

How will Auskey Decommissioning impact Online Services for DSPs

The upcoming AUSKey decommissioning will directly impact how you will authenticate for the Online Services for DSPs secure environment.

Rather than authenticating with an AUSKey you will instead use your myGovID. We will be redirecting the authentication for our Online Services for DSPs on 13 January 2020.

What does this mean for me?

Prior to 13 January 2020 you will continue to authenticate for the Online Services for DSPs using your AUSKey, please note you will not be able to use your myGovID prior to this date. After we redirect how you authenticate on 13 January 2020 you will then only use your myGovID moving forward.

Note - If you have not yet authenticated for the Online Services for DSPs, we recommend you wait until post 13 January 2020 and use your myGovID.

What do I need to do?

Step 1: Your Business Associate creates a myGovID and establishes their identity.

Step 2: The Associate then logs into RAM and puts the business in focus/links their myGovID to their Business ABN, effectively “claiming” the business).

Step 3: They will then be able to select “Import AUSkey users”, this is an important step as it will allow us to match your previous AUSkey profile to your new myGovID in Online Services for DSPs.

Step 4: RAM then loads all AUSKeys that match the criteria provided, please note that Admin and Standard AUSKey will need to be imported separately of each other.

Step 5: The Associate then ensures that all details imported are up-to-date and has the option to edit a user’s name (only for Standard AUSKeys) or email address and provide an end date to their access if required.

Step 6: The Associate can then specify which agencies they want business representative(s) to be able to access, along with the level of access (Note that Administrator AUSKeys are given full access or none, Standard AUSKeys are given custom or none).

Step 7: The Associate submits the declaration form and a migration email request is sent to you (as the business representative).

Step 8: RAM provides The Associate with a summary of all AUSKeys that have been, or are in the process of being, imported.

Step 9: You will follow the link sent to you to log into RAM and accepts or decline the request.

Step 10: After 13 January 2020 you will then be able to log into Online Services for DSPs using your myGovID and you will be matched up to your previous profile.

New videos for RAM have just been uploaded to the Online Services pages on ato.gov.au:

How to import AUSkey users in RAM link –

<https://publish.viostream.com/play/bd1bdiuni9z7zy>

What if I am unable to get a myGovID straight away?

If you need assistance developing or testing SBR-enabled software and are unable to authenticate in the Online Services for DSPs please contact the SBR Service Desk on **1300 488 231** or via SBRServiceDesk@sbr.gov.au. The service desk is available from 8.00am to 7.00pm AEST Monday to Friday - excluding public holidays and the SBR Christmas shutdown period. Alternatively you can also contact the Digital Partnership Office (DPO) directly via dpo@ato.gov.au.

Please note however we strongly recommend getting a myGovID and authenticating as soon as possible to ensure your requests are addressed as quickly as possible.

What if my AUSKey has not been imported in RAM?

If your AUSKey has not been imported prior to you authenticating in the Online Services for DSPs then unfortunately we will not be able to automatically match you to your old profile. You will only be able to see our initial contact registration ticket and won't be able to access any of your previous requests.

We will however make a request available for you to use to inform us, it will be a request to manually link your new myGovID profile to your old AUSKey profile. Once we have received this ticket we will manually link your profiles, please be advised that this may take some time depending on the number of requests received.

Where can I go if I have further questions?

Currently in the Online Services for DSPs we have a category of requests called "AUSKey Decommissioning" in which you will find a range of options to support you.

If you are not yet authenticated in the Online Services for DSPs please use any of the support options listed above.