



**Australian Government**  
**Australian Taxation Office**

# Quick start guide

Online services for digital service providers

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# Online services for digital service providers

Online services for digital service providers (OS4DSPs) is the primary support channel for digital service providers (DSPs) consuming ATO digital services. DSPs are software developers or intermediaries that contribute to the delivery of digital services which support individuals, tax agents, businesses and super funds to meet their tax and super obligations. All DSPs interacting with the ATO, via the Digital Partnership Office (DPO), are required to register and use this support channel.

OS4DSPs provides a secure online environment for DSPs to:

- access support from the DPO
- log and track open requests
- share information
- communicate and collaborate with the ATO.

## Accessing OS4DSPs

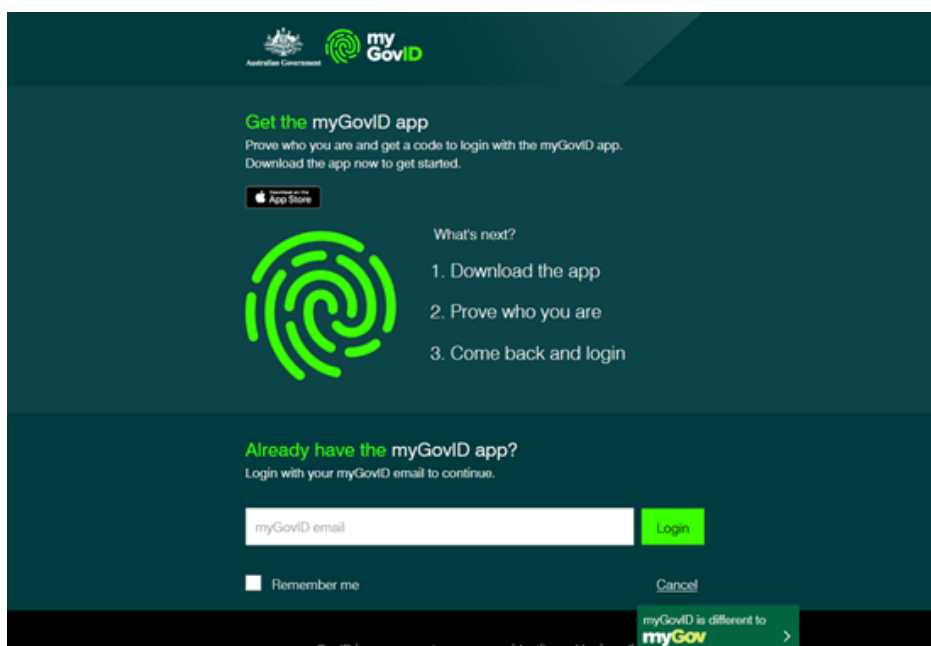
### Authentication

myGovID is an app you download to your smart device which lets you prove who you when accessing OS4DSPs.

To access OS4DSPs, your myGovID needs either a:

- **Standard** or **Strong** identity strength which enables access to the full suite of support functions within OS4DSPs.
- **Basic** identity strength which enables access to **limited support functions** within OS4DSPs.

Find out [how to set up](#) your myGovID.



## Authorisation

Once you have a myGovID, you will need to be authorised in [Relationship Authorisation Manager](#) (RAM) to access OS4DSPs.


Your business's principal authority or authorisation administrator will need to provide you with access by selecting 'Online Services for Digital Partners' in the agency access field. This is a **different** agency permission to 'Australian Taxation Office'.

**Note:** Before the principal authority can authorise you in RAM, they **must** have (or set up) their own myGovID which is linked to the ABN of the entity. You can refer to [How to link your business](#) for further information.

When you receive your authorisation request via email, you should log in to RAM using your myGovID within 7 days to accept your authorisation. Further information is available on the [RAM website](#).

## Registration

If you are a new user, you will need to complete a registration form before accessing the features of OS4DSPs.

<p>If you are the <b>first user</b> for the ABN, you will need to register the entity.</p>	<ul style="list-style-type: none"><li data-bbox="416 913 831 987"> <b>SBR developer registration</b> Register as a SBR developer</li><li data-bbox="416 1048 1390 1155"> <b>SBR developer registration for IP1 basic myGovID identity strength users</b> This request is only to be used by organisation representatives that have been unsuccessful in obtaining an IP2 standard myGovID identity strength.</li></ul>
<p>If the <b>ABN is already registered</b>, you will need to register yourself as a new contact.</p>	<ul style="list-style-type: none"><li data-bbox="416 1240 991 1314"> <b>New contact registration</b> Register as a contact for an existing developer</li><li data-bbox="416 1352 1422 1447"> <b>New contact registration request for IP1 basic myGovID identity strength users</b> This request is only to be used by organisation representatives that have been unsuccessful in obtaining an IP2 standard myGovID identity strength.</li></ul>

Once the registration request has been processed, you will be able to use your myGovID to access OS4DSPs.

**Note:** If you have a **Basic** myGovID, you will need to provide additional information during registration.

# Using the service desk

## Home page

The service desk (refer screenshot below) is displayed when you log in. The functions available on this page include:

- a **quick search** option which searches knowledge base articles by keywords
- access to log **incidents** and **service requests**, and
- links to other useful web pages and sources of information including the **Collaboration Hub** and **Knowledge Base** (see [Using Confluence](#) for further information).



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### Welcome to Online services for Digital service providers

DSP Service Desk

Online Services for DSPs is available 24/7 for you to log and track your tickets or access collaboration spaces and knowledge hub articles.

If you need assistance to lodge a request manually, you can contact us:

- During business hours - **7:00am – 7:00pm Monday to Friday AEST** (excludes public holidays and the ATO's end-of-year shutdown period) at [DPO@ato.gov.au](mailto:DPO@ato.gov.au), and
- Outside business hours and for urgent technical issues - via the SBR service desk on 1300 488 231 or email [SBRServiceDesk@ato.gov.au](mailto:SBRServiceDesk@ato.gov.au).


[Collaboration Hub](#) | [Knowledge Base](#) | [ATO Software Developer website](#) | [SBR Website](#) | [PLS System Status](#) | [SBR Taxonomy](#) | [SBR Sharefile](#)

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[Collaboration Hub](#) | [Knowledge Base](#) | [ATO Software Developer website](#) | [SBR Website](#) | [PLS System Status](#) | [SBR Taxonomy](#)

Search Knowledge Base for help with your query

What do you need help with?

[Search help](#)

#### Incident Management

[Registrations & profiles](#)

[Develop a product](#)

[Operational Framework](#)

[Maintain a product](#)

[Consultation/Engagement](#)

[e-Invoicing](#)

[COVID-19 Support](#)



#### Report an incident

Having trouble with a system?



#### Ask a question

Get assistance for general problems and questions



#### Feedback

We want to hear your feedback



#### Report security breach

Report a data breach

## Request types

Requests are grouped into subheadings that align with the software developer lifecycle and/or key areas of interest.

You can select a group to display a set of related request types. The most common request types are outlined in the table below.

### Common request types

If you want to:	Select	Then select
Register yourself and your business for Standard Business Reporting (SBR).	Registrations & profiles	SBR developer registration
Register yourself against an already registered business.		New contact registration
Request a new External Vendor Testing Environment (EVTE) product ID and be whitelisted for the service(s) you are developing.	Develop a Product	Register your product and enter EVTE
Request your EVTE product ID to be whitelisted for additional service(s) you are developing.		Add a new service for an existing product
Request a provisional production product ID for the purpose of moving your product into production.		Request and execute PVT
Demonstrate that your product meets the Operational Framework requirements.	Operational Framework	Submit a security questionnaire

### Other request types

There are numerous other request types available to you, including:

- avenues to ask questions and report incidents before, during and post-development
- options to submit expressions of interest in upcoming working groups, and
- options to submit enquiries about new or significant programs of work, such as tax time or Single Touch Payroll (STP).

When you select a request type, you will be presented with a series of fields to complete before submitting your query (example below).

**Note:** The more complete, clear and accurate the information, the more efficiently we can resolve your query.



## Online Services for DSPs Report an incident

Report an incident - Help and instructions

Raise this request on behalf of

Joe Smith

Legal Entity Name

Search for an object

Trading Name (optional)

Search for an object

DSP Contact

Search for an object

Summary

Jump to suggested articles

Incident overview - include impact analysis

Provide latest date and time that the incident occurred



## Managing requests

You can access your requests quickly and easily using the **requests drop-down** (screenshot below) at the top right of the screen.

Requests 3

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[Collaboration Hub](#) | [Knowledge Base](#) | [ATO Software Developer website](#) | [SBR Website](#) | [PLS System Status](#) | [SBR Taxonomy](#) | [SBR Sharefile](#)

By selecting the **My requests** link, you can navigate to a page that shows a list of your requests (example below). Functions on this page allow users to:

- filter and sort requests
- view details about a request by clicking the **Reference** link
- view the current status of the request, and
- export request data to a .csv file.

Requests

Type	Reference	Summary	Status	Requester	Created	Updated
	DSPPT-10191	Test	UNDER INVESTIGATION	Joe Smith	10/Jul/20 11:38:58 AM	07/Sep/20 2:39:27 PM
	DSPPT-10893	Request and execute PVT	ENDORSED	Joe Smith	19/Aug/20 11:36:30 AM	19/Aug/20 11:42:49 AM
	DSPPT-10697	Section B - Requirements for products and /or services controlled by the client	WAITING FOR SUPPORT	Joe Smith	06/Aug/20 9:27:40 AM	06/Aug/20 10:46:01 AM
	DSPPT-10696	Section A - About you as a Digital Service Provider	WAITING FOR SUPPORT	Joe Smith	06/Aug/20 9:20:38 AM	06/Aug/20 9:24:58 AM
	DSPPT-8852	Combine Companies	IN PROGRESS	Joe Smith	01/May/20 1:47:00 PM	21/May/20 6:12:51 PM
	DSPPT-7606	Request and execute PVT	WAITING FOR APPROVAL	Joe Smith	25/Feb/20 5:54:36 PM	21/May/20 3:28:37 PM

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**Note:** If you create a request, you will receive notifications when the request is changed or updated. If there are other registered users that need to receive updates, you can **share** the request with them by clicking the share icon, typing their email in the search bar and clicking the share button.

<< Go back

Help Centre / Online Services for DSPs / DSPPT-10191

Test

Comment on this request...

**PENDING**

Don't notify me

Share

**Activity**

**Joe Smith** Yesterday 12:11:47 PM **LATEST**

Test

ATO PAYEVNTEMP.0004 2020 Submit Validation Rules.xlsx (6)

Your request status changed to **Pending**. 04/May/21 12:22:15 PM

Share this request

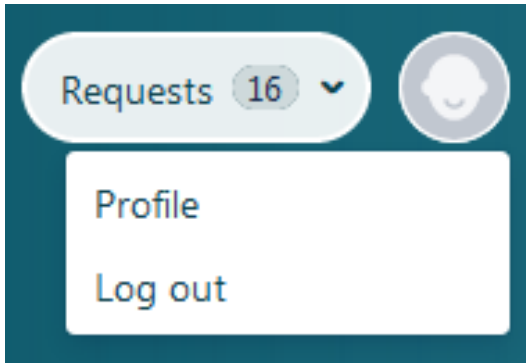
Type name, email address, or organization

**Share** Cancel



## Managing your profile

You can view your profile by clicking on your **avatar** at the top right of the screen (screenshot below) and selecting **Profile**.



The **Edit your profile** option on the Profile page allows you to update your avatar.

If you wish to update your other details (name, email, contact number etc) you need to submit an **update contact details** request which can be found under **Registrations & Profiles**.

**Note:** Notifications are sent to the email address associated with your myGovID (recommended to be a personal email). You can submit an update contact details request via the service desk to change the email address linked to your OS4DSPs account to a work email. **This does not change your myGovID email address.**

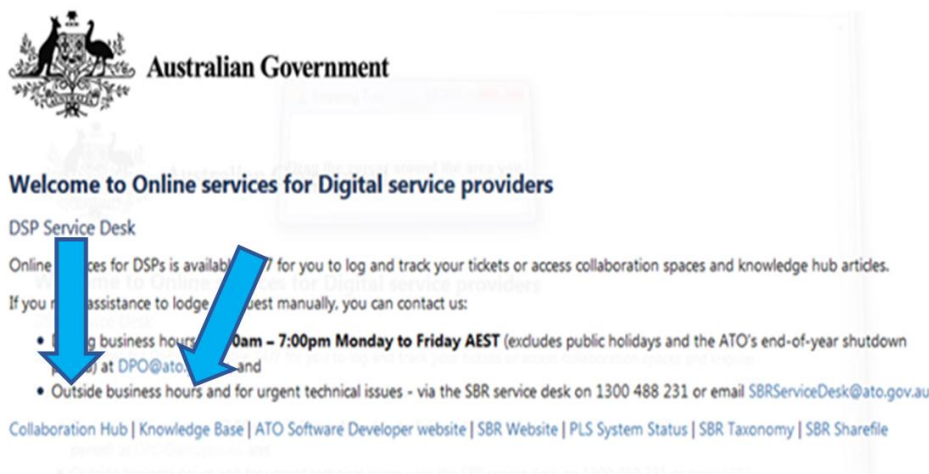
## Using Confluence

There are two 'spaces' in Confluence that are designed to support DSPs to access information and resources relevant to the use of SBR services:

- The **Collaboration Hub** which allows DSPs to keep up to date with consultation and engagement activities and access restricted content relevant to the industry.
- The **Knowledge Base** which provides a library of information that is useful to DSPs that consume ATO SBR services.

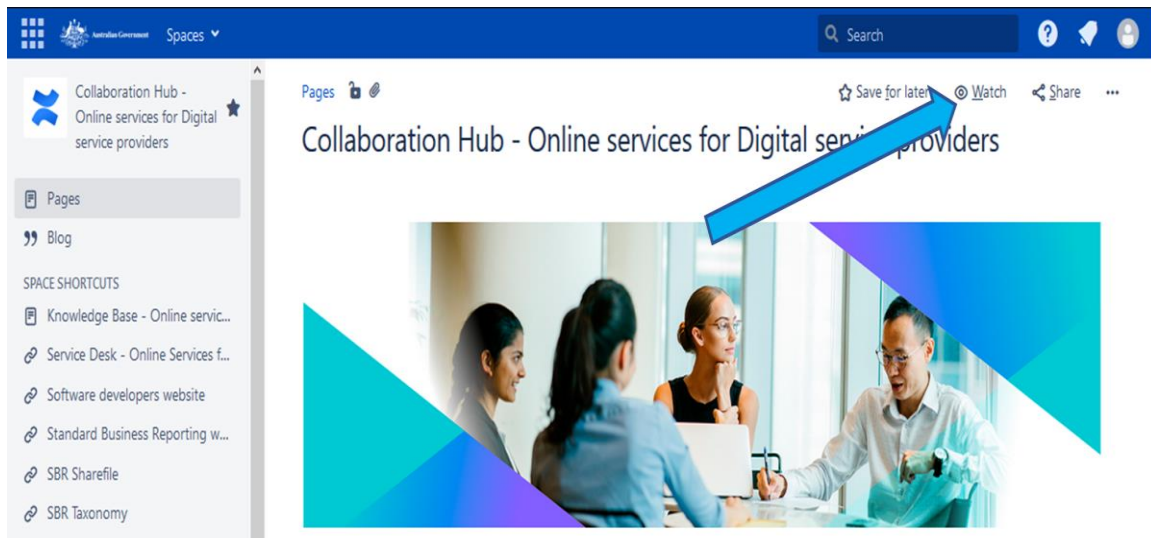
**Note:** Access to Confluence will be granted once your registration request is processed.

You can access either of these spaces using links on the **service desk home page** (example below).



## Notifications

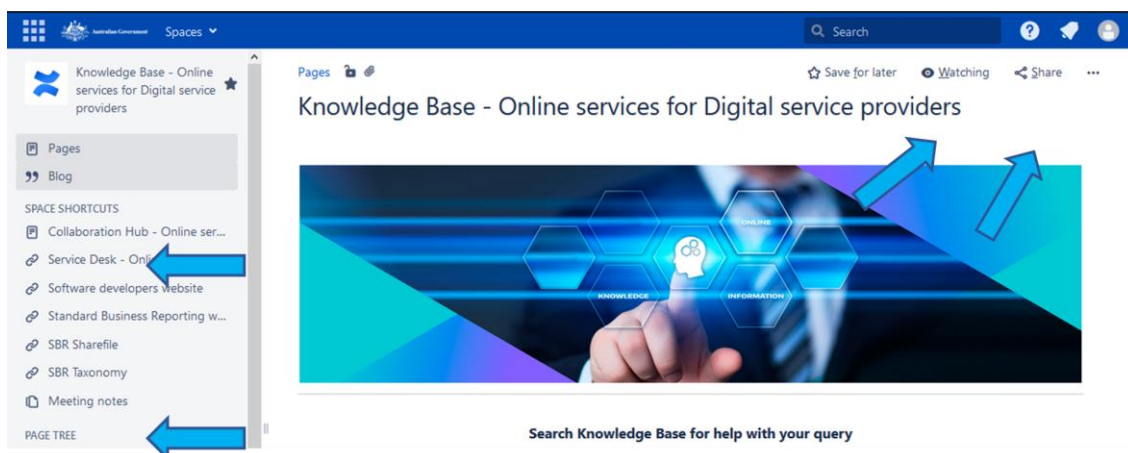
You can select the **watch** option at the top right of the screen to receive notifications when the content within the page (or space) is updated.



## Navigation

There is a menu available on the left-hand side of the screen which is visible in both the Collaboration Hub and Knowledge Base. This menu includes:

- shortcuts to other areas of OS4DSPs and other useful websites
- a list of pages (or page tree) within the space that you are currently viewing (i.e. **Collaboration Hub** or **Knowledge Base**).



## Collaboration Hub

In the Collaboration Hub you will find details of ATO consultation and engagement activities undertaken with the software industry and links to supporting information, for example:

- engagement groups and upcoming events
- latest DSP communications
- access to controlled information (e.g. STP Phase 2 Position Papers)
- frequently asked questions, and
- Federal Budget measures and start dates etc.

Your company will have a profile page where you can view the information we have on record for the company and company contacts. You can access this profile by selecting the **DSP Profile** link from the page tree in the left-hand menu.

**Note:** If you wish to update details on the company profile page, you need to submit the relevant **update details** request in the 'Registrations & Profiles' or 'Maintain a product' category in the service desk.

## Knowledge Base

The Knowledge Base is a library of useful resources and information including:

- how-to articles
- frequently asked questions, and
- SBR error codes and descriptions.

The **Knowledge Base** home page provides a **quick search** option which allows you to search knowledge articles by keyword.

## Further information

If you require further information or want to provide feedback, please lodge a ticket via the service desk.

If you experience issues during the registration process, send an email to [DPO@ato.gov.au](mailto:DPO@ato.gov.au).

