



# Accessing online services with Digital ID and RAM

Set up myID and Relationship Authorisation Manager (RAM) to access our online services on behalf of a business.

**Last updated** 4 April 2025

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## What are Digital ID and RAM

Your Digital ID, such as myID, lets you prove who you are when logging in to government online services. [myID](#)  is the Australian Government's [Digital ID](#)  app. It is currently the only Digital ID available to log in to our online services.

[Relationship Authorisation Manager](#)  (RAM) is an authorisation service that allows you to act on behalf of a business online when linked with your Digital ID. You use your Digital ID to log in to RAM.

## myGovID is now myID

myGovID has changed to myID. The app has a new name and new look, but you can continue to use it in the same way.

There is nothing you need to do. You still have:

- **Your same details** – there's no need to set up a new myID. Your login details (including email address) and identity strength remain the same.
- **Continued use** – your existing app should have automatically updated to myID. You can also manually update it from the App Store or Google Play.
- **Access to services** – you can continue using the app to securely access a range of government online services.

Find out more at [www.myID.gov.au/DiscovermyID](https://www.myID.gov.au/DiscovermyID) .

## Our online services that require Digital ID

Our services use the Australian Government Digital ID System to verify your ID.

To log in, you will need to:


1. Choose your Digital ID provider (for example, myID).
2. Provide consent for your information to be shared with the online service (for example, Online services for business).

You can streamline logins by, selecting the checkbox to save your choice and consent. This action is not recommended if you use a shared or public device.

Available online services include:

- Online services for business
- Online services for agents
- Online services for digital service providers
- Online services for foreign investors
- Australian Business Registry Services (ABRS) online
- Access Manager

- Australian Business Register (ABR)
- ABR Explorer
- Departing Australia superannuation payment (DASP) online application system.

There are many other services you can access with your myID, view a list of all [government online services](#) .

## Set up your myID

Your myID is unique to you and can't be shared.



As it's your personal Digital ID, you should set up using a personal email address – don't use a shared or work email address.

Set up your myID in 3 steps:

1. Download the myID app from the App Store or Google Play. The app is compatible with most smart devices.



 [Available on the App Store](#)   [Get it on Google Play](#) 

Only download the myID app from the official app stores.

2. Enter your details – open the myID app and follow the prompts to enter your personal email address, a password, your full name and date of birth.
3. Choose your identity strength – all of our online services can be accessed using a myID with a [Standard or Strong identity strength](#) . You can find support for [verifying your ID](#)  documents or photo.

## Unable to achieve a Standard identity strength

### Business directors or associates

At least one [principal authority](#)  needs a myID with a minimum [Standard identity strength](#)  in order to link the business in RAM. If no principal authority can do this, your business will be unable to use our online services at this time, alternative options are available Your business will need to use a different lodgment option like [Business software](#) or a registered tax agent.

### Employees

If you can only achieve a [Basic identity strength](#), you may still be able to access some of our online services. You'll need to complete some extra steps.

For more information, see [Accessing our online services with a Basic Digital ID](#).

## Link your myID to a business using RAM

To access our online services on behalf of a business or entity, you need to link your myID to the business using RAM.

How you link depends on whether you're a:

- [Principal authority \(including primary person\)](#) – person responsible for a business or entity
- [Authorised user or administrator](#) – someone who acts on behalf of a business or entity.

The principal authority must be the first to link to the business in RAM.

### Principal authority (including primary person)


As the principal authority, you need to start the process by linking your myID to your Australian business number (ABN) in RAM. This must be done before you or others can access government online services on behalf of the business.


If a principal authority or authorisation administrator is already acting on behalf of the business online, they can authorise you in RAM.

The principal authority is either a:

- **sole trader**
- eligible **individual** associate listed on an ABN in the ABR such as a
  - trustee
  - director
  - partner
- **primary person** (no individuals listed as an associate in the ABR) such as a
  - director of a corporate trustee


- authorised contact for a government agency
- responsible person for an Australian charity.

To link the business as a [principal authority](#) , your myID needs a Standard or Strong identity strength depending on your circumstances.

Once linked, you can access our online services on behalf of your business or entity and [set up authorisations](#)  for others to act on behalf of your entity.


## Authorised user or administrator

To access our online services on behalf of a business or entity, a principal authority or authorisation administrator needs to authorise you in RAM.


Once you receive an authorisation request, use your myID to log in to RAM and [accept the authorisation](#) . You have 7 days to accept or decline the authorisation request before the code expires.

Authorisation administrators can [set up authorisations](#)  for others in RAM.

## Business software user



If you use Standard Business Reporting (SBR) enabled software to interact with our online services, you'll need a [machine credential](#) .

If you use cloud-based SBR-enabled software, your digital service provider will build the credential into your software.

If you use desktop or locally hosted software, you'll need to [create a machine credential](#)  using RAM.

## Support

You can find more information on:

- [myID Help](#) 
- [RAM Help](#) 
- myID – claiming deductions for phone and internet expenses for a business

- myID expenses you can claim as an employee.

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### Accessing our online services with a Basic Digital ID [>](#)

Set up and use a Basic Digital ID to access Online services for business or Online services for agents.

QC 58557

## Accessing our online services with a Basic Digital ID

Set up and use a Basic Digital ID to access Online services for business or Online services for agents.

**Last updated** 14 November 2024

### On this page

Restrictions when using a Basic Digital ID

Setting up Basic access to our online services

Set up and use a Digital ID, such as myID, with a Basic identity strength for restricted access to Online services for business or Online services for agents.

For access to Online services for foreign investors with a Basic Digital ID see Online services for foreign investors.

## Restrictions when using a Basic Digital ID

For security purposes, some restrictions apply if you have a **Basic** Digital ID.

These restrictions include what you can and can't do in Relationship Authorisation Manager (RAM), Online services for business and Online services for agents. These restrictions are related to activities that are higher risk.

For more information, see [Basic Digital ID restrictions](#).

## Setting up Basic access to our online services


If you can't set up a Digital ID, such as myID, with a **Standard** or **Strong** identity strength, you may be able to use a **Basic** Digital ID to access Online services for business or Online services for agents.

Follow these steps to access our online services with a Basic Digital ID:

1. [Set up your Basic Digital ID](#).
2. [Have an authorising representative authorise you in RAM](#).
3. [Complete proof of identity requirements](#).
4. [Have an 'authorising representative' set your permissions](#).

### 1. Set up your Basic Digital ID

myID is the Australian Government's Digital ID app.

To [set up your Basic myID](#)  , download the myID app, then enter your:

- legal name
- personal email address
- date of birth.

You can download the myID app from the App Store or Google Play.

### 2. Have an authorising representative authorise you in RAM

An authorising representative has one of the following authorisation types in RAM:

- principal authority
- authorisation administrator
- government representative
- indirect associate
- responsible authority.

The authorising representative is usually the business owner or someone they've authorised to manage their business authorisations.

They need to [create a new authorisation](#)  for you in RAM. The name they use to create your authorisation needs to match the name in your myID app.

Once authorised, you will receive 2 emails:

- An authorisation request and code to accept in RAM – you should accept this in 7 days so that the code doesn't expire.
- A request to complete proof of identity requirements – make sure you've accepted the authorisation request before completing this step.

### **3. Complete proof of identity requirements**


The way you complete the proof of identity requirements depends on whether you:

- [have an Australian TFN](#)
- [don't have an Australian TFN](#).

#### **If you have an Australian TFN**

Phone us to complete a proof of record ownership check and confirm your association with the business or entity. Have your TFN and Australian business number (ABN) details ready before you phone us.

If you're phoning from:


- Australia – phone **1300 287 539** and select option **2**, then option **1** for [myID enquiries](#) 



- overseas – phone **+61 2 6216 1111** and ask to be transferred to myID enquiries between 8am and 5pm AEDT, Monday to Friday.

All times are local time unless otherwise specified.

## If you don't have an Australian TFN

Complete and send us the [ATO use of Basic Digital ID \(NAT 75249, PDF 199KB\)](#)  form and attach copies of 2 certified identity documents. The name on these documents needs to match your name as displayed in your myID app. Refer to the form for a list of accepted documents.

Make sure that an authorising representative has authorised you as a Basic user in RAM and that you've accepted this authorisation before you submit the form.


Once we've received and checked your documents, you'll receive a confirmation email.

To find out about certifying your documents and language requirements, see [Basic Digital ID – proof of identity without a TFN](#).

## 4. Have an authorising representative set your permissions

Once you've accepted your authorisation and completed the proof of identity requirements, your authorising representative will receive an email with instructions to set your permissions in Access Manager. When this is complete, you can start using your myID.

Your authorisation is only valid up to **12 months** at a time.

An authorising representative can [renew your authorisation](#) . You won't need to complete proof of identity requirements again if your authorising representative renews your authorisation before it expires. You and your authorising representative will receive email notifications before it expires.

**Basic myID restrictions**



## Basic Digital ID – proof of identity without a TFN



Prove your identity to access our online services with a Basic Digital ID where you don't have an Australian TFN.

QC 60964

## Basic Digital ID restrictions

Restrictions when using a Basic Digital ID to access Online services for business or Online services for agents.

**Last updated** 13 November 2024

### On this page

Restrictions using Basic Digital ID to access online services

Online services for business restrictions

Online services for agents restrictions

## Restrictions using Basic Digital ID to access online services

If you're unable to achieve a Digital ID, such as myID, with a Standard or Strong identity strength, you can use a **Basic Digital ID** to access Online services for business and Online services for agents.

With a Basic Digital ID, you **cannot**:

- be authorised as an authorisation administrator, machine credential administrator or authorised user in RAM
- use RAM to link a business, authorise others, manage authorisations or machine credentials

- access the Australian Business Register or Access Manager
- lodge a form that has a financial impact on the business
- complete activities that carry a higher risk within Online services for business or Online services for agents. You can check these restrictions below.

## Online services for business restrictions

When using Online services for business with a **Basic** Digital ID, you **won't** have access to the following common activities:

- view, add or update financial institution details
- view a statement of account
- add or update tax roles
- request or view an employee's stapled super fund details
- add, update or cancel registration details
- access another user's mail
- access business appointments and permissions enabled through cross entity authorisations (XEA).

## Online services for agents restrictions

When using Online services for agents with a **Basic** Digital ID, you **won't** have access to the following common activities:

- add, update or cancel client details
- add, update or cancel registration details
- bulk download client lists
- lodgment deferral request
- add or update financial institution details
- add or update tax roles
- request or view your client's employee's stapled super fund details
- submit payment plans

- update practice default communication details
- lodge a tax file number (TFN) declarations
- lodge return not necessary (RNN) or further return not necessary (FRNN)
- view or submit JobKeeper registrations.

QC 66706

## Basic Digital ID – proof of identity without a TFN


Prove your identity to access our online services with a Basic Digital ID where you don't have an Australian TFN.

**Last updated** 24 January 2025

To access Online services for business or Online services for agents using a Digital ID such as myID, with a Basic identity strength, you need to prove your identity.

This page explains how to do this if you don't have an Australian tax file number (TFN).

## How to complete proof of identity requirements

You need to complete and send us the [ATO use of Basic Digital ID \(NAT 75249, PDF, 199KB\)](#)  form.

You need to include copies of 2 identity documents. The identity documents we accept are shown on the form. These documents should be certified

If you want your documents returned to you, you need to request this at the time of lodging and include your return postal address.

Once we have received and checked your documents, you'll receive a confirmation email.

## **Certifying your identity documents**


The following individuals are authorised to certify your identity documents outside of Australia:

- notary publics
- employees of an Australian
  - embassy
  - high commission
  - consulate – including consulates headed by Austrade honorary consulates.

The certifier needs to do the following in your presence:

- stamp, sign and annotate the copy of the identity document to state 'I have sighted the original document and certify this to be a true and correct copy of the original document sighted'
- initial each page
- list their name, date of certification, phone number and position.

For more information see:

- [Department of Foreign Affairs and Trade](#)  for a list of Australian embassies, high commissions and consulates by country.

## **Identity documents not in English**

If you provide documents that are in a language other than English, you must also provide an English translation made by an approved translation service.

All translations must include a statement from the authorised translator that it is a 'true and correct translation made from the document sighted'.

The translation should also display an official stamp, or similar, showing the certifier's accreditation.

Translations should also be accompanied by a certified copy of the original document in the language of origin, which has been stamped and signed as a true and correct copy by an approved certifier.

To obtain translations outside Australia and find an approved translator you can contact your nearest:

- Australian embassy
- high commission
- consulate.

For more information see:

- [Australian Department of Foreign Affairs and Trade](#)  for a list of these offices by country.

QC 66707

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