



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

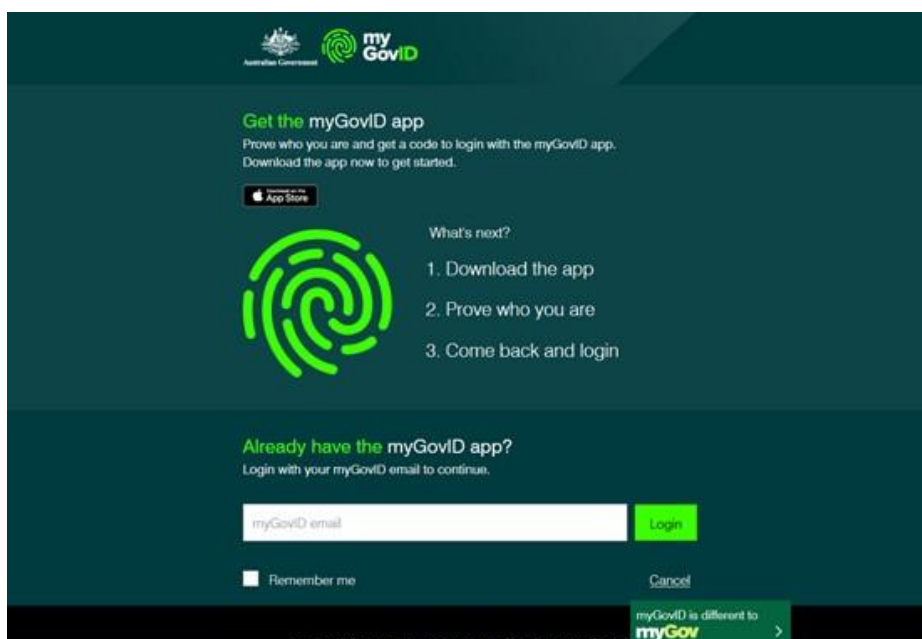
Authentication

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 first user for the ABN, you will need to register the entity.</p>	<ul style="list-style-type: none"><li data-bbox="421 913 831 987"> SBR developer registration Register as a SBR developer<li data-bbox="421 1048 1390 1151"> SBR developer registration for IP1 basic myGovID identity strength users This request is only to be used by organisation representatives that have been unsuccessful in obtaining an IP2 standard myGovID identity strength.
<p>If the ABN is already registered, you will need to register yourself as a new contact.</p>	<ul style="list-style-type: none"><li data-bbox="421 1240 991 1314"> New contact registration Register as a contact for an existing developer<li data-bbox="421 1352 1422 1451"> New contact registration request for IP1 basic myGovID identity strength users This request is only to be used by organisation representatives that have been unsuccessful in obtaining an IP2 standard myGovID identity strength.

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).



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

Legal Entity Name

Trading Name (optional)


DSP Contact

Summary

Jump to suggested articles

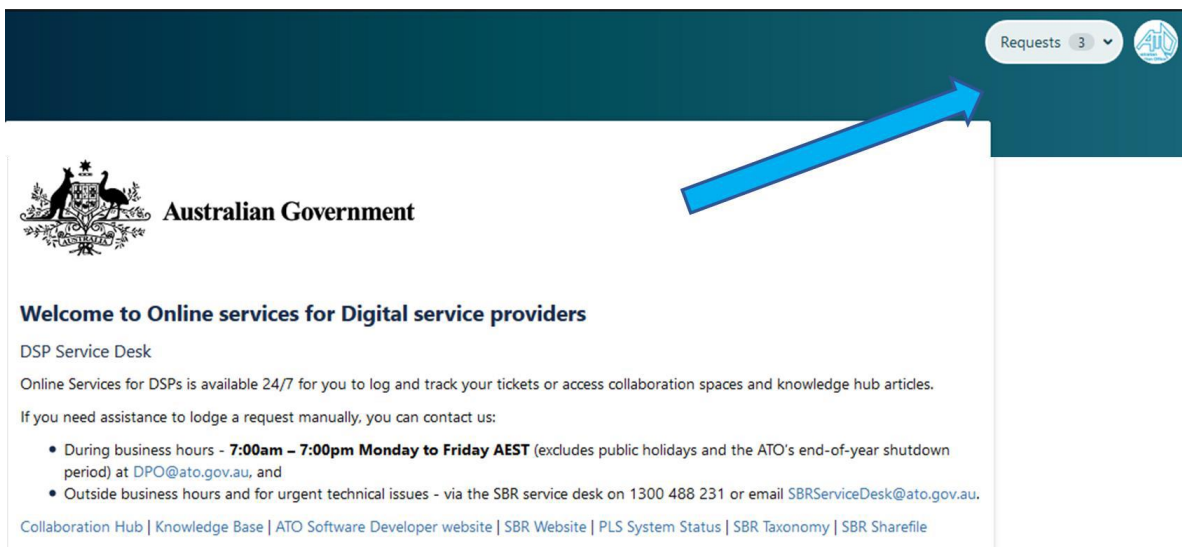
Incident overview - include impact analysis


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.




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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, and
- Outside business hours and for urgent technical issues - via the SBR service desk on 1300 488 231 or email SBRServiceDesk@ato.gov.au.

[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
	DSPT-10191	Test	UNDER INVESTIGATION	Joe Smith	10/Jul/20 11:38:58 AM	07/Sep/20 2:39:27 PM
	DSPT-10893	Request and execute PVT	ENDORSED	Joe Smith	19/Aug/20 11:36:30 AM	19/Aug/20 11:42:49 AM
	DSPT-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
	DSPT-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
	DSPT-8852	Combine Companies	IN PROGRESS	Joe Smith	01/May/20 1:47:00 PM	21/May/20 6:12:51 PM
	DSPT-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 / DSPT-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

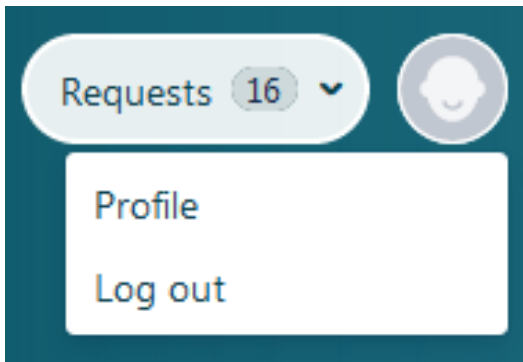
Share this request

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

The DSP hub in Confluence is designed to support DSPs to access information and resources relevant to the use of SBR services.

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

You can access the DSP hub using the link on the **service desk home page**.

DSP hub

The [DSP hub](#) is a library of useful resources and information including:

- technical resources
- service specifications
- questions and answers
- consultation and engagement activities
- Roadmaps and schedules
- Federal Budget measures and start dates etc.

The DSP hub home page provides a **quick search** option which allows you to search content by keyword.

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.

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.

