



myGovID - Frequently Asked Questions

Australian Taxation Office (ATO) Frequently Asked Questions (FAQs)

The ATO have published a list of FAQs please refer to:

<https://www.mygovid.gov.au/need-help>

The ATO is monitoring issues and constantly updating these FAQs. Listed below is an extract of some FAQs and answers.

‘How will I be impacted by the AUSkey replacement if I use cloud based software?’

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.’

If you need to access ATO online services outside of Practice Management software, you will need to move to myGovID.

‘Why the transition away from AUSkey?’

myGovID is a more secure, simple and flexible way to access to government online services.

AUSkey was developed 10 years ago and is reaching end of life. There is a higher level of risk with AUSkey as there have been many cases of improper use of AUSkey such as sharing of AUSkeys.

Where can I go or who can I talk to for additional support?’

If you’ve encountered an error with your identity documents while setting up, see Proving your identity section.

If you need to speak with the ATO, you can phone the support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm (AEST), Monday to Friday.’ Wait times have reduced dramatically.



‘What identity documents do I need to set up a myGovID?’

Currently, to set up a standard myGovID you will need two of the following identity documents:

- Australian driver’s licence
- Medicare card
- Australian passport
- Australian birth certificate

In the future, you will be able to use other identity documents.’

‘What if I don’t have the required documents to verify my identity?’

You can be granted access with limited functionality.

‘In March 2020, you will be able to use a myGovID with a Basic identity strength to access our online services such as the Business Portal and Online services for agents. To do this you will need to:

- be authorised as a Basic user by a principal authority or authorisation administrator in Relationship Authorisation Manager (RAM) – these authorisations need to be renewed every 12 months.
- meet additional proof of identity requirements.’

You also ‘try a new way to access government online services (<https://www.ato.gov.au/General/Gen/Try-a-new-way-to-access-government-online-services/>) on the ATO website.’

What if my name doesn’t match on my identity documents?

Your name needs to match across all of your identity documents in order to set up a myGovID.

Contact your document providers to see if you can resolve the mismatch in name. For example, you may be able to update your Medicare card to reflect a change in name.



What if my Australian identity document won't scan?

Check:

- you're using the latest version of the myGovID app
- all edges of your document are visible in the image there is no blur, shadow or glare.

If you continue to experience issues, try entering your document details manually.

What if my Medicare card details are not accepted?

- you're scanning your card with all edges visible in the image and there is no blur, shadow or glare
- your date of birth has been entered correctly
- your name has been entered exactly as it appears on your card – you can add an extra name field if required
- your expiry date has been entered correctly
- you're using the current version of your card, for example you may have received a new card because you have a new family member
- you have selected the correct number next to your name on the card. For example, if there are three names listed and yours is the third, you have selected 3 in the drop-down menu.

Phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm AEST, Monday to Friday.

What if my Australian driver's licence details are not accepted?

If your Australian driver's licence details are not accepted, check:

- you're scanning your licence with all edges visible in the image and there is no blur, shadow or glare
- you've entered your full middle name. Note that if your licence only has an initial for your middle name, you may only need to enter this in the Middle name field to successfully match
- you've left the Middle name field blank if your middle name does not appear on your licence
- if you have a single name, you've entered it in either the First name or Family name field and entered a full stop in the other field
- you're entering your name as it appears on your licence, up to the name character limits (First name - 20 characters, Middle name - 20 characters, Family name - 40 characters). This includes if you're using a licence with a truncated name (indicated with a 'TN' on the card for some states or territories).



Your driver's licence cannot be verified online if:

- it has been cancelled, refused or is no longer active. A driver's licence that is no longer active is one where the holder holds a licence in another state or territory or the licence has expired in ACT, TAS or SA
- you're using a WA extraordinary licence issued by a magistrate to allow limited use of your vehicle.

What can I do if my Australian passport details are not accepted?

If you have two given names on your passport, enter both in the Given names field.

If you have only one name on your passport, enter the name in the Family name field and leave the Given names field blank.

If you continue to experience issues, phone our support line on 1300 287 539 (select option 2 for myGovID enquiries) between 8.00am and 6.00pm, Monday to Friday.

You can't use your passport if it has been cancelled (replaced, reported lost or stolen) or expired for more than three years. In the future, you will be able to use other types of identity documents.

Will smartphones become a tax deduction for managing tax affairs for business purposes?

Please refer to:

<https://www.ato.gov.au/Individuals/Income-and-deductions/Deductions-you-can-claim/Other-work-related-deductions/Claiming-mobile-phone,-internet-and-home-phone-expenses/>

What if moving to a mobile device is against my company's business model?

Businesses may need to adjust workplace policies to enable use of the smart device to log on to an online service. The smart device is only required for the log on step.

Can I restrict access based on work hours?

There is no way to restrict access based on work hours as it would be difficult to implement due to different time zones across Australia and internationally. A usage report is currently being developed so business admins can view who and when someone is accessing a service.

In the meantime, 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.

What about offshore workers who cannot meet myGovID Standard identity strength requirements?

In March 2020, you will be able to use a myGovID with a Basic identity strength (no identity verification completed on the myGovID application) to access our online services such as the Business Portal and Online services for agents. To do this you will need to:

Be authorised as a Basic user by a principal authority or authorisation administrator in Relationship Authorisation Manager (RAM). These authorisations need to be renewed every 12 months.

Meet additional proof of identity requirements.

Can I change my email?

Currently, only one email can be associated with the documents you used to set up your myGovID. The email address must belong to you. It should not be a shared email address.

In future, you will be able to change or update the email address associated with your myGovID.