

# ATO's Business Portal Access is Changing

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## Auskey to be replaced by myGovID and RAM

The Australian Government's online services are moving to new access systems from 1 April 2020. If your business is currently accessing the ATO's online services using AUSkey you will need to ensure that you have applied for the new myGovID and set up your Relationship Authorisation Manager (RAM) prior to 31st March 2020.

### What is myGovID and RAM?

myGovID is different to a myGov account which individuals use to access online government services. myGovID is the Australian Government's digital identity verification platform to prove who you are online through a 100-point ID check. Once your myGovID is established you will then be able to manage who can act on behalf of your business online, this process is managed by the Relationship Authorisation Manager (RAM).

### Setting up your myGovID account

To create your myGovID account you will require:

1. A smart device – the myGovID app is compatible with most smart devices, including:
  - iOS 10 or later on Apple devices;
  - Android 7.0 (Nougat) or later;

Please note that everyone is required to install the myGovID app on their own separate smart device, no communal devices can be used for this. There is also no computer desktop application available for myGovID.

2. An email address – the email address cannot be changed once the account is created. Please consider which email address your staff should use (i.e. private vs work). Note that the myGovID is unique to each individual's personal government login mechanism.

Instructions to install the app can be found [here](#).

### Adding your identity documents

Once you have installed the myGovID app and followed the prompts, you will be required to setup your identity strengths to be able to access online services. To do so, individuals will be required to add Australian identity documents such as:

- a. Driver's licence
- b. Passport;
- c. Birth certificate;
- d. Medicare card.

Where an individual has less than two Australian identity documents, they will have a 'Basic' identity strength. Not all government online services accept this identity strength.

Once an individual has setup their myGovID, they can be given access to a business's online portal through RAM.



## Relationship Authorisation Manager (RAM)

### Linking your business with RAM

A 'principal authority' is required to link a business in RAM. A principal authority is a business owner or an associate of the business listed on the Australian Business Register (ABR). Please ensure your details with the ABR up to date, including ABN details, contacts, associates and nominated AUSkey users prior to linking your business with RAM.

A video providing instructions on how to link your business with RAM can be found [here](#).

The process of linking to RAM can be started [here](#).

### Authorising others

Once the business is linked, the principal authority can authorise others who have setup their myGovID accounts to access online services on behalf of the business. The following user permissions can be provided:

- a. Authorisation administrator – a user who can create and manage authorisations for others;
- b. Authorised user – a user who can work on behalf of a business;
- c. Machine credential administrator (MCA) – a user who can create and manage machine credentials to interact with government online services through business software; or
- d. Basic user – a user who can work on behalf of a business with a basic identity strength in myGovID. Basic users will need to be re-authorised every 12 months and are not currently able to have access to the ATO's online services such as the Business Portal.

Please note an individual will require a 'Standard' identity strength to be authorised under roles a) – c) above.

The ability to import existing AUSkey users to create authorisations based on existing AUSkey details and permissions. This function is available until AUSkey is retired at the end of March 2020.

Further details on authorising others can be found on the ATO's website [here](#).

### Accepting authorisations

The users being added will receive an authorisation code via email. The code will expire after seven days. Once accepted, the user can act on behalf of your business when accessing the ATO's online services by selecting the "Login with MyGovID" at the relevant portal login.

You should start this process now to avoid losing access to the business portal from 1 April 2020. If you have questions or need support with this process, please contact our office:

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