



Australian Government
Australian Taxation Office

User guide for Digital Service Providers

Online services for DSPs

December 2019





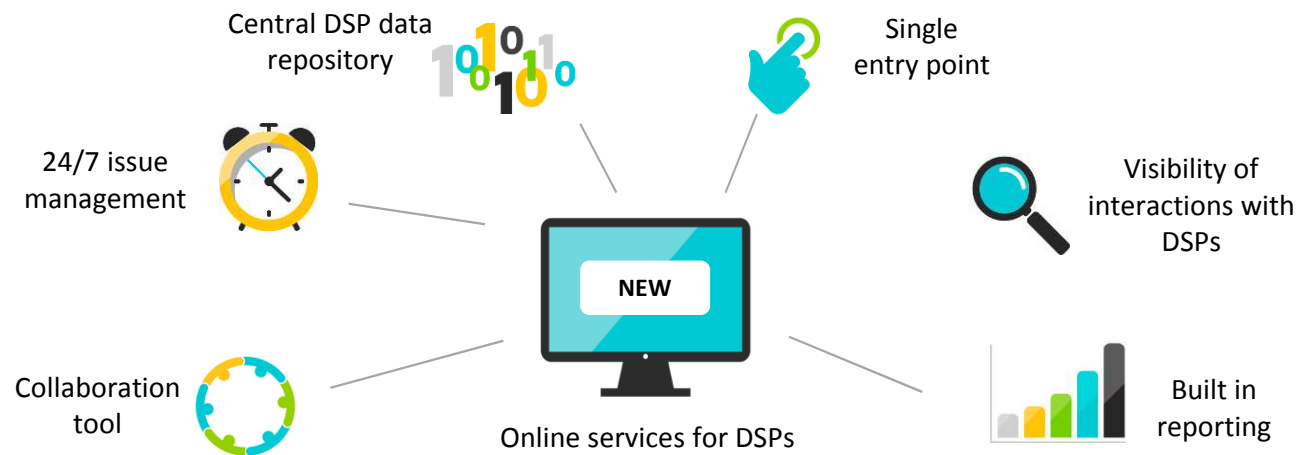
Online services for DSPs – Overview

In 2016, the ATO commenced a discovery piece of work with Fjord to understand the experiences of software developers when working with the ATO. This discovery piece highlighted frustrations experienced by DSPs when interacting with the ATO:

- There are too many entry points into the ATO (and it's not clear how the different areas fit together)
- It is difficult to understand what the right channel is for a particular query
- It's hard to innovate when it is not clear what the ATO wants to achieve
- DSP's are constantly approached by different areas of the ATO about the design of new ideas and concepts, and
- When a DSP needs help, they are not sure where to go as there are too many helpdesks.

This exercise led to the designing of the single entry point concept and the EST Executive provided approval to deliver a new externally facing service desk and collaboration services to our DSP community. This is a 'first of its kind' service and is part of the our strategic direction to build better relationships with our DSPs and we expect this tool to significantly improve / support our future interactions with all DSPs.

Online services for DSPs- Future state

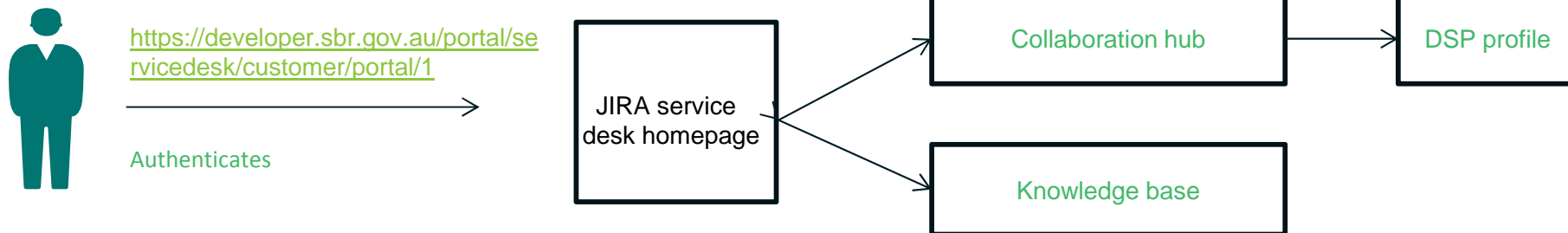




Online services for DSPs – Overview

Online services for Digital service providers (DSPs) provides a single point for you to self-serve (24/7), you will be able to:

- Log and track your incident and request tickets
- Access communications and collaboration spaces i.e. ATO Focus Groups, access to Tax Time 2019 Controlled Information, a summary Calendar of ATO engagements)
- A summary of the DSPs profile information to streamline their engagements
- Access support
- Provides a central point for information sharing
- Requires multi-factor authentication to login (i.e. DSPs need to understand that they will need access to a Standard AUSKey to access the new Online services.



Step 1. Authentication



Online services for DSPs – Authentication

Accessing Online services for DSPs requires authentication

Accessing Online services for DSPs prior to 13 January 2020

Prior to Monday 13 January 2020, to begin using our Online services for DSPs, you will need to:

- [Register for an AUSKey](#) if you do not already have one. A standard AUSKey is suitable. Information is available to assist you with setting your [AUSKey permissions](#).
- Log in and access [Online services for DSPs](#) using your AUSKey.
- Complete the registration form. Once we process your registration, you will have access to the full suite of requests

Accessing Online services for DSPs from 13 January 2020

From Monday 13 January 2020, you will need to use your myGovID to log in to Online services for DSPs. You will need to:

- [Register for a myGovID](#)
- Get your Online services for DSPs permission set up in RAM. Note: You will need your business' RAM Authorised Administrator to Set the permissions
- Log in and access [Online services for DSPs](#) using your myGovID
- Complete the registration form. Once we process your registration, you will have access to the full suite of requests

We recommend using Firefox or Google Chrome browsers to optimise the performance and functionality of this service.



Step 2. How to access Online services for DSPs



Online services for DSPs – Access

You can access the service via:

<https://developer.sbr.gov.au/portal/servicedesk/customer/portal/1>

We recommend you save this URL as a favourite or bookmark:

You can also navigate to this page from the SBR and Software developers website.

You will be taken to an authentication screen (hosted by Vanguard) to enter your AUSkey - future use will be myGovID (Post 13 January 2020).

Access points

The screenshot displays the SBR (Standard Business Reporting) website. At the top, there is a navigation bar with links: About SBR, Business, Intermediaries, Government, and Digital service providers. Below this is a large graphic with a hand pointing at a circle labeled 'SBR', with other circles labeled 'ABR' and 'Digital' connected by dashed lines. To the right, a box labeled 'Other access points' points to the 'Digital service providers' link in the navigation bar. Below the main graphic, there are three columns of links: 'About SBR', 'SBR for business', and 'SBR for developers'. On the right side, there is a section titled 'Software developers website' with links: Industry engagements, Projects and initiatives, Services and support, Your software, Product register, Access controlled information, System maintenance, outages and issues, and What's new. Below this, there are two featured services: 'DSP Operational Framework' and 'Practitioner lodgment service (PLS)'. At the bottom, there is a 'Save the date' section with a gear icon.

Step 3. Setting up a profile



Online services for DSPs – Register as a DSP

When you first access the service, you will only see a small range of tickets.

If you are the first person to access the service from your organisation you will need to complete the “SBR developer registration” ticket request.

If you are developing for e-Invoicing you will need to complete the “Expression of Interest” ticket request.



Welcome to Online services for Digital service providers

DSP Service Desk

Online Services for DSPs is available 24/7 for you to log and track your tickets or access collaboration spaces and knowledge hub articles.

If you need assistance to lodge a request manually, you can contact us:

- During business hours - 7:00am – 7:00pm Monday to Friday AEST (excludes public holidays and the ATO's end-of-year shutdown period) at DPO@ato.gov.au, and
- Outside business hours and for urgent technical issues - via the SBR service desk on 1300 488 231 or email SBRServiceDesk@sbr.gov.au.

[Collaboration Hub](#) | [Knowledge Base](#) | [ATO Software Developer website](#) | [SBR Website](#) | [PLS System Status](#) | [SBR Taxonomy](#) | [SBR Sharefile](#)

Search Knowledge Base for help with your query

What do you need help with?



[Search help](#)

Registrations & profiles

[e-Invoicing](#)



SBR developer registration
Register as a SBR developer



Feedback
We want to hear your feedback

e-Invoicing
“Expression of Interest” ticket can be found here

“SBR developer registration” ticket

If someone else in your organisation has already registered you will need to complete the “New contact registration” ticket instead of the SBR Developer registration ticket. The system will automatically identify if someone else from your organisation is already active with us, and will offer you the “New contact registration” ticket.



New contact registration

Register as a contact for an existing developer

Complete this ticket if you are not the first person from your organisation to authenticate



Online services for DSPs – Lodging a ticket

You can create the applicable ticket and submit it to the DPO.

Below is an example of what the start of our “SBR developer registration” ticket

Help Centre

Requests 1

[<< Go back](#)

[Online Services for DSPs](#)
SBR developer registration

The Commonwealth is collecting the information on this form for the registration to the SBR program. The Commonwealth may provide the personal information to other SBR agencies for the administration of the program.

[SBR developer registration - Help and instructions](#)

Some fields may pre-fill based on information we receive from your authentication

Fields marked as optional are mandatory – However, we encourage you to supply as much information as possible if appropriate

Legal Entity Name

Trading Name *(optional)*

ABN

ACN *(optional)*

Company overview - include services being developed

Registered address

Website - precede with https:// *(optional)*



Online services for DSPs – Confirmation email

You will receive a confirmation email when you have created a ticket.

Below is an example:.

From: Online services for DSPs <SBRServices@ato.gov.au>
Sent: Friday, 29 November 2019 2:49 PM
To: DSP
Subject: DSPT-199 Activity Statement [SEC=UNCLASSIFIED]

To DSP,

Your request is successfully submitted.

➤ The ticket number for this request is DSPTT-199.

You can monitor the request progress through the Online services for DSPs.

A reference
number for
the ticket

↘



Online services for DSPs – Viewing tickets

Once you have completed a ticket you can view and track it.

This is done through the requests summary screen , located top right hand of the service desk screen.

Requests

Open requests - Created by me - Any request type - Search for requests

Type	Reference	Summary	Service Desk	Status	Requester
✓	DSPPT-46	New DSP registration	Service Desk - Online Services for Digital Service Providers	WAITING FOR CUSTO...	Joe Smith

Icons are used to distinguish request types

Each request is allocated a reference number

Each request is given a status

Note

- Tickets can be lodged 24/7
- Tickets can be accessed to review status and details
- All tickets can be viewed for your organisation
- Have the ability to restrict access to an individual within an organisation if required i.e. the Operational Framework
- Able to add attachments to the ticket



Can view the DPO response

Can reply to the DPO response

Using Confluence – Collaboration and Knowledge Base



Online services for DSPs – Collaboration Hub Homepage

You will have access to the Collaboration Hub once you are registered.

The screenshot shows the Collaboration Hub homepage. The left sidebar contains a navigation menu with sections: Pages, Blog, SPACE SHORTCUTS (Knowledge Base - Online service..., Service Desk - Online Services fo..., Software developers website, Standard Business Reporting w..., SBR Sharefile, SBR Taxonomy), and PAGE TREE (Annual events, Digital Partnership Office (DPO), DSP Profile, Information sessions, Special purpose working groups, Stakeholder relationship groups, Targeted consultation, Upcoming engagements). The main content area features a header with 'Collaboration Hub - Online services for Digital service providers', a large image of four people in a meeting, and sections for 'About the collaboration hub', 'Recently updated', and a comment box. Annotations with green boxes and arrows point to specific features: 'Navigate to knowledge base to trouble shoot common problems' points to the Knowledge Base link; 'View your profile via DSP profile' points to the DSP Profile link; and 'Can view engagement for specific working groups' points to the Special purpose working groups link.

Navigate to knowledge base to trouble shoot common problems

View your profile via DSP profile

Can view engagement for specific working groups

Collaboration Hub - Online services for Digital service providers

Pages

Blog

SPACE SHORTCUTS

- Knowledge Base - Online service...
- Service Desk - Online Services fo...
- Software developers website
- Standard Business Reporting w...
- SBR Sharefile
- SBR Taxonomy

PAGE TREE

- Annual events
- Digital Partnership Office (DPO)
- DSP Profile
- Information sessions
- Special purpose working groups
- Stakeholder relationship groups
- Targeted consultation
- Upcoming engagements

About the collaboration hub

The purpose of this website is to provide timely information to digital service providers (DSPs) who produce tax and superannuation related software. You can find details of our consultation and engagement activities with the software industry and collaborate with us on matters of interest to you by following the links below:

- Annual events
- Information sessions
- Special purpose working groups
- Stakeholder relationship groups
- Targeted consultation
- Upcoming engagements

For how-to articles and answers to frequently asked questions, visit the [Knowledge Base - Online services for Digital service providers](#).

Recently updated

- Collaboration Hub - Online services for Digital service providers
- Titan Software
- Digital Partnership Office (DPO)
- Collaboration Hub - Online services for Digital service providers
- Collaboration Hub - Online services for Digital service providers

Show More

Like undefined likes this

No labels

Write a comment...



Online services for DSPs – Collaboration Hub DSP profile

At the DSP profile, DSP's can view information, registration of products, the various stages of development along with the API's being consumed.

DSP's can view
own profile details

Profile

Updates via Insight database

DSP name	Titan Software
Trading Name	Titan
ABN	12023878012
Registered address	Level 1, 60 York St Sydney NSW 2001
Company Overview	Titan Software is a Australian based software company that develops cloud-based accounting software.
Country	Australia
Authorised Representative	Joe Smith
Export to CSV	

Product Services

Updates via Insight database

Name	Titan Ajax	Titan Midas
Updated	08/Aug/18 3:20 PM	16/Aug/18 11:37 AM
Created	07/Aug/18 1:59 PM	01/Feb/18 5:44 PM
PVT / Prod ID	123789	123456
Production Information Domains	Activity Statements Employer Obligations Tax Practitioner Practice Management	Income Tax Returns - Individual
Production Interactions	as.0001.2009.get as.0001.2009.list as.0001.2009.submit as.0001.2009.validate empwth.0001.2017.list empwthoc.0001.2017.submit empwthsprdtl.0001.2018.get mat.0001.2014.submit mrpts.0001.2014.submit grpt.0001.2014.get	litr.0005.2018.get litr.0005.2018.submit litr.0005.2018.validate
PVT Information Domains	No value	Employer Obligations
PVT Interactions	No value	empwth.0001.2017.list empwthoc.0001.2017.submit empwthsprdtl.0001.2018.get
EVTE Product ID	12345	54321
EVTE Information Domains	Income Tax Returns - Individual	Activity Statements Automatic Exchange of Information
EVTE Interactions	litr.0005.2018.get litr.0005.2018.submit litr.0005.2018.validate	as.0001.2009.get as.0001.2009.list as.0001.2009.submit as.0001.2009.validate
Self-Certified Information Domains	No value	Significant Global Entity Obligations
Self-Certified Interactions	No value	cbc.0001.2017.submit lcmsf.0001.2017.submit lcmsf.0002.2018.submit
SBR1 EVTE Information Domains	No value	Tax Practitioner Practice Management
SBR1 EVTE Interactions	No value	grpt.0001.2014.get mat.0001.2014.submit

Showing 2 out of 2 objects | [Export to CSV](#)

View product and
services that are
in production

Can view products
and services in
development



Online services for DSPs – Knowledge Base

To troubleshoot common problems DSP's can search a repository of information in the Knowledge Base.

Knowledge Base - Online services for Digital service providers

Search Knowledge Base for help with your query

Search for a solution

About Knowledge Base

Knowledge Base is a repository of information to help you troubleshoot common problems.
The Knowledge Base is also used by the Digital Partnership Office Support team to provide you with practical and procedural guidance.

Recently updated articles

- Cloud software authentication and authorisation (CAA)
- Bulk data exchange (BDE) - File transfer test facility - Q&A's
- Knowledge Base - Online services for Digital service providers
- Reporting data breaches
- Reporting data breaches

You can either navigate directly for topics via the Page Tree or search for key words via the search bar

Using support tickets – Progressing through your development lifecycle



Online Services for Accessing all tickets

Once your initial registration ticket has been processed you will then have access to our full range of requests to assist you in your development.



Australian Government

Welcome to Online services for Digital service providers

DSP Service Desk

You need to be registered before you can access support, log and track your requests, share and store information, and collaborate in this secure environment.

To register, [click here](#).

[Collaboration Hub](#) | [Knowledge Base](#) | [ATO Software Developer website](#) | [SBR Website](#) | [PLS System Status](#) | [SBR Taxonomy](#) | [SBR Sharefile](#)

Search Knowledge Base for help with your query

What do you need help with?

Incident Management

Registrations & profiles

Develop a product

Maintain a product



Report an incident

Having trouble with a system?



Ask a question

Get assistance for general problems and questions



Feedback

We want to hear your feedback



Report security breach

Report a data breach

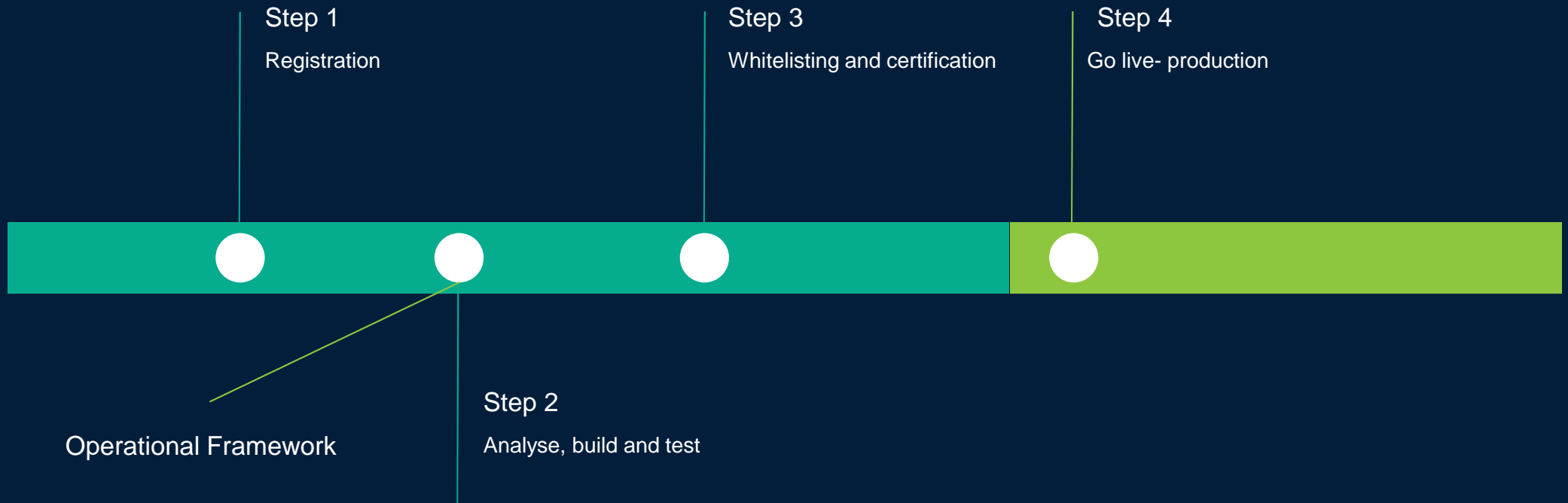
Tickets have the information to identify what they are used for

You can also search the Knowledge Base from here



Development lifecycle - The steps

DSP's must go through the key steps of the development lifecycle.





Online Services Tickets to be used for testing

Once your software is ready to test, you will need to:

- In Online services for DSPs, complete the [Register your product and enter EVTE](#) ticket to let us know you are ready to commence testing and receive your EVTE product ID.



Register your product and enter EVTE

Complete this request to register a new product and commence conformance testing (receive an EVTE product ID)

- Once your product is registered you will also be able to [Report an incident](#) via the Online services for DSPs



Report an incident

Having trouble with a system?

- You also need to meet your [Operational Framework requirements](#)



Submit security questionnaire

Submit security questionnaire and supporting evidence

- Once you have completed conformance testing you can then progress to [Request and execute PVT](#)



Request and execute PVT

Production verification testing - ATO provides PVT product ID

On completion of PVT testing and having met all requirements DSPs will then be ready to go live!