AUSkey to myGovID

Frequently asked questions

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Why change from AUSkey to myGovID and Relationship Authorisation Manger (RAM)?

AUSkey will be retired at the end of March 2020 and replaced by myGovID which will give you a simple and secure way to access government online services.

- Secure because myGovID uses encryption and cryptographic technology as well as the security features in your device, such as fingerprint, face or password
- Simple because once you have set up your myGovID you can use it whenever you need to access government online services for either personal or business purposes.

Together, myGov ID and RAM:

- protects your business, ensuring only you and authorised users can access a government online service and transact for the business
- gives greater assurance and visibility over who is transacting for your business, enabling you to remove or modify an authorisation at any time
- protects your identity data. The government online service can only identify who is making the transaction for the business, not your personal information.

What is the difference between myGovID and myGov?

Your myGovID lets you prove who you are when using government online services. Your myGov account lets you select and link to government online services from the one place.

Who will need to obtain myGovID?

Anyone who uses Access Manager, Online Services for Agents, the Business Portal manager, and Australian Business Register and many other government services (see here).

This includes:

- Tax agents and some of their staff
- Business operators and some of their staff.

What do I need to prepare for this change?

You will need a **personal** smart phone to create a myGovID as myGovID uses the security and identification features in your smart device, such as fingerprint or face verification, to protect your identity and help stop other people accessing your information.

myGovID app is compatible with most smart devices using iOS 10 or later or Android 7.0 (Nougat) or later.

You cannot create a myGovID through a desktop. However, a user can log on to an online service from any device that is supported by that online service. The smart device is only required for the log on step.

myGovID can be used on multiple devices. However, you will need to verify your identity again with the same email address and identity documents when installing the myGovID app on another device. For security purposes, you will receive an email letting you know your myGovID is active on another device.

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Why is myGovID accessed from personal phone?

Your myGovID identifies you as a person and it will be used for accessing government services by you for both business and personal reasons. As a consequence, you need your own compatible smart device to use myGovID as the mechanism to log into online government services when you are interacting for business purposes.

Once you have a myGovID, you can be authorised to act on behalf of a business online. The Authorisations for each business is managed in RAM (see below)

How do I obtain a GovID?

Follow the steps here. To set up a standard myGovID you will need two of the following Australian identity documents:

- driver's licence
- Medicare card
- birth certificate
- passport.

If you have questions about proving your identity for myGovID see the answers to frequently asked questions here.

Using myGovID

Answers to frequently asked questions about myGovID, such as changing passwords, changing email addresses, receiving codes to access government services can be found here.

What is next?

The next step is to link your myGovID to Relationship Access Manager (RAM). In preparation for this change, check that your:

- organisation's Australian Business Number (ABN) details are up-to-date in the Australian Business Register (ABR)
- nominated AUSkey users are still correct, if you have an Administrator AUSkey.

How do I set up RAM?

Setting up is different depending upon if your role is a:

- Principal authority - a sole trader or an eligible individual associate listed on an ABN in the ABR, for example a trustee, director, public officer, partner, or an office bearer of a club or association.
- Authorised user (someone who acts on behalf of a business).

How a principal authority sets up in RAM

Detail about how a principal authority links their myGovID to RAM can be found here, and a short demonstration video can be found here.

A principal authority can import existing AUSkey authorisations into RAM by following the instructions found here, a short video on importing AUSkey can be found here.

New authorisations using RAM can also be made using the instructions found here, a short video on how to create new authorisations can be found here.

Beware – tell your clients not to add you as an authorised person. You will notify the ATO that you are working on their behalf through the tax agent online services. This process has not changed.

Beware – before importing AUSkey details ensure that they are correct. If the details are not correct you can create a new authorisation.

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Beware – an authorisation request needs to be accepted within 7 days. Before you start the authorisation process check with the user you are authorising that:

- they have set up their digital identity, such as myGovID
- their full legal name matches the name used to set up their digital identity
- their email address can only be accessed by them. It does not need to be the address they used to set up their digital identity.

If you need to re-issue an authorisation code look here for how to do so.

How an authorised user sets up in RAM

Your authorised user will need to have a myGovID to access RAM. An email will be sent to the authorised user. This email will contain an authorisation code and a summary of the authorisation request. The authorised user will then need log in to RAM using their myGovID to accept or decline the request within 7 days. A short video on how to do this can be found here.

Beware – an authorised user can only have one authorisation for each business they are acting on behalf of. If an authorised user has an existing authorisation and accepts a new authorisation request for the same business, this will override the existing authorisation.

How do I link to the online tax agent portal?

Once you have set up your myGovID and RAM authorisations, you will be able to log into Online services for agents and transact as you do today with AUSkey. Select the myGovID log in from the Online services for agent's home page.
https://onlineservices.ato.gov.au/onlineservices/

Do I need both my personal and work phone to access the online services for tax agents?

You only need one phone to access Online services for agents. Based on your preference, you can download the myGovID app and use the same myGovID on more than one device. To do this, you will need verify your identity again with the same email address and identity documents when installing the myGovID app on another device.

How do I link companies with trusts?

Companies listed on the Australian Business Register that have 'non-individual' associates (i.e. corporate trust entities) cannot be linked at this stage. It is expected that a solution will be available in January 2020 to enable Australian Business Numbers to be manually linked in RAM. Once this entity has been manually linked, you will be able to manage authorisation for this business in RAM. Information on this process will be published in January and we will provide details of this for your members.