



Quick start guide

Online services for digital service providers

V1.1 18/12/2024

Contents

ONLINE SERVICES FOR DIGITAL SERVICE PROVIDERS	3
Accessing Online services for DSPs	3
Authentication	3
Authorisation	4
Registration	4
Using the DSP service desk	5
Home page	5
Request types	6
Common request types	6
Other request types	7
Managing requests	7
Managing your profile	9
Using the DSP hub	9
Notifications	10

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:

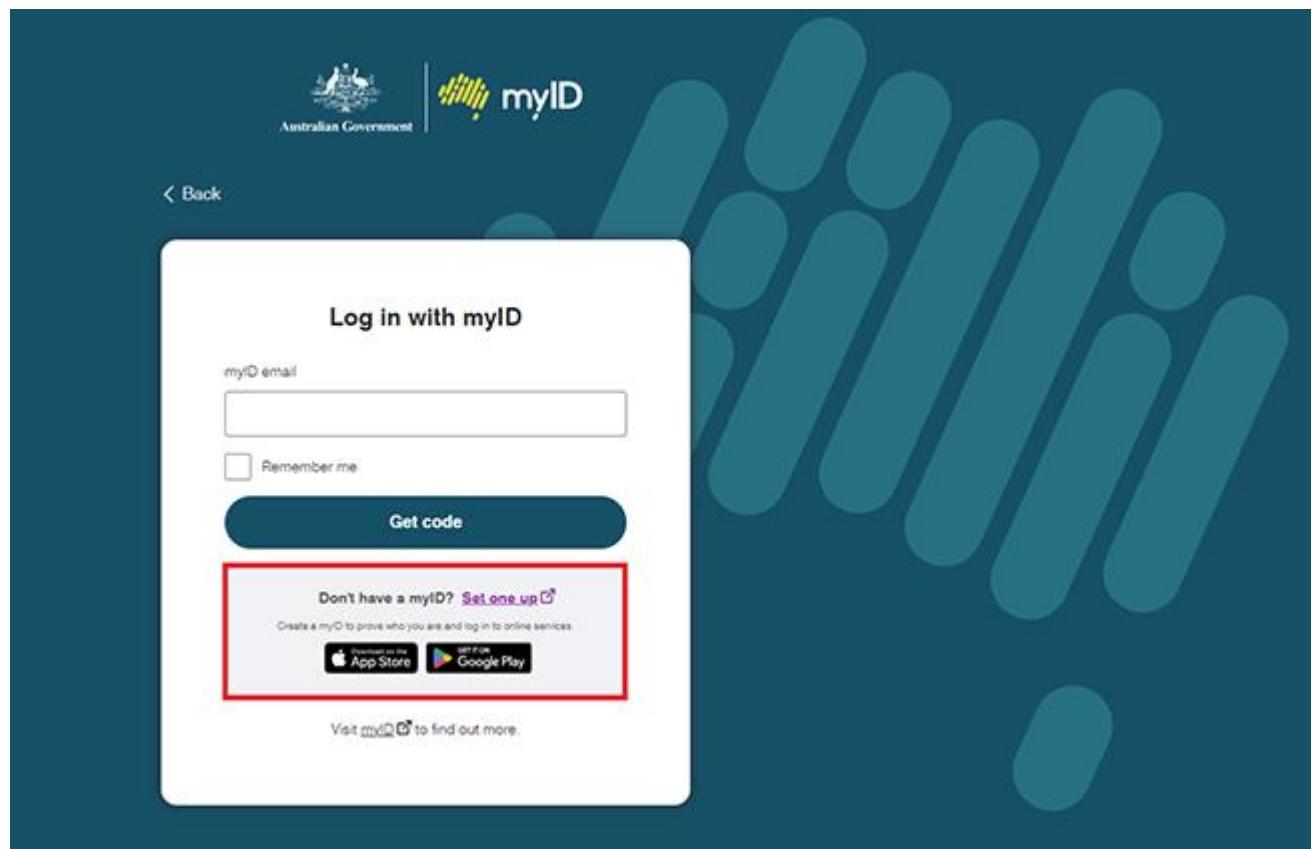
- explore the [DSP hub](#), which contains information and resources to assist you through the various stages of your product development, and is organised by function so you can navigate only the content related to your product
- raise tickets in the [DSP service desk](#)
- search all content.

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.

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

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](#)



Support

7:00am – 7:00pm (AEST) Monday to Friday (excludes holidays and end of year closure). During business hours: Raise a ticket via the DSP service desk.

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

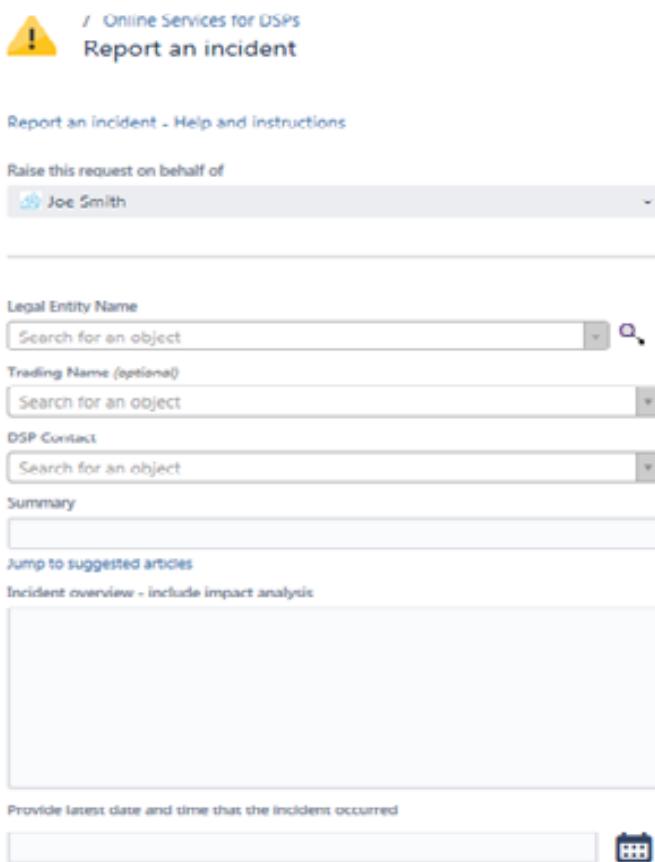
Other request types

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 a web-based form for reporting an incident. At the top, there is a yellow warning icon and the text 'Report an incident'. Below this, a link 'Report an incident - Help and instructions' is visible. A dropdown menu titled 'Raise this request on behalf of' is open, showing 'Joe Smith'. The main form area contains several input fields: 'Legal Entity Name' (with a search bar), 'Trading Name (optional)' (with a search bar), 'DSP Context' (with a search bar), and a 'Summary' text area. Below these is a section titled 'Jump to suggested articles' with a link 'Incident overview - include impact analysis'. At the bottom, there is a field for 'Provide latest date and time that the incident occurred' with 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.



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

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	
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

1-6 of 6

1

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.

Help Centre / Online Services for DSPs / DSPPT-10191
Test

Comment on this request...

PENDING
 Don't notify me

Activity

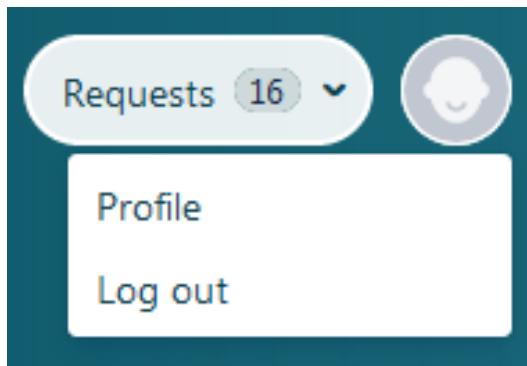
Joe Smith Yesterday 12:11:47 PM LATEST
Test

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

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

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.

