

# 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

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# 1. Executive Summary

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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](mailto:SIPO@ato.gov.au) or phone 1300 139 052.

## 2. Context

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### 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](http://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 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.

#### Responsibilities in relation to the AUSKey Standard Certificate

<p><b>4.1</b></p> <p>The Certificate Holder and the Business must not:</p> <ul style="list-style-type: none"> <li>disclose the password for the AUSKey Standard Certificate to any other <b>person</b></li> <li>store the AUSKey Standard Certificate in a keystore to which any other <b>person</b> has access</li> <li>otherwise allow, grant, permit or enable any <b>person</b> other than the Certificate Holder to use the AUSKey Standard Certificate.</li> </ul>	<p>There is no definition of '<b>person</b>' in the policy.</p> <p>We have received legal advice stating that 'person' includes computers, systems and software.</p>
<p><b>4.2</b></p> <p>The Certificate Holder and the Business must promptly advise the ABR CA if:</p> <ul style="list-style-type: none"> <li>the Certificate Holder is no longer authorised to use the AUSKey Standard Certificate on the Business' behalf</li> <li>it becomes aware of any unauthorised use of the AUSKey Standard Certificate</li> <li>the security of the AUSKey Standard Certificate or its password has been <b>compromised</b>.</li> </ul>	<p>There is no definition of '<b>compromised</b>' in the policy.</p> <p>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.</p>

## 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 *who holds a valid AUSKey Standard Certificate* (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 *'person'* (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 *attached to the correct Device*, 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
  - *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.*

The Device AUSKey conditions-of-use do not expressly forbid Cloud use, however given the definition of *'compromised'* (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'

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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 infrastructure<sup>10</sup>. 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).*

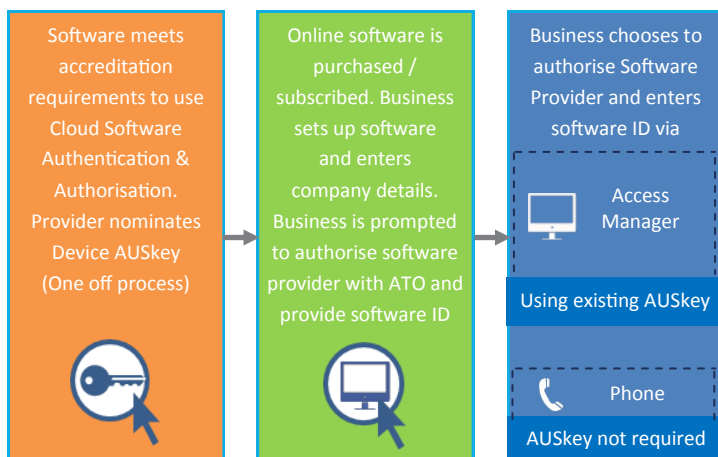
## 5. High Level Solution

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.

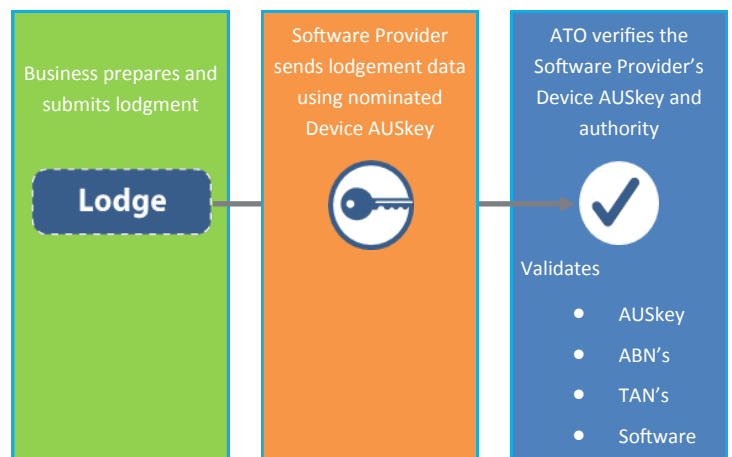
### How does it work?

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'<sup>1</sup>
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



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

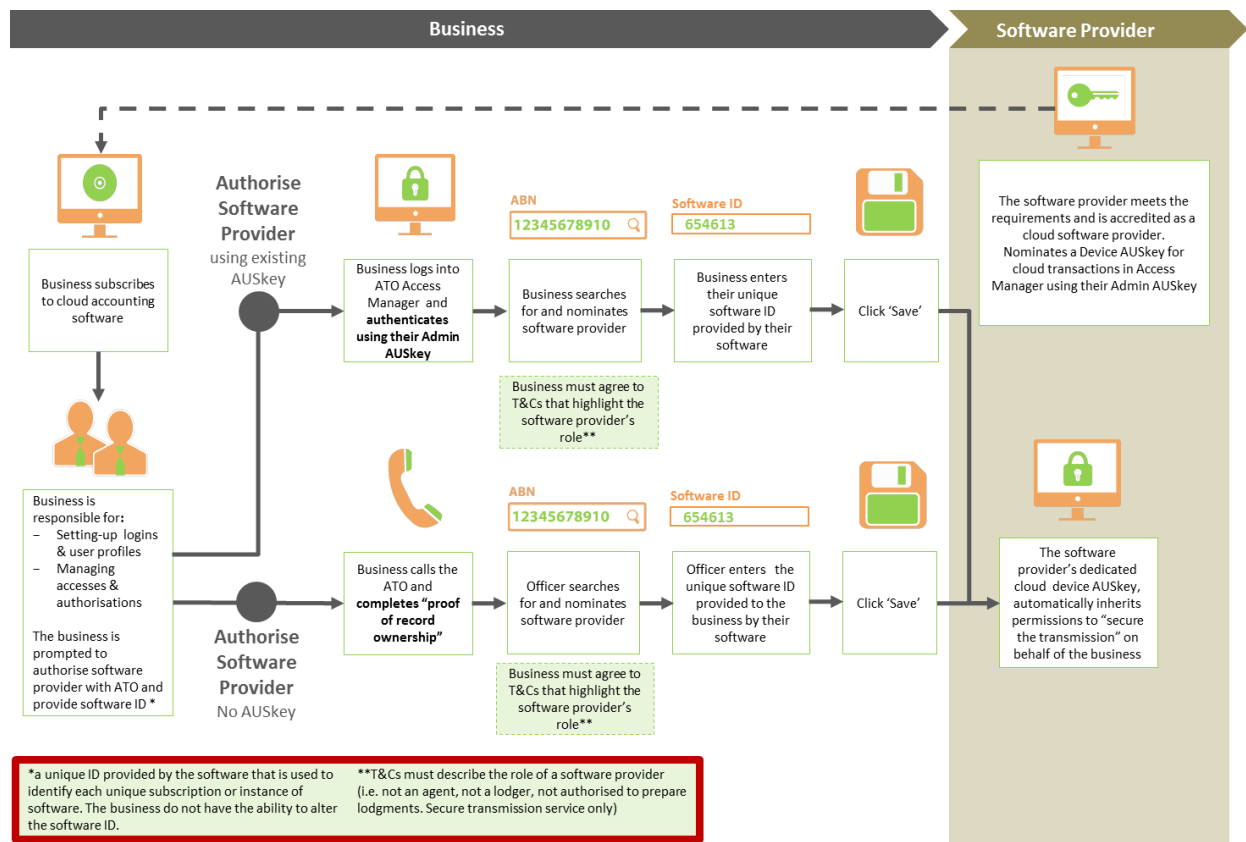


## Benefits

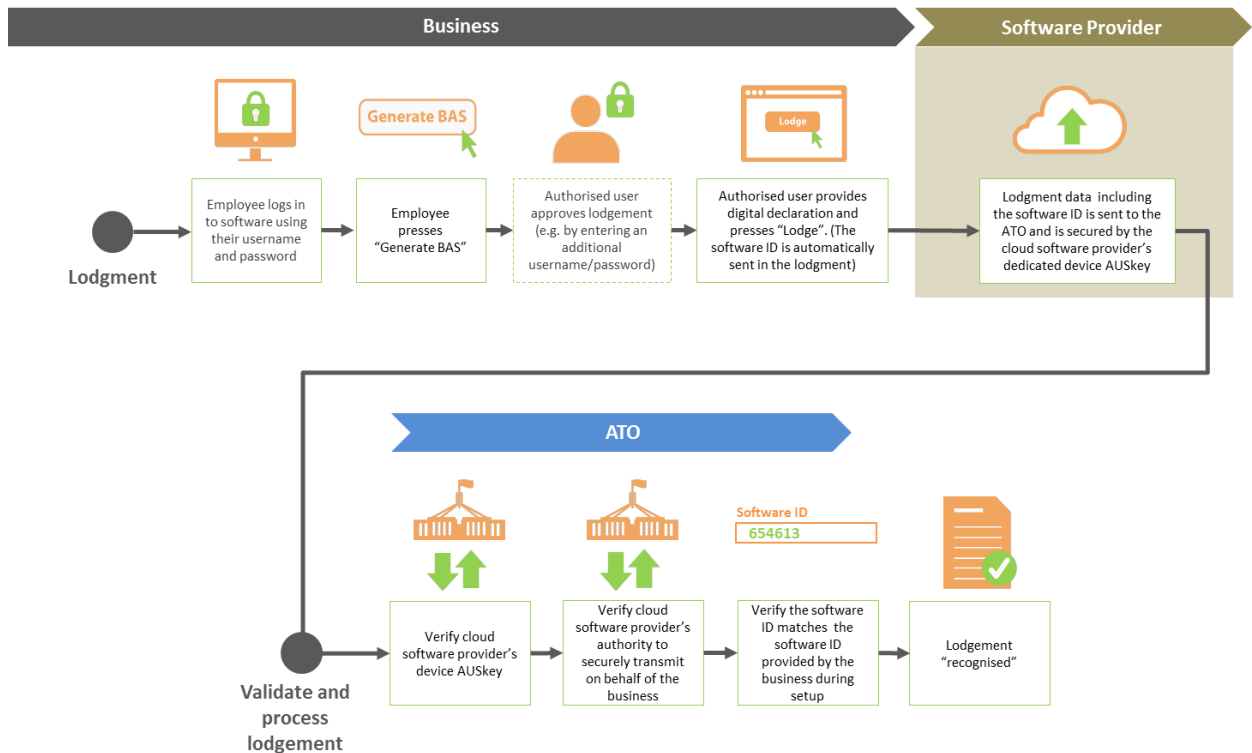
- Simplified on-boarding process for the business client offering them choice during transition/on-boarding on how to nominate a cloud Software Provider
- Businesses do not need to register for and obtain an AUSkey in order to authorise a Software Provider and transact in cloud, maximising take up of 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

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

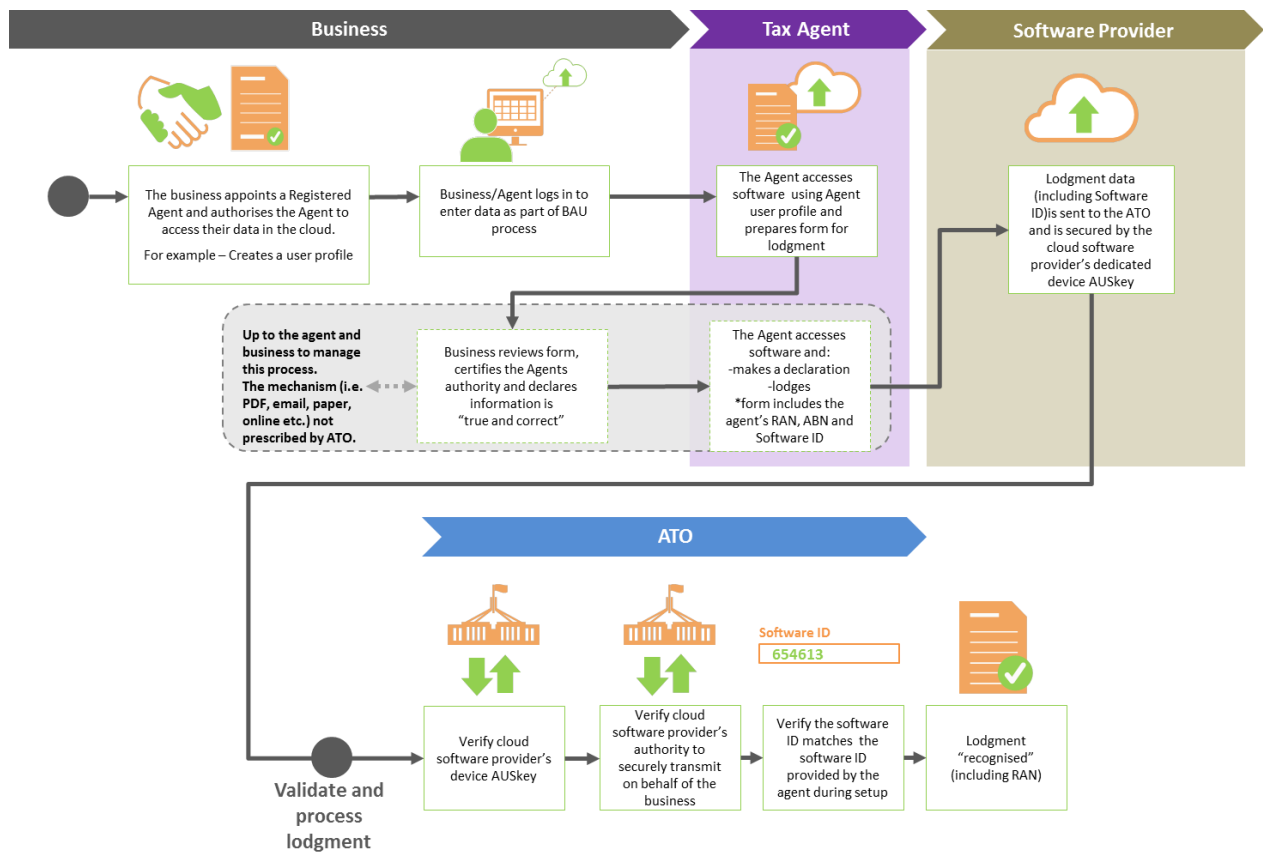
## Cloud software set-up and appointment – ATO Only



## Lodgement by “business” using cloud software



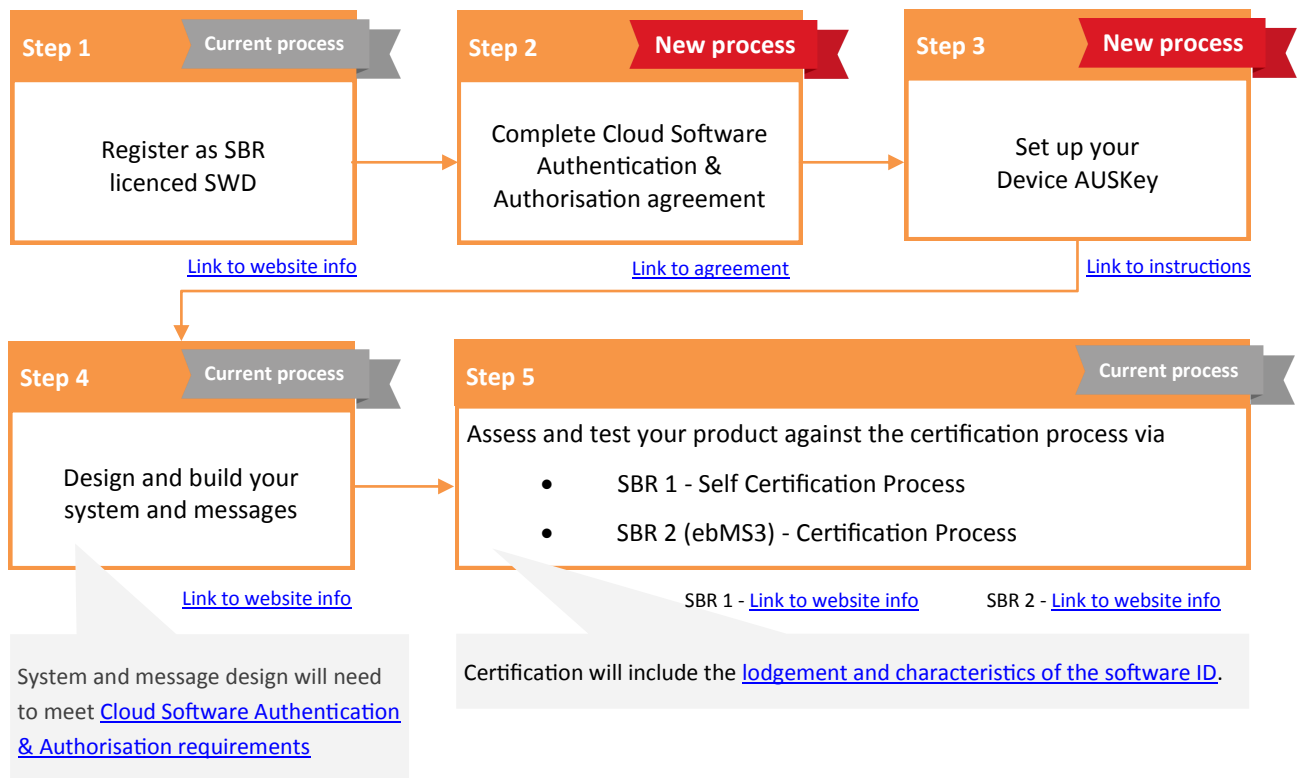
## Lodgement by Registered Agent in the cloud



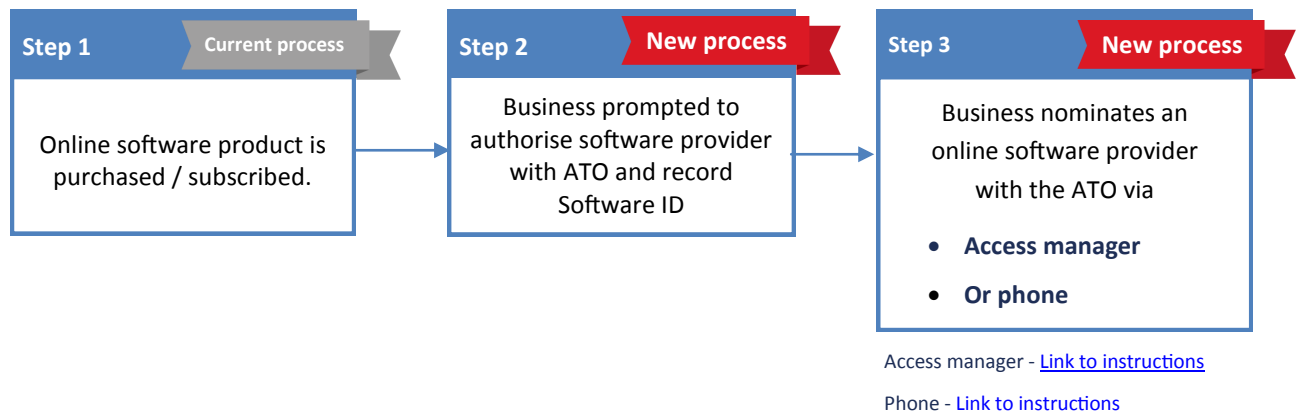
## 6. Set up and authorisation process

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](mailto: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 <b>as outlined in the SBR Message Implementation Guide.</b>
2	Lodgement	Lodgements from a Registered Agent user must include the Registered Agent Number (RAN) <b>as outlined in the SBR Message Implementation Guide.</b>
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). <b><i>The ATO will provide instruction to support this (to be added to appendix).</i></b>
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).  <b><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></b>

No	Description	Requirements
6	User authentication standards	<p>We need to work with SWDs to develop minimum standards for user authentication. Software providers using passphrases as the sole method of authenticating a user must implement a passphrase policy the meets 'best practice' standards. Requirements should protect business information and maintain a positive user experience.</p> <p><b>EXAMPLES</b></p> <p>1. Based on research conducted, the following common standards are used by many of the banks today:</p> <p><b>Passphrase strength</b></p> <p>A minimum length of between <b>6-8</b> characters, consisting of at least one alphabetic character and one numeric character. Some enforce the use of other character sets (e.g. uppercase alphabetic characters)</p> <p><b>Failed authentication attempts</b></p> <p>Users are generally locked out after 3 failed logon attempts to reduce the risk of brute force attacks. A temporary lock out is used by some before a complete lock out (e.g. locked out for the remainder of the day or 10 minutes). After a complete lock out the user is required to call a representative to get their password reset.</p> <p>2. The Information Security Manual (ISM) is the standard which governs the security of government ICT systems. As such, AUSKey follows the below standards:</p> <p><b>Passphrase strength</b></p> <p>A minimum length of <b>10</b> characters, consisting of at least three of the following character sets:</p> <ul style="list-style-type: none"> <li>• lowercase alphabetic characters (a–z)</li> <li>• uppercase alphabetic characters (A–Z)</li> <li>• numeric characters (0–9)</li> <li>• special characters.</li> </ul> <p><b>Failed authentication attempts</b></p> <ul style="list-style-type: none"> <li>• Lock out user accounts after a maximum of <b>5</b> failed logon attempts to reduce the security risk of brute force attacks . (AUSKey = 3 failed logon attempts).</li> <li>• Have a system administrator reset locked accounts (For AUSKey the user is required to register for a new AUSKey)</li> </ul> <div>  The ATO will work with software developers to come up with an agreed set of requirements addressing user authentication as part of the proposed Cloud Software Authentication &amp; Authorisation solution. </div>

### Adhering to the SBR taxonomy

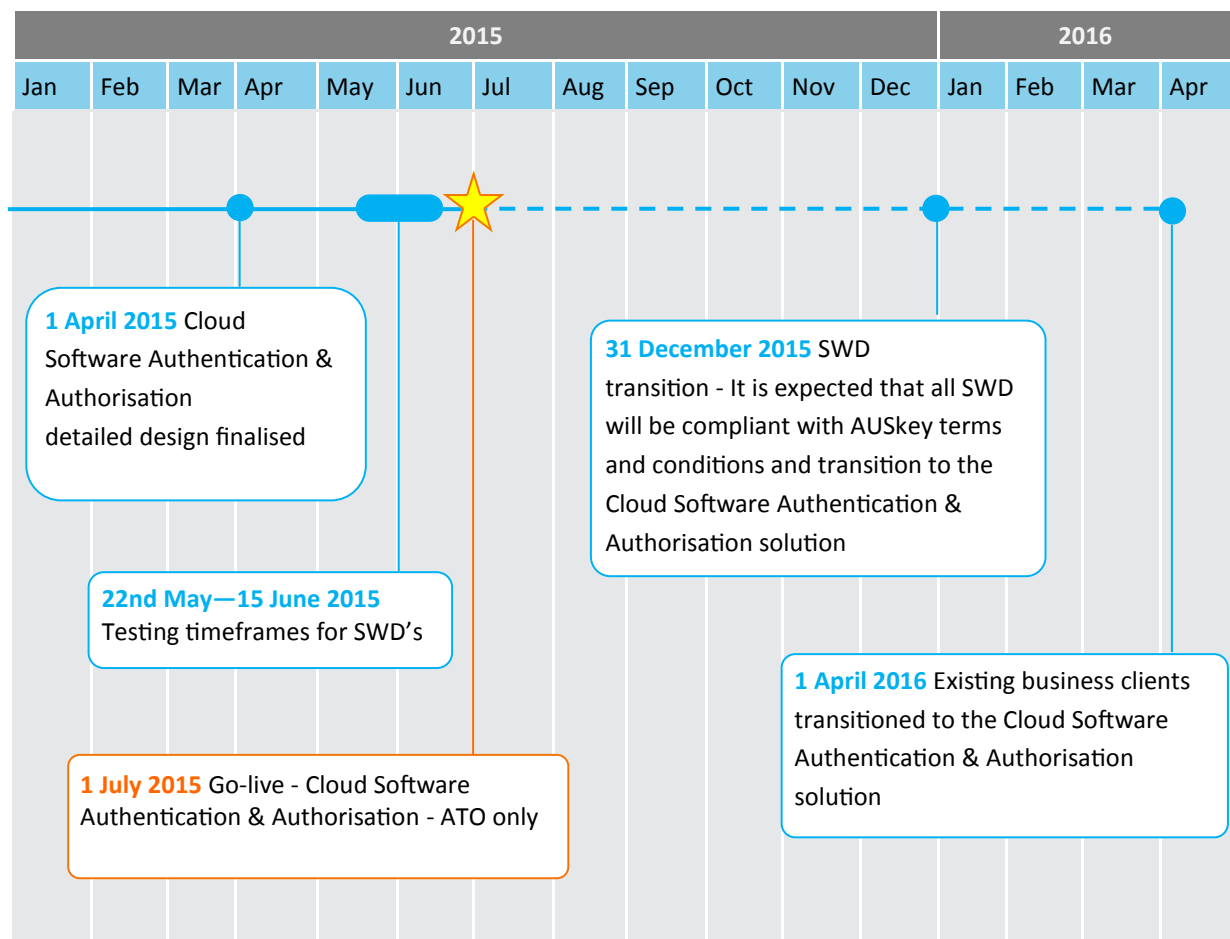
For information on how to build SBR enabled software refer to the link below.

<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

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### 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](mailto: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](mailto: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

### Characteristics of the Software ID

The following outlines the requirements around the characteristics of a Software ID:

- Should be easily readable and talkable over the phone (e.g. Avoid use of “0, O”)
- Must be no longer than 10 characters
- Must have a minimum of 6 characters
- Can include limited special characters (“-”, “\_”, “!”, “#”, “\$”)

### Passing of the software ID for SBR1 (SBR CORE)

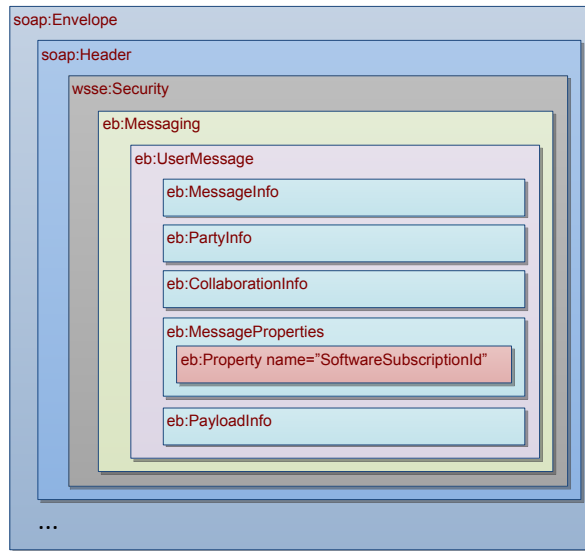
The software ID will be passed in the message through an incorporated new element called “softwareSubscriptionId” in the namespace “http://sbr.gov.au/identifier/softwareSubscriptionId”. This element is located in the web services security extension (wsse)-security header (see the diagram) and can be 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 following error code scenarios have been identified and listed in the table below. 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](http://sbr.gov.au) web site.

**Please note that the existing CMN.ATO.GEN.200000 error will still be supported.**

No	Error scenario
1	The SWD does not have the 'Online software provider' permission in access manager. The SWD is not authorised to secure transmissions initiated by their business clients via online (cloud enabled) software.
2	The reporting party provided with the lodgement does not have a nomination for the Online software provider in Access Manager
3	The Software ID provided with the lodgement does not match the reporting party or intermediary nomination of the Online software provider in Access Manager
4	The SWD AUSKey provided with the lodgement is not a device AUSKey, with the permission to secure online transmissions in Access Manager.

# Appendix B

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## 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](mailto:SIPO@ato.gov.au). Use the email heading '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 attached in the next version of this document](#)

# 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 your 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 for AUSKey in the cloud and you have not been allocated these permissions please contact the Software Industry Partnership Office (SIPO) via email [SIPO@ato.gov.au](mailto: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	<input checked="" type="checkbox"/>
device.lodge	Active	12 Dec 2014	11 Nov 2014	<input type="checkbox"/>

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

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

**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.

## 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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**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](#) »

### Who has access to my business

[Home](#) [Access to my business](#) [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	<a href="#">Remove nomination</a>
10 987 654 321	Cumulo Nimbus	<a href="#">Remove nomination</a>

Displaying x of 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 ATO logo, 'Australian Government Australian Taxation Office', and 'Access Manager'. A navigation bar contains links for 'Accessibility', 'Sitemap', 'Contact us', 'Help', and a login status 'Logged in as: JULIAN MANN Logout'. A left sidebar lists various links under 'Access Manager Links', 'My business', 'Business appointments', and 'External Links'. The main content area displays 'Business: Tax Lodge Pty Ltd' and 'ABN: 98 146 732 999'. Below this, a breadcrumb trail shows 'You are here: Home »'. The main heading is 'Remove the business nomination for secure online (cloud) transmissions'. A sub-heading '< Online software provider functions' is followed by a instruction: 'Select 'Confirm' to remove the nomination made by the business named below.' A section titled 'Business details' shows 'ABN: 10 987 654 321' and 'Business name: CUMULO NIMBUS'. At the bottom, there are two buttons: 'Cancel' and 'Confirm'.

Australian Government  
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 shows the Australian Government Access Manager interface. The top header includes the Australian Government logo and the text 'Australian Government Australian Taxation Office'. The right side of the header says 'Access Manager'. Below the header, there is a navigation bar with links for 'Accessibility', 'Sitemap', 'Contact us', 'Help', and 'Logged in as: JULIAN MANN Logout'. The left-hand menu is expanded, showing options like 'Home', 'My business', 'Access and permissions', 'Business appointments', 'Who has access to my business', 'Whose business I can access', 'My nominated software providers' (highlighted with a green box), 'External Links', and a list of external links including 'ato.gov.au', 'Business Portal', 'Tax Agent Portal', 'BAS Agent Portal', and 'Australian Business Register'. The main content area displays 'Business: Ms JANE CITIZEN' and 'ABN: 12345678910'. Below this, it says 'You are here: Home »'. The 'Welcome' message is followed by 'Updates' and a paragraph explaining that Access Manager contains all the core functions of Online Access Manager and also incorporates some additional features such as the copy permissions function. 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’

**Australian Government**  
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
- 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



Australian Government  
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
- My nominated software providers ato.gov.au
- Business Portal
- Tax Agent Portal
- 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

< [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
<a href="#">98 146 732 999</a>	Tax Lodge Pty Ltd
<a href="#">13 579 246 810</a>	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.

The screenshot shows the Australian Government Australian Taxation Office Access Manager interface. The user is logged in as JULIAN MANN. The page title is 'Nominate a software provider to secure online (cloud) transmissions'. The business details are Ms JANE CITIZEN, ABN: 12345678910. The page shows the 'Nominated software provider details' for Tax Lodge Pty Ltd with ABN 98 146 732 999. There is a section for 'Software IDs' with a text input field and an 'Add another' link. A 'Cancel' button is at the bottom left and a 'Next' button is at the bottom right. A 'TIPS' box on the right states: 'You must enter at least one Software ID. You can remove or add additional Software IDs after creating this nomination.'

**Access Manager**

Australian Government  
Australian Taxation Office

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
- 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](#) »

## 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](#)

**Cancel** **Next**

**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.

**Australian Government**  
Australian Taxation Office

Access Manager

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 [Add another](#)

JF621EOROS

[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.



Australian Government  
 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  
 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](#) »

**Confirm - Nominate a software provider to secure online (cloud) transmissions**

[< My nominated software provider](#)

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**

<b>ABN:</b>	98 146 732 999
<b>Online software provider:</b>	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 Access Manager interface. The header includes the Australian Government logo, the text 'Australian Government Australian Taxation Office', and an 'Access Manager' link. The user is logged in as 'JULIAN MANN'. The left sidebar contains navigation links for 'Access Manager Links', 'Home', 'My business', 'Access and permissions', 'Business appointments', 'Who has access to my business', 'Whose business I can access', 'My nominated software providers', 'External Links', and 'ato.gov.au'. The main content area displays the business name 'Ms JANE CITIZEN' and ABN '12345678910'. A green banner confirms the nomination: 'Your nomination is confirmed.' Below this, a breadcrumb trail shows the path from Home to the current page. A tip box explains that nominated software providers are responsible for securing transmissions. A table lists the nominated software provider, 'Tax Lodge Pty Ltd', with its ABN and Software IDs. A 'Nominate a provider' button is visible at the bottom left.

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

You are here: [Home](#) »

### 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
<a href="#">98 146 732 999</a>	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

**Australian Government**  
Australian Taxation Office

**Access Manager**

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

**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

ABN	Online software provider	Software IDs
<a href="#">98 146 732 999</a>	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

**Access Manager Links**

- Home
- My business**
- Access and permissions
- Business appointments**
- 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

Australian Government  
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

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](#) »

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	<input type="checkbox"/>
JF621EOROS	<input type="checkbox"/>

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'. The left sidebar lists various links under 'Access Manager Links', including 'Home', 'My business', 'Access and permissions', 'Business appointments', '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', and 'Australian Business Register'. The main content area shows the user's business details: 'Business: Ms JANE CITIZEN' and '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 the instruction: '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'.

Australian Government  
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  
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](#) »

## 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

- 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 message box stating 'No online software providers nominated'. A 'Nominate a provider' button is located at the bottom. A right-hand tip box titled 'Modify my nominated software provider' provides instructions on selecting an ABN and offers options to 'Remove a nominated software provider' or 'Add or remove a Software ID'.

**Access Manager**

Australian Government  
Australian Taxation Office

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

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

You are here: [Home](#) »

## 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](#)

**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

**Australian Government**  
**Australian Taxation Office**

**Access Manager**

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

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

You are here: [Home](#) »

## My nominated software providers

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

**My 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
<a href="#">98 146 732 999</a>	Tax Lodge Pty Ltd	B48HE6WG3J JF66XERSM6 JF6MMF62KN RQSF62P7D5 <a href="#">+ Full list</a>

[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

**Australian Government**  
**Australian Taxation Office**

**Access Manager**

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

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

You are here: [Home](#) »

## My nominated software providers

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

**My 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
<a href="#">98 146 732 999</a>	Tax Lodge Pty Ltd	B48HE6WG3J JF66XERSM6 JF6MMF62KN RQSF62P7D5 <a href="#">+ Full list</a> SF62P788GH

[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 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

**Australian Government  
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
- 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](#) »

## 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	<input checked="" type="checkbox"/>
JF66XERSM6	<input type="checkbox"/>
JF6MMF62KN	<input type="checkbox"/>
RQSF62P7D5	<input type="checkbox"/>
SF62P788GH	<input type="checkbox"/>

[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'

The screenshot shows the Australian Government Australian Taxation Office Access Manager interface. The user is logged in as JULIAN MANN. The page title is 'Confirm -Software ID changes'. The breadcrumb trail is 'You are here: Home »'. The main content area shows a list of nominated software providers with columns for 'Software ID' and 'Remove Software IDs'. The first provider is 'Tax Lodge Pty Ltd' with ABN 98 146 732 999 and Software ID JJ45MMWW42. The second provider is 'B48HE6WG3J' with Software ID B48HE6WG3J. At the bottom, there are 'Cancel' and 'Confirm' buttons.

**Access Manager**

**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](#)

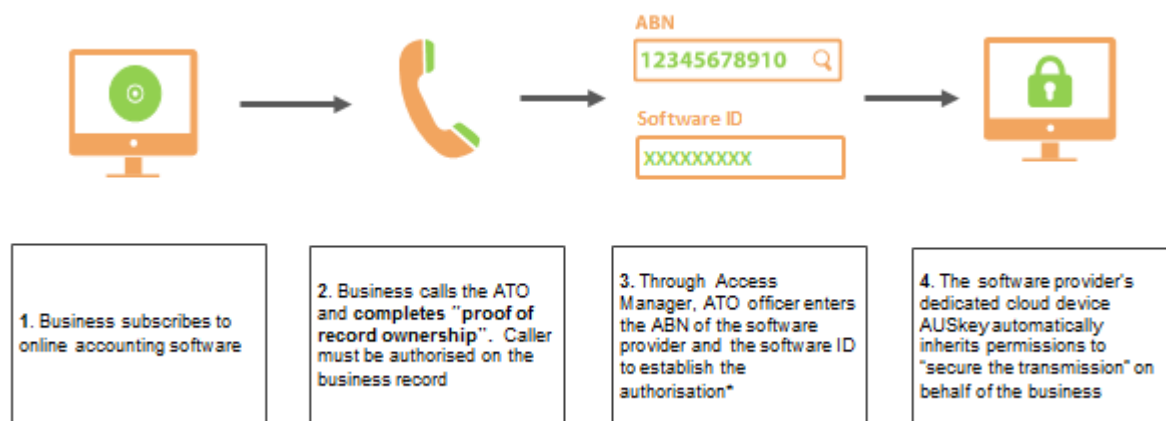
# Appendix E

## 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 **Option x (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 an AUSkey to authenticate the transmission and AUSkeys will still be suitable for desktop versions of software.

Q5. Can there be multiple users under a single subscription?

i.e. Mary Bob and Jane each have their own login under the single subscription.

Yes, potentially one ID for numerous users and / or numerous ABN. This is up to the discretion of software provider.

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.