

Key messages

Action due on non-compliant client AUSkeys in the cloud

The ATO's deadline to implement Cloud Software Authentication and Authorisation (CAA) compliant online software is fast approaching. To ensure clients can continue to interact with the ATO, software developers with shared client AUSkeys in cloud software must complete the following actions by **31 March 2016**:

- update their software to provide their clients with a software ID (instead of shared client AUSkeys)
- advise all existing clients with shared client AUSkeys to complete a notification to the ATO
- delete all non-compliant client AUSkeys from the cloud.

Non-compliant lodgments to the ATO after this date may result in AUSkeys being revoked.

Software providers are already moving existing clients to the CAA solution without significant issues and are lodging in production in increasing numbers.

As ATO supports more clients lodging in cloud software, we will be communicating to clients. Soon the ATO will be engaging the broader business community about a range of initiatives designed to make interacting with ATO easier, including messages about digital by default. As part of this engagement, the ATO will be making it clear to clients what services have been made available for software providers to offer.

To support software providers with meeting the deadline, ATO will:

- monitor CAA production and testing issues closely and keep you updated regularly
- offer a premium service phone line until 31 March 2016 to help clients onboard. Calls will be prioritised and answered within 30 seconds.
- prepare a standard script that software providers can send out to clients, including a broad message that action is a result of ATO mandating that client AUSkeys need to be removed from cloud software and clients onboarded to the new solution
- prioritise issues for resolution that are directly related to this requirement
- ensure that existing online guides designed to support clients are updated based on feedback
- if required, assist by phoning identified clients to complete their notification to us during an outbound phone call.

If there are broader SBR related issues that have prevented you from being able to meet the deadline please contact your Account Manager or email sbrservicedesk@sbr.gov.au so we can work with you.

For more software provider information, refer to softwaredevelopers.ato.gov.au/Cloud_Software_Authentication_and_Authorisation. Client information is also available from ato.gov.au/CloudSoftwareAandA.