

Cloud Software

Authentication & Authorisation

(replaces 'AUSkey in the Cloud')

Software developer information kit

DRAFT ONLY - This document has been developed to collect feedback from SWDs and government agencies



Australian Government
Australian Taxation Office

Version control

Version	Revision date	Name of author / modifier	Distributed to	Key changes
0.9	10 March 2015	Scott Gruber	External SWD stakeholders	Updated Appendix-Detailed design AUSKey in the Cloud Solution Appendix -How your client will nominate an Online Lodgment Provider via access manager
0.10	20 March 2015	Scott Gruber	Internal ATO project team	Updated Set up and authorisation process Appendix-Detailed design AUSKey in the Cloud Solution Appendix -How your client will nominate an Online Lodgment Provider via access manager
0.11	23 March 2015	Scott Gruber	External SWD stakeholders	Updated Set up and authorisation process Transition timeframes timeline Cloud Software Authentication & Authorisation requirements Appendix-Cloud Software Authentication & Authorisation - Detailed Design
0.12	2 April 2015	Scott Gruber	External SWD stakeholders	Updated Executive Summary Policy Advice Set up and authorisation process Cloud Software Authentication & Authorisation requirements Appendix-Detailed design AUSKey in the Cloud Solution

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1. Executive Summary

As businesses update their processes and technology to adapt to the current digital environment, there is an increased demand for the use of business management software in the cloud (online).

Taking into consideration the feedback received from the software developer (SWD) community on the use of AUSkeys in the cloud, the ATO have been working with agencies across government to develop a solution that would streamline the client experience, support a move toward Digital by Default and be compatible with future directions (e.g. WofG authorisation and Single Touch Payroll).

The ATO will implement changes to support a Cloud Software Authentication & Authorisation solution that:

- enables approved SWDs to setup a dedicated Device AUSKey for the purposes of securing transmissions to the ATO made by businesses through online (cloud enabled) software,
- allows businesses to nominate and authorise a SWD's dedicated Device AUSKey for the purposes of securing transmissions made by the business from within their online (cloud enabled) software,
- eliminates the need for businesses to obtain, upload or use an AUSkey to secure transmissions when interacting with the ATO via online (cloud enabled) software,
- applies to both businesses and tax agents, and
- co-exists with existing compliant SWD solutions until transitioned to the new model.

The targeted deployment date for the Cloud Software Authentication & Authorisation solution (initially for ATO lodgements only) will be 30 June 2015 with the ability for SWD to begin transitioning from 1 July 2015.

It is expected that SWDs satisfy requirements that address legal and technical aspects of the solution and develop on-boarding processes for new clients by **31 December 2015**. Additional time will be provided to transition existing clients to the new solution. It is expected that existing clients are transitioned by **31st of March 2016**. The ATO will work with SWDs and assist with transitioning their products and their clients to the new solution.

If you would like to provide feedback or arrange a meeting to discuss your individual circumstances/scenarios please contact the Software Industry Partnership Office (SIPO) via email SIPO@ato.gov.au or phone 1300 139 052.

2. Context

Registering for and maintaining credentials across government

Registering for and maintaining credentials across government in order to interact digitally is difficult for businesses today. This is impacting the take-up rate of digital services offered by government. Recent ATO consultation activities with small businesses have highlighted the frustration faced with applying for and using an AUSkey.

There were approximately 2 million actively trading businesses in Australia at June 2013. Currently there are approximately 1 million active AUSkeys, of which belong to approximately 500,000 unique businesses. Approximately 300,000 unique businesses are actively lodging (based on activity statement lodgements).

As businesses become more mobile, based on changes to technology, credentials used to access government services also need to evolve and meet the needs of businesses.

The future of digital identity across Government

The ATO is progressing digital as the default way to interact and driving whole of government initiatives such as Single Touch Payroll that leverages off a business's natural systems to streamline interactions with government. Addressing digital identity across government is key to enabling these and other transformational initiatives.

With the establishment of the Digital Transformation Office (DTO), government is committed to streamlining access to government services, making it simpler, clearer and faster for individuals and businesses. The DTO will be responsible for improving digital identity across government, leveraging myGov and the Australian Business Register to transform the way services are delivered to both individuals and business. This will mean myGov and the use of other credentials (e.g. voice biometrics) will become the future of credentials for individuals and businesses.

3. Policy Advice

The current AUSKey conditions-of-use (abr.gov.au/AUSkey/Help-and-support/AUSkey-terms-and-conditions/Conditions-of-use---AUSkey) outlines the responsibilities placed upon AUSKey holders. Failure to uphold these responsibilities will result in the cancellation of the AUSKey.

Policy advice received from the Department of Finance on the use of AUSKeys in the cloud indicates that software developers remotely storing their client's AUSKeys and in some cases their associated passwords, in cloud based solutions are in breach of the AUSKey terms and conditions of use.

The Department of Finance (as the Gatekeeper Competent Authority) have assessed the proposed 'Cloud Software Authentication & Authorisation' solution (outlined in this document) and determined that it is compliant with the terms and conditions of the AUSKey Certification Practices Statement (CPS) and Certificate Policies (CP).

Responsibilities in relation to the AUSKey Standard Certificate

4.1 The Certificate Holder and the Business must not: - disclose the password for the AUSKey Standard Certificate to any other person - store the AUSKey Standard Certificate in a keystore to which any other person has access - otherwise allow, grant, permit or enable any person other than the Certificate Holder to use the AUSKey Standard Certificate.	There is no definition of 'person' in the policy. We have received legal advice stating that 'person' includes computers, systems and software.
4.2 The Certificate Holder and the Business must promptly advise the ABR CA if: - the Certificate Holder is no longer authorised to use the AUSKey Standard Certificate on the Business' behalf - it becomes aware of any unauthorised use of the AUSKey Standard Certificate - the security of the AUSKey Standard Certificate or its password has been compromised.	There is no definition of 'compromised' in the policy. We have received policy advice from AGIMO (who accredit the AUSkey system) that any transfer of an AUSKey off the computer that it was generated on, onto another computer via the internet (i.e. uploading to any form of cloud storage) , constitutes a breach of the terms and conditions.

Responsibilities in relation to the AUSKey Device Certificate

4.1.1 Who can submit an application for a Device Certificate? An application for an AUSKey Device Certificate (to be held for a Business Entity): • can only be made by an Administrator for that same Business Entity, and • can only be made online through the AUSKey Manager, and • must nominate an individual <i>who holds a valid AUSKey Standard Certificate</i> (for that same Business Entity) as the Device Custodian to be associated with that Device Certificate.	Device custodians must hold pre-existing Standard AUSKeys for the business, thus typically aren't the Cloud provider. The Device Custodian creates the password, which cannot be disclosed to any other <i>'person'</i> (as per previous slide), and ensures the Device AUSKey is only used on the intended device, presumably requiring physical access to installed sites, or some other form of assurance.
4.4.1 Device Custodian responsibilities The Device Custodian for an AUSKey Device Certificate is responsible for: • downloading the Device Certificate when it is issued, following registration • creating the password that protects the Device Certificate and its associated Keys, and changing that password at recommended intervals • ensuring the Device Certificate is <i>attached to the correct Device</i>, for example by ensuring a match between the IP address of the Device and the subject of the Certificate • safely transferring the Device Certificate from the download location to the server location, if required for example because: • email access is not available on that server, so that the download link that is used to install the Device Certificate cannot be accessed from that location, or • <i>the Business Entity has an IT Outsourcing, SaaS or similar arrangement with another entity, and needs to transfer its Device Certificate to that other entity's hosting location.</i>	The Device AUSKey conditions-of-use do not expressly forbid Cloud use, however given the definition of <i>'compromised'</i> (as per previous slide) Device Custodians cannot send the Device AUSKey across the internet, or by any other comprisable means. Cloud providers aren't allowed to have the password 'disclosed' to them, their systems or software.

4. What is the 'Cloud'

The Department of Finance have released the Australian Government Cloud Computing Policy. The definition below can be found in this policy.

<http://www.finance.gov.au/sites/default/files/australian-government-cloud-computing-policy-3.pdf>

Australian Government definition of cloud computing

The Australian Government has adopted the US Government's National Institute of Standards and Technology (NIST) Definition of Cloud Computings.

The following is an excerpt from the current NIST Definition of Cloud Computing, Special Publication 800-145 September 2011.

Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. This cloud model is composed of five essential characteristics, three service models, and four deployment models.

Service Models

Software as a Service (SaaS). *The capability provided to the consumer is to use the provider's applications running on a cloud infrastructure¹⁰. The applications are accessible from various client devices through either a thin client interface, such as a web browser (e.g., web-based email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.*

Platform as a Service (PaaS). *The capability provided to the consumer is to deploy onto the cloud infrastructure consumer-created or acquired applications created using programming languages, libraries, services, and tools supported by the provider. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, or storage, but has control over the deployed applications and possibly configuration settings for the application-hosting environment.*

Infrastructure as a Service (IaaS). *The capability provided to the consumer is to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, and deployed applications; and possibly limited control of select networking components (e.g., host firewalls).*

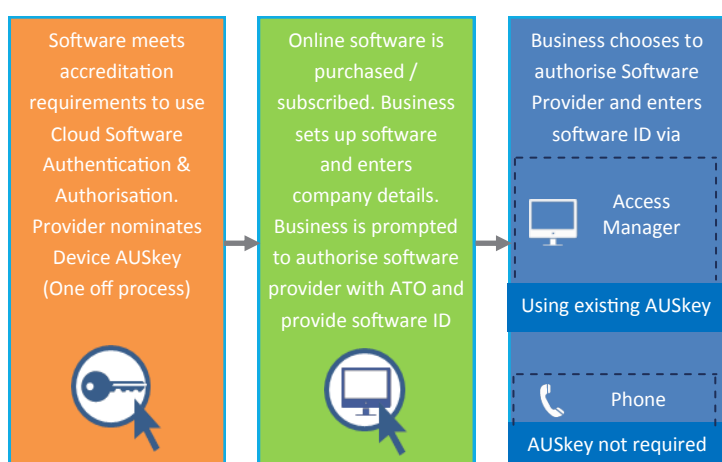
5. High Level Solution

The proposed Cloud Software Authentication & Authorisation solution allows a business to authorise a Software Provider's dedicated Device AUSKey for the purposes of securing a transmission/lodgement to the ATO via online 'cloud' software.

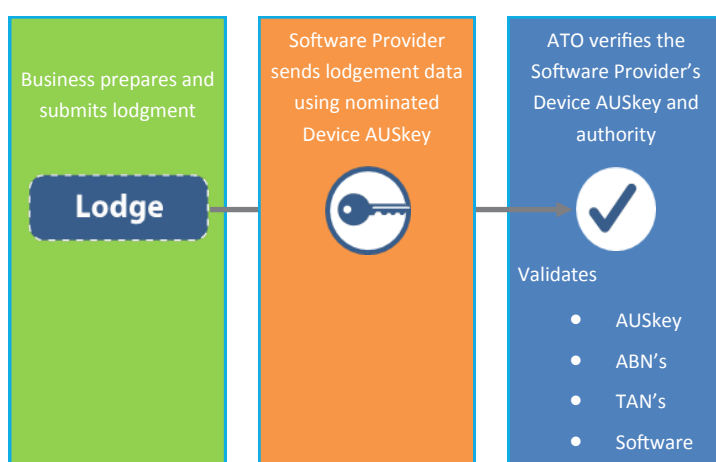
How does it work?

1. The SWD meets accreditation requirements to use Cloud Software Authentication & Authorisation
2. The SWD nominates a dedicated Device AUSKey which is used to secure transmissions initiated by their business clients via online (cloud enabled) software.
3. The SWD's clients are asked to contact the ATO and authorise the SWD (via Access Manager using their current Admin AUSKey or over the phone (Must be verified as a business associate to use the phone channel) and provide their 'Software ID'¹
4. Once the business initiates a transmission (e.g. lodges), the lodgement data (including the Software ID) is sent to the ATO and secured using the SWD's dedicated Device AUSKey
5. Once the lodgement data is received, the ATO verifies that the authorisation between the SWD and the business exists and the Software ID matches the one provided by the business in Access Manager. For agents the relationship between their business and their client is also verified.

Set up and authorisation



Lodgment

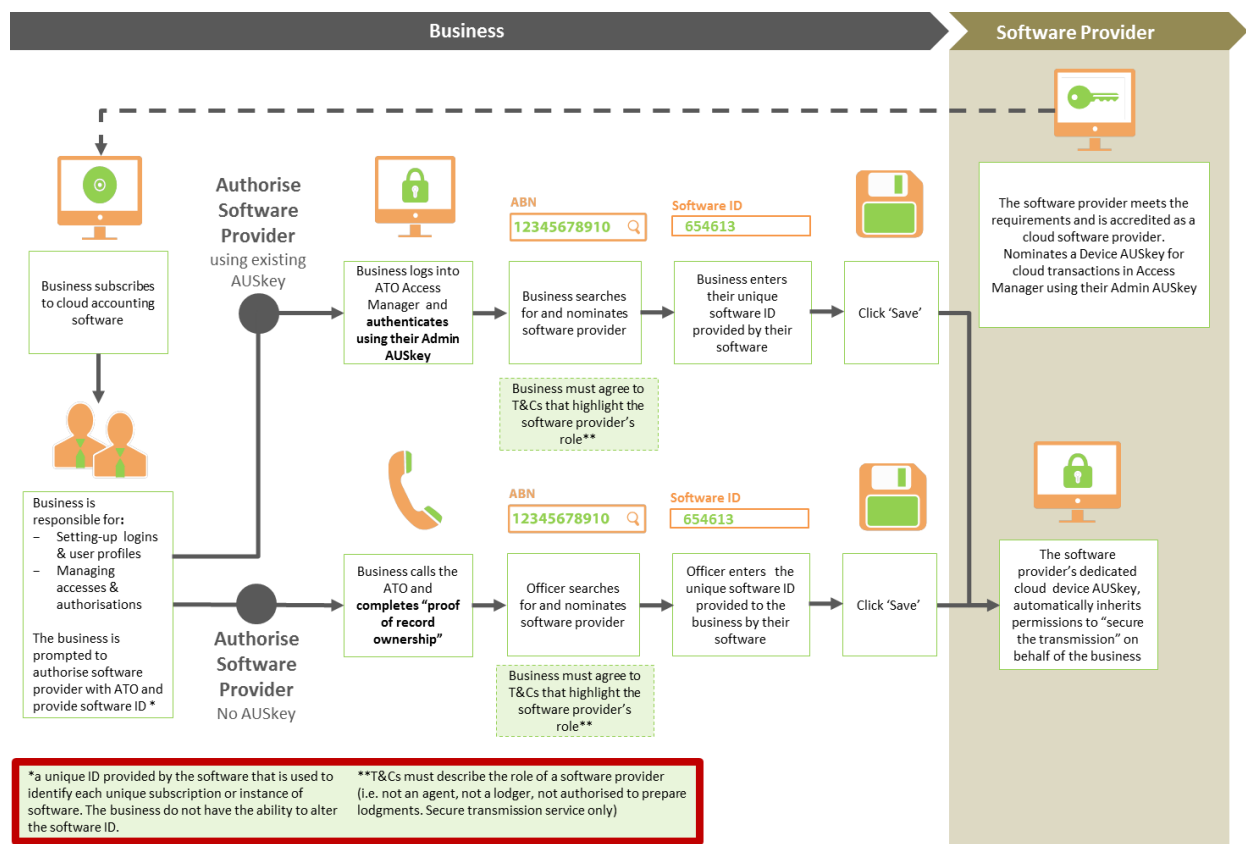


¹'SoftwareID' is a unique ID that is used to identify each unique subscription or instance of software

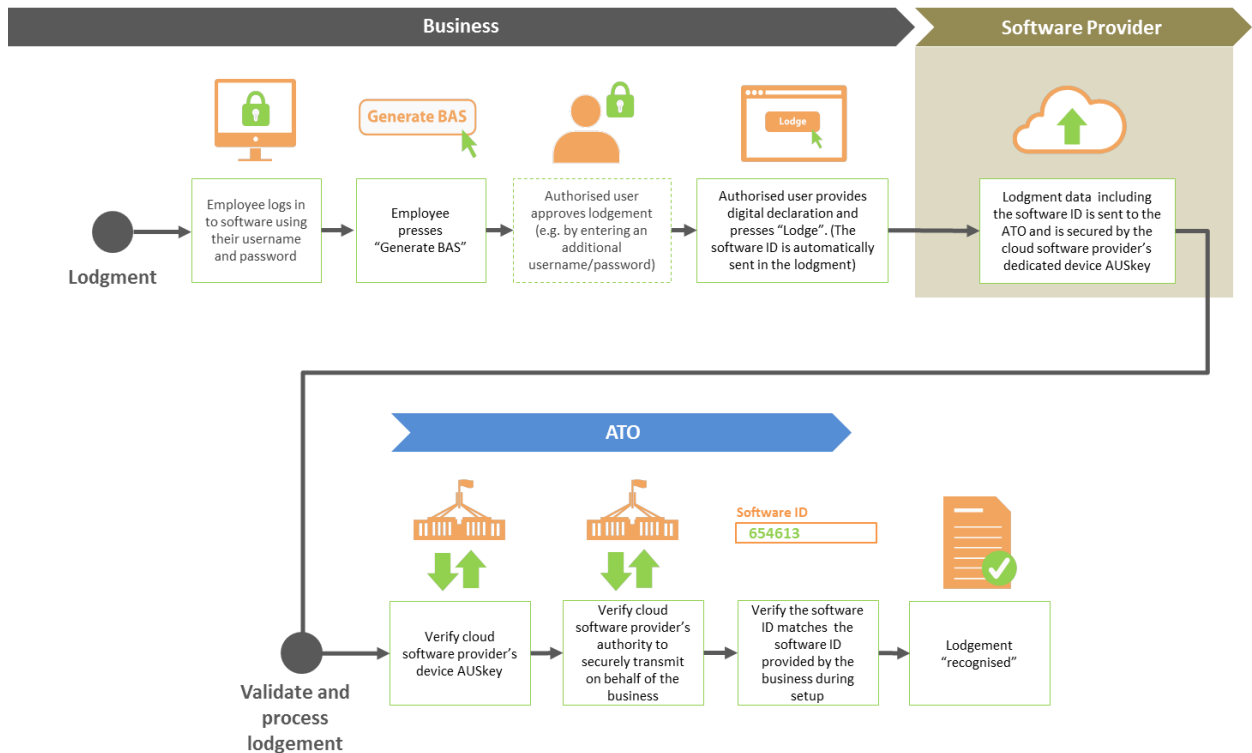
Benefits

- Simplified on-boarding process for the business client offering them choice during transition/on-boarding on how to nominate a cloud Software Provider
- Businesses do not need to register for and obtain an AUSkey in order to authorise a Software Provider and transact in cloud, maximising take up of these services
- Device AUSkey nomination by the Software Provider is only required once using an existing Administrator AUSkey (in Access Manager)
- Software Providers can nominate multiple device AUSkeys if required
- Dedicated Device AUSkey limits the potential for fraudulent access by unauthorised individuals
- No concentration of AUSkeys in a single location
- Compliant with current AUSKey terms and conditions of use

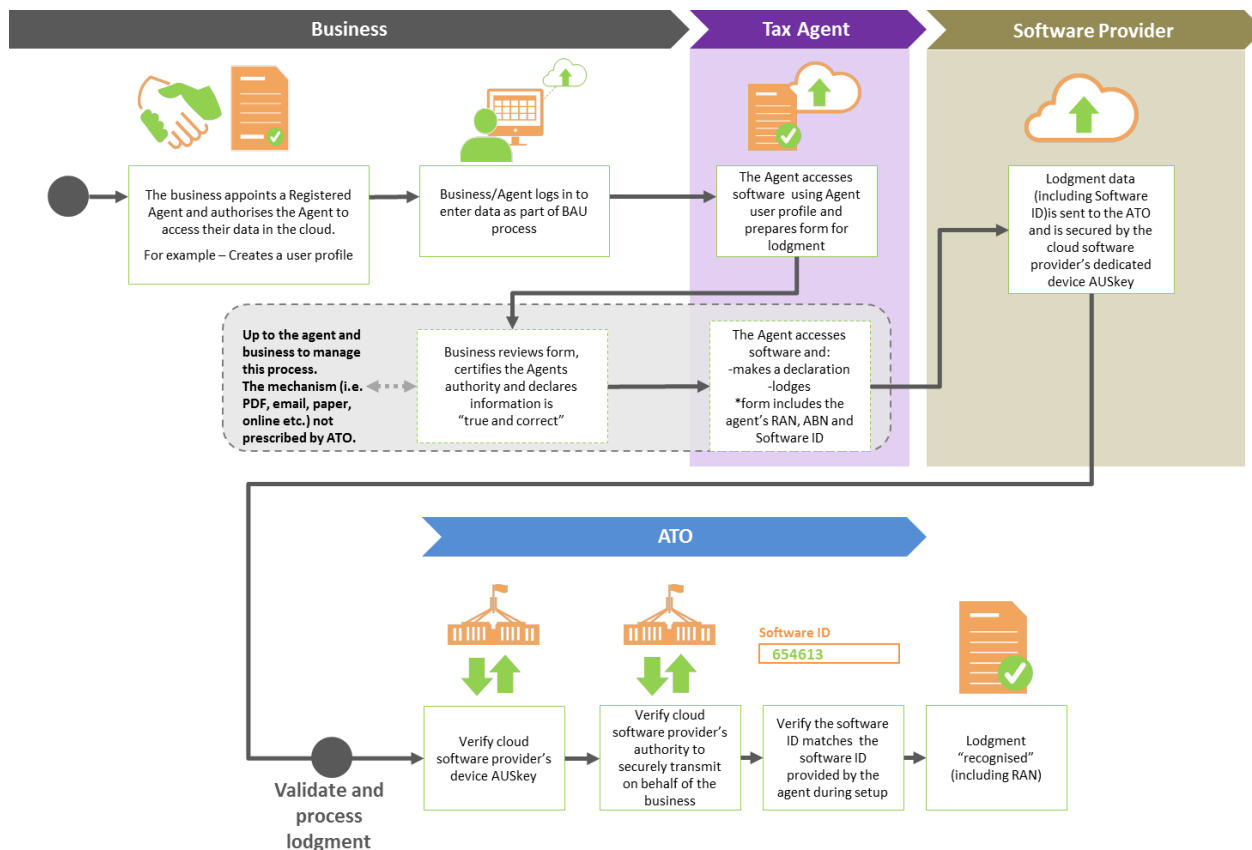
Detailed design aspects of the Cloud Software Authentication & Authorisation solution can be found in [Appendix A – Cloud Software Authentication & Authorisation - Detailed Design](#).



Lodgement by “business” using cloud software



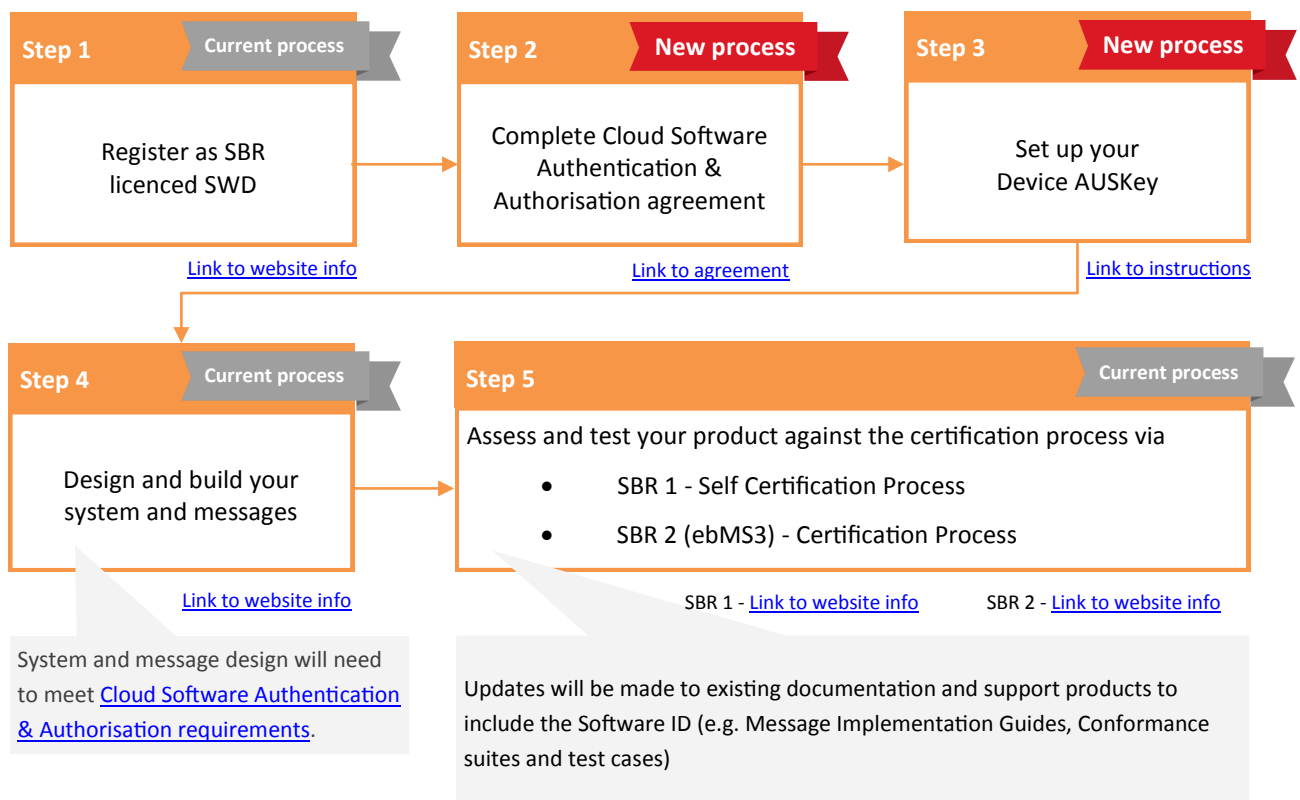
Lodgement by Registered Agent in the cloud



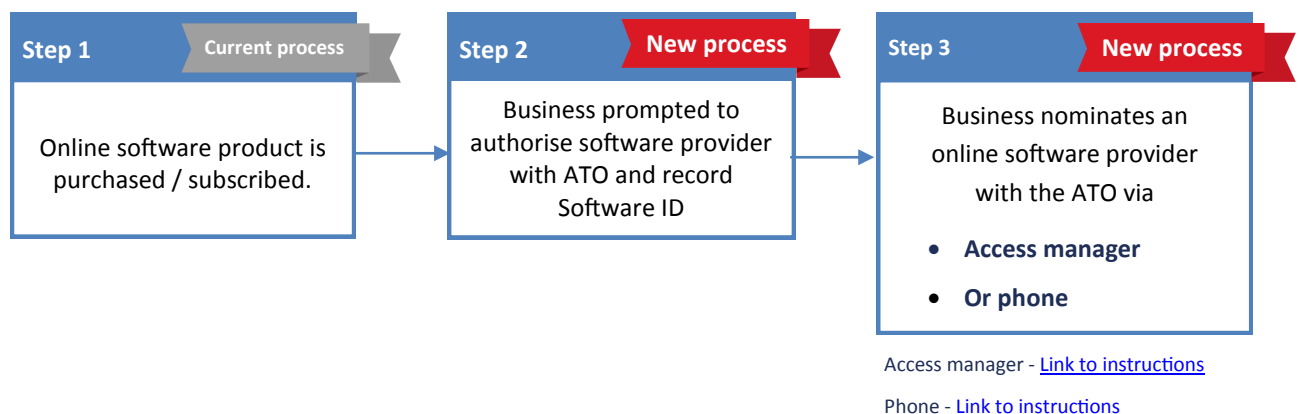
6. Set up and authorisation process

To provide services using the Cloud Software Authentication & Authorisation solution, software developers will be required to complete the following steps to on-board and become accredited. The steps below also outline what your client is required to do to on-board/transition. If you would like assistance with transitioning to Cloud Software Authentication & Authorisation, please contact the Software Industry Partnership Office (SIPO) via email SIPO@ato.gov.au or phone 1300 139 052.

Software Developer on-boarding and self-accreditation process



Business on-boarding and software provider nomination process



7. Cloud Software Authentication & Authorisation Requirements

To become accredited as an online software provider you must ensure your software product meets the requirements outlined below. (Please note that these are Cloud Software Authentication & Authorisation specific requirements only, other existing SBR and AUSKey requirements and standards apply).

The following reinforces key requirements set out in the SBR Message Implementation Guide that must be adhered to for Cloud Software Authentication & Authorisation and include four new requirements that will also need to be incorporated into your software products. You will be required to declare that you have met these requirements to become accredited. See Appendix B - Cloud Software Authentication & Authorisation Agreement

Requirements

No	Description	Requirement
1	Declaration	Prior to lodging a form a user (business representative or authorised intermediary) must provide an appropriate declaration as outlined in the SBR Message Implementation Guide.
2	Lodgement	Lodgements from a Registered Agent user must include the Registered Agent Number (RAN) as outlined in the SBR Message Implementation Guide.
3	Software terms and conditions	Software terms and conditions must describe the role of a software provider (i.e. not an agent, lodger or authorised to prepare lodgements. Secure transmission service only). Declaration <i>"I acknowledge that [software provider name] , through the use of [software product name], is not providing an agent service and is not responsible for the preparation of any taxation, superannuation or other related documents on behalf of my business/entity. It can, however, submit transmissions (e.g. lodgments and prefill) through the SBR channel that my business/entity chooses to make through [software product name]."</i>
4	User authorisation	Upon authentication the software must recognise the role of the user (e.g. Authorised business representative or intermediary). This should determine what information the user is authorised to access and what functions they are able to undertake (for example must recognise the difference between an authorised representative and an intermediary).
5	Software ID	A unique (read only) 'Software ID' must be provided to authorised users for each software subscription or instance of software via secured electronic communication (or over the phone) The online cloud software must ensure the unique 'Software ID' of the software subscription or instance of software is automatically sent within the message of a transmission (Software ID not manually entered by client). <i>The Software ID must be recorded in Access Manager or provided over the phone when an authorised business representative nominates their Software Provider. On lodgement, the Software ID will be verified against the software provider nomination in Access Manager.</i>

No	Description	Requirements
6	User authentication standards	The Information Security Manual (ISM) is the standard which governs the security of government ICT systems. It is recommended that software developers align to these standards. However, based on current authentication standards provided by the financial sector, software developers must meet the below standards as a minimum, where cloud software requires the user to authenticate using a username and password. <u>PASSPHRASE STRENGTH</u> • Software developers must have a minimum password length of 6 characters, consisting of at least two of the following character sets: — lowercase alphabetic characters (a–z) — uppercase alphabetic characters (A–Z) — numeric characters (0–9) — special characters. <u>FAILED AUTHENTICATION ATTEMPTS</u> • Software developers must lock out user accounts after three failed log on attempts to reduce the risk of brute force attacks. • Software providers can implement a temporary lock out feature after three failed attempts (e.g. 10 minutes or 24hours). Software developers must completely lock out the user account after a specific number of additional failed log on attempts (decided by the software developer) . • Software must have a facility to allow authorised system administrators to reset locked accounts

Adhering to the SBR taxonomy

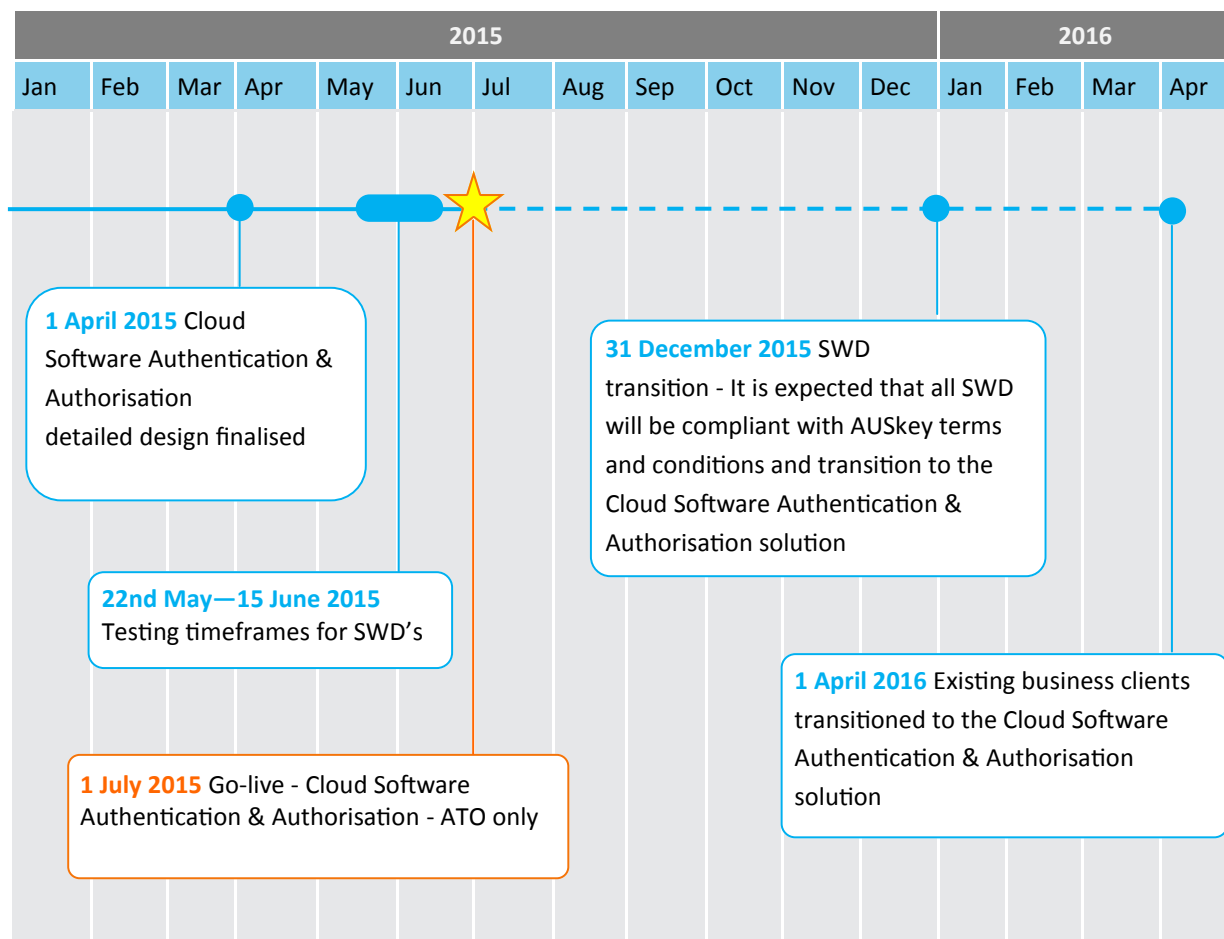
For information on how to build SBR enabled software refer to the link below.

<http://www.sbr.gov.au/software-developers/what-can-i-expect#design-build-test>

8. Transition timeframes

The targeted deployment date for Cloud Software Authentication & Authorisation (initially for ATO lodgements only) will be 30 June 2015 with the ability for SWD to begin transitioning from 1 July 2015.

It is expected that SWDs satisfy requirements that address legal and technical aspects of the solution and develop on-boarding processes for new clients by **31 December 2015**. Additional time will be provided to transition existing clients to the new solution. It is expected that existing clients are transitioned by **31st of March 2016**. The ATO will work with SWDs and assist with transitioning their products and their clients to the new solution.



9. Transition assistance

ATO assistance to support your transition to Cloud Software Authentication & Authorisation

If you would like assistance with your transition to the Cloud Software Authentication & Authorisation solution please contact the Software Industry Partnership Office (SIPO) via email SIPO@ato.gov.au or phone 1300 139 052. The ATO will assist where possible regarding:

- the on boarding process (e.g. completing the Cloud Software Authentication & Authorisation agreement and setting up your device AUSKey),
- designing your software to requirements, and
- testing and certification processes.

ATO assistance to support your clients

If you would like assistance with transitioning and supporting your clients contact the Software Industry Partnership Office (SIPO) via email SIPO@ato.gov.au or phone 1300 139 052. The ATO will assist where possible regarding:

- tailored processes to transition your clients (e.g. Bulk telephone callouts to nominate your software product with the ATO),
- user interface assistance manuals, and
- ongoing client support through existing channels.

Communications

Communication products/activities will be delivered through existing ATO channels to Australian businesses and Tax Agents. SWDs will continue to be engaged in communication, consultation and co-design activities throughout the detailed design and transition.

Key communication messages to businesses and tax practitioners

- Cloud Software Authentication & Authorisation will allow businesses and registered agents to lodge through their SBR-enabled software providers without an AUSKey
- Businesses and registered agents simply nominate a Software provider through Access Manager (existing administrator AUSKey required) or by calling the ATO (no AUSKey required)
- The nominated software provider uses their Device AUSKey to securely transmit the lodgement to the ATO.
- Software providers will need to meet minimum requirements to on board
- Software providers will not act as intermediaries. Their role is to simply transmit the data securely between their client and the ATO.

Appendix A

Cloud Software Authentication & Authorisation - Detailed Design

Software ID requirements

The following outlines the requirements around the generation of a Software ID.

The Software ID **must**:

- be generated using the algorithm provided below and contain 10 digits (leading zeroes are required)
- be unique for subscription or instance of software
- be passed to the user via a secured electronic communication or over the phone
- be given to the user for the purposes of nominating a software provider in Access Manager

The Software ID **must not**:

- be keyed in by the user for each transmission
- be used as a credential to authenticate the client within online software for lodgement

Software ID generation algorithm

1. Generate the next sequential integer number (starting from 1 as a seed)
2. Pad the generated number with leading zeroes on the left to make 9 digit string
3. Calculate the sum of all digits in the string and apply the Modulo 10 division to calculate the remainder
4. Use the remainder as the 10-th control digit
5. Concatenate the generated 9 digits (from step 2) with the control digit (from step 4) to form a 10 digit Software ID

The next table provides a few examples of SSID generation.

Generated number	Zero padded string (9 characters)	Sum of all digits	Remainder from division by 10 (control digit)	Software ID
1	000000001	$0+0+0+0+0+0+0+0+1 = 1$	1	0000000011
2	000000002	$0+0+0+0+0+0+0+0+2 = 2$	2	0000000022
...	...	...	...	...
478593	000478593	$0+0+0+4+7+8+5+9+3=36$	6	0004785936

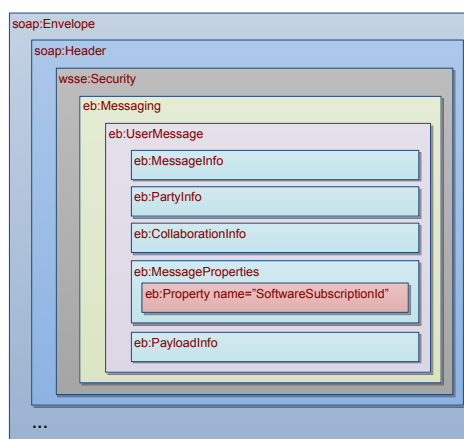
Passing of the software ID for SBR1 (SBR CORE)

The software ID will be passed in the message through an incorporated new element called “softwareSubscriptionId” in the namespace “http://sbr.gov.au/identifier/softwareSubscriptionId”. This element is located in the web services security extension (wsse)-security header (see the diagram) and can be added into the message after the message generation process is completed (including signing) and it doesn’t break the message integrity or any existing signatures. There will be very little impact on the Reference Client and/or SWDs software packages.



Passing of the software ID for SBR 2 (EBMS)

The software ID will be passed in the soap:Header by using the new ebMS3 custom message property called “SoftwareSubscriptionId”. For this purpose the API of the RequestUserMessage class setMessageProperty(String name, String value) of the embeddable client can be used. The method allows adding a new property with the specified value to the generated message.



Error messages returned by SBR as part of Authorisation checks

The specific error codes and corresponding external error messages are yet to be developed and published. Once published the new error messages will be added to the error message list on the sbr.gov.au web site.

Appendix B

Cloud Software Authentication & Authorisation agreement

To allow a business to authorise your dedicated Device AUSkey used for the purposes of securing transmissions/ lodgements to the ATO, you must send an email to the Software Industry Partnership Office (SIPO) SIPO@ato.gov.au confirming that your software product has satisfied the legal and technical requirements set out in the Cloud Software Authentication & Authorisation Agreement.

Please include in the 'subject' of your email 'Cloud Software Authentication & Authorisation agreement' and attach a copy of the Cloud Software Authentication & Authorisation agreement

Attachments

Cloud Software Authentication & Authorisation agreement

Agreement will be provided once finalised

Appendix C

Setting up your device AUSkey

The steps below outline the process of setting up your Device AUSkey as an Online Lodgement Provider and viewing a list of clients who have nominated your business to secure transmissions online.

After you have registered SBR licenced Software developer and completed the Cloud Software Authentication & Authorisation agreement ([See section 6. On-Boarding process for Software Developers](#)), An ATO operator uses the internal Access Manager version to allocate your permissions as an online software provider. If you have registered and have not been allocated these permissions please contact the Software Industry Partnership Office (SIPO) via email SIPO@ato.gov.au or phone 1300 139 052.

1 Provider enables a Device AUSkey for online (cloud) transmissions

Step 1 of 1 – The provider selects a tick-box next to the Device AUSkey and clicks ‘Save’

To enable a Device AUSkey, the software provider will need to;

1. Click on ‘Online Software provider functions’ in the left hand menu,
2. If desired you can change your online software provider name, if you would like clients to identify your software by another name.
3. Select the tick box next to the relevant Device AUSkey and click ‘Save’

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Access Manager

Accessibility Sitemap Contact us Help Logged in as: JULIAN MANN Logout

Access Manager Links

- Home
- My business**
- Access and permissions
- Business appointments**
- Who has access to my business
- Whose business I can access
- Online software provider functions**
- External Links
- ato.gov.au
- Business Portal
- Tax Agent Portal
- BAS Agent Portal
- Australian Business Register

Business: Tax Lodge Pty Ltd **ABN:** 98 146 732 999

You are here: [Home](#) »

Online software provider functions

[< Home](#) [Clients who have nominated me as their online software provider >](#)

Online software provider name

• You may change the ‘Online software provider name’ populated in the field below. Clients nominating an online software provider will see this name when searching for their provider.

Online software provider name: *

Enable a Device AUSkey for securing online (cloud) transmissions for your clients

• From the list below, select the Device AUSkey you would like to enable for the purposes of securing **online** transmissions (for example: lodgements and prefill) for your clients and select ‘Save’.

Device AUSkey name	User account status	Last accessed	Last updated	Enable for securing online transmissions
123.12.133.1	Active	12 Dec 2014	11 Nov 2014	☒
device.lodge	Active	12 Dec 2014	11 Nov 2014	☐

Displaying x to xx of xxx records found. [< previous](#) [1](#) [2](#) [3 next >](#)

TIPS
The default online software provider name is your entity name as listed in the Australian Business Register.
Clients will use this name to search for online software providers. You can change your name if you would like clients to identify your software by another name.

Cancel **Save**

2 Provider views clients or removes a client's nomination

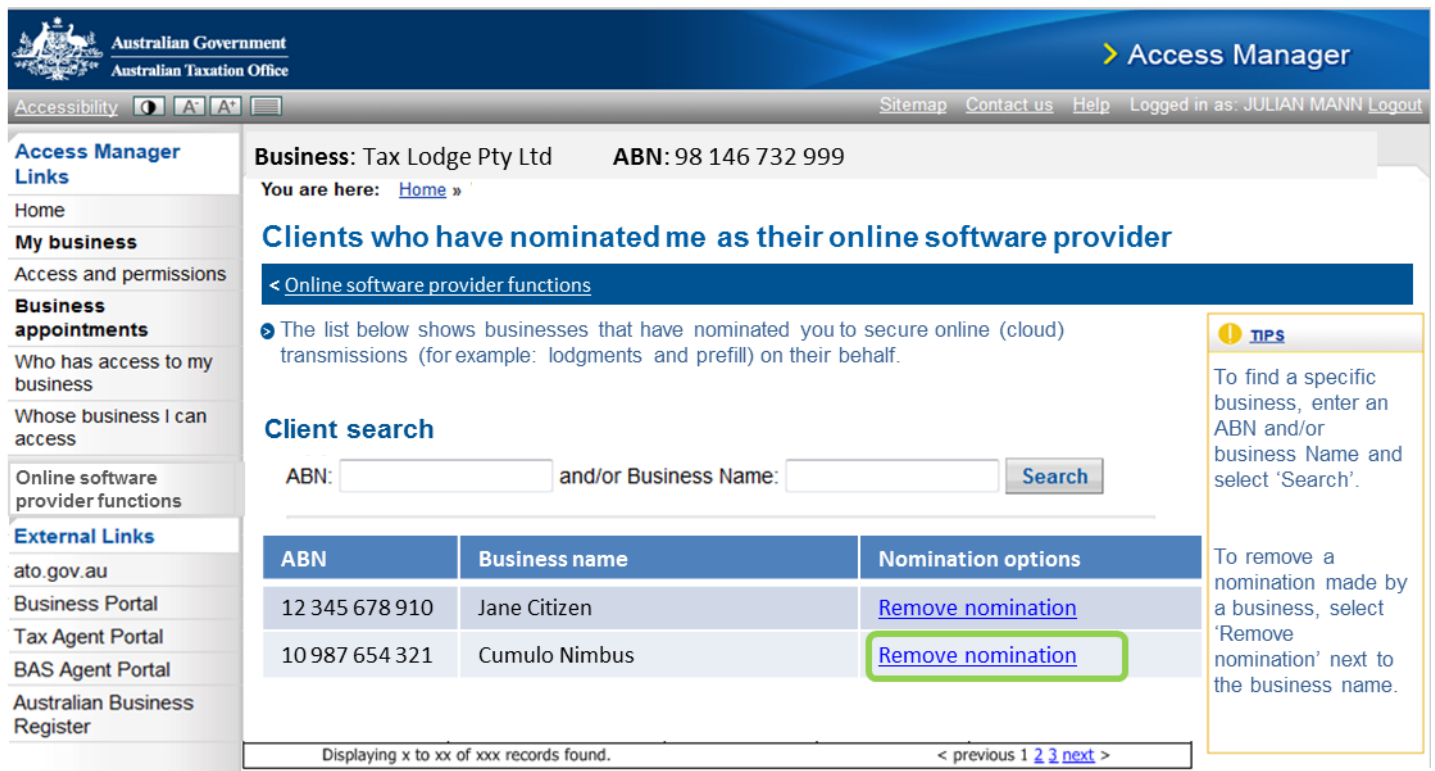
Step 1 of 2 – The provider views clients who have nominated them. The provider removes a client nomination.

To view clients who have nominated the online software provider;

1. Search for clients using the ABN or Business name or scroll through the list.

To Remove a client's nomination;

1. Locate the client either through the search function or by scrolling through the list and
2. Click on 'Remove nomination'



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Access Manager

Accessibility  Sitemap Contact us Help Logged in as: JULIAN MANN Logout

Access Manager Links

- Home
- My business**
- Access and permissions
- Business appointments**
- Who has access to my business
- Whose business I can access
- Online software provider functions
- External Links**
- ato.gov.au
- Business Portal
- Tax Agent Portal
- BAS Agent Portal
- Australian Business Register

Business: Tax Lodge Pty Ltd **ABN:** 98 146 732 999

You are here: [Home](#) »

Clients who have nominated me as their online software provider

[< Online software provider functions](#)

✎ The list below shows businesses that have nominated you to secure online (cloud) transmissions (for example: lodgments and prefill) on their behalf.

Client search

ABN: and/or Business Name:

ABN	Business name	Nomination options
12 345 678 910	Jane Citizen	Remove nomination
10 987 654 321	Cumulo Nimbus	Remove nomination

Displaying x to xx of xxx records found. [< previous](#) 1 [2](#) [3 next](#) >

TIPS

To find a specific business, enter an ABN and/or business Name and select 'Search'.

To remove a nomination made by a business, select 'Remove nomination' next to the business name.

2 Provider views clients or removes a client's nomination

Step 2 of 2 – The provider confirms the nomination removal

1. To confirm the nomination removal, select Confirm .

The screenshot shows the Australian Government Australian Taxation Office Access Manager interface. The header includes the Australian Government logo, the text 'Australian Government Australian Taxation Office', and the 'Access Manager' title. A navigation bar contains links for 'Accessibility', 'Sitemap', 'Contact us', 'Help', and a login status 'Logged in as: JULIAN MANN Logout'. A left-hand menu lists various sections: 'Access Manager Links', 'Home', 'My business', 'Access and permissions', 'Business appointments', 'Who has access to my business', 'Whose business I can access', 'Online software provider functions', 'External Links', 'ato.gov.au', 'Business Portal', 'Tax Agent Portal', 'BAS Agent Portal', and 'Australian Business Register'. The main content area displays 'Business: Tax Lodge Pty Ltd' and 'ABN: 98 146 732 999'. Below this, it says 'You are here: Home »' followed by the heading 'Remove the business nomination for secure online (cloud) transmissions'. A blue bar indicates the current path: '< Online software provider functions'. A message states: 'Select 'Confirm' to remove the nomination made by the business named below.' Under the heading 'Business details', the ABN is listed as '10 987 654 321' and the business name as 'CUMULO NIMBUS'. At the bottom, there are two buttons: 'Cancel' and 'Confirm'.

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Australian Taxation Office

Access Manager

Accessibility Sitemap Contact us Help Logged in as: JULIAN MANN Logout

Access Manager Links

- Home
- My business**
- Access and permissions
- Business appointments**
- Who has access to my business
- Whose business I can access
- Online software provider functions
- External Links**
- ato.gov.au
- Business Portal
- Tax Agent Portal
- BAS Agent Portal
- Australian Business Register

Business: Tax Lodge Pty Ltd **ABN:** 98 146 732 999

You are here: [Home](#) »

Remove the business nomination for secure online (cloud) transmissions

< [Online software provider functions](#)

Select 'Confirm' to remove the nomination made by the business named below.

Business details

ABN: 10 987 654 321

Business name: CUMULO NIMBUS

[Cancel](#) [Confirm](#)

Appendix D

How your client will nominate an Online Software Provider via Access Manager

After an online software product is purchased/subscribed, if a user chooses to use this software to lodge with the ATO, they will be prompted to nominate the SWD with the ATO and present a unique software ID.

‘Subscription’ – a unique account or single instance of software set up by business for a specific software product

‘Software ID’ - a unique ID that is used to identify each unique subscription or instance of software

There are two methods in which a business can nominate an Online Software Provider:

- **Online via Access Manager:** an existing administrator AUSkey is required
- **Over the phone:** AUSkey not required.

The steps below outline the process in which a business can use their Administrator AUSkey to nominate you as an Online Lodgement Provider through Access Manager.

1 Client nominates a provider

Step 1 of 6– The client logs into AM and selects ‘My nominated software providers’

To nominate an online software provider, the client;

1. Clicks ‘My nominated software providers’ from the left hand menu

The screenshot displays the Australian Government Access Manager interface. At the top, the Australian Government and Australian Taxation Office logos are visible, along with the 'Access Manager' title. The left-hand navigation menu includes links such as 'Home', 'My business', 'Access and permissions', 'Business appointments', and 'My nominated software providers', which is highlighted with a green box. The main content area shows the business name 'Ms JANE CITIZEN' and ABN '12345678910'. Below this, a 'Welcome' message is displayed, followed by an 'Updates' section containing text about the core functions of Online Access Manager. The 'Quick Links' section includes a link to 'Copy Permissions'.

1 Client nominates a provider

Step 2 of 6 – Client selects ‘Nominate a provider’ (The client currently has no providers listed)

1. The client clicks ‘Nominate a provider’

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- My nominated software providers**
- External Links**
- [ato.gov.au](#)
- [Business Portal](#)
- [Tax Agent Portal](#)
- [BAS Agent Portal](#)
- [Australian Business Register](#)

Business: Ms JANE CITIZEN **ABN:** 12345678910

You are here: [Home](#) »

My nominated software providers

[< Home](#) [Nominate a software provider to secure online \(cloud\) transmissions >](#)

> Nominated software providers are only responsible for securing transmissions (for example: lodgments and prefill) that your business/entity chooses to make via the SBR channel through online software.

Software providers nominated to secure my online (cloud) transmissions

No online software providers nominated

[Nominate a provider](#)

TIPS

Modify my nominated software provider

Select an ABN in the list to either:

- Remove a nominated software provider
- Add or remove a Subscription ID

1 Client nominates a provider

Step 3 of 6 – The client searches for and selects an online software provider from the list

1. Scroll or search the list to select an online software provider.
2. Once located, the ABN is clicked to continue with the nomination process.

! Note:

List Source - Only approved online software providers will appear in the software provider list below



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> Access Manager

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- Australian Business Register

Business: Ms JANE CITIZEN **ABN:** 12345678910

You are here: [Home](#) »

Nominate a software provider to secure online (cloud) transmissions

< [My nominated software providers](#)

➤ Select your software provider from the list below. You can search for a provider in the list using their ABN or Business Name.

Search an online software provider

ABN: and/or Software provider name

Select an online software provider

ABN	Online software provider
98 146 732 999	Tax Lodge Pty Ltd
13 579 246 810	Alto Stratos Tax

Displaying x to xx of xxx records found. < previous 1 [2](#) [3](#) next >

TIPS

Only approved online software providers that have met functional and security requirements will appear on this page.

Contact your online software provider if they are not listed. They can advise when this service might be available to you.

1 Client nominates a provider

Step 4 of 6 – The client adds one or more Software IDs issued to them by their software provider

The client;

1. Enters the Software ID/s, provided by their online software provider
2. Clicks 'Add'



Note:

- The Software ID is entered as part of the initial nomination process (one-off process). Thereafter, this Software ID is automatically attached with each transmission (for example: lodgement / prefill) by the software provider.

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 - BAS Agent Portal
 - Australian Business Register

Business: Ms JANE CITIZEN **ABN:** 12345678910

You are here: [Home](#) »

Nominate a software provider to secure online (cloud) transmissions

[< Nominate a software provider to secure online \(cloud\) transmissions](#)

Nominated software provider details

ABN:	98 146 732 999
Online software provider:	Tax Lodge Pty Ltd

Software IDs

➤ A Software ID is issued from your nominated software provider to verify your online account with the provider and enable secure online (cloud) transmissions.

Add Software IDs: * [Add another](#)

TIPS

You must enter at least one Software ID.

You can remove or add additional Software IDs after creating this nomination.

1 Client nominates a provider

Step 4 of 6 (continued) – The client adds one or more Software IDs issued to them by their software provider

The client;

1. Enters the Software ID/s, provided by their online software provider
2. Clicks 'Add'



Note:

- The Software ID is entered as part of the initial nomination process (one-off process). Thereafter, this Software ID is automatically attached with each transmission (for example . lodgement / prefill) by the software provider.

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Business: Ms JANE CITIZEN ABN: 12345678910

You are here: [Home](#)

Nominate a software provider to secure online (cloud) transmissions

< Nominate a software provider to secure online (cloud) transmissions

Nominated software provider details

ABN: 98 146 732 999
Online software provider: Tax Lodge Pty Ltd

Software IDs

A Software ID is issued from your nominated software provider to verify your online account with the provider and enable secure online (cloud) transmissions.

Add Software IDs: *

B48HE6WGF
JF621EOROS

[Add another](#)

[Cancel](#) [Next](#)

TIPS
You must enter at least one Software ID.
You can remove or add additional Software IDs after creating this nomination.

The user can add multiple Software IDs at this point (selecting the link displays additional empty fields). More can also be added after the nomination has been created.

1 Client nominates a provider

Step 5 of 6 – The client confirms the nomination and agrees to the Declaration

The client;

1. Clicks 'Confirm' to acknowledge the role of the online software provider and to finalise the nomination.



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Business: Ms JANE CITIZEN **ABN:** 12345678910
 You are here: [Home](#) »
Confirm - Nominate a software provider to secure online (cloud) transmissions
 < [My nominated software provider](#)
 3 Nominated software providers are only responsible for securing transmissions (for example: lodgments and prefill) that your business/entity chooses to make via the SBR channel through online software. Please read the declaration below and select 'Confirm'.
Nominated software provider details

ABN:	98 146 732 999
Online software provider:	Tax Lodge Pty Ltd

Software IDs

Software ID
B48HE6WGF
JF621EOROS

Declaration

By selecting 'Confirm', I acknowledge the online software provider named above is not my agent and is not responsible for preparing any taxation, superannuation or other related documents on behalf of my business/entity. It can, however, submit transmissions (for example: lodgments and prefill) through the SBR channel that my business/entity chooses to make through online software.

Back

Confirm

1 Client nominates a provider

Step 6 of 6 – Client returns to the list of providers - Nomination confirmed message is displayed

1. A confirmation banner is displayed, and
2. The nominated online software provider listed

The screenshot shows the Australian Government Australian Taxation Office Access Manager interface. The user is logged in as JULIAN MANN. The page displays a confirmation message: "Your nomination is confirmed." Below this, a table lists the nominated software providers. The table has three columns: ABN, Online software provider, and Software IDs. One provider is listed: Tax Lodge Pty Ltd with ABN 98 146 732 999 and Software IDs B48HE6WG3J and JF66XERSM6. A "Nominate a provider" button is visible at the bottom left. A sidebar on the left contains links for Access Manager Links, My business, and External Links. A right sidebar contains a "TIPS" section with instructions on how to modify or remove a nominated provider.

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Business: Ms JANE CITIZEN **ABN:** 12345678910

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My nominated software providers

Your nomination is confirmed.

< [Home](#) [Nominate a software provider to secure online \(cloud\) transmissions](#) >

Nominated software providers are only responsible for securing transmissions (for example: lodgments and prefill) that your business/entity chooses to make via the SBR channel through online software.

Software providers nominated to secure my online (cloud) transmissions

ABN	Online software provider	Software IDs
98 146 732 999	Tax Lodge Pty Ltd	B48HE6WG3J JF66XERSM6

[Nominate a provider](#)

TIPS

Modify my nominated software provider

Select an ABN in the list to either:

- Remove a nominated software provider
- Add or remove a Software ID

2 Client removes a software provider nomination

Step 1 of 4 – Client selects the nominated provider

To modify or remove a nomination;

1. The client selects the relevant ABN

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Business: Ms JANE CITIZEN **ABN:** 12345678910

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My nominated software providers

[< Home](#) [Nominate a software provider to secure online \(cloud\) transmissions](#) >

Nominated software providers are only responsible for securing transmissions (for example: lodgments and prefill) that your business/entity chooses to make via the SBR channel through online software.

Software providers nominated to secure my online (cloud) transmissions

ABN	Online software provider	Software IDs
98 146 732 999	Tax Lodge Pty Ltd	B48HE6WG3J JF66XERSM6

[NOMINATE A PROVIDER](#)

TIPS

Modify my nominated software provider

Select an ABN in the list to either:

- Remove a nominated software provider
- Add or remove a Software ID

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- Who has access to my business
- Whose business I can access
- My nominated software providers
- External Links**
- ato.gov.au
- Business Portal
- Tax Agent Portal
- BAS Agent Portal
- Australian Business Register

2 Client removes a software provider nomination

Step 2 of 4 – The client can remove the nomination or add/remove a Software ID

To remove an online software provider ;

1.The client must click 'Remove nomination'



Note:

The client will be able to:

- Remove a software provider nomination entirely (including Software ID/s added
- Remove individual software IDs added as part of the software provider nomination

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Business: Ms JANE CITIZEN **ABN:** 12345678910
 You are here: [Home](#) »
Modify nominated software provider
 < [My nominated software providers](#)
Nominated software provider details

ABN:	98 146 732 999
Online software provider:	Tax Lodge Pty Ltd

Remove nomination

Software IDs
 > A software ID is issued from your nominated software provider to verify your online account with the provider and enable secure online (cloud) transmissions.
Add Software IDs: [Add another](#)
Remove Software IDs:

Software ID	Remove
B48HE6WGF	☐
JF621EOROS	☐

Cancel

Save

TIPS
 You can add or remove Software IDs at any time.
 You can also remove the nomination if you no longer subscribe to this online software provider.

2 Client removes a software provider nomination

Step 3 of 4 – Client confirms the nomination removal

1. To confirm the removal of the nomination, the client clicks 'Confirm'

The screenshot displays the Australian Government Access Manager interface. The header includes the Australian Government logo, the text 'Australian Government Australian Taxation Office', and the 'Access Manager' title. A navigation bar at the top right contains links for 'Sitemap', 'Contact us', 'Help', and 'Logged in as: JULIAN MANN Logout'. A left-hand menu lists various options under 'Access Manager Links', 'My business', 'Business appointments', and 'External Links'. The main content area shows the user's business details: 'Business: Ms JANE CITIZEN ABN: 12345678910'. Below this, a breadcrumb trail indicates 'You are here: Home »'. The main heading is 'Confirm - Remove nomination', followed by a sub-heading '< My nominated software providers'. A blue arrow icon points to a message: 'Select 'Confirm' to remove the nominated software provider responsible for securing your online (cloud) transmissions.' Below this, the 'Software provider details' section shows 'ABN: 98 146 732 999' and 'Business name: Tax Lodge Pty Ltd'. At the bottom, there are two buttons: 'Cancel' and 'Confirm'.

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- ato.gov.au
- Business Portal
- Tax Agent Portal
- BAS Agent Portal
- Australian Business Register

Business: Ms JANE CITIZEN **ABN:** 12345678910

You are here: [Home](#) »

Confirm - Remove nomination

< [My nominated software providers](#)

Select 'Confirm' to remove the nominated software provider responsible for securing your online (cloud) transmissions.

Software provider details

ABN: 98 146 732 999

Business name: Tax Lodge Pty Ltd

[Cancel](#) [Confirm](#)

2 Client removes a software provider nomination

Step 4 of 4 – Nomination removed confirmation message

1. Once removed successfully, the client is returned to the 'My nominated software providers' screen and a confirmation banner is displayed

The screenshot displays the Australian Government Access Manager interface. The header includes the Australian Government and Australian Taxation Office logos, the 'Access Manager' title, and navigation links for Sitemap, Contact us, Help, and a user login (JULIAN MANN). The left sidebar contains a menu with 'Access Manager Links', 'Home', 'My business', 'Access and permissions', 'Business appointments', and 'External Links'. The main content area shows the business details 'Ms JANE CITIZEN' and 'ABN: 12345678910'. A green banner with a checkmark icon and the text 'Nomination removed successfully' is prominently displayed. Below this, a breadcrumb trail reads '< Home Nominate a software provider to secure online (cloud) transmissions >'. A tip box explains that nominated software providers are responsible for securing transmissions. The section title 'Software providers nominated to secure my online (cloud) transmissions' is followed by a box stating 'No online software providers nominated'. A 'Nominate a provider' button is at the bottom. A right-hand tip box titled 'Modify my nominated software provider' offers options to 'Remove a nominated software provider' or 'Add or remove a Software ID'.

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ato.gov.au
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Tax Agent Portal
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Australian Business Register

Business: Ms JANE CITIZEN **ABN:** 12345678910

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My nominated software providers

Nomination removed successfully

< [Home](#) [Nominate a software provider to secure online \(cloud\) transmissions](#) >

TIPS
Nominated software providers are only responsible for securing transmissions (for example: lodgments and prefill) that your business/entity chooses to make via the SBR channel through online software.

Software providers nominated to secure my online (cloud) transmissions

No online software providers nominated

[Nominate a provider](#)

TIPS
Modify my nominated software provider
Select an ABN in the list to either:

- Remove a nominated software provider
- Add or remove a Software ID

3 Client adds or removes a Software ID from a software provider nomination

Step 1 of 3 – Client selects the nominated software provider

To modify or remove a nomination;

1. The client selects the relevant ABN

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Business: Ms JANE CITIZEN **ABN:** 12345678910

You are here: [Home](#) »

My nominated software providers

[< Home](#) [Nominate a software provider to secure online \(cloud\) transmissions >](#)

TIPS
Nominated software providers are only responsible for securing transmissions (for example: lodgments and prefill) that your business/entity chooses to make via the SBR channel through online software.

Software providers nominated to secure my online (cloud) transmissions

ABN	Online software provider	Software IDs
98 146 732 999	Tax Lodge Pty Ltd	B48HE6WG3J JF66XERSM6 JF6MMF62KN RQSF62P7D5 + Full list

[Nominate a provider](#)

Modify my nominated software provider
Select an ABN in the list to either:

- Remove a nominated software provider
- Add or remove a Software ID

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Business: Ms JANE CITIZEN **ABN:** 12345678910

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My nominated software providers

[< Home](#) [Nominate a software provider to secure online \(cloud\) transmissions >](#)

TIPS
Nominated software providers are only responsible for securing transmissions (for example: lodgments and prefill) that your business/entity chooses to make via the SBR channel through online software.

Software providers nominated to secure my online (cloud) transmissions

ABN	Online software provider	Software IDs
98 146 732 999	Tax Lodge Pty Ltd	B48HE6WG3J JF66XERSM6 JF6MMF62KN RQSF62P7D5 Full list SF62P788GH

[Nominate a provider](#)

Modify my nominated software provider
Select an ABN in the list to either:

- Remove a nominated software provider
- Add or remove a Software ID

3 Client adds or removes a Software ID from a software provider nomination

Step 2 of 3 – The client adds or removes a Software ID/s

To add a specific Software ID;

1. The client must enter the Software ID, click 'Add' and
2. Click Save

To remove a specific Software ID;

1. The client must select the remove check box beside the relevant Software ID and
2. Click Save

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Business: Ms JANE CITIZEN **ABN:** 12345678910

You are here: [Home](#) »

Modify nominated software provider

[< My nominated software providers](#)

Nominated software provider details

ABN: 98 146 732 999

Online software provider: Tax Lodge Pty Ltd

[Remove nomination](#)

Software IDs

➤ A software ID is issued from your nominated software provider to verify your online account with the provider and enable secure online (cloud) transmissions.

Add Software IDs: [Add another](#)

Remove Software IDs:

Software ID	Remove
B48HE6WG3J	☒
JF66XERSM6	☐
JF6MMF62KN	☐
RQSF62P7D5	☐
SF62P788GH	☐

[Cancel](#) [Save](#)

TIPS

You can add or remove Software IDs at any time.

You can also remove the nomination if you no longer subscribe to this online software provider.

3 Client adds or removes a Software ID from a software provider nomination

Step 3 of 3 – Client confirms the Software ID removal

If the client chooses to remove a Software ID they must

1. Confirm the removal of a Software ID by clicking 'Confirm'



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Business: Ms JANE CITIZEN **ABN:** 12345678910
 You are here: [Home](#) »
Confirm –Software ID changes
[< My nominated software providers](#)
 Select confirm' to make the following Software IDs changes.
Software provider details
ABN: 98 146 732 999
Business name: Tax Lodge Pty Ltd
Add Software IDs

Software ID
JJ45MMWW42

Remove Software IDs

Software ID
B48HE6WG3J

Cancel

Confirm

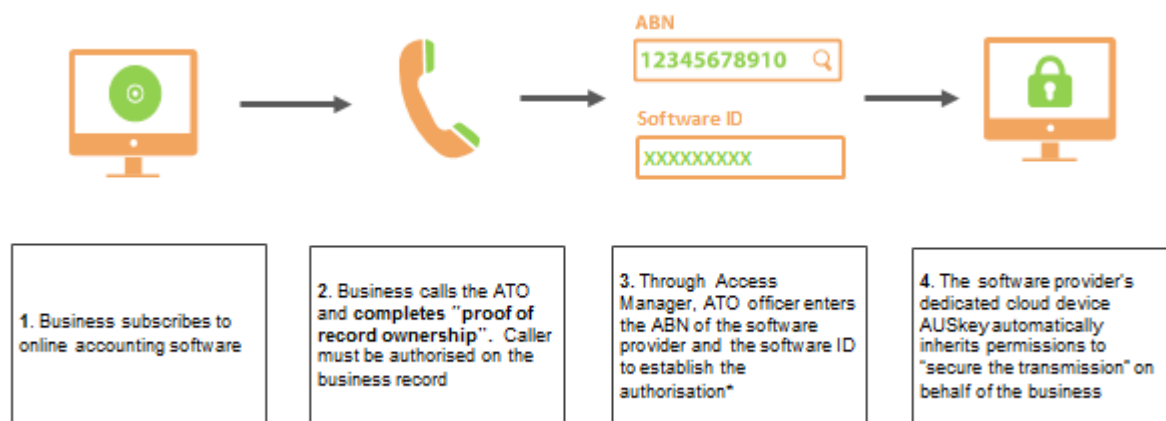
Appendix E

How your client will nominate an Online Software Provider via Phone

Phone (no AUSkey required)

The steps below outline the process for nominating an Online Software Provider over the phone without the need to register for an AUSkey.

1. An authorised business representative calls **1300 AUSkey (1300 287 539)** and selects relevant option (to be determined) from the menu.
2. The ATO officer checks the caller's authorisation on the business record and conducts proof of record ownership.
3. The client recites the software ID and the ABN of the software provider, the ATO officer completes the Online Software Provider nomination request on behalf of the business.



Appendix F

Frequently Asked Questions (FAQ)

Q1. Will the Cloud Software Authentication & Authorisation solution be implemented for the ATO only?

The initial solution is for ATO only. It is intended that this solution will be leveraged for use across government.

Q1. Will desktop software solutions continue to be supported?

Yes. Businesses and intermediaries will still be able to maintain current processes and use existing AUSkey authentication models when using desktop software solutions.

Q2. Will business be permitted to authorise multiple providers?

Yes. Businesses will be able to nominate multiple online software providers.

Q3. Will businesses be able to specify certain permissions for each provider (e.g. BAS for one and not the other)

No. A standard set of permissions will be set when nominating an 'Online Software Provider'. It is up to the business to choose how they use their software product/s.

Q4. Will AUSkeys no longer be required?

The proposed solution will mean an AUSkey will not be required by business to transmit information to the ATO via SBR enabled cloud software. The online software provider will require a Device AUSkey to authenticate the transmission and AUSkeys will still be available to support desktop versions of software.

Q5. Can multiple users or ABN's lodge under a single subscription?

Yes, it is possible for cloud software products to allow:

- multiple users submitting transmissions via a single cloud software subscription (using a single Software ID)
- multiple ABNs submitting transmissions via a single software subscription (using a single Software ID)
- multiple cloud software subscriptions submitting transmissions on behalf of the same business/ABN (multiple Software IDs against a single software provider nomination)

Q6. When a business owner/employee removes a nomination of software provider from within the ATO, will we notify the software provider?

The ATO will not be providing a service to notify the SWD if a nomination is created or removed. The business and SWD will be informed upon lodgement via error messages if the nomination has been removed.

Q7 How secure is this solution, what if a fraudulent user obtains the software ID?

On lodgement, the software automatically sends the Software ID within the message (Software ID not entered by client). If a fraudulent user obtains the Software ID, they wouldn't be able to enter it into the software. The ATO verification will fail if the ID does not match the nomination.

Q8 Is the Cloud Software Authentication & Authorisation solution for SBR 1 and SBR 2?

Yes, the AUSkey in the cloud solution is for both SBR 1 and SBR 2 channels

Q9. Is the ATO aware that this development will cause SWDs to support two SBR models if dealing with non-ATO organisations (eg SuperStream, other departments)?

Yes. It is intended that in the medium term, the proposed solution will be leveraged for use across government.

Q10. Are SWD in breach of conditions when uploading clients AUSkeys to the cloud?

Advice from the Department of Finance has confirmed that uploading an AUSkey into the cloud is a breach of terms and conditions. However as there are ongoing concerns from SWDs on the interpretation of the policy, an action item was recorded at the last eCommerce TWG (26/02/15) to obtain clarity on this issue.

Q11. Can a SWD nominate multiple Device AUSkey's used to secure cloud software transmissions?

Yes a SWD can nominate multiple Device AUSkey's to secure cloud software transmissions.