

# Digital Identity Frequently Asked Questions

Current as of 28 November 2019

## Relationship Authorisation Manager

### ***Is the principal authority (associate as listed on the ABR) expected to link a business in RAM or can this be completed by someone else?***

From 1 April 2020 access to government online services will require the end user to be digitally verified before being able to access online government services. This includes the principal authority of a business and those who they wish to delegate authority to. This means that someone who is listed on the ABR as an associate of the business (e.g. director or public officer) will need to set up a myGovID, to be able to authorise others using RAM. If that associate wants to delegate this authority and the task of managing authorisations for their business, they must first authorise at least one other person as an authorisation administrator.

### ***Where to go for additional help or support?***

The RAM website has the best support material to help you. This information will continuously be improved as RAM extends to more government online services.

If you still need to speak with us, you can contact our support line on 1300 287 539 (select option 3 for RAM enquiries) between 8.00am and 6.00pm, Monday to Friday.

### ***Why could my details not be matched?***

If you receive an error saying that your details cannot be matched, compare the details used with your personal ATO record:

- name
- date of birth
- address.

The address you use must be your personal address (not the business address) held by the Australian Taxation Office (ATO).

To check and update your ATO record, go to Update your details (<https://www.ato.gov.au/Individuals/Tax-filenumber/Update-your-details/>).

If your ATO details are correct, you may need to check and update the details you used to set up your myGovID (<https://www.mygovid.gov.au/>).

### ***Why can I no longer see my business in RAM?***

If you are removed as a registered associate of a business in the Australian Business Register (ABR), you will no longer have access to this business in RAM. When you log in to RAM you will not see the

business listed in your authorised businesses. If you still need access, a current principal authority or authorisation administrator can set you up as an authorised user.

### ***Why has a business that I'm no longer associated with appeared in RAM?***

If a business listed is:

- no longer operating, you will need to cancel the Australian business number (ABN)
- still operating but you are no longer the associate, you will need to update the details on the ABR.

You can update your details on the ABR (<https://www.abr.gov.au/>) using your Administrator AUSKey or myGovID.

If you're unable to do this, phone the ATO on 13 28 66 for assistance in updating your details.

### ***Why am I getting an ABN limit error when trying to link a business?***

You can be linked with up to 499 ABNs in RAM. Select up to 60 ABNs at a time when using Link my business. To link more ABNs, repeat the process. Future releases may allow for more than 60 businesses to display. If you have more than 499 ABN's on the ABR you are unable to use RAM at this time.

### ***Why can't I find my business in RAM?***

To use Link my business you must be listed as an eligible individual associate on an ABN in the Australian Business Register (ABR).

Additional functions in RAM to support other associate types will be available in future. For example, if the business has a non-individual recorded as an associate, such as a trustee company. For more information see How do I get set up. (<https://info.authorisationmanager.gov.au/how-do-i-get-set-up>)

### ***What if I can't get a myGovID to link an ABN, authorise others, or accept an authorisation request in RAM?***

You may be unable to achieve a 'Standard' identity strength if you're:

- an offshore employee
- a non-resident working in Australia
- an Australian without the right documentation.

Depending on the government agency you're dealing with you may be able to setup a 'Basic' identity to access online services. In these cases you will need to be authorised in RAM by an administrator in the business that has a 'Standard' identity.

This functionality is coming in December 2019 for participating government services. Some agencies may require additional identity proofing.

### ***Do I need to use the email used when registering for a myGovID when authorising a user in RAM?***

When authorising other individuals to act on behalf of your business in RAM, you do not need to use a personal email address or the one that was used when establishing their myGovID. This email address will be used to send their authorisation request to so if you elect to use a different or non-personal email, you should ensure it's accessible to the person you are authorising.

### ***My authorisation code has expired or is not working, what can I do?***

Contact an authorisation administrator to re-issue a new authorisation if your code has expired or isn't working.

### ***I'm locked out after entering my authorisation code, what can I do?***

The code is case sensitive and must be entered exactly as displayed in the email you receive. You have five attempts to enter your authorisation code. After five incorrect attempts, you'll be locked out for two hours before you can try again.

If you continue to experience issues entering your code, contact the principal authority or authorisation administrator to re-issue a new code.

### ***Why I can't accept my authorisation?***

If you have any issues accepting an authorisation, contact your principal authority or authorisation administrator.

Ensure the name used for the authorisation matches your full legal name used to set up your digital identity.

### ***Can I keep the same access I had with my AUSkey?***

To have your existing AUSkey details and permissions (as granted in the ATO's Access Manager) transferred to RAM, your principal authority or authorisation administrator can use the Import AUSkey users function.

You'll still need a myGovID to log in to RAM and accept or decline the request.

You can only have one authorisation for each business you are acting on behalf of. If you have an existing authorisation and accept a new authorisation request for the same business, this will override your existing authorisation.

### ***What if I have a new authorisation request for the same business?***

You can only have one authorisation for each business you are acting on behalf of. If you have an existing authorisation and accept a new authorisation request for the same business, this will override your existing authorisation.

### ***What happens to my authorisations in RAM if I set up myGovID on another device?***

Setting up your myGovID on multiple devices does not affect the authorisations you have been assigned in RAM.

### ***Can I change the access level for an authorised user?***

Yes. A principal authority or authorisation administrator can change an individual's level of access for a business via RAM. See Manage authorisations for more information on how to edit or remove access for an authorised user.

### ***Can I use the 'Import AUSkey user' function after March 2020?***

No. The 'Import AUSkey user' function has been developed to support you to make the transition from AUSkey to myGovID and RAM easier. As this functionality will only be available till the end of March 2020, we encourage you to use this function before AUSkey is retired.

### ***I think someone has accessed my business details in RAM, how do I report this?***

RAM with a digital identity, such as myGovID, is secure and ensures only you and authorised users can access a government online service and transact for the business.

However, if you suspect someone has inappropriately accessed your business details in RAM, you need to report this immediately. Contact our support line on 1300 287 539 (select option 3 for RAM enquiries) between 8.00am and 6.00pm, Monday to Friday. You should also review and remove any authorisations of concern, go to Manage authorisations to find out how.

International callers can contact the ATO by phoning + 61 2 6216 1111 (switchboard) between 8.00am to 5.00pm AEST and request for your call to be transferred to the RAM support line.

### ***How will I be impacted by the AUSkey replacement if I use cloud based software?***

We have been working with software providers on what they need to do to transition. While your provider needs to make some changes, there will be no impact on you as a user if you are using cloud based business software.

### ***Where can I get help for machine credentials as a Digital Service Provider?***

A new Machine to Machine (M2M) authentication solution will replace the Device AUSkey credential used in software. For more information visit M2M (<https://softwaredevelopers.at.gov.au/M2M>) on the Software Developers site or ask an M2M question in Online services for DSPs