



Australian Government
Australian Taxation Office

Quick start guide

Online services for digital service providers

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Online services for DSPs

Online services for digital service providers (DSPs) is the primary support channel for 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.

Online services for DSPs contains secure information only available to registered DSPs. Once you're logged in as a registered DSP, you can:

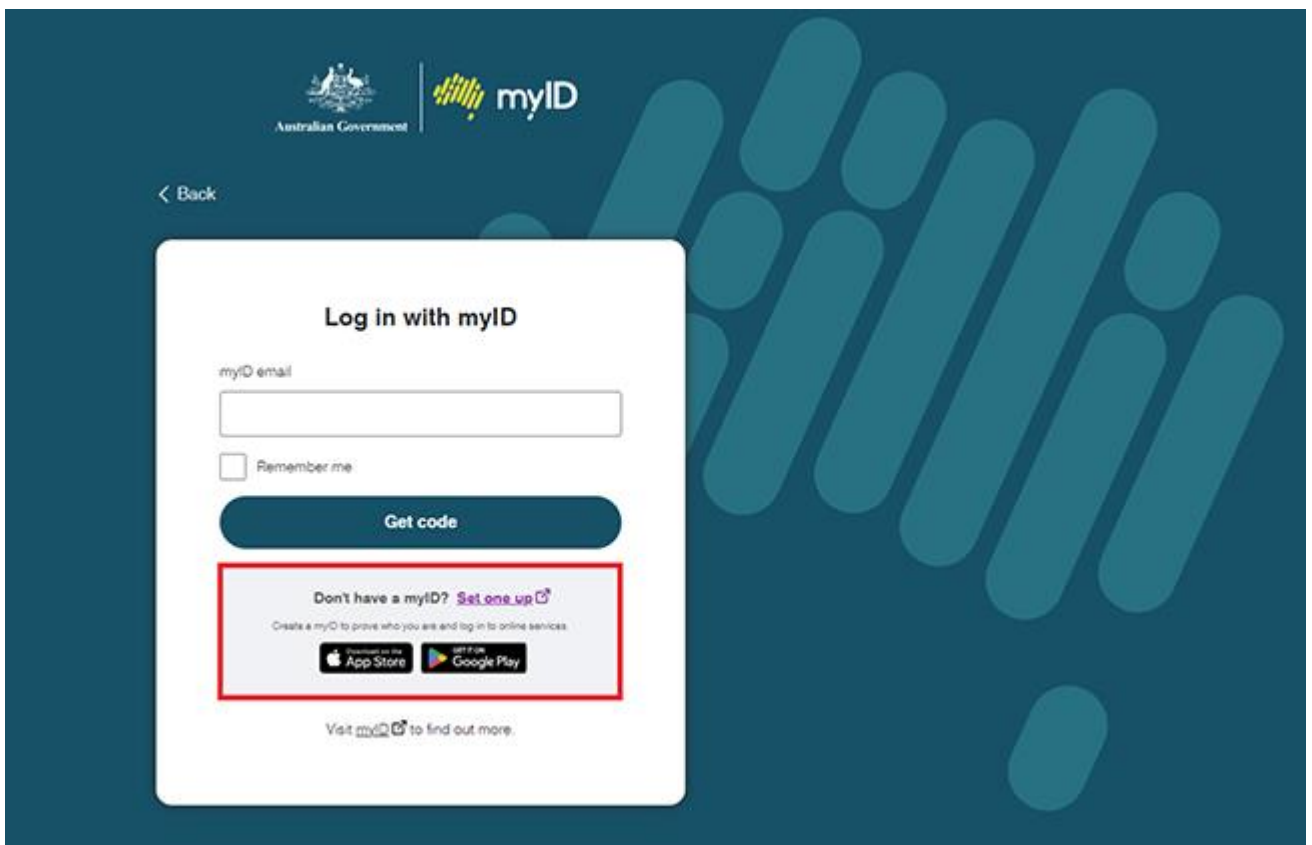
- explore the [DSP hub](#), which contains information and resources to assist you through the various stages of your product development, and is organised by function so you can navigate only the content related to your product
- raise tickets in the [DSP service desk](#)
- search all content.

Accessing Online services for DSPs

Authentication

myID is an app you download to your smart device which lets you prove who you are when accessing Online services for DSPs.

Find out [How to set up](#) your myID.



Authorisation

Once you have a Digital ID, such as myID, you will need to be authorised in [Relationship Authorisation Manager](#) (RAM) to access Online services for DSPs.




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 Digital ID, 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 Digital ID 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 Online services for DSPs.

<p>If you are the first user for the ABN, you will need to register the entity.</p>	 <p>Register for Online Services for DSPs Register on behalf of your business/team</p>
<p>If the ABN is already registered, you will need to register yourself as a new contact or register the entity for a new registration type.</p>	 <p>New contact registration Register as a contact for an existing developer</p>  <p>Update your registration details Use this request to register your business or account for other registration types or to update details.</p>

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

Using the DSP service desk

Home page

Once you're logged in, you'll be directed to the DSP service desk (as shown below). The DSP service desk offers several functions, including:

- a **quick search** option that allows you to search the DSP hub by keyword
- the ability to log **incidents** and **service requests**
- links to other useful pages and sources of information including the DSP hub (for more details refer to the section on [Using the DSP hub](#)).



Welcome to Online services for digital service providers (DSPs)

Service Desk

The Service Desk is available 24/7 for you to log and track your tickets or access the DSP hub.



News

Subscribe to receive our weekly Digital service providers newsletter.



System status

Real time monitoring dashboards SBR2 System Status, PLS, Superannuation.

Scheduled maintenance and Unplanned system issues.



Support

7:00am – 7:00pm (AEST) Monday to Friday (excludes holidays and end of year closure) DPO@ato.gov.au.

For urgent technical issues call 1300 488 231 or SBRServiceDesk@ato.gov.au.

What do you need help with?

Search



[Search help](#)

Support requests

[Registrations & profiles](#)

[Develop a product](#)

[DSP Operational Security ...](#)

[Maintain a product](#)

[Consultation/Engagement](#)

[eInvoicing](#)

[Internal](#)



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 data 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 to consume ATO digital services	Registrations & profiles	Register for Online Services for DSPs or Update your registration details
Register yourself against an already registered business.		New contact registration
Register a product and request access to services in the test environment.	Develop a product	Register your product/application
Request access to additional services in the test environment for your registered product.		Add a new service for an existing product
Request access to the production environment for selected services.		Request production access

Other request types

There are various other request types available, including:

- Support requests: These allow you to ask questions and report incidents before,
- Consultation/Engagement: You can express interest in upcoming working groups.
- eInvoicing an DSP Operational Security Framework: submit enquiries related to specific programs of work.

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

Note: It's important to select the right ticket type for your issue, and provide complete and accurate information, to avoid delays in processing your request.

The screenshot shows the 'Report an incident' form. At the top, there is a yellow warning icon and the text 'Online Services for DSPs' and 'Report an incident'. Below this is a link for 'Report an incident - Help and instructions'. The form includes several fields: 'Raise this request on behalf of' with a dropdown menu showing 'Joe Smith'; 'Legal Entity Name' with a search box containing 'Search for an object'; 'Trading Name (optional)' with a search box containing 'Search for an object'; and 'DSP Contact' with a search box containing 'Search for an object'. There is a 'Summary' text area, a link for 'Jump to suggested articles', and a large text area for 'Incident overview - include impact analysis'. At the bottom, there is a date and time field with the label 'Provide latest date and time that the incident occurred' and a calendar icon.

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

Open requests | Created by me | Any request type | Search for requests

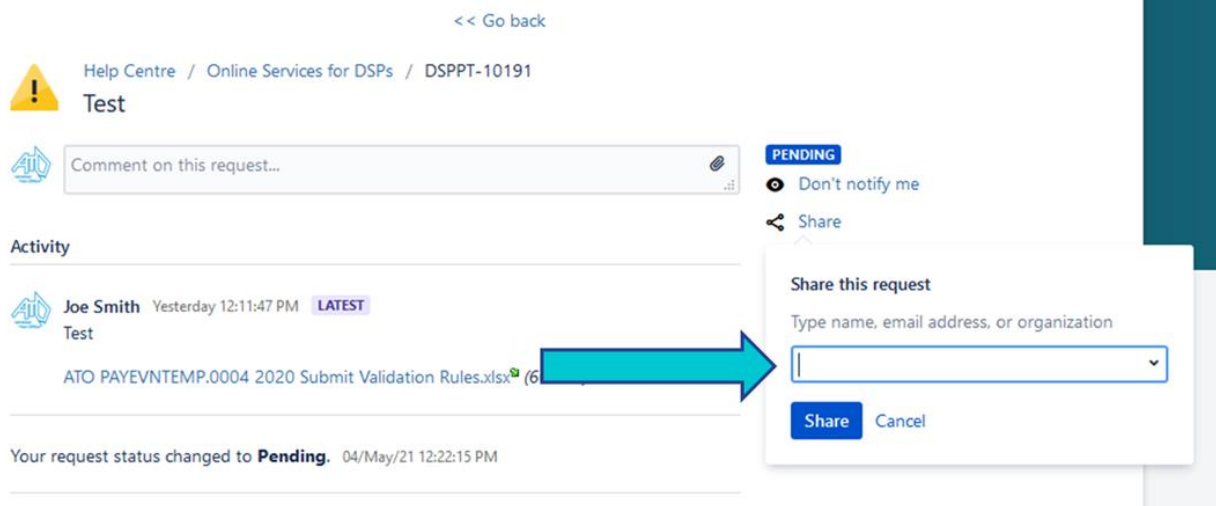
Export

CSV(All requests)
CSV(Current 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

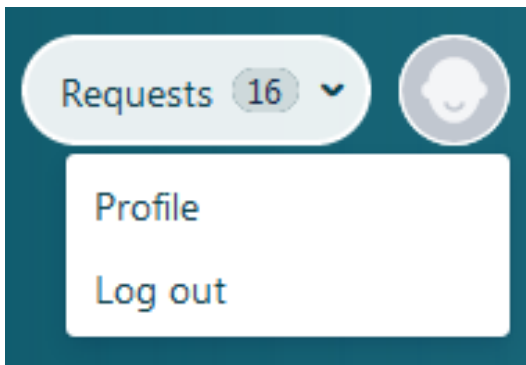
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Note: If you create a request, you will receive notifications when the request is changed or updated. If there are other registered users that need to receive updates, you can **share** the request with them by clicking the share icon, typing their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



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 your registration details** request which can be found under **Registrations & profiles**.

Note: Notifications are initially sent to the email address associated with your Digital ID (recommended to be a personal email). You can provide a work email address when registering or by submitting an **Update your registration details** request via the DSP service desk to change the where Online services for DSPs notifications are sent. **This does not change your Digital ID email address.**

Using the DSP hub

The DSP hub is designed to support DSPs to access information and resources relevant to the use of ATO digital services.

Note: Full access to the DSP hub will be granted once your registration request is processed.

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

The [DSP hub](#) has links to three primary 'function' pages, allowing you to easily navigate content relevant to your product:

- [Payroll services](#)

- [Superannuation services](#)
- [Tax and business services \(PLS\)](#).

Additionally, there's a page with [General information for DSPs](#), where you'll find common resources across all of the functions.

Within each of the function pages, you'll find a comprehensive 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.

The DSP hub features a search bar at the top of each page, allowing you to search for specific content by keyword.

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.

