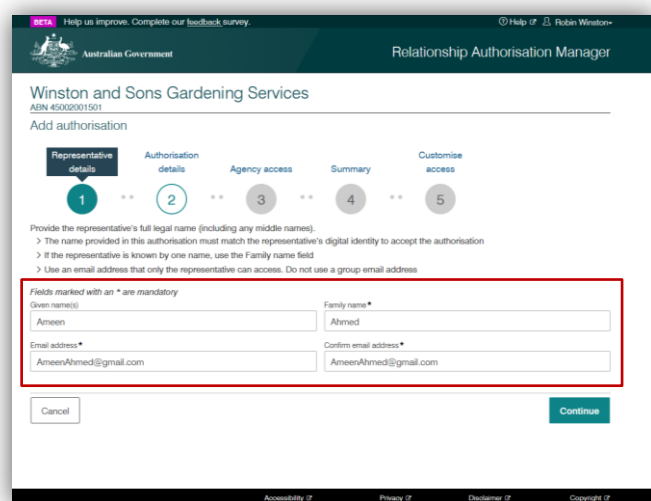4. Select the business you would like to add an authorisation to.

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.
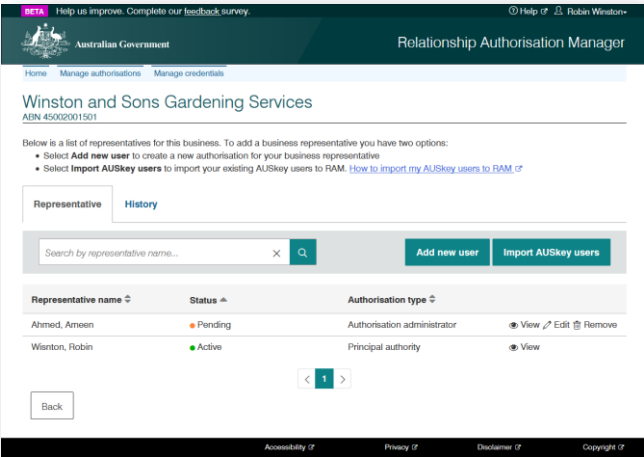
1.3 Accepting an authorisation

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 Authroties will need to complete this activity to accept their authorisaiton. Follow these instructions only after you've received an authorisation code via email. This is a once-off activity.

Accepting an authorisation – Detailed instructions
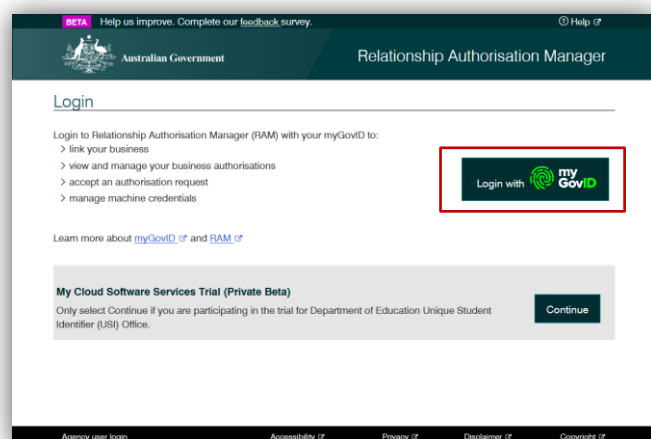
1. Go to:
   https://authorisationmanager.gov.au

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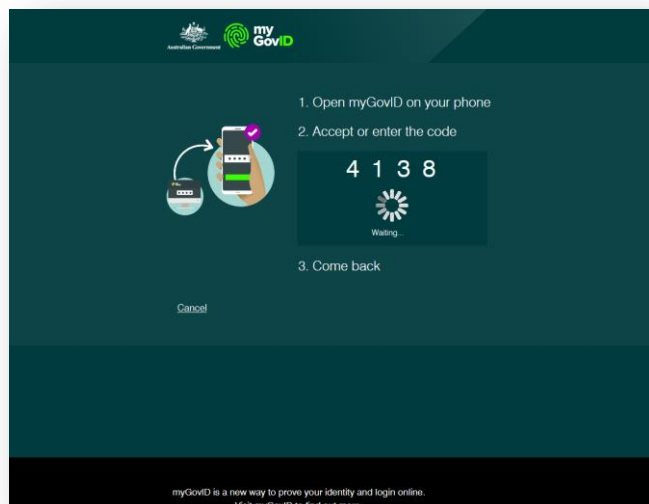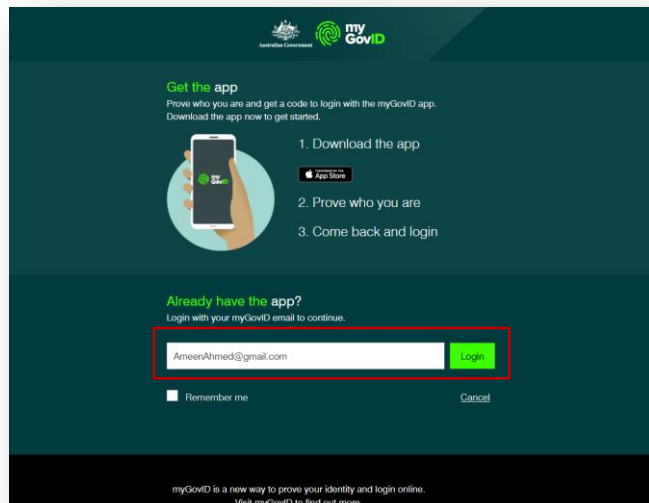
3. **Enter** the authorisation code sent to your nominated email and click **Submit**.

   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.

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.

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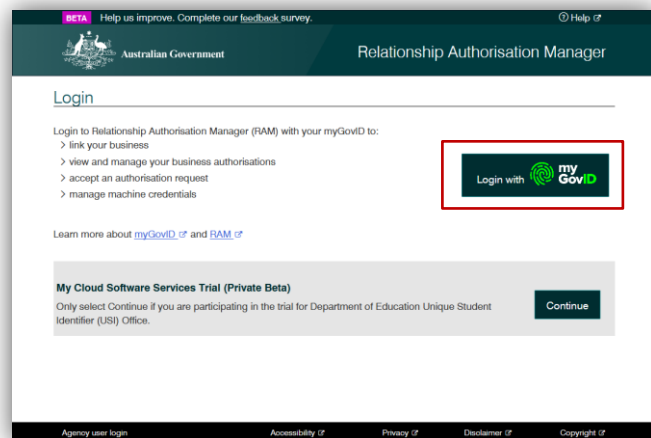
1. Go to:
   https://authorisationmanager.gov.au

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/
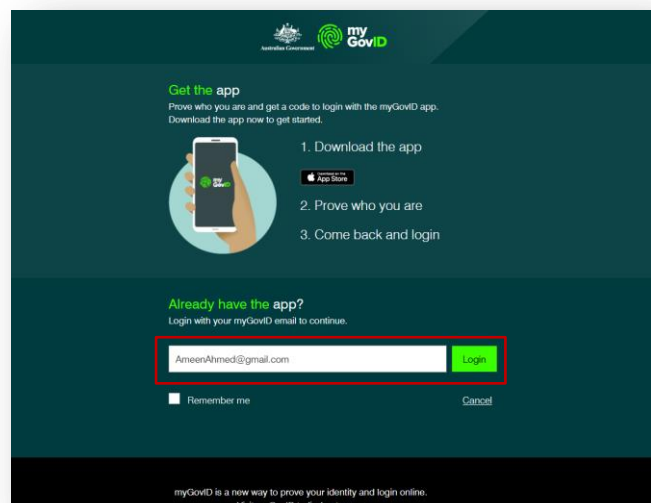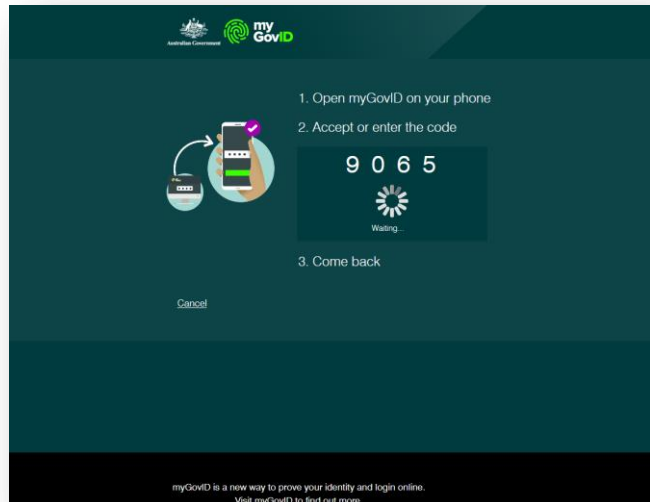
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.
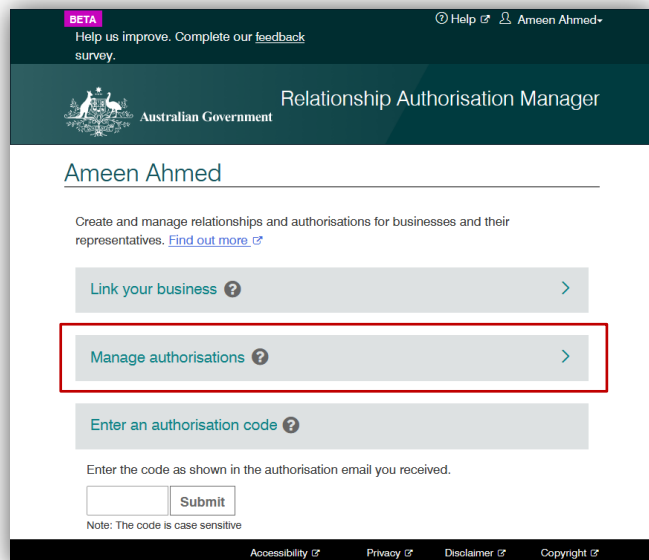
4. Select the business you would like to import AUSkey users for.
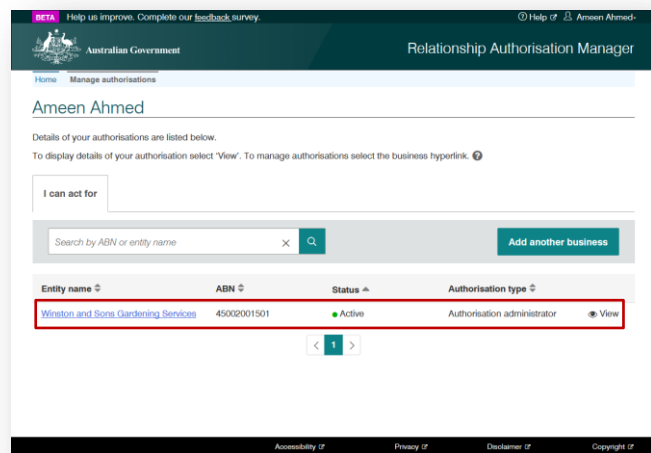
5. The Manage authorisations page will be displayed with a list of all the authorisations for the business. Select **Import AUSkey users**.
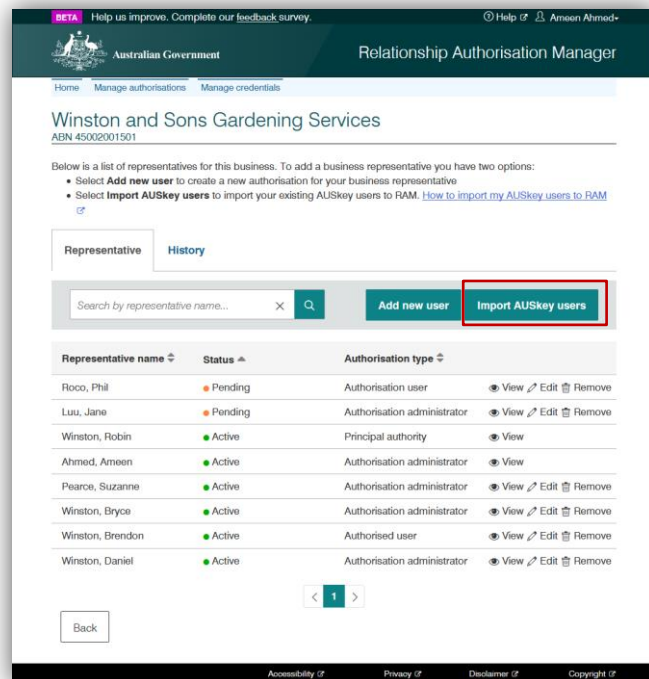
6. Use the selection criteria to search for the AUSkeys you wish to import.

    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.

(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.

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.

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

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.

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

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.
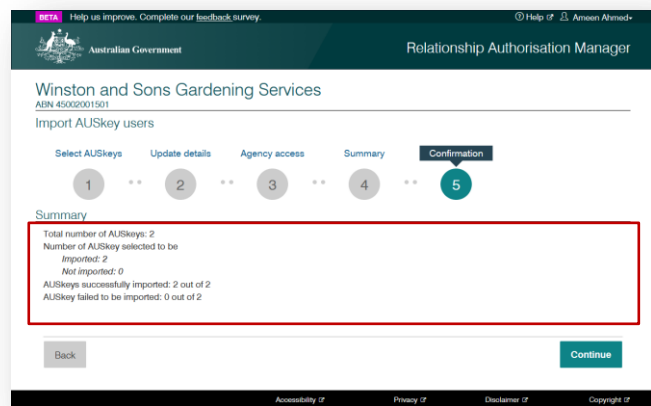
Important:

- 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 **2.1 – Creating new authorisations**).
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

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**.

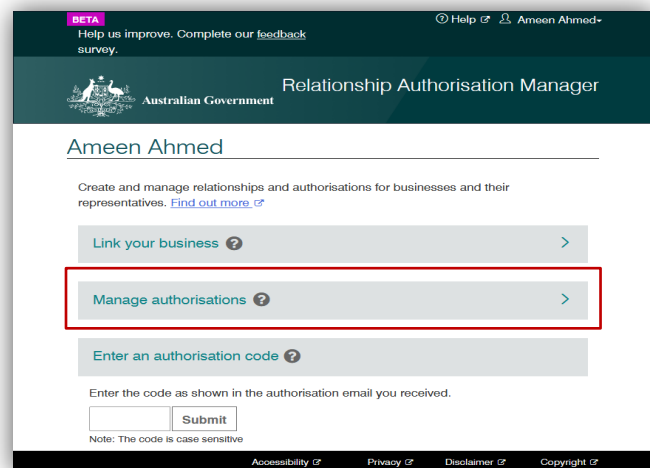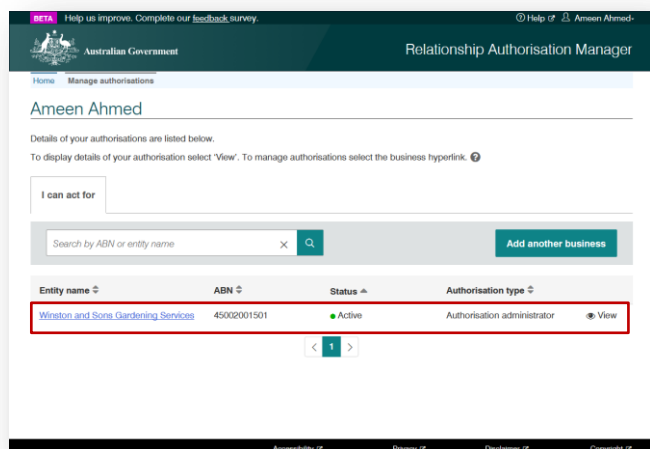*Note: To learn more about how to download and set up your myGovID visit the myGovID website:* https://www.mygovid.gov.au/

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 <u>must match the name linked to their myGovID.</u>
   ▪ 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.
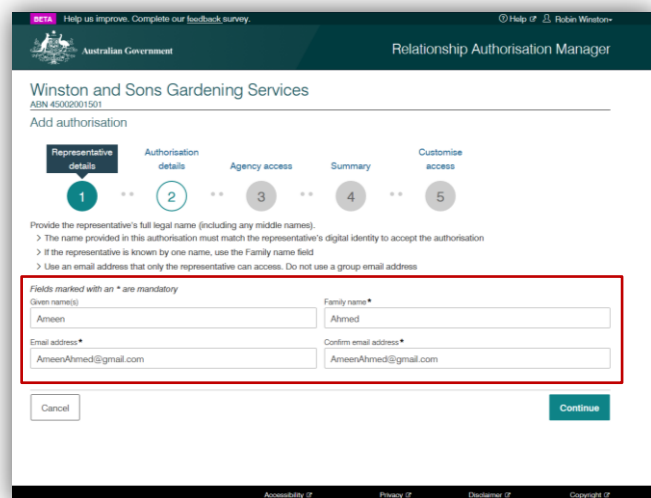
7. Complete the authorisation details - select **Yes or No** if you want the user to become an Authorisation Administrator and/or a Machine Credential Administrator (MCA).

   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.

8. 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.

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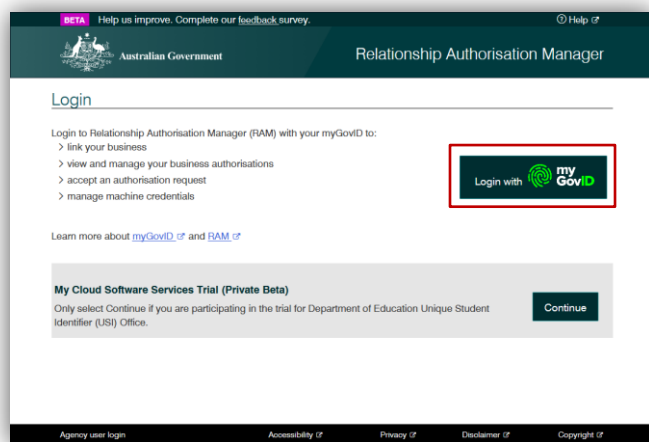
1. Go to:
   https://authorisationmanager.gov.au

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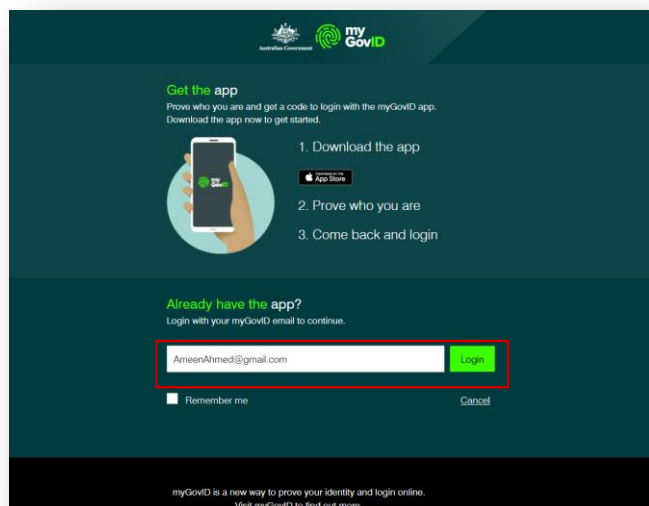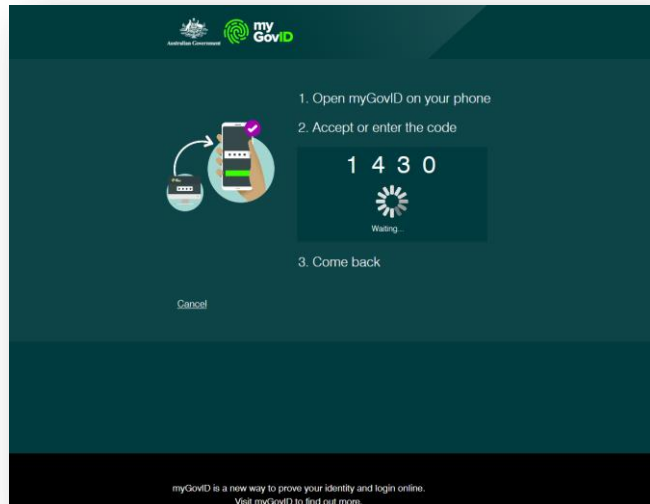
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.

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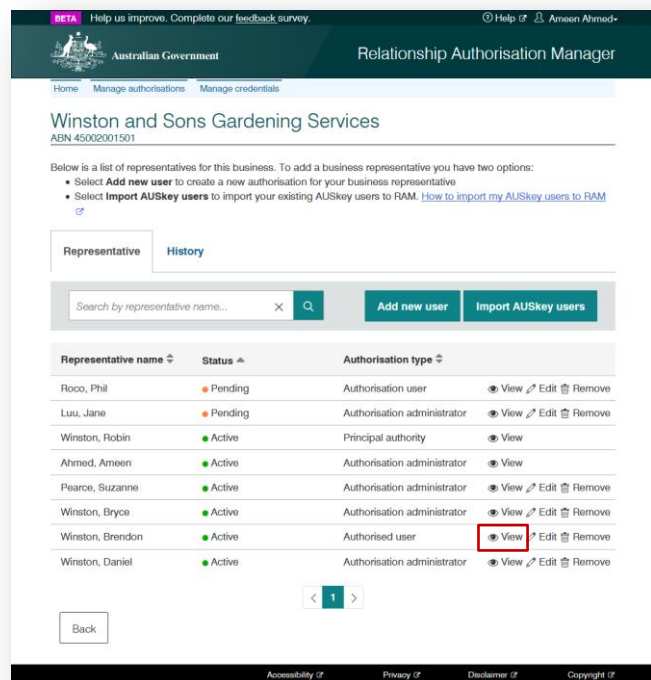
6. The representative's access and
   authorisation details are displayed.
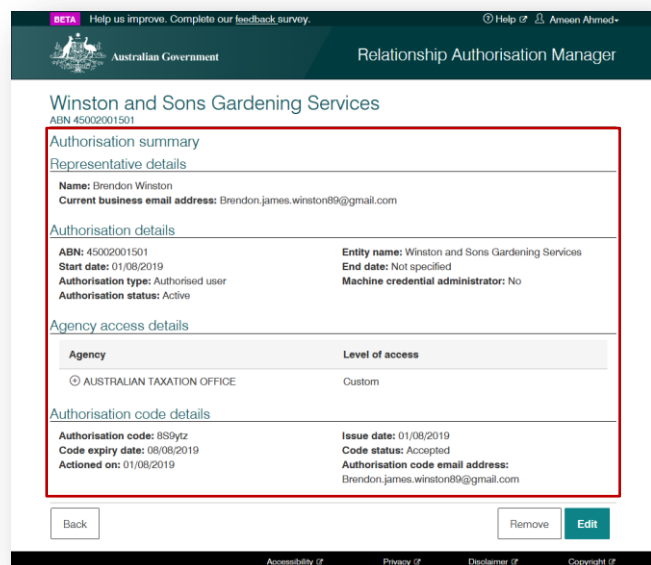
2.3 Editing authorisations

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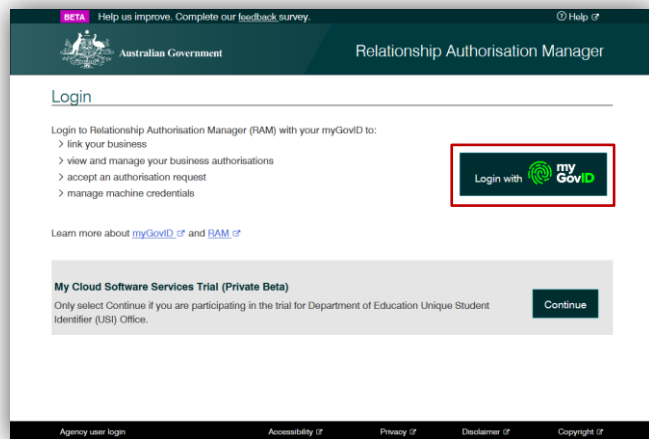
1. Go to:
   https://authorisationmanager.gov.au

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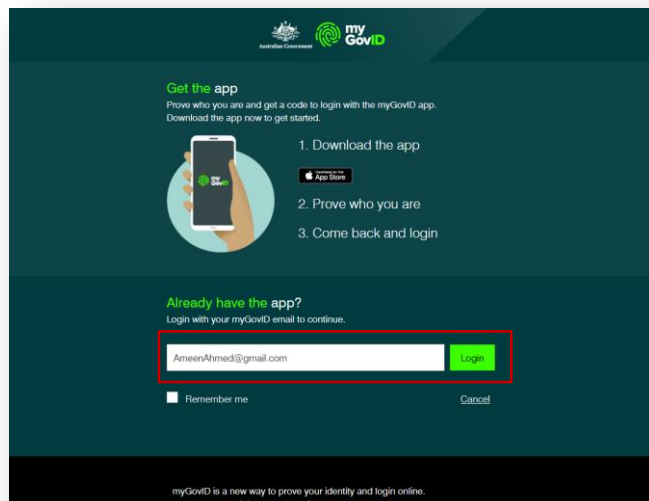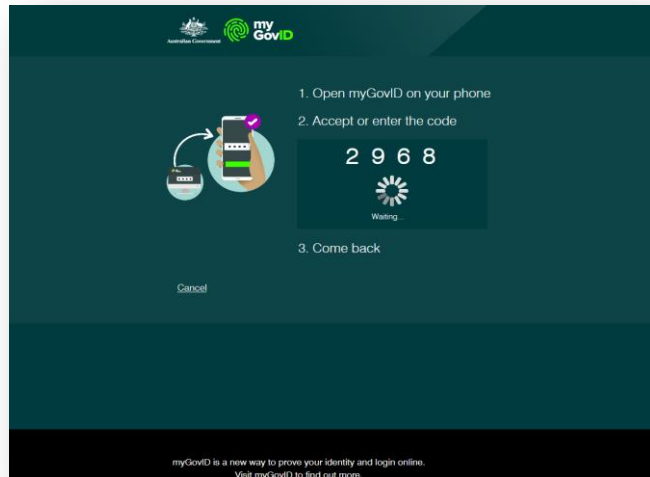
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.

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.

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.

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.

8. The summary screen is displayed.

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

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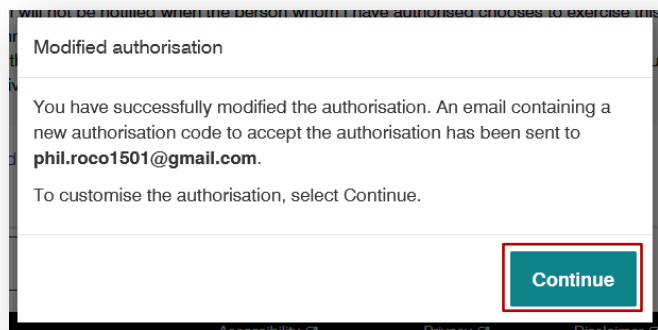
10. The Customise access permission page is displayed. If you have chosen to authorise custom access and permissions to the business representative for ATO online services, click on the link to **ATO Access Manager**.
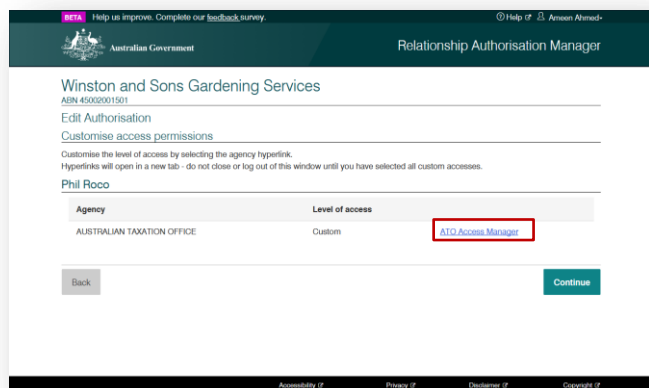
11. The Modify Access and Permissions page is displayed. Under permissions, select the access and permissions you wish the authorised representative to have.

Then click the **Save** button.

12. A notification that your changes
    have been saved successfully is
    displayed.
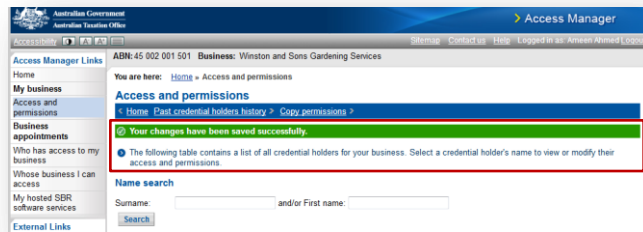
2.4 Removing authorisations

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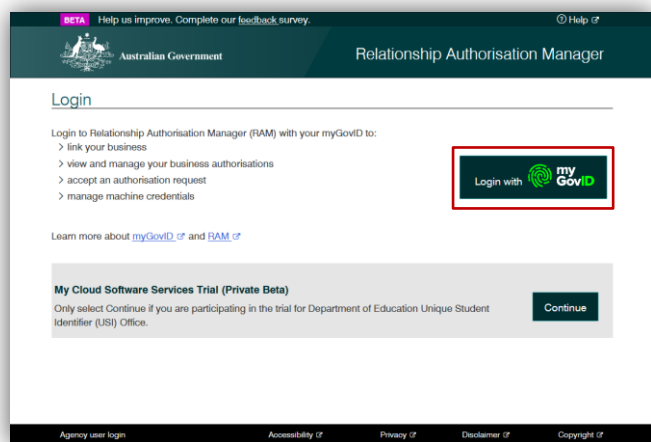
1. Go to:
   https://authorisationmanager.gov.au

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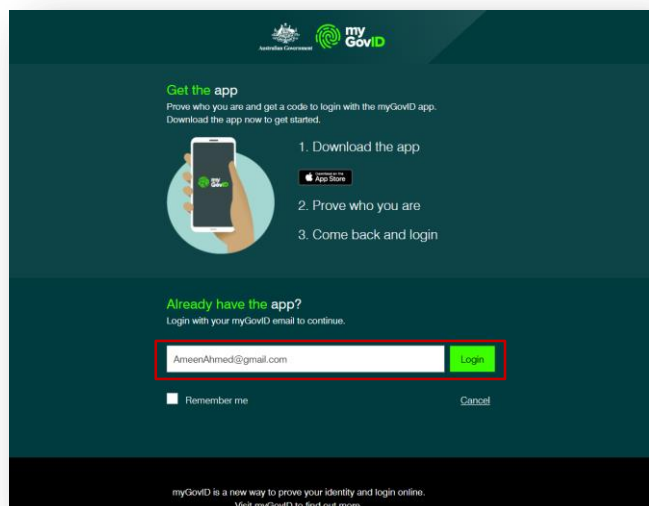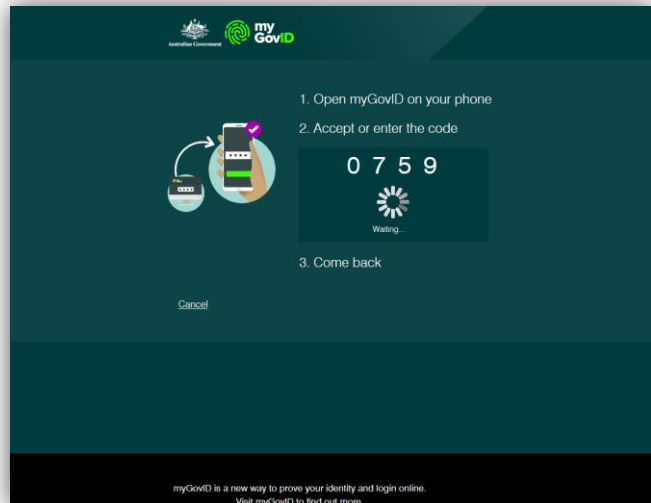
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.

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 t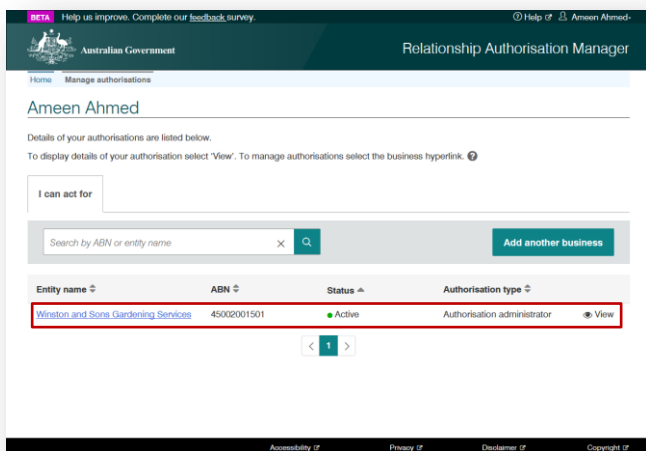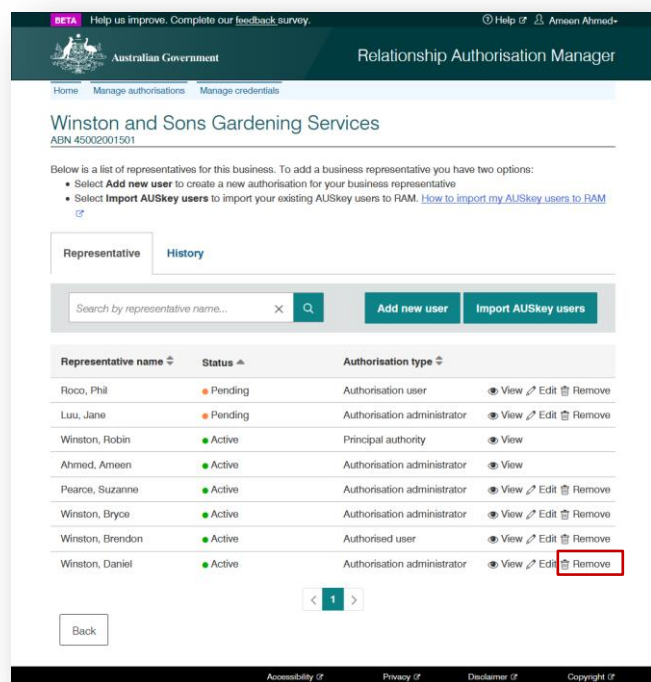o go to the ABR site and cancel the link between the associate and the business ABN. The change will be updated in RAM in real time.

   ▪ 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.

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
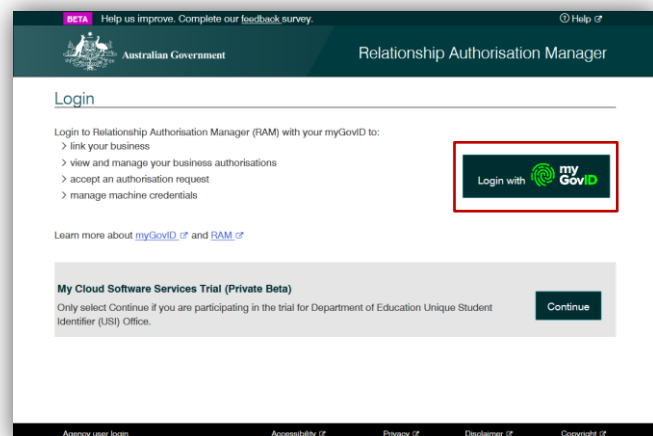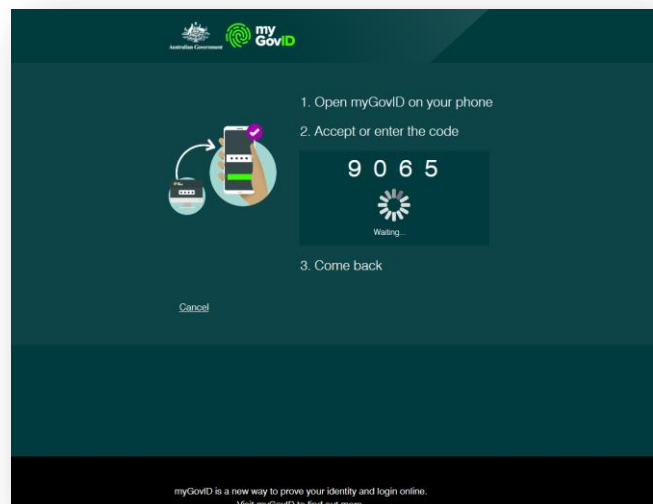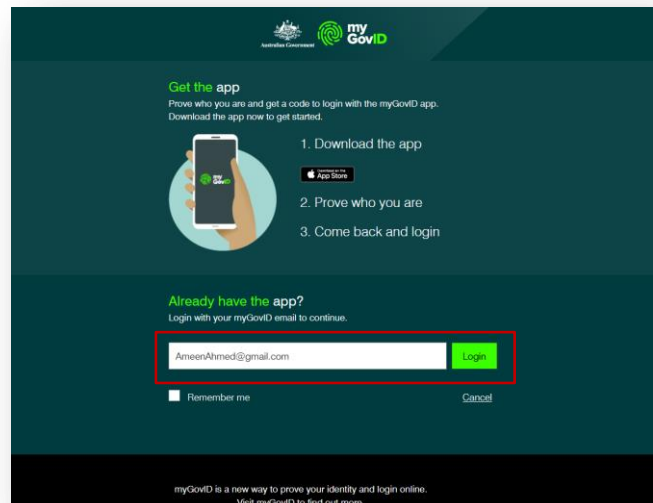
   Click on **Login with myGovID**.

2. Enter the email address linked to your myGovID.

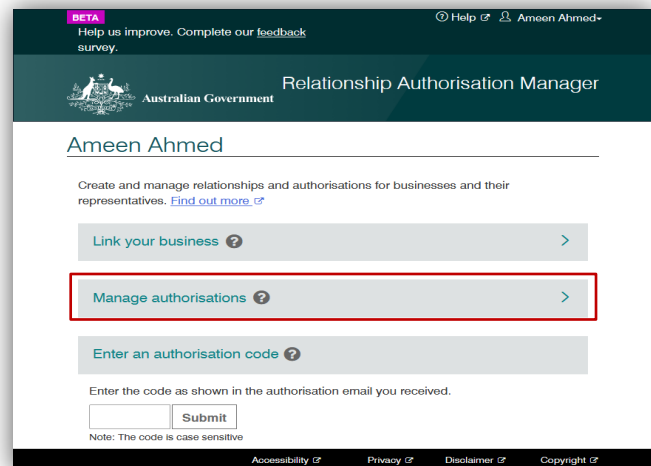A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

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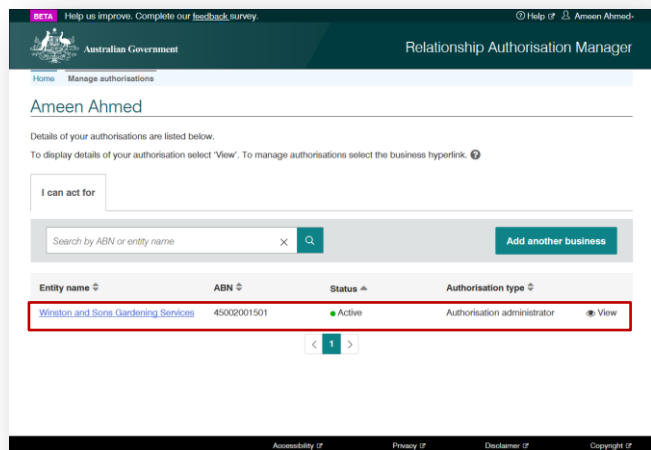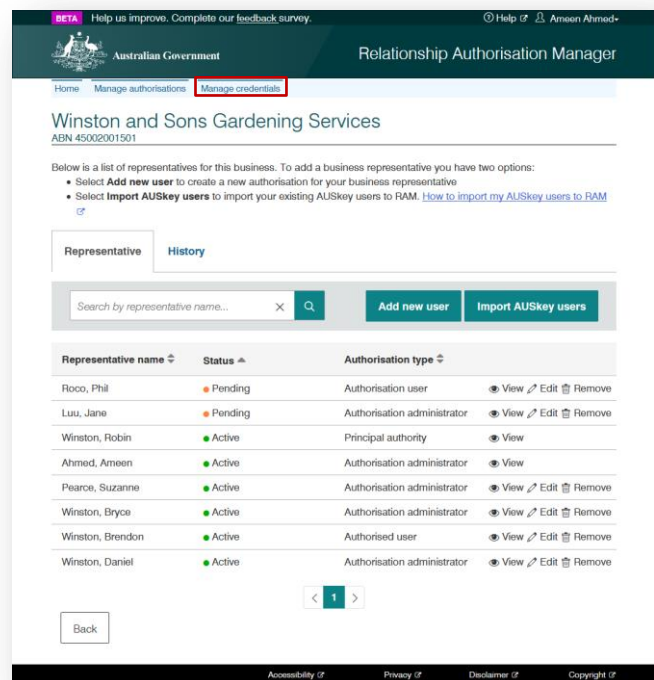*https://www.mygovid.gov.au/*

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.
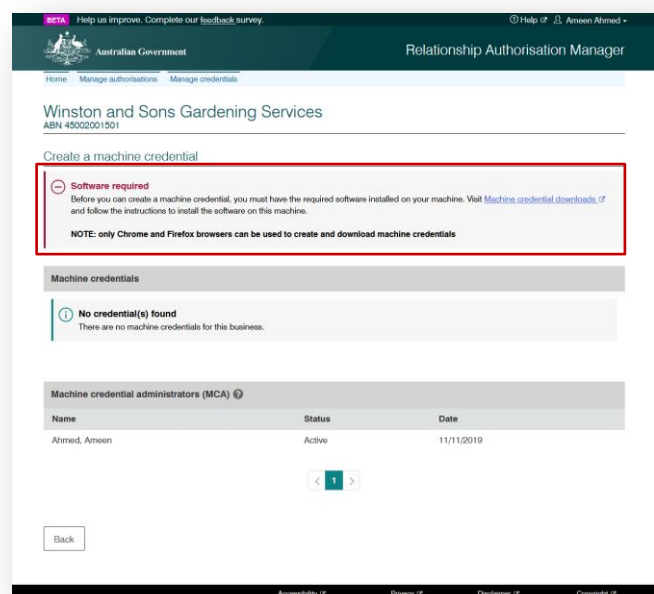

6. The Manage credentials page is displayed.

   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.**

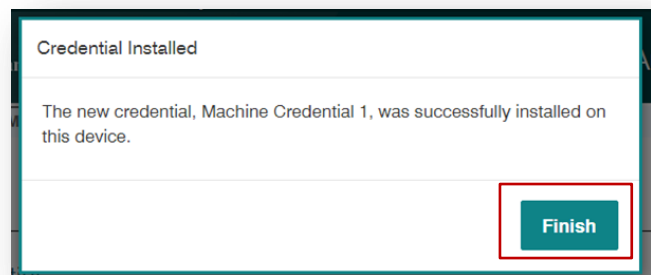The create a machine credential page is displayed. Enter the following information:

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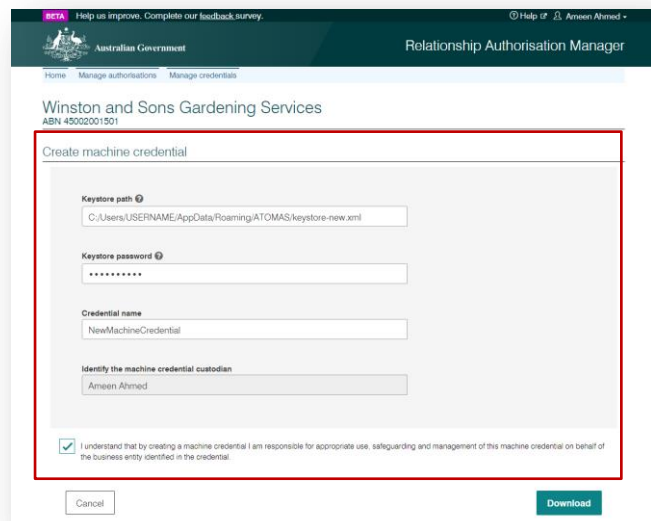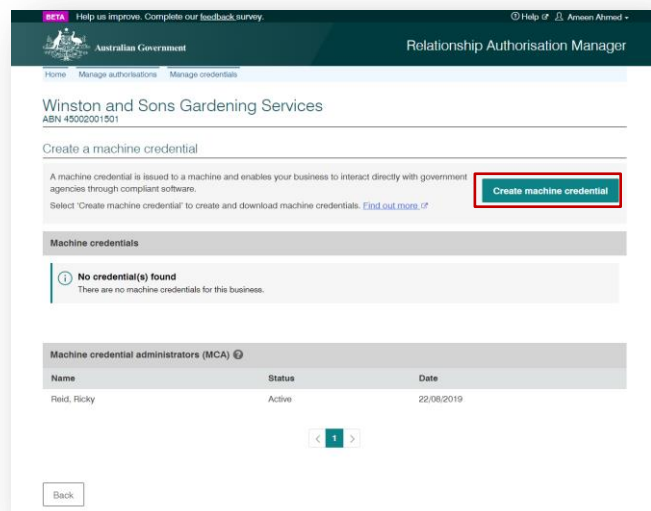
8. Select the checkbox to confirm you understand the terms. Click **Download.**

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.

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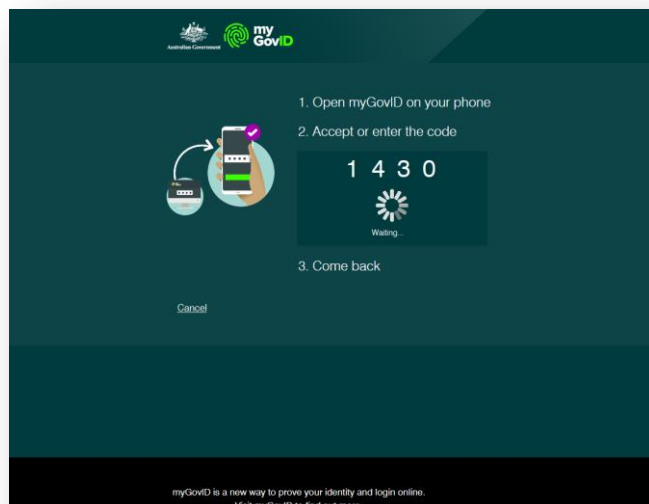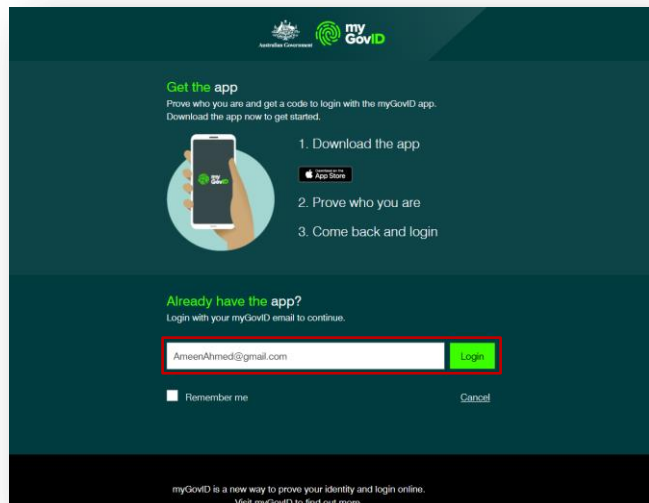
3. You are now logged in to the government online service.