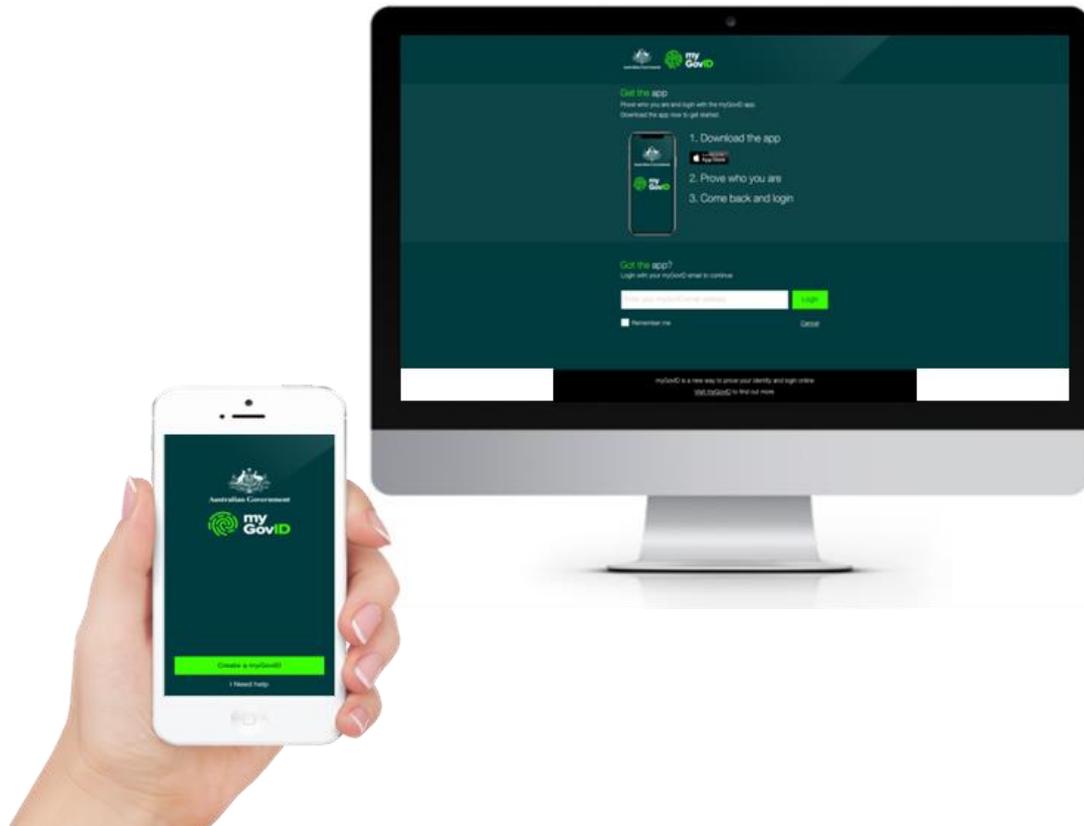




Australian Government

# 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/>

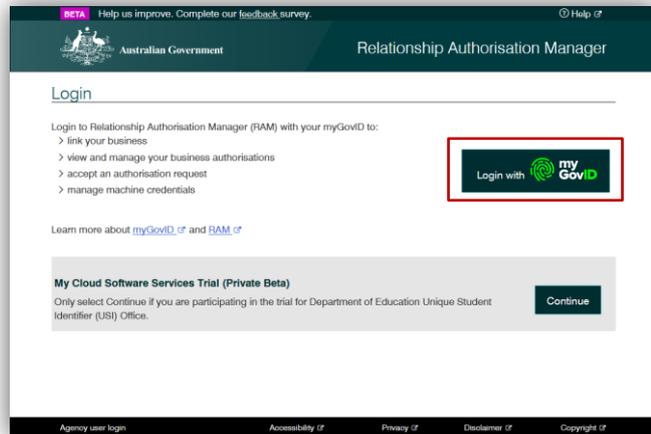
## Who can complete this activity?

- **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**.

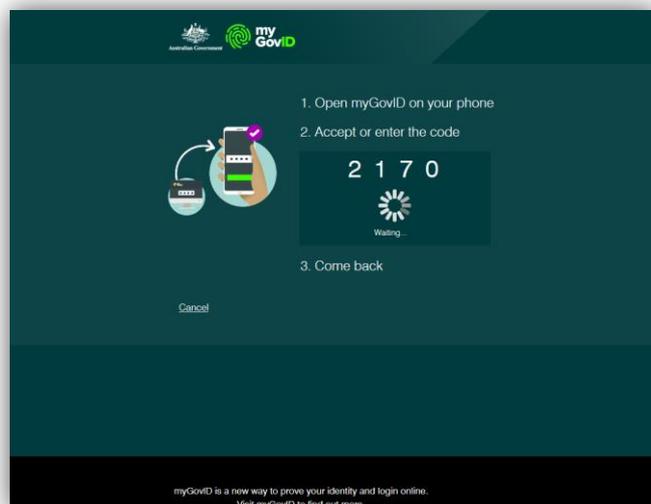
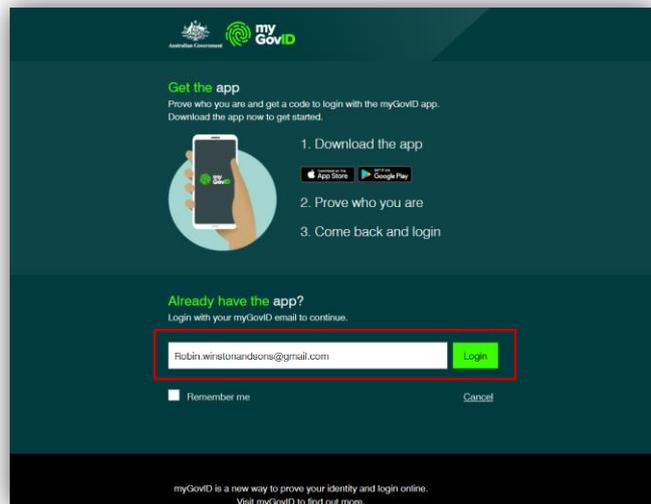


2. Enter the email address linked to your myGovID.

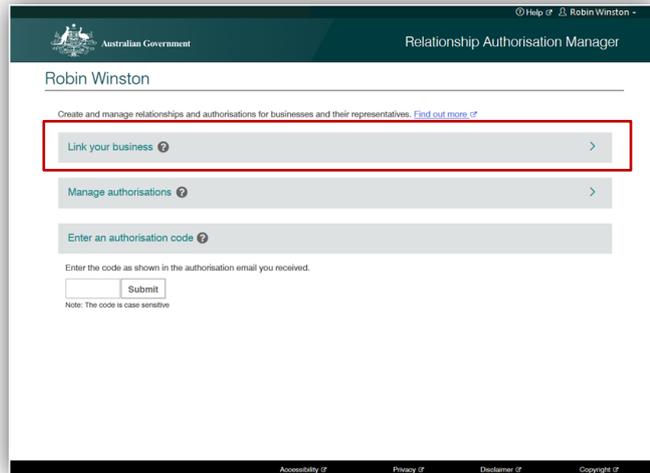
A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

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

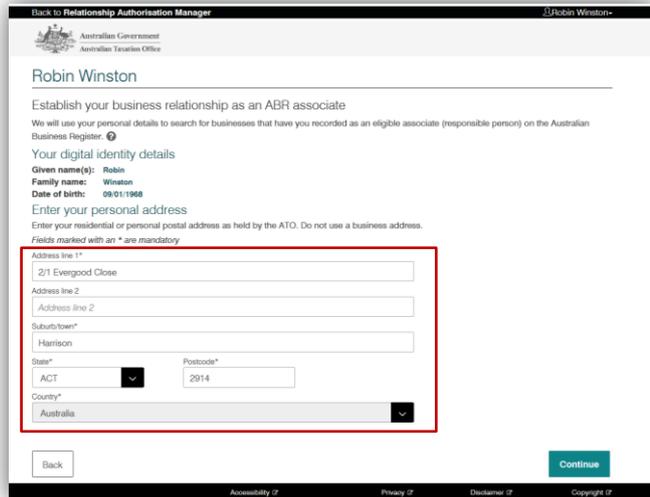
<https://www.mygovid.gov.au/>



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



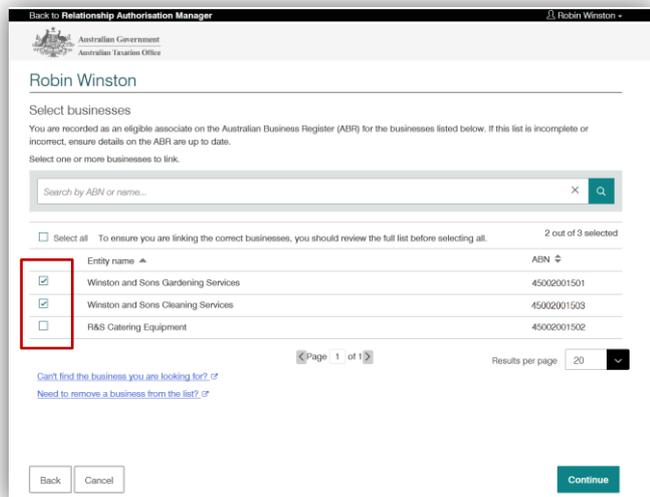
4. Enter your postal or residential address as held by the ATO and click **Continue**.



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.



- 
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.*

Back to Relationship Authorisation Manager Robin Winston

Australian Government  
Australian Taxation Office

Robin Winston

Your email

To link your selected businesses, you need to provide and verify your business email address. You will receive an email notification when other associates link to any of the same businesses you have linked to. [Find out more](#)

Complete the two steps process below

Step 1

Enter your email address to receive your 6 digit verification code

Robin.winstonandsons@gmail.com Send email

Step 2

Enter the 6 digit verification code sent to your email

Verify

Back Cancel Continue

Email verification code sent

An email containing your 6 digit verification code has been sent to robin.winston@gmail.com.

Once your email address is verified, you can continue linking your Robin.winstonandsons@gmail.com

Didn't receive a verification code? You should check:

- > that the email address you provided is correct
- > your spam folder.

Continue

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

Back to Relationship Authorisation Manager Robin Winston

Australian Government  
Australian Taxation Office

Robin Winston

Your email

Verification successful

To link your selected businesses, you need to provide and verify your business email address. You will receive an email notification when other associates link to any of the same businesses you have linked to. [Find out more](#)

Complete the two steps process below

Step 1

Enter your email address to receive your 6 digit verification code

Robin.winstonandsons@gmail.com Send email

Step 2

Enter the 6 digit verification code sent to your email

046542 Verify

Back Cancel Continue

- 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	45002001503

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 Privacy Disclaimer Copyright

- 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	45002001503	Active	Principal authority	View

Accessibility Privacy Disclaimer Copyright

## 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.

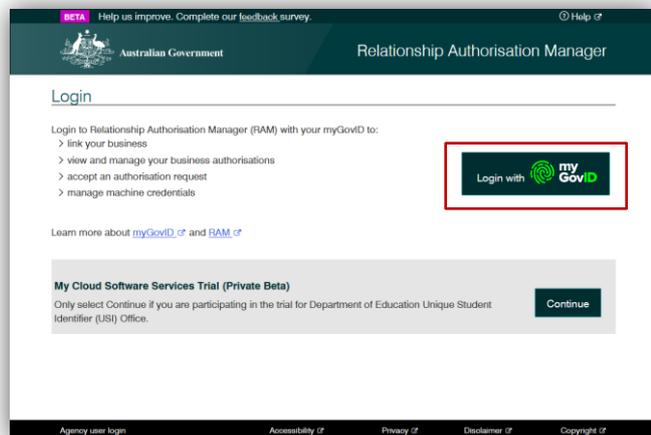
### Who can complete this activity?

- **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**.

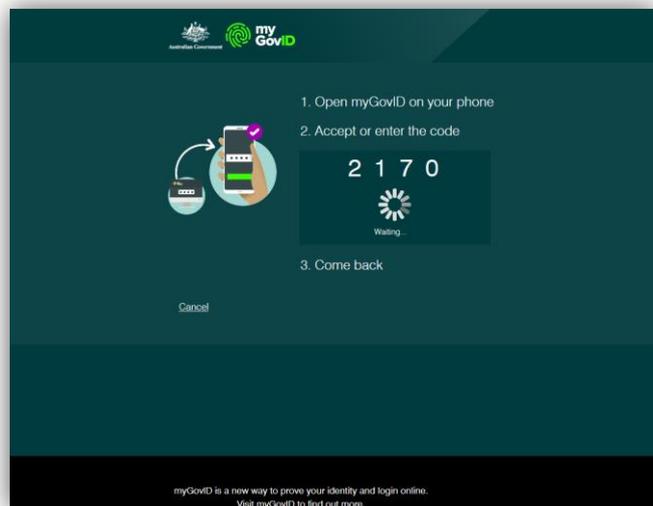
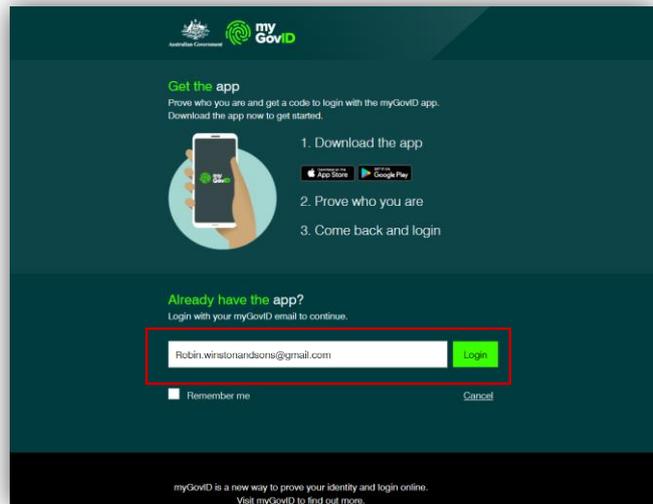


2. Enter the email address linked to your myGovID.

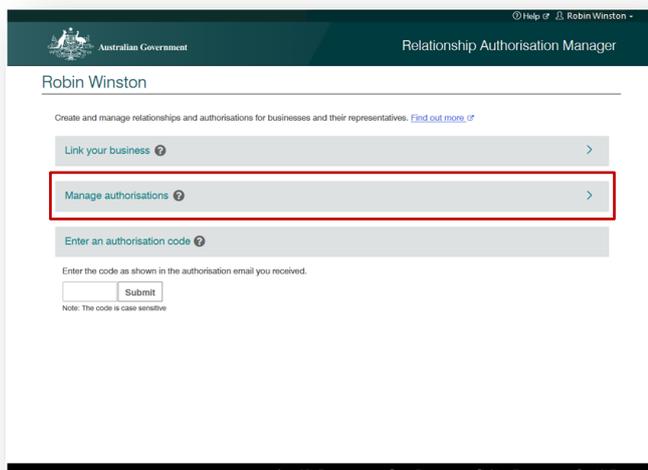
A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

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

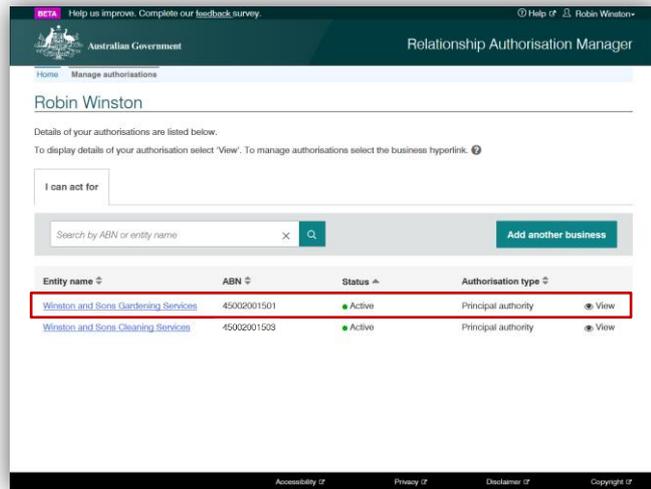
<https://www.mygovid.gov.au/>



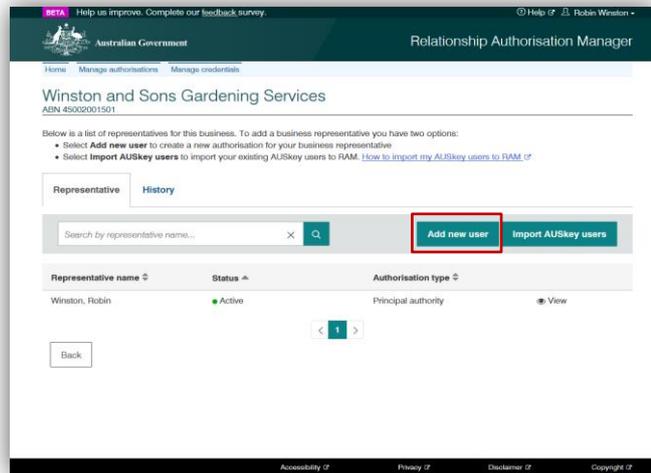
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



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



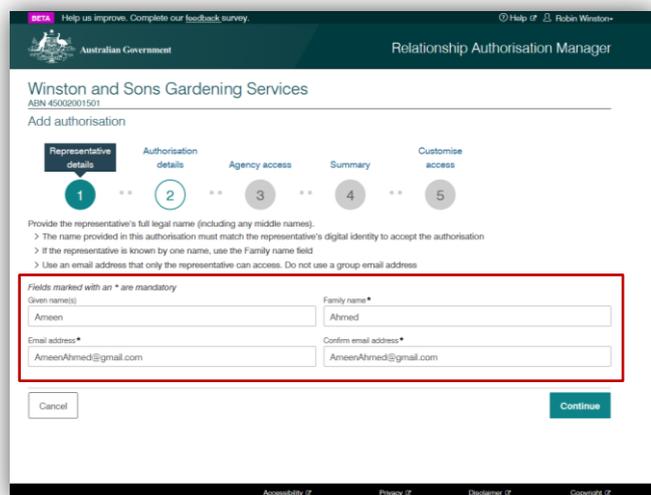
- Click **Add new user**.



- 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 –

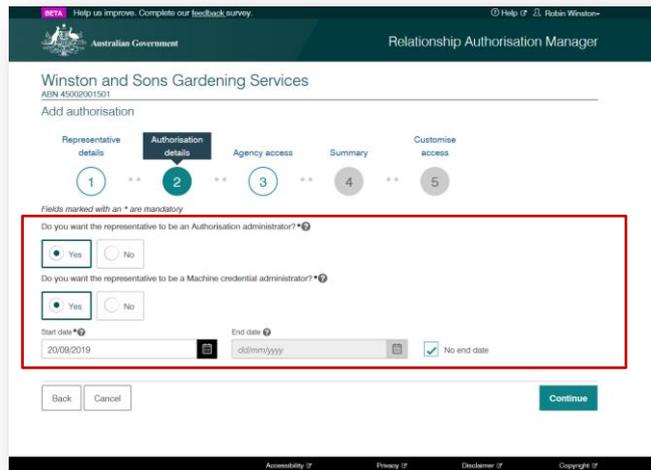
Select **Yes** to make the user an Authorisation Administrator.

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.

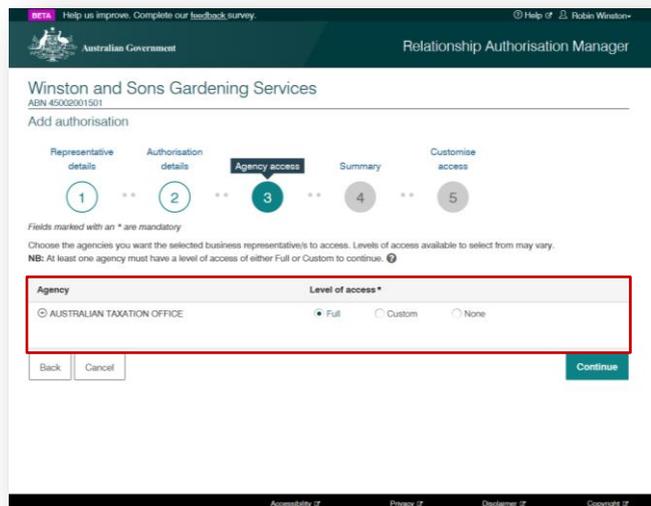


8. Select the level of access. Click **Continue**.

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**.

Winston and Sons Gardening Services  
ABN 4293991591

Add authorisation

Representative details 1, Authorisation details 2, Agency access 3, Summary 4, Customise access 5

Representative details  
Name: Ameen Ahmed  
Authorisation code email address: AmeenAhmed@gmail.com

Authorisation details  
Start date: 20/09/2019  
Authorisation type: Authorisation administrator  
End date: Not specified  
Machine credential administrator: Yes

Agency access details

Agency	Level of access
AUSTRALIAN TAXATION OFFICE	Full

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

Back Cancel 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

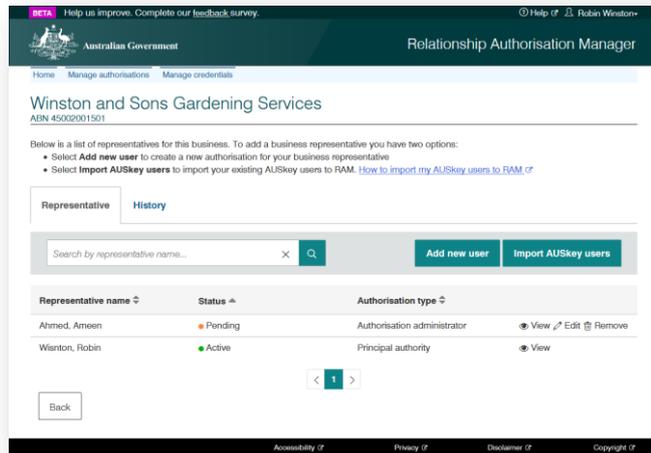
Authorisation request

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

Continue

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**).

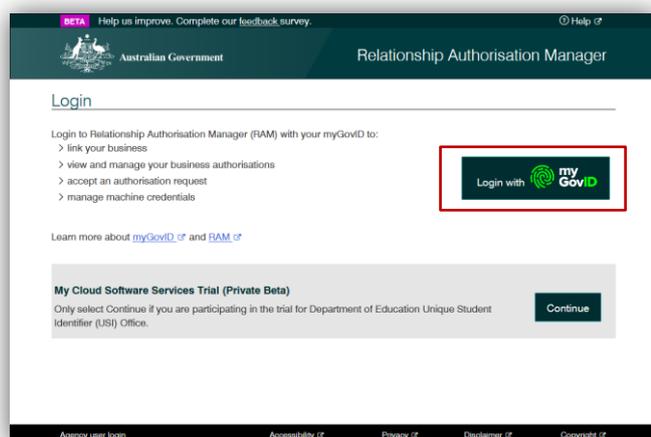
### Who can complete this activity?

**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**.

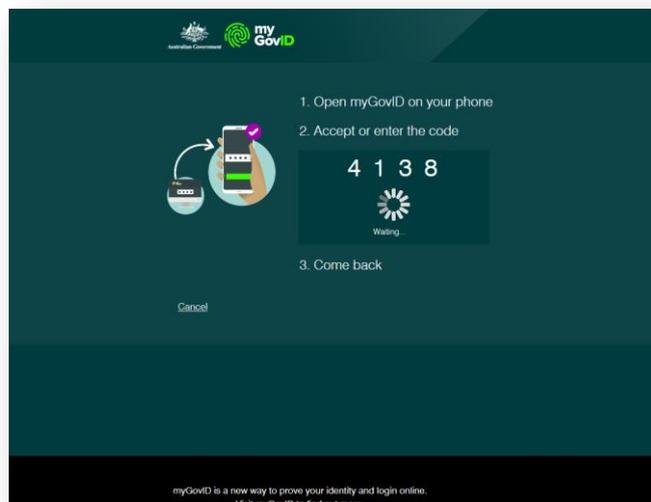
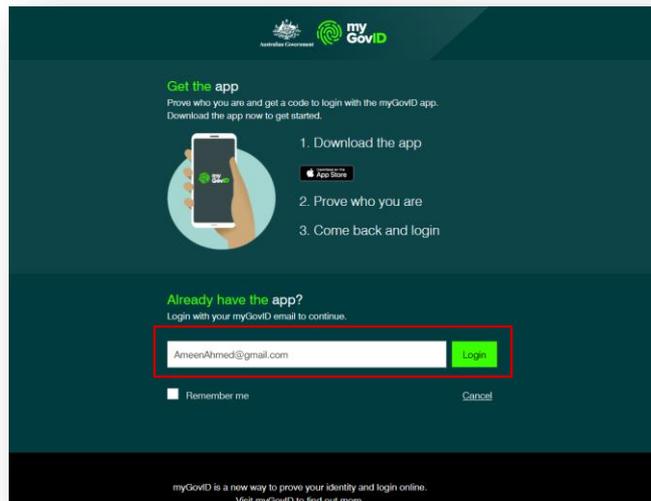


- 
2. Enter the email address linked to your myGovID.

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 page has three main buttons: 'Link your business', 'Manage authorisations', and 'Enter an authorisation code'. The 'Enter an authorisation code' button is highlighted with a red box. Below it, there is a text input field with the placeholder 'Enter the code as shown in the authorisation email you received.' and a 'Submit' button. A note below the input field states 'Note: The code is case sensitive'. The page also includes a 'Beta' banner, a feedback survey link, and footer 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. The user is Ameen Ahmed. The page displays the following information:

- Accept authorisation**: To accept the request, read the declaration, tick the check box and select 'Accept'.
- Authorisation summary**
- Representative details**: Name: Ameen Ahmed, Authorisation code email address: ameenahmed@gmail.com
- Authorisation details**: ABN: 45002901501, 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
- Declaration**: I declare that:
  - I am the person identified as the representative.
  - I have used my own identity credentials to access this service.
  - I understand that by accepting this authorisation I will be able to represent this business with the listed government agencies and services.
  - 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.
  - 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.

The declaration checkbox is checked and highlighted with a red box. At the bottom, there are 'Back', 'Decline', and 'Accept' buttons. The 'Accept' button is highlighted with a red box.

## 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.

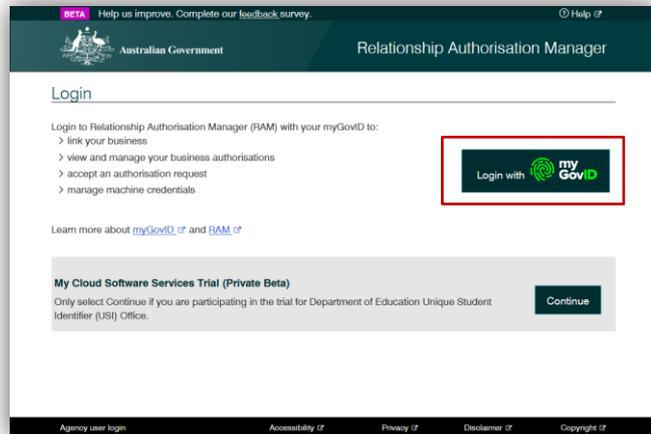
### Who can complete this activity?

- **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>

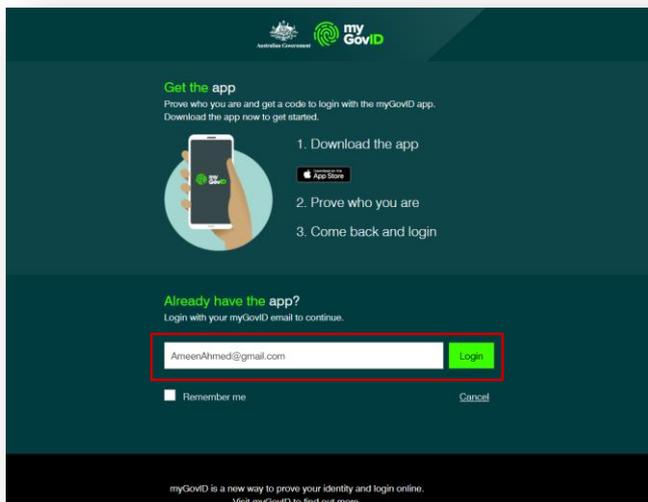


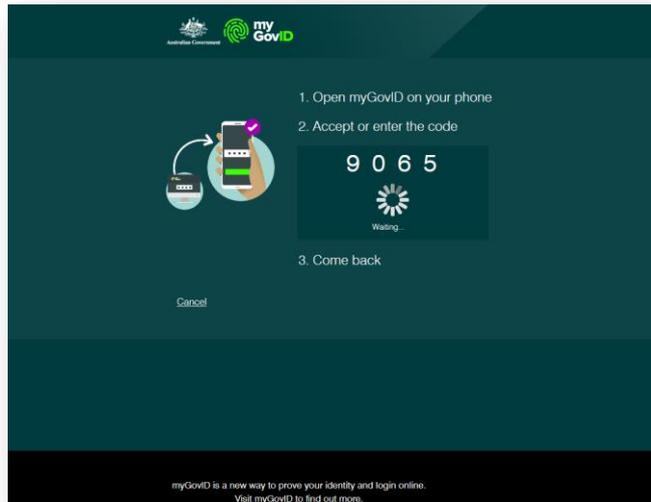
2. Enter the email address linked to your myGovID.

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**.

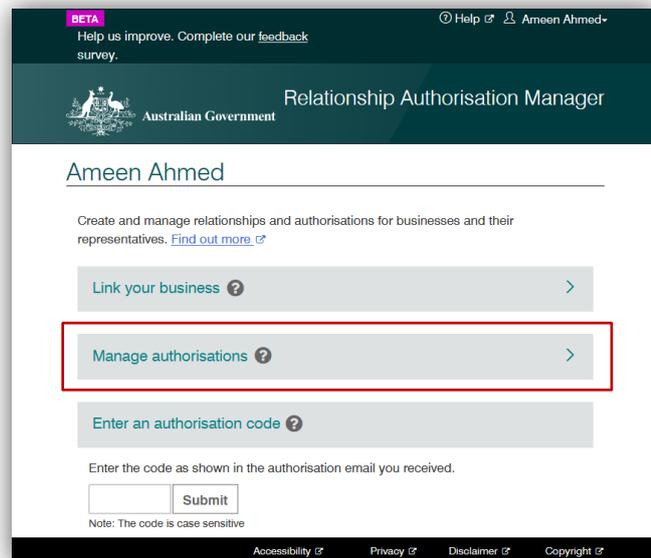
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

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

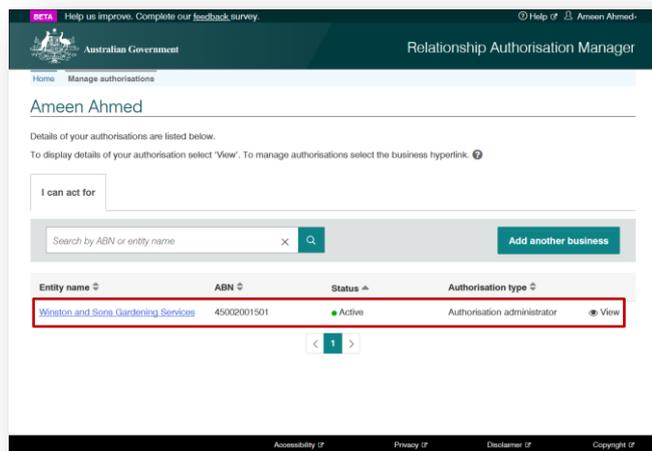




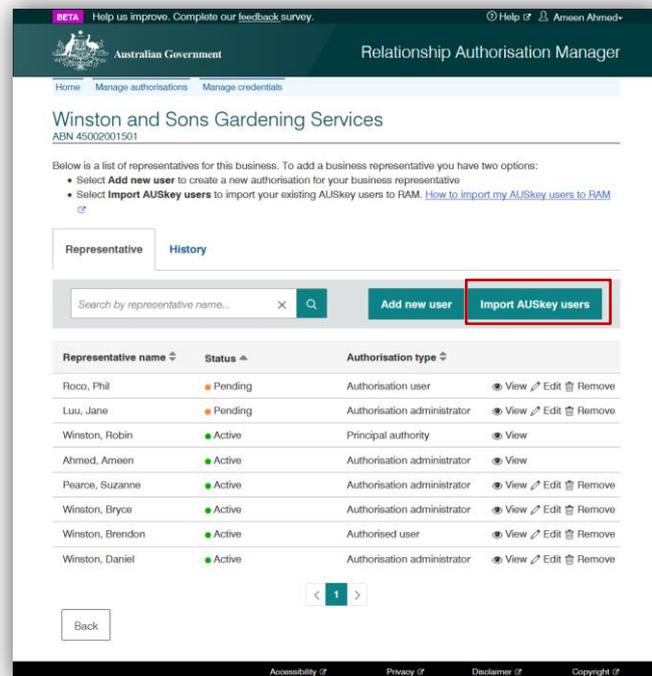
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



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**.

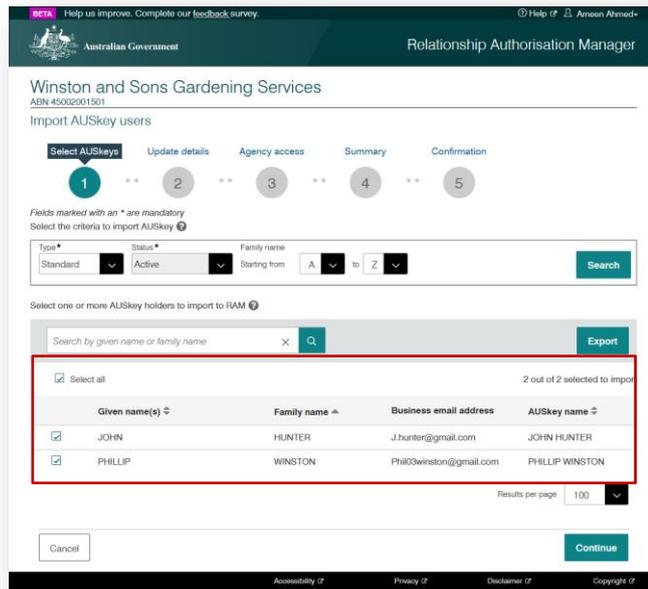


6. Use the selection criteria to search for the AUSKeys you wish to import.

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

Note:

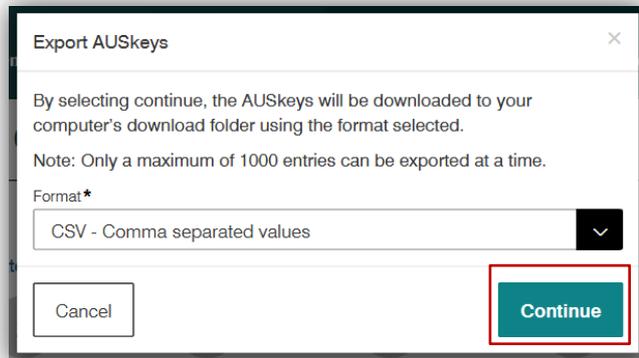
- Existing AUSKey access and permissions will be carried over to RAM.
- You will need to import standard and administrator AUSKeys separately as different permissions will apply to these representative types.
- Up to 100 users can be imported at a time.



(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.



	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	Phill03winston@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.

Given name(s)	Family name*	Business email address*	Start date	End date
JOHN	HUNTER	J.hunter@gmail.com	23/09/2019	No end date
PHILLIP	WINSTON	Phil@winston@gmail.com	23/09/2019	No end date

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

Agency	Level of access*
AUSTRALIAN TAXATION OFFICE	Custom

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 'Import AUSKey users' process. The business name is 'Winston and Sons Gardening Services' (ABN 45002001501). A progress bar at the top shows five steps: 1. Select AUSKeys, 2. Update details, 3. Agency access, 4. Summary (current step), and 5. Confirmation. Below the progress bar, a table lists the imported users:

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	Phil@winston@gmail.com	23/09/2019	Not specified

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

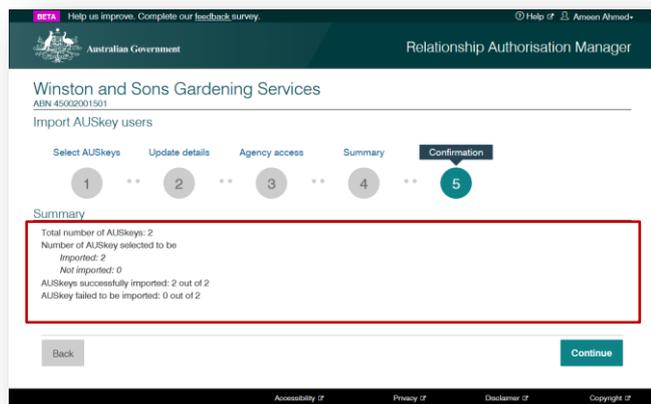
10. A confirmation notification is displayed. Click **Continue**.

The screenshot shows a confirmation message: '2 of 2 AUSkeys successfully imported'. Below this, it says 'To see a summary of the results, select Continue.' A 'Continue' button is highlighted with a red box.

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.

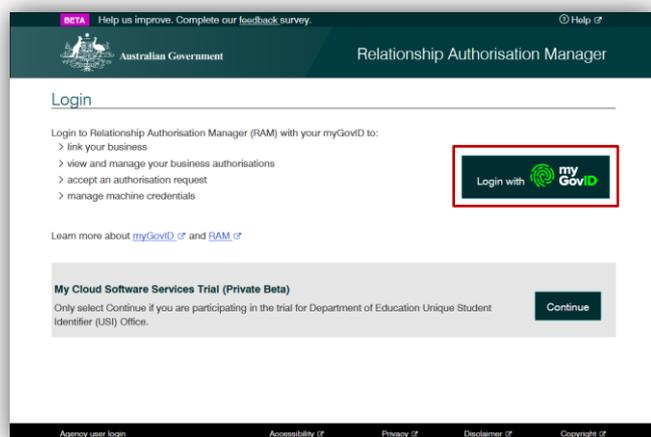
### Who can complete this activity?

- 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**.

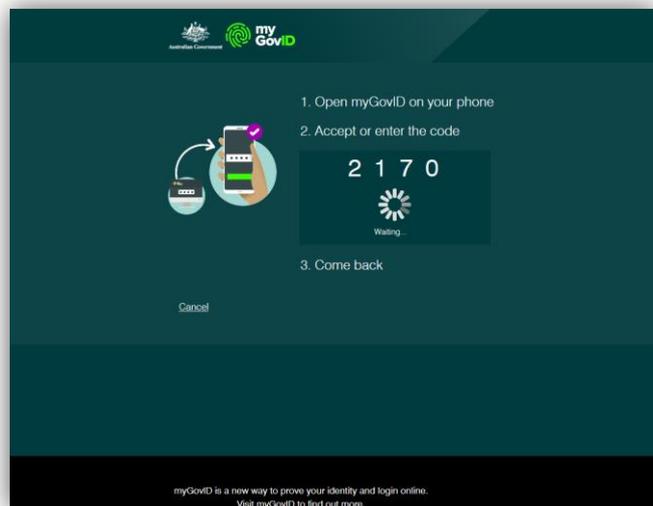
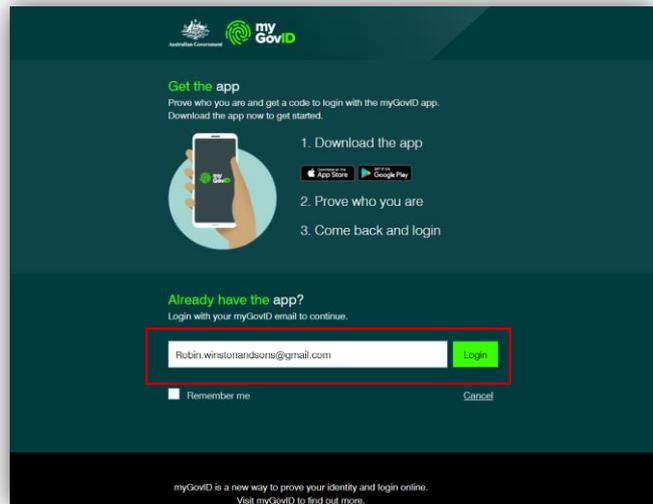


2. Enter the email address linked to your myGovID.

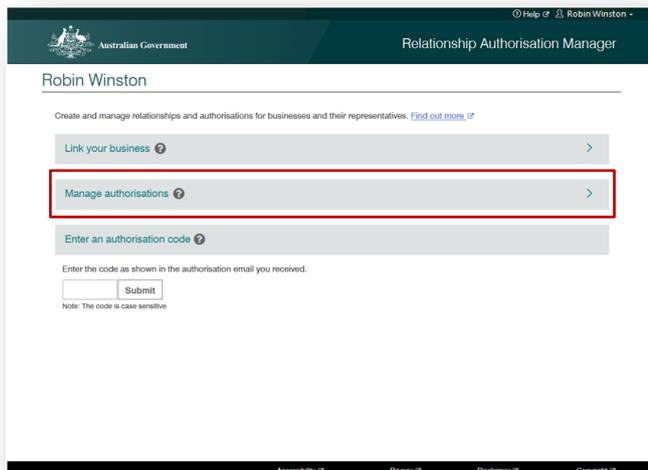
A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

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

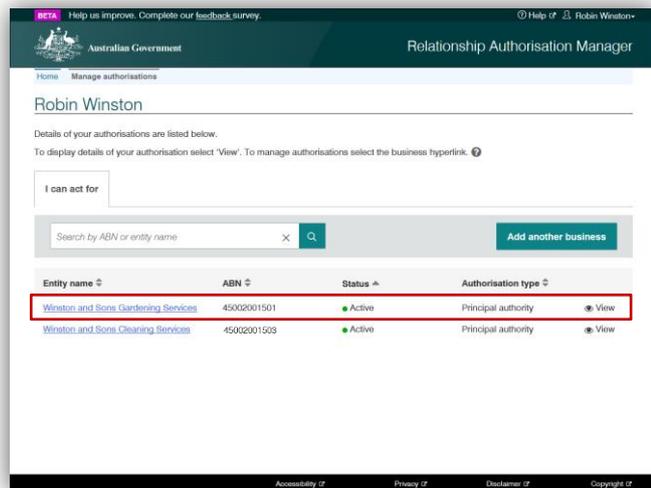
<https://www.mygovid.gov.au/>



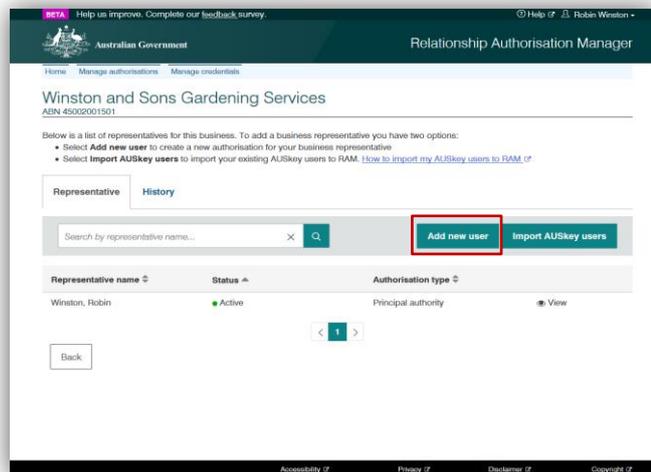
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



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



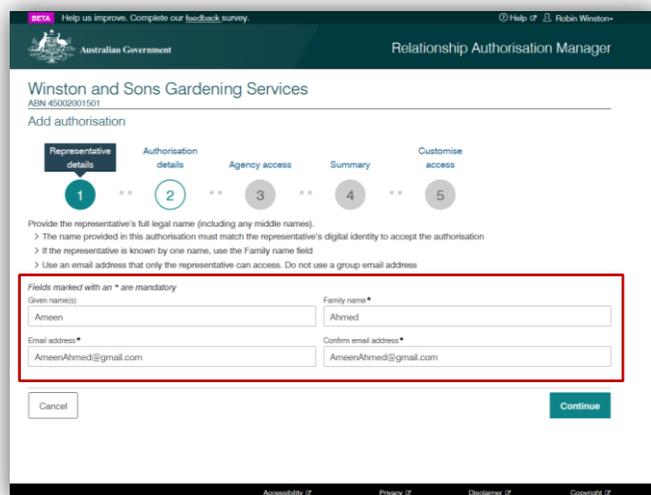
5. Click **Add new user**.



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. The business name is 'Winston and Sons Gardening Services' with ABN 45002001501. The 'Authorisation details' step is active. Two mandatory questions are asked: 'Do you want the representative to be an Authorisation administrator?' and 'Do you want the representative to be a Machine credential administrator?'. Both are answered 'Yes'. The start date is set to 20/09/2019 and the end date is dd/mm/yyyy. A 'Continue' button is at the bottom right.

- 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 Relationship Authorisation Manager. The business name is 'Winston and Sons Gardening Services' with ABN 45002001501. The 'Agency access' step is active. A table lists agencies and their access levels. The 'AUSTRALIAN TAXATION OFFICE' is selected with 'Full' access. A 'Continue' button is at the bottom right.

Agency	Level of access*
AUSTRALIAN TAXATION OFFICE	Full

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**.

The screenshot shows the 'Relationship Authorisation Manager' interface for 'Winston and Sons Gardening Services'. The 'Add authorisation' process is in the 'Summary' step (step 4 of 5). The 'Representative details' section shows the name 'Ahmeen Ahmed' and email 'AhmeenAhmed@gmail.com'. The 'Authorisation details' section shows a start date of 20/09/2019 and an authorization type of 'Authorisation administrator'. The 'Agency access details' section shows 'AUSTRALIAN TAXATION OFFICE' with a 'Full' level of access. The 'Declaration' section contains a list of terms and conditions, and a checkbox labeled 'I understand and accept this declaration' which is checked. A 'Submit' button is visible at the bottom right.

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.

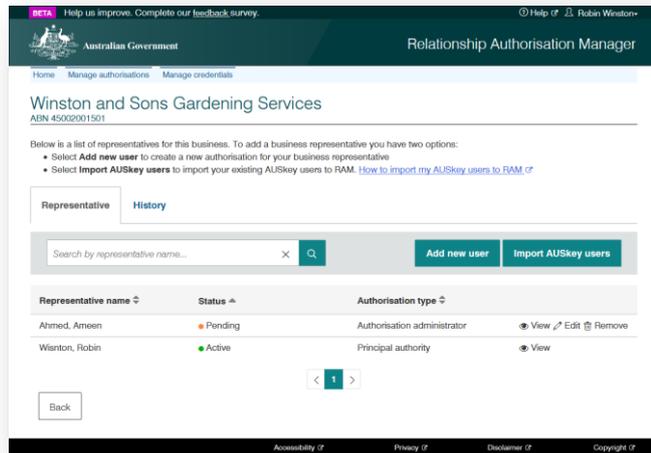
Note:

- 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

The screenshot shows a confirmation message titled 'Authorisation request'. The text reads: 'You have successfully created an authorisation. An email containing the authorisation code to accept the authorisation has been sent to ameenahmed@gmail.com.' A green 'Continue' button is located at the bottom right of the message box.

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?

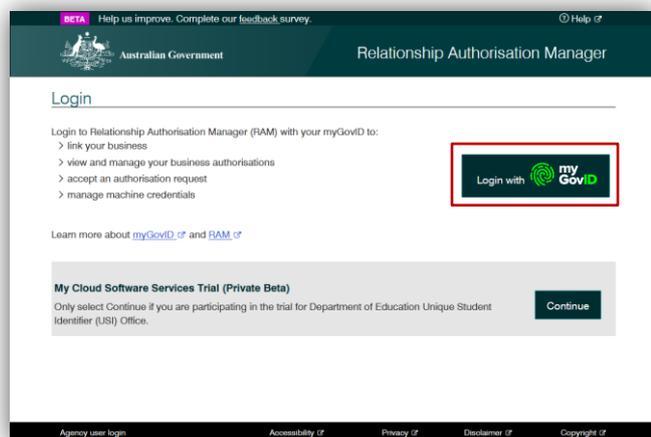
- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- **Authorisation Administrator:** a business representative who acts on behalf of a business.

### Viewing authorisations – Detailed instructions

1. Go to:

<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

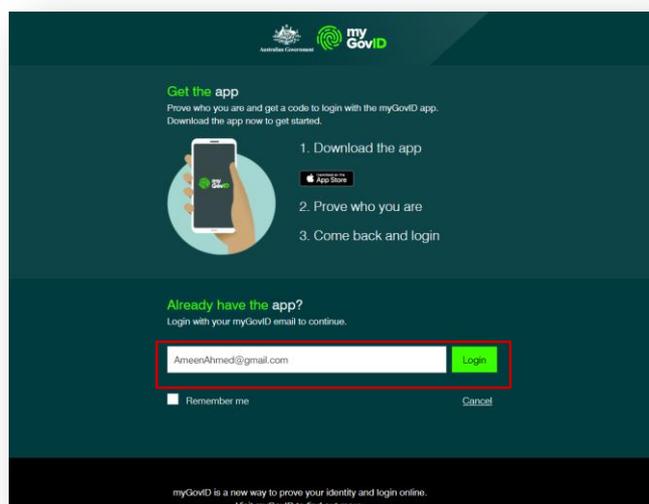


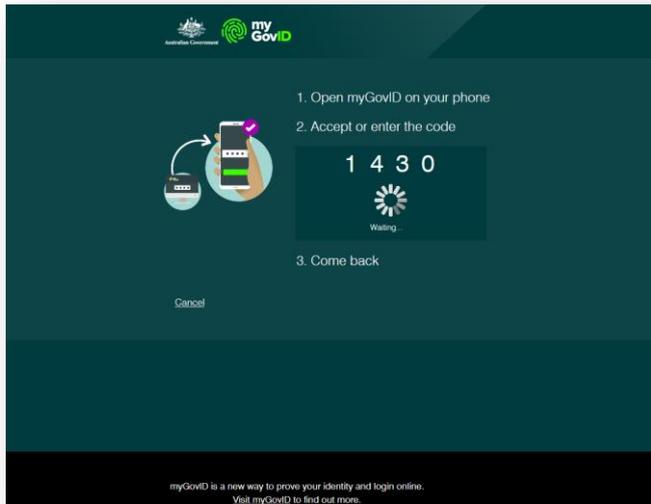
2. Enter the email address linked to your myGovID.

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**.

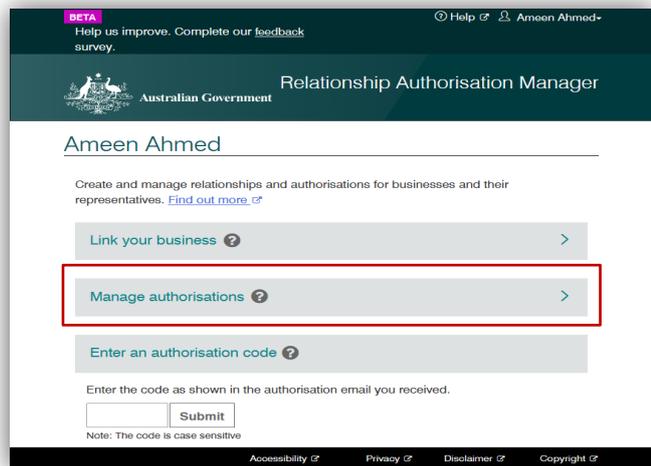
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

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

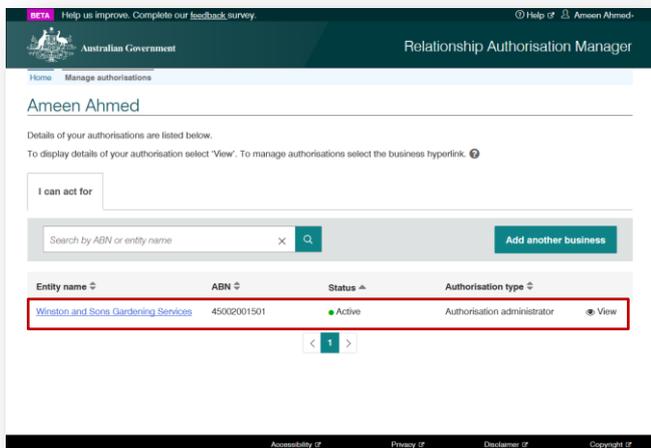




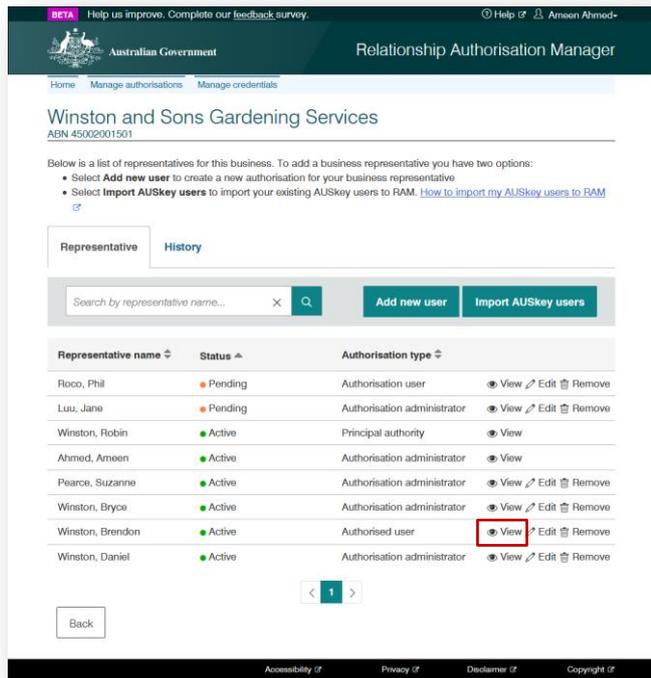
3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



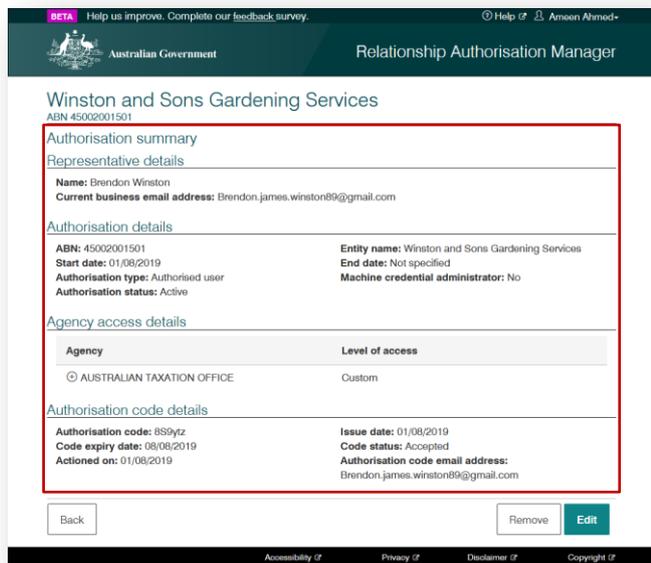
4. Select the business you would like to manage authorisations for.



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.

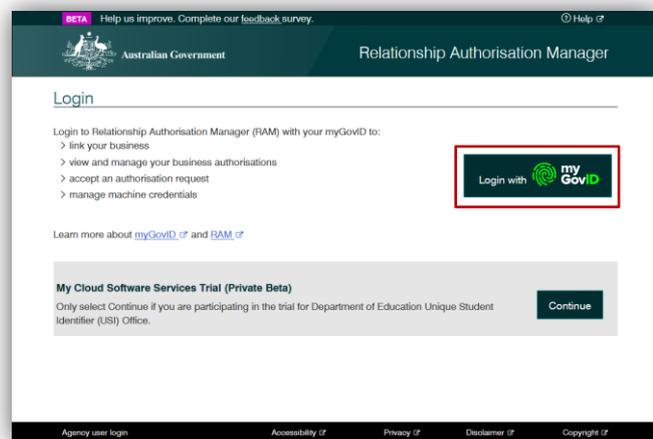
### Who can complete this activity?

- **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**.

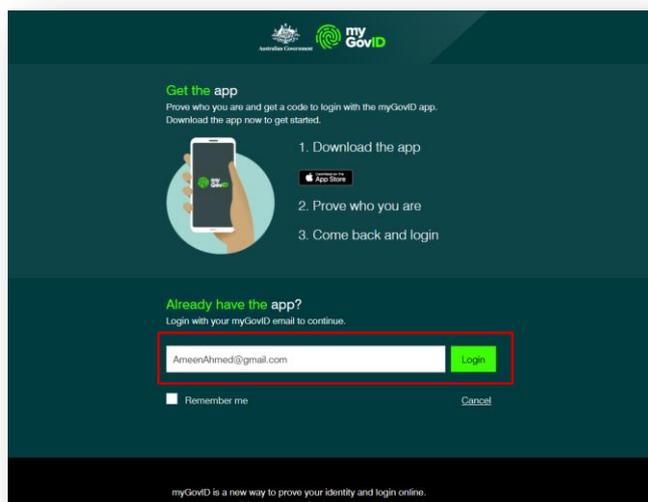


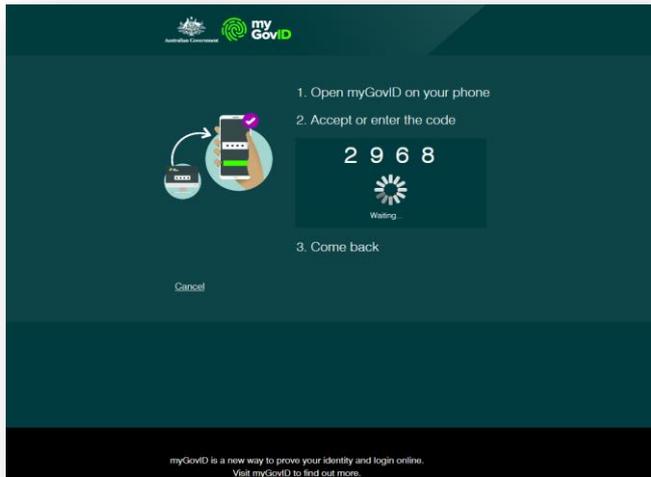
2. Enter the email address linked to your myGovID.

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**.

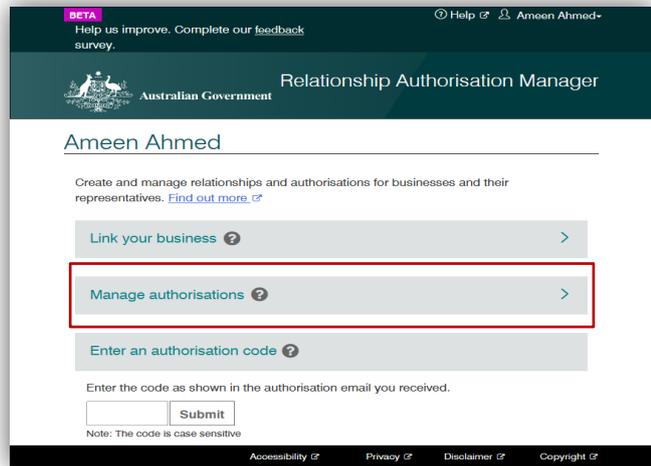
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

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

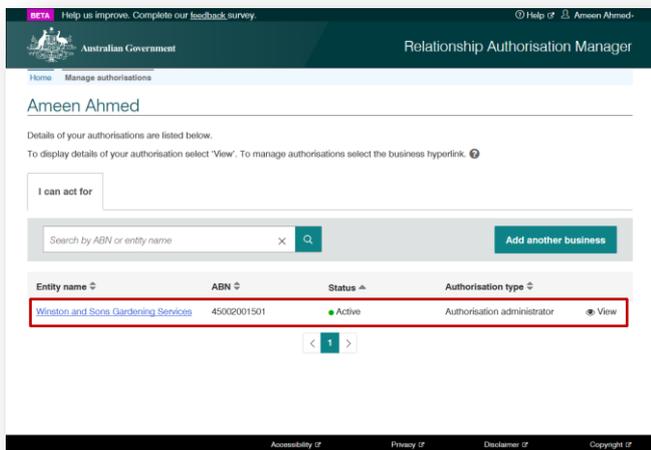




3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



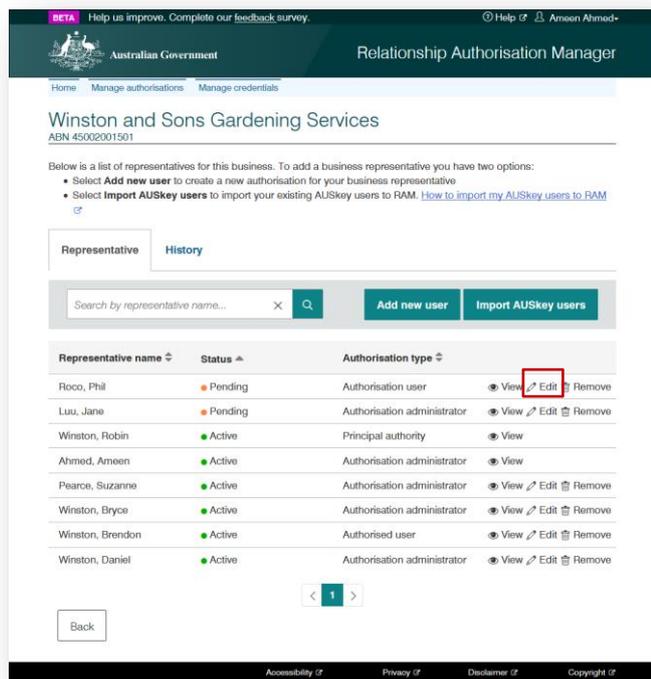
4. Select the business you would like to manage authorisations for.



- 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:

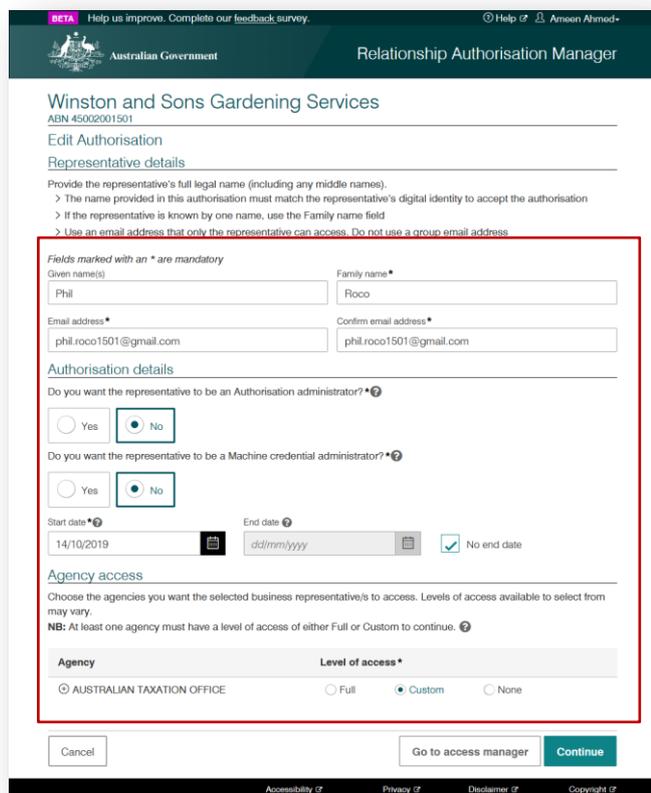
- The authorisation for the Principal Authority role cannot be edited.
- An Authorisation Administrator **cannot** edit their own authorisation and permissions.



- The 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.*

**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**

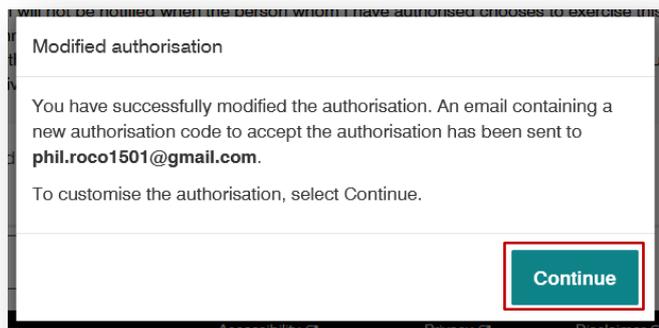
I declare that:

- 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 those 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.

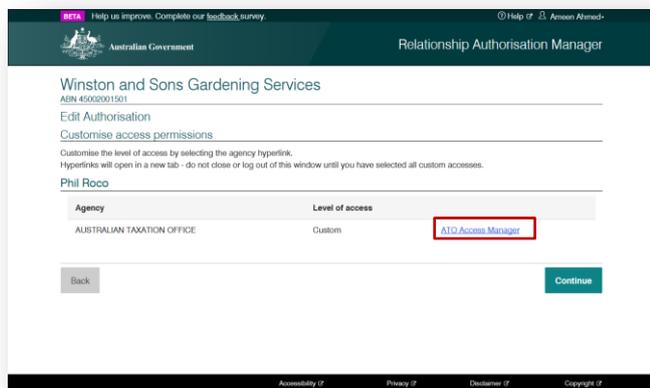
I understand and accept this declaration

- 
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.

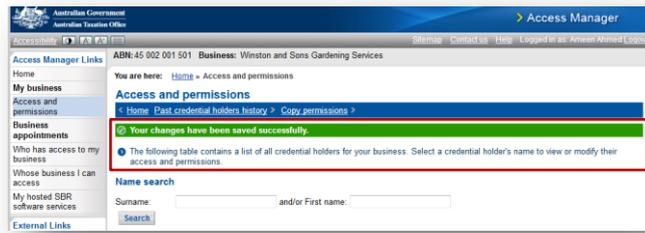
The screenshot shows the 'Modify access and permissions' page in the Australian Government Access Manager. The user being modified is 'Roco, Phil'. The page is divided into several sections:

- Credential holder access:** Shows user details, authorization type (Authorized user), access level (Custom), and business appointment auto settings.
- Permissions:** A section where users can select permissions for the user. It includes a 'Business' section with a table of permissions and checkboxes for 'All', 'Add/Update', and 'Cancel AEN'.
- Navigation:** Includes 'Cancel' and 'Save' buttons at the bottom.

The permissions table is highlighted with a red box and contains the following data:

Category	Permission	All	Add/Update	Cancel AEN
My Business Details	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"/>
Payments and Refunds	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"/>
ATO Transactions	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"/>	
Administration	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?

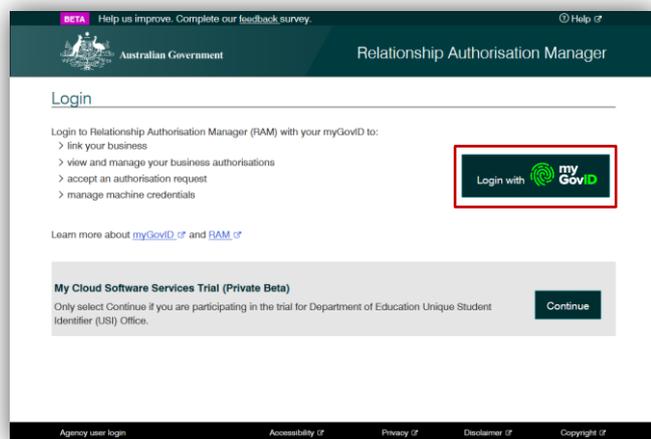
- **Principal Authority:** a business owner or eligible associate of the business as listed in the ABR.
- **Authorisation Administrator:** a business representative who acts on behalf of a business.

### Removing authorisations – Detailed instructions

1. Go to:

<https://authorisationmanager.gov.au>

Click on **Login with myGovID**.

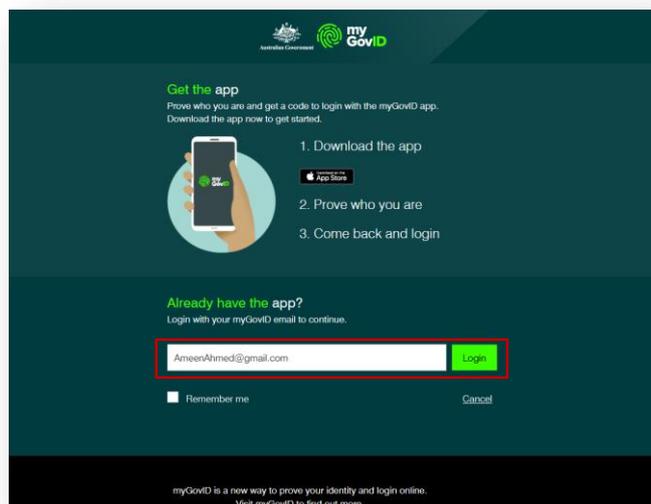


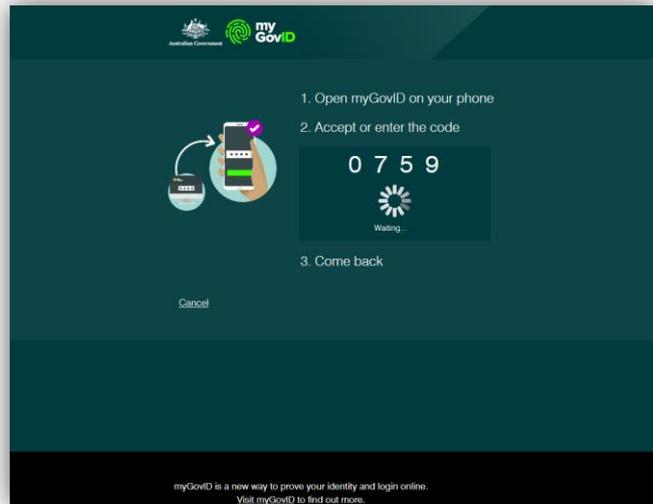
2. Enter the email address linked to your myGovID.

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**.

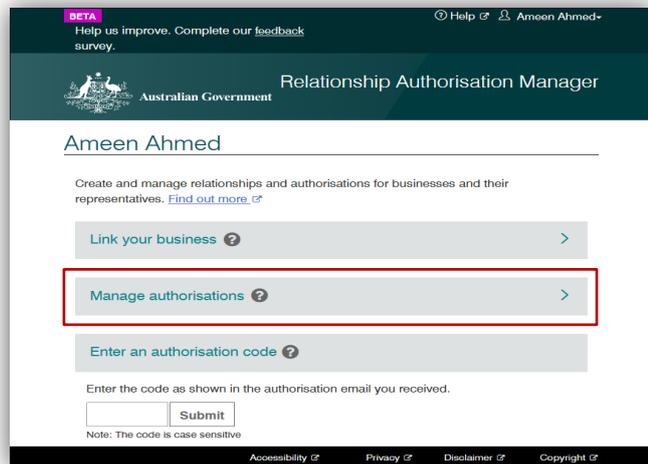
*Note: To learn more about how to download and set up your myGovID visit the myGovID website:*

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

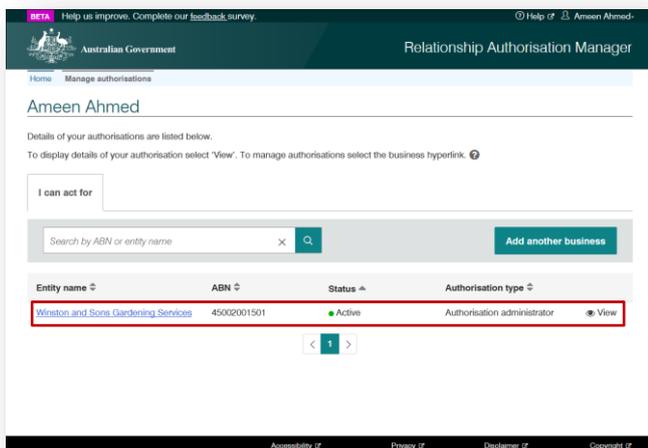




3. Select **Manage authorisations** to be redirected to view all the entities you can act for.



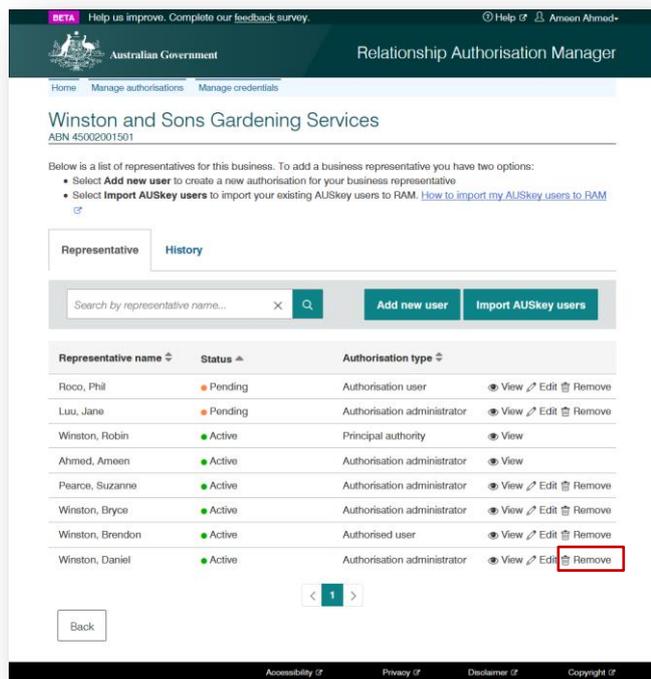
4. Select the business you would like to manage authorisations for.



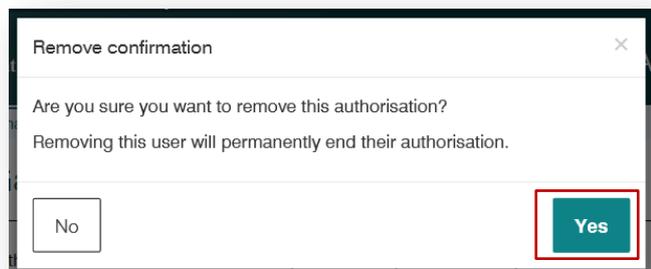
- 
5. The business selected is displayed with all the representatives who are able to act on behalf of the business. Select the **remove icon** next to the authorised representative you wish to remove.

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. Help Ameen Ahmed-

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>

Back

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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

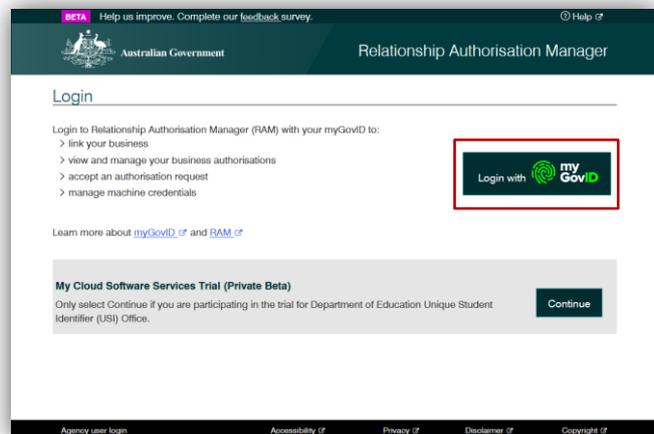
**IMPORTANT:** The first time you try to install a machine credential, you'll be directed to install a browser extension. This guide will take you through the process of installing both the browser extension and a machine credential.

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**.

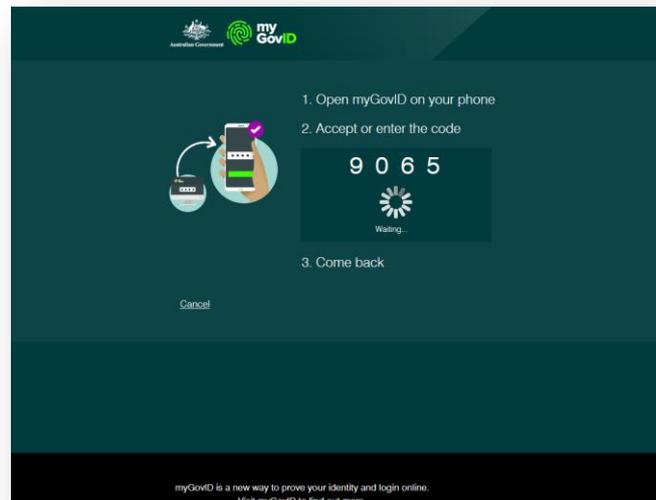
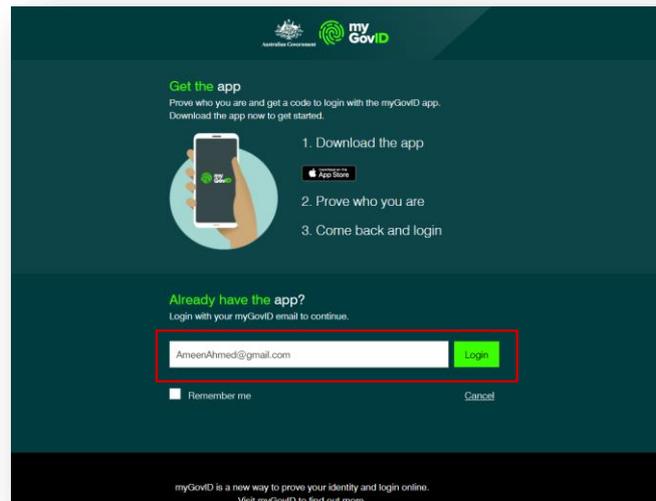


2. Enter the email address linked to your myGovID.

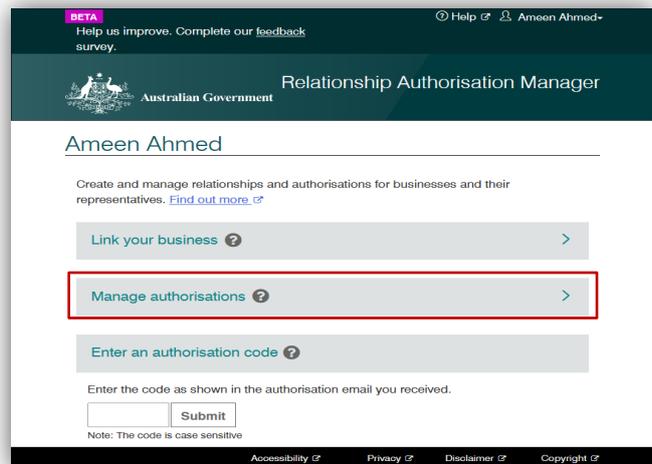
A code will appear. Open myGovID on your smart device, log in and enter the 4 digit code into the pop-up within the app. Tap **Accept**.

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

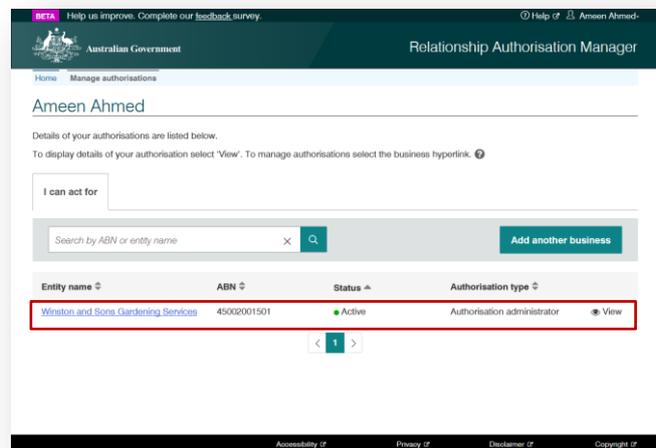
<https://www.mygovid.gov.au/>



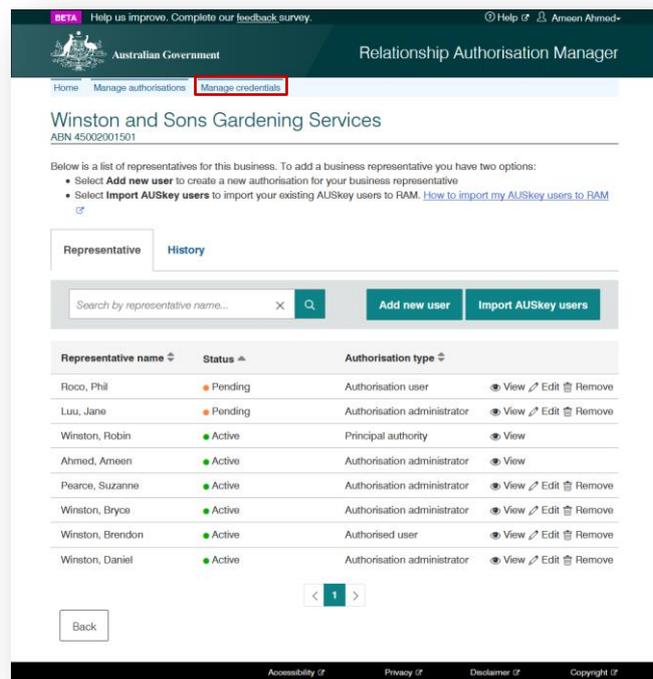
3. Click **Manage authorisations** to be redirected to view all the entities you can act for.



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



- 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.

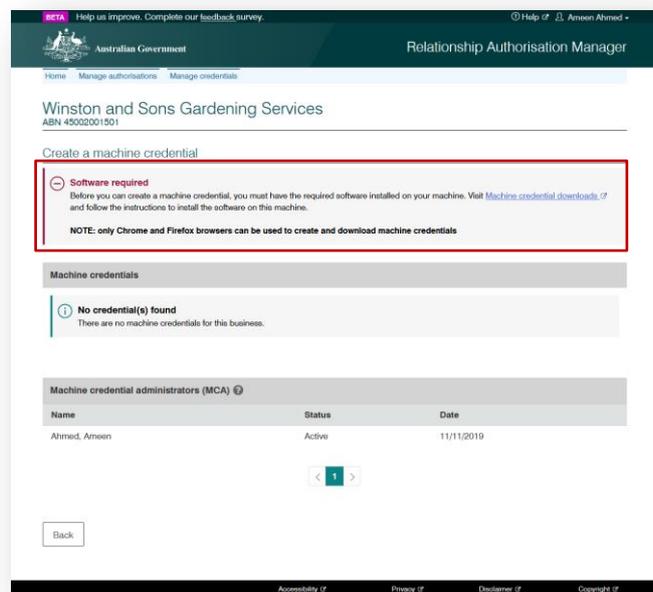


- The Manage credentials page is displayed.

**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.

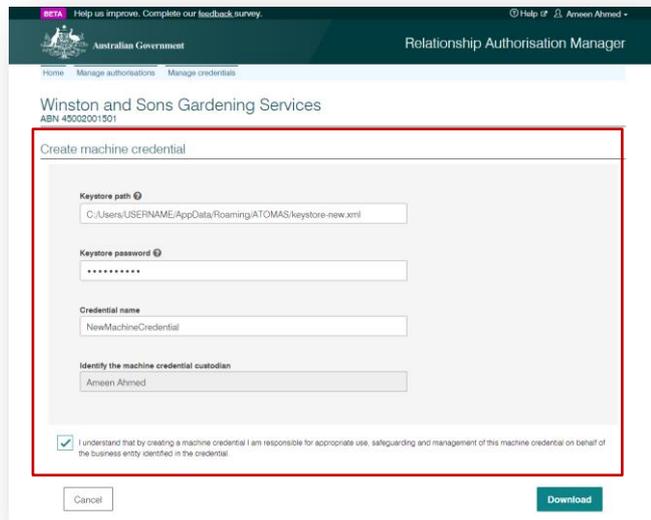
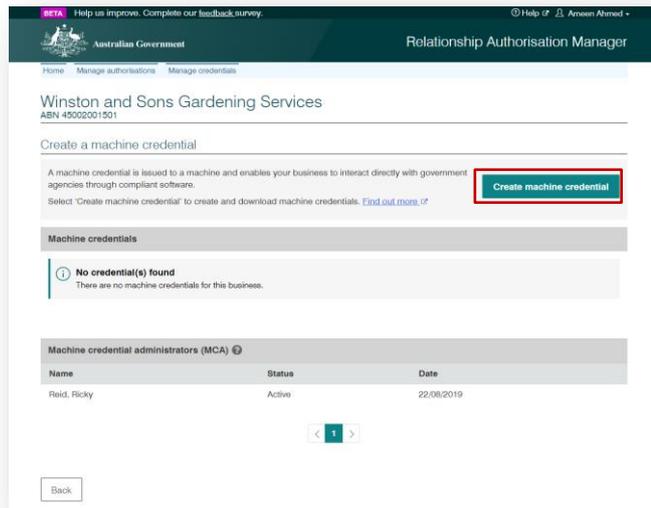
- Click the browser extension link for your operating system.
- Install and enable the browser extension.
- Close down your browser. Reopen your browser and go to <https://authorisationmanager.gov.au> and login with your myGovID and navigate back to the **Manage credentials** page.



## 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**.

Winston and Sons Gardening Services  
ABN 43002001501

Create machine credential

Keystore path  
C:\Users\USERNAME\AppData\Roaming\ATOMAS\keystore-new.xml

Keystore password  
.....

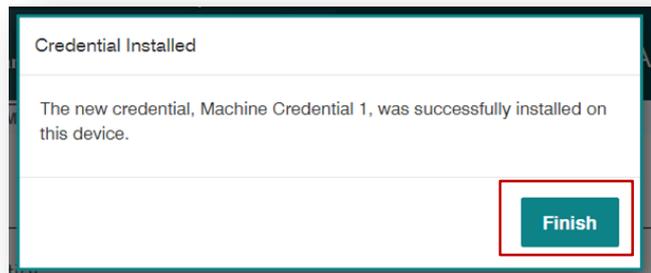
Credential name  
NewMachineCredential

Identify the machine credential custodian  
Ameen Ahmed

I understand that by creating a machine credential I am responsible for appropriate use, safeguarding and management of this machine credential on behalf of the business entity identified in the credential.

Cancel **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.

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ABN 43002001501

Create a machine credential

A machine credential is issued to a machine and enables your business to interact directly with government agencies through compliant software.  
Select 'Create machine credential' to create and download machine credentials. [Find out more.](#)

**Create machine credential**

Machine credentials				
Credential name	Custodian name	Subject name id	Status	Actions
NewMachineCredential	Ameen Ahmed	ABRD-57250370163_NewMachineCredential	Active	Revoke

< 1 >

## 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/>

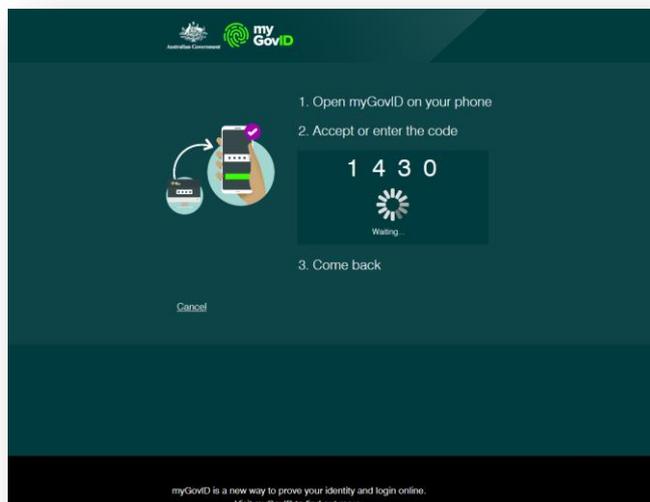
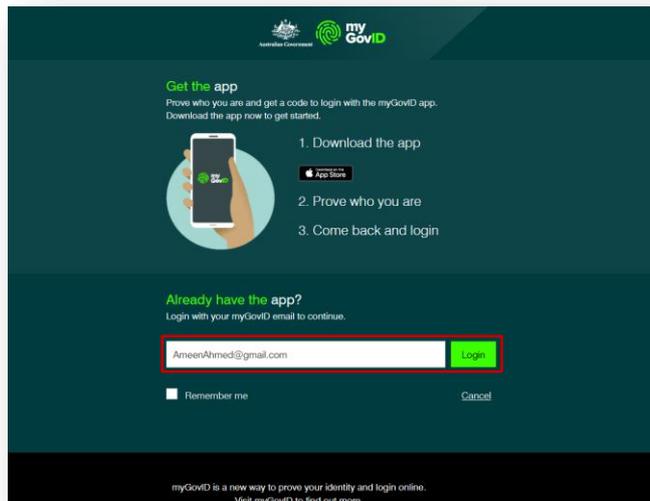


- 
2. Enter the email address linked to your myGovID.

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.
-