



Australian Government  
Australian Taxation Office

# AUSkey transition for DSPs Frequently Asked Questions

This paper provides a consolidation of responses provided to Digital Service Providers (DSPs) regarding the implementation of changes related to the decommission of AUSkey after 27 March 2020

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# What's new since we last published

The following table outlines the sections that are new or have been updated since the document was last published:

Section	Updated details
NA	This table will be used to support version control and highlight important changes as the document evolves.

# 1 myGovID

## **1.1 What is the difference between myGovID and Australia Post's Digital ID?**

**myGovID** can be used by clients to access [participating Government services](#), and will fully replace individual AUSKeys when AUSKey is decommissioned after 27 March 2020.

**Australia Post's Digital ID** provides an individual digital identity that is used to access a range of business and government services. Digital ID does not currently integrate with RAM and cannot be used as a replacement for AUSKey.

myGovID and Australia Post's Digital ID are accredited identity service providers (IDPs) and will be part of the Government's federated identity ecosystem in future, allowing clients to choose an IDP to login to Government services.

More information about AUSKey decommissioning:  
<https://softwaredevelopers.ato.gov.au/AUSkeydecommissioning>

More information about the Digital Identity Program:  
<https://www.dta.gov.au/our-projects/digital-identity>

## **1.2 Where can I get further information about myGovID and RAM?**

Further information is available at the following websites:

- myGovID: <https://www.mygovid.gov.au/>
- RAM: <https://info.authorisationmanager.gov.au/>

## **1.3 Will both AUSkey and myGovID be active during the transition period?**

The ATO will support myGovID and AUSKey during the transition period for most online services., however, OS4DSPs supports myGovID only. Not all Government services will offer a transition period where both login methods are supported and you should check the websites for each relevant agency. After 27 March 2020, myGovID will be the only login method available for online services.

## **1.4 What is the transition period?**

The transition period has already commenced and will extend until AUSKey is decommissioned after 27 March 2020.

**1.5 *The company that I work for has a corporate trustee so we are unable to claim the business in RAM.***

Entities with non-individual associates, such as a corporate trustee, do not typically have an individual associate listed on the ABR that qualifies to claim the business in RAM. A process is currently being implemented to allow ATO customer service representatives to manually link individual business representatives, where they can satisfy proof of identity/association requirements.

The ATO will be contacting impacted entities over the coming weeks to provide more detail information about the manual linking process. In the interim, if you are the authorised contact for your agency/business, you can also prepare for the move by:

- checking your agency's contact details are up-to-date in the ABR
- checking your AUSkey holders are correct and up to date in Access Manager
- ensuring that your AUSkey holders have downloaded and set up their own myGovID
- keeping a list of the new myGovID names in preparation for the move to RAM.

**1.6 *What is the process to authorise another business to act on our behalf for certain interactions?***

The process of authorising third parties will not change post AUSkey decommission. This will still be done in Access Manager and existing business appointments will continue.

Where a new machine credential has been created, the Authorisation administrator will have to log in to Access Manager with either their AUSkey or their myGovID and give auto access to the machine credential OR authorise the machine credential to access ATO services for each appointing business.

**1.7 *How do I assign permissions once I have linked my business in RAM?***

Authorised administrators, Authorised users and Machine credential administrators are managed in RAM. Agency access for each user is also managed in RAM. When authorising a user you can give them full or custom access to agency services

Custom permissions for ATO services will still be managed in Access Manager (AM) for users and machine credentials.

**1.8 *I have a team member who is based overseas and doesn't have the Australian identity documents they need to get a standard myGovID. Who can approve them for a basic credential***

Your team member must be authorised as a Basic user by a principal authority or authorisation administrator in Relationship Authorisation Manager (RAM) – these authorisations need to be renewed every 12 months. They will also need to meet additional proof of identity requirements. More info can be found [here](#).

**1.9 *Can myGovID be used to provide Know Your Customer (KYC) services?***

No, it can't.

A KYC process would assume the identity contained within the myGovID can be matched to identities presented through other services.

myGovID provides an identity key to participating services to confirm an individual is who they claim to be. However, the details used to verify the individual's identity are not retained within the identity key that is presented to participating services.

# 2 Machine to Machine (M2M) Questions

## **2.1 What is the Machine to Machine (M2M) solution?**

The M2M solution and machine credentials replace the current AUSKey device certificate used to interact directly with government online services through your business software..

A new Machine Authentication Service – Security Token (MAS-ST) service hosted by the ATO will replace the existing Vanguard STS.

This solution is being implemented in conjunction with myGovID and Relationship Authorisation Manager to provide a complete AUSKey replacement. Find out more at [https://www.ato.gov.au/General/Online-services/Accessing-online-services-with-myGovID-and-RAM/?=redirected\\_mynewkey](https://www.ato.gov.au/General/Online-services/Accessing-online-services-with-myGovID-and-RAM/?=redirected_mynewkey)

## **2.2 What is the new machine credential?**

The new machine credential is a direct replacement for the current device AUSKey. The credential replicates the existing device AUSKey claims to maximise backwards compatibility and minimise software changes by the developer community.

The machine credential must be used in conjunction with the MAS-ST service.

Find out more at <https://info.authorisationmanager.gov.au/business-software-user-or-provider>

## **2.3 Who does this change impact?**

AUSKey replacement impacts all digital service providers, businesses and registered tax and BAS agents that currently use an AUSKey for agency transactions and/or to access Government online services.

Impacts of this change vary depending on:

- Client type (business vs intermediary)
- Technical implementation (cloud vs desktop, direct or via SSP)

Find out more at <https://softwaredevelopers.ato.gov.au/AUSkeydecommissioning>.

## **2.4 Why do I need to change to the new machine credential?**

AUSKey will be decommissioned after 27 March 2020 and can no longer be used after this point.

## **2.5 What is a Machine Credential Administrator (MCA)?**

An MCA is authorised to create and manage machine credentials for a business. The role of MCA is automatically applied to the [Principal Authority](#) or can be assigned to other representatives in RAM by either a Principal Authority or an [Authorisation administrator](#).

## **2.6 What do I need to do first?**

To be eligible to create a machine credential, you will need to:

- create a [myGovID](#)
- allocate the [Machine Credential Administrator](#) role in RAM
- Log into RAM, select the 'Manage Credentials' tab and follow the steps to create a machine credential.

## **2.7 What do I need in order to obtain a machine credential?**

There are some prerequisites in order to obtain a machine credential, for more details see <https://info.authorisationmanager.gov.au/machine-credentials>

## **2.8 How do I create and download a new machine credential?**

The process to create and download a machine credential is outlined at <https://info.authorisationmanager.gov.au/machine-credentials>

## **2.9 I use cloud software, will I need a machine credential?**

If you don't require an AUSKey to use your software, you will not need a machine credential. Your cloud software provider will be required to update their cloud product. You should not notice any disruption to your service.

## **2.10 What permissions do machine credentials get when first created?**

A machine credential will default to Full access when created. The Authorisation administrator can amend the level of access to Custom and customise the access in Access Manager.

The machine credential does not get access to business appointments, nor is it selected for use in hosted SBR services, by default. The machine credential will not appear in Access Manager until it has been used once. After first use an Authorisation administrator will have to update these permissions in Access Manager.

### **2.11 Can the new machine credential be used to access ATO Online Services?**

No, a machine credential is the equivalent of a device AUSKey and is used to access agency services from your software. Like a device AUSKey it cannot be used to logon to ATO Online Services

### **2.12 What if businesses use multiple desktop computers for government services, do they need a machine credential for each computer?**

It is up to each business to determine how best to implement the new solution based on their business needs and IT infrastructure.

Like a device AUSKey, the machine credential identifies the device connecting to agency services. You may choose to install a device credential for a networked version of your software, an individual computer or an individual user. In making this choice you should consider the audit and security attributes of your software and the myGovID terms of use - machine <https://www.mygovid.gov.au/mygovid-terms-of-use-machine>

### **2.13 Can I install multiple machine credentials in a single keystore?**

Yes, similar to AUSKey, multiple credentials can be stored in a single keystore. However the same password must be used for all credentials within the same keystore.

### **2.14 I've downloaded a machine credential but when I try to install it I'm being asked for a password. Where do I get this from and what if I've forgotten it?**

When creating your machine credential you'll complete details on your keystore. This is where the machine credential will be created and stored on your device.

You'll need a keystore password, however this is not an existing password but rather one you choose. Your password should have a minimum of ten characters and include at least one upper case letter, lower case letter, number and special character. You'll also need to provide this password within your software either when setting up or authenticating.

If you forget your keystore password after you've created the machine credential, you cannot reset it. You'll need to create a new machine credential (via RAM) and specify a different keystore path. This will let you to create a new keystore with a new password.

You may wish to cancel (or revoke) the existing machine credential, for which you have forgotten the keystore password.

### ***2.15 I've installed the machine credential browser extension but it's not recognised when I try to create a credential in RAM.***

Some versions of Chrome and Firefox require you to enable the extension and/or restart the browser after the install. Check your browser support documentation for more information on managing extensions and add-ons..

If you are still having problems please check for other local network applications such as pop-up lockers, AV software and app lockers. Consider trialling install of the browser extension on a non-networked device as this may indicate network constraints.

### ***2.16 Is there a Memorandum of Understanding and/or Terms and Conditions for MAS-ST?***

The terms and conditions for use of the new MAS service are covered by a number of documents:

- The MAS-ST Service Definition
- myGovID terms of use - machine <https://www.mygovid.gov.au/mygovid-terms-of-use-machine>
- myGovID Certificate policy – Machine [http://pki.ato.gov.au/policy/myGovID%20Certificate%20Policy%20-%20Machine\\_v1.0.pdf](http://pki.ato.gov.au/policy/myGovID%20Certificate%20Policy%20-%20Machine_v1.0.pdf)

### ***2.17 Is there technical documentation available to support implementation of the new Machine to Machine solution?***

A draft Service Definition has been made available to registered developers. The service definition provides an overview of the Machine Authentication Service – Security Token Service (MAS-ST). The Service Definition defines the interactions between the Initiating party and the STS, and the activities required to consume the service.

**2.18 The MAS-ST (ATO STS) documentation still references Vanguard claims. Are these still relevant?**

The claims are still relevant and do not need to be changed. Note that user related claims, such as email, can be present but are not processed, and will return blank values.

# 3 Relationship Authorisation Manager

## **3.1 *I have a large number of authorised users in RAM and need to regularly review them. Is there a way to export the user details so that I can manage them more easily?***

There is currently no export functionality in RAM although we are aiming to deliver the option to export to a CSV file mid 2020. This is subject to competing priorities and would include data in RAM such as:

- Given name
- Family name
- Authorisation type
- Authorisation status
- Start Date
- End Date
- Agencies user is authorised for

but would not include any information in ATO Access Manager.

# 4 Transition Questions

**4.1 *I currently use my AUSkey on a USB flashdrive/thumbdrive. What is the replacement solution for this?***

Your myGovID is a portable solution as you can login to our online services in any location using your smart device. The growth of cloud software and remote access solutions has significantly reduced the need to carry a certificate with you. In the case of standalone desktop products using SBR you will need to install a machine credential on the local device.

**4.2 *If a lodgment is submitted/pushed with an AUSkey, can the response be retrieved/pulled with a machine credential in the production environment?***

Yes, it can.

**4.3 *I'm a cloud service provider. Will my clients need to re-notify the ATO about their hosted SBR software services when I change from device AUSkey to a machine credential?***

No. The cloud service notification is associated with your ABN and is not impacted by the change.

When you use your machine credential for the first time, you *will* have to login to Access Manager and select the credential for use for your SBR software hosting services.

**4.4 *I use a Sending Service Provider (SSP) – what do I need to do?***

If you send your Single Touch Payroll data to the ATO through an SSP you should not need to make any changes. Your SSP will make changes to their software support the new solution; however you should not experience any disruption to your service.

If you use an individual AUSkey to access other ATO Online Services such as the Business Portal, Online Services for Agents or Access Manager, you will need to obtain a myGovID and link your business in RAM before the end of March 2020.

**4.5 Our existing STP application uses *Abr.AuskeyManager* and *ABR.SecurityTokenManager* assemblies. Do we continue to use those same assemblies and change the necessary calls to use the new end point and *AppliesTo*?**

Yes. You should be able to use existing assemblies. The required changes would include:

- Keystore location update (to use new M2M keystore)
- STS endpoint update (to point to the new ATO STS endpoint)
- Correct AppliesTo value are provided (as the new ATO STS service is more restrictive)

**4.6 Can the same machine credential be installed and used on multiple devices?**

Yes, but the Machine Credential Administrator and the Organisation are responsible for ensuring compliance with the [myGovID Terms of use – Machine](#), including but not limited to, not:

- storing the myGovID Machine Certificate in a keystore to which any person may have unauthorised access
- otherwise allowing, granting, permitting or enabling any person to use the myGovID Machine Certificate other than under their authority.

## 5 Errors and troubleshooting

Reference	Message/Description	Response/Mitigation
5.1	Signature verification with embedded cert failed. Invalid certificate or invalid Certificate parameters.	Elements are missing in the message structure.
5.2	Received an SBR.GEN.AUTH.010 when submitting using a new machine credential.	While machine credentials are created in Access Manager with full permissions when first used, Cloud Service Providers still need to set the "Select for use in hosted SBR services you provide" flag.
5.3	The remote server returned an error: (500) Internal Server Error.	May be received when the local system clock time and the server time is greater than programmed tolerances in the service. Refer to the MAS-ST Service Definition for more information.
5.4	HTTP/1.1 500 Server Error with Body/Fault/Reason/Text: Invalid timestamp: A replay attack has been detected. Event Code: [E9004]	Known issue – currently pending a fix. MAS-ST is not recognising unique messages IDs in the security token request. High volumes of requests in a sub-second response may invoke this response.
5.5	Unable to complete your request. Check the name and code details from your email (code is case sensitive). If the details are correct and you are still getting this error, contact your authorising representative. Error code: REB.BR.0604	The name on the authorisation request sent to user does not match their myGovID.

# 6 Online services for DSP's

## **6.1 *When is Online services for DSPs going to use myGovID?***

Your myGovID must be used to access OS4DSPs now. This change occurred on 13 January 2020.

## **6.2 *Why can't we use myGovID and AUSkey in parallel for Online services for DSP's until 27 March 2020?***

Jira is unable to support both credentials in parallel.

## **6.3 *Why did Online Services transition to myGovID prior to 27 March 2020?***

The decision to move the transition date for Online services for DSPs to Monday 13 January 2020 was based on DSP feedback. Industry representatives wanted the opportunity to transition their own organisations ahead of their clients, to ensure they are in a better position to support clients ahead of the 27 March 2020 deadline. Also, there are a number of DSPs eager to join our Online services for DSPs community, but the AUSkey authentication credential has acted as a barrier to adoption.

## **6.4 *What if I did not set up my myGovID and RAM prior to 13 January 2020?***

You will be unable to access Online services for DSPs. If you need assistance following the transition you can contact the DPO by emailing [DPO@ato.gov.au](mailto:DPO@ato.gov.au) or the SBR Service Desk on **1300 488 231** or [SBRServiceDesk@sbr.gov.au](mailto:SBRServiceDesk@sbr.gov.au). The service desk is available from 8.00am to 7.00pm AEST Monday to Friday - excluding public holidays and the SBR Christmas shutdown period. Read more in [New credential for Online services for DSPs](#).

## **6.5 *Is there an updated Online services for DSPs user guide?***

The [Online services for DSPs user guide](#) has been updated and is available on the software developer's website.

# 7 Exceptions

## **7.1 I do not have Australian identity documentation. Can I still set up myGovID?**

You need two of the following Australian identity documents to create a **Standard** identity strength credential:

- Driver's licence or learner's permit
- Passport
- Birth certificate
- Medicare card.

If you do not have two of the documents listed above, you can create a **Basic** identity strength credential which will allow you to access some participating government online services. Not all government online services accept this identity strength.

## 8 Known Issues

No.	Current state	Should be	Fix date
1	MAS-ST allows a local server time variation of up to four minutes before the current STS server time.	The MAS-ST service should allow a local server time variation of up to four minutes either side of current STS server time (as allowed by Vanguard).	TBC
2	AUSKey PROD, AUSKey EVTE and M2M EVTE all use DER (definite length encoding) of the PKCS#7 <publicCertificate> in ATO generated keystores, however, M2M PROD uses BER (indefinite length encoding).	M2M Prod will be updated to use DER.	TBC
3	When a machine credential is used for the first time a record is created in Access Manager. Currently this process fails in SBR CORE (SBR1). If the credential is first used in SBR2, it can then be used in SBR1, as the issue only occurs on first use. Error code A918.18	First use of a machine credential in either SBR1 or SBR2 should create a record in Access Manager.	TBC
4	Currently when the machine credential administrator authorisation is removed from an authorised user, the user remains the custodian of all machine credentials they created.	When the machine credential administrator authorisation is removed from an authorised user, they will be removed as the custodian for any machine credentials they created. Another machine credential must claim the machine credentials within 60 days or they will expire and new credentials must be created. The credentials will remain active during that 60 day period.	20Q1 – currently 28-29 March 2020



