

<https://www.ato.gov.au/General/Gen/Cloud-software-authentication-and-authorisation/>

# Cloud software authentication and authorisation

We are streamlining the way businesses and registered agents authenticate and interact with us and other government agencies when using SBR-enabled online (cloud) software.

We have been working with software providers to implement an online software solution that:

- ensures compliant, secure and streamlined transactions – online anytime from any device
- eliminates the need for businesses or registered agents using SBR-enabled online software to register for, upload or maintain an AUSkey to secure your transactions with us
- enables you to notify us of your hosted SBR software service to securely interact with us from cloud software
- co-exists with existing online software solutions.

This change does not affect how you authenticate when you use your existing desktop software products or when you log in to the portals, the electronic commerce interface (ECI) or any other AUSkey-enabled product.

New clients of online software will no longer be required to share client device AUSkeys with software providers.

We have been working with cloud software providers to advise their existing clients of the change and asking them to remove previously shared client AUSkeys.

Software providers are in various stages of development so you may not have been contacted yet.

Once you're contacted by your software provider, you must notify us. From July 2016, if you don't notify us and continue to lodge with a shared client AUSkey, your AUSkey may be revoked, as this is a breach of AUSkey terms and conditions.

To confirm whether your hosted SBR software provider is certified for this new solution, visit the [SBR product register](#).

## How to notify us

To complete the one-off notification, you can either:

- log in to Access Manager using your Administrator AUSkey and follow the steps to [notify us](#)
- phone **1300 85 22 32**, prepared with the following information:

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- proof of record ownership (eg personal TFN, DOB, address, recent ATO generated notice)
- your Australian Business Number (or if you are registered Tax agent you can use your RAN)
- the name or ABN of your software provider
- your unique software ID (provided to you by your software provider).

## Future transactions

In the future, this new solution will be expanded to simplify interactions with other government agencies. We are also working with software providers to extend the benefits of this solution to desktop software. More information for software providers is available on the [Software developers homepage](#).

## FAQs

1. Do you need to notify us?  
If you have purchased or subscribed to hosted (cloud) SBR-enabled software, you must notify us once advised by your software provider, whose services you are using for transactions to and from the ATO. Check with your software provider on your own circumstances. You can contact us on **1300 85 22 32** for more information.
2. What if your software provider hasn't contacted you?  
Software providers are in various stages of development so you may not have been contacted by your provider. Once contacted you must make the notification.
3. Can you have more than one online software provider?  
Yes. You can have more than one online software provider.
4. Can you have multiple software IDs?  
Yes. You can have multiple software IDs. Your software provider can further advise you.
5. If you complete a notification for hosted SBR software services will this affect any of my other accounting programs?  
No. Other programs can continue to be used. Check with your software provider on any specific changes relating to your individual programs.
6. Do you still require an AUSkey?  
If you use services other than your cloud software, like the Business Portal or Tax Agent Portal, you will still require your AUSkey. AUSkey can also be used to access other government agencies' services. For those who may not be transitioning to cloud-based services, you don't need to do anything at this time.
7. Must all AUSkey and SBR users transition to the cloud?  
Only existing users of cloud software who had previously handed over their AUSkey to their software provider need to transition to this new CAA solution. New users of cloud software can also use this solution to notify the ATO of their software provider rather than needing to obtain and manage an AUSkey.

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Existing AUSKey users can continue to use existing AUSKey enabled products such as portals and desktop software.

8. Do agents need to complete a notification for each RAN?  
If a registered tax or BAS agent has multiple Registered Agent Numbers (RANs), the notification applies against the ABN for the entire practice, so you don't need to notify for each RAN.
9. Can agents notify on behalf of a client?  
The ATO cannot accept notifications completed by registered tax or BAS agents on behalf of clients.

A registered tax or BAS agent can complete the notification on behalf of their own practice.

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