



# User guide for Digital Service Providers

Online services for DSPs

December 2019





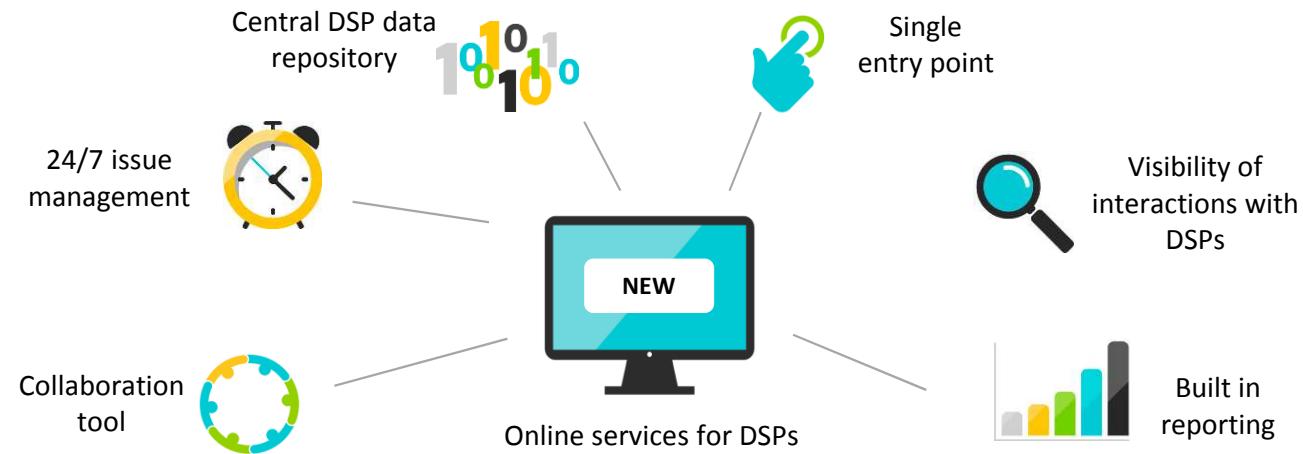
# Online services for DSPs – Overview

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

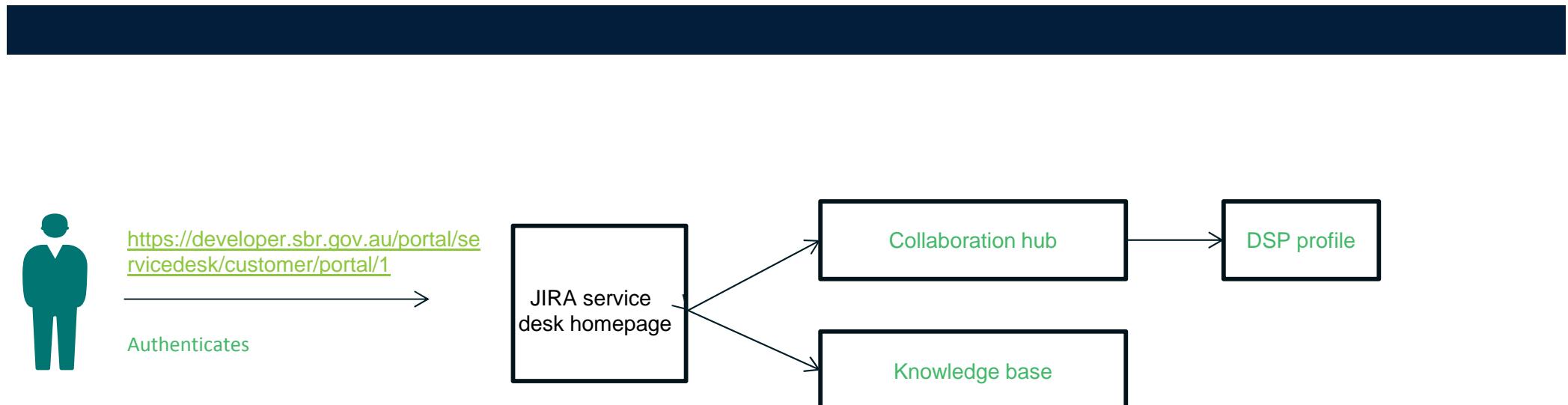




# Online services for DSPs – Overview

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.



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# Step 1. Authentication

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# 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.



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## Step 2. How to access Online services for DSPs

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# 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 diagram illustrates the 'Other access points' link. On the left, the SBR website is shown with a central graphic of a hand pointing to a circular 'SBR' icon, connected by dashed lines to other circular icons labeled 'ABR', 'Digital', and 'Business'. The SBR logo is at the top left, and the menu bar includes 'About SBR', 'Business', 'Intermediaries', 'Government', and 'Digital service providers'. On the right, the 'Software developers website' is shown, featuring the Australian Government and Australian Taxation Office logos. The menu bar includes 'Payroll', 'Tax preparation', 'Super', 'Business', and 'Investment bodies'. A sidebar on the right lists various links such as 'Industry engagements', 'Projects and initiatives', 'Services and support', 'Your software', 'Product register', 'Access controlled information', 'System maintenance, outages and issues', and 'What's new'. An arrow points from the 'Other access points' link in the SBR website's sidebar to the 'Software developers website'.

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# Step 3. Setting up a profile

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# 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.



Australian Government

## 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](mailto: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](mailto: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

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

Registrations & profiles

e-Invoicing

SBR developer registration  
Register as a SBR developer

Feedback  
We want to hear your feedback

“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

ds may pre-fill information we from your nation

rked as optional mandatory – However, encourage you to supply information as appropriate

Legal Entity Name  
Search for an object

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](mailto: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

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



# Online services for DSPs – Review and update a ticket

You can see more detail about your request by clicking on the reference ID to open the ticket.

**Can view the DPO response**

/ Online Services for DSPs / DSPPT-46  
**New DSP registration** WAITING FOR CUSTOMER

Comment on this request... 0

**Activity**

Your request status changed to Waiting for customer. 12/Jun/18 3:12 PM LATEST

**Alex Van Vucht** 12/Jun/18 3:12 PM  
Please send a proper ABN

**Details** 13/Apr/18 1:35 PM

Legal entity name  
 **Titan Software**

ABN  
12234234234

ACN  
2345678

Company overview - include services being developed  
Designer

Registered address  
13 Sunny Road, Sunville

Website  
<http://www.lisa.com.au>

Country  
Australia

Position  
Director

Phone  
02 9999 9999

Email  
[sharna@live.com.au](mailto:sharna@live.com.au)

What platform will you be developing on? E.g. Java, .net, PHP, C++, Ruby, Etc.  
java

Authorisation  
I declare that: I am authorised to make this statement for the above software developer, and the information given in this statement is true and correct. It is DSP responsibility to update the Agency with any changes.

Directed Agency  
 ATO

Declaration  
I declare that the above company agrees to the SBR Conditions of Use and the associated supplements Copyright, SBR End User Agreement, Disclaimer and Privacy conditions.

Don't notify me  
 Share  
 Resolve this issue  
 Cancel request

Shared with

**Joe Smith** Creator  
 **Titan Software** Remove

**Can reply to the DPO response**

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# Using Confluence – Collaboration and Knowledge Base

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# Online services for DSPs – Collaboration Hub Homepage

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

**Navigate to knowledge base to trouble shoot common problems**

**View your profile via DSP profile**

**Can view engagement for specific working groups**

**Pages**

**Blog**

**SPACE SHORTCUTS**

- Knowledge Base - Online service providers
- Service Desk - Online Services for DSPs
- Software developers website
- Standard Business Reporting website
- 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.

**Profile**

Updates via Insight database

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

[Export to CSV](#)

**Product Services**

Updates via Insight database

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

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

DSP's can view own profile details

Profile

Updates via Insight database

<b>DSP name</b>	Titan Software
<b>Trading Name</b>	Titan
<b>ABN</b>	12023878012
<b>Registered address</b>	Level 1, 60 York St, Sydney NSW 2001
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<b>Production Information Domains</b>	Activity Statements Employer Obligations Tax Practitioner Practice Management	Income Tax Returns - Individual
<b>Production Interactions</b>	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	itr.0005.2018.get itr.0005.2018.submit itr.0005.2018.validate
<b>PVT Information Domains</b>	No value	Employer Obligations
<b>PVT Interactions</b>	No value	empwth.0001.2017.list empwthoc.0001.2017.submit empwthsprdtl.0001.2018.get
<b>EVTE Product ID</b>	12345	54321
<b>EVTE Information Domains</b>	Income Tax Returns - Individual	Activity Statements Automatic Exchange of Information
<b>EVTE Interactions</b>	itr.0005.2018.get itr.0005.2018.submit itr.0005.2018.validate	as.0001.2009.get as.0001.2009.list as.0001.2009.submit as.0001.2009.validate
<b>Self-Certified Information Domains</b>	No value	Significant Global Entity Obligations
<b>Self-Certified Interactions</b>	No value	cbc.0001.2017.submit lcmsf.0001.2017.submit lcmsf.0002.2018.submit
<b>SBR1 EVTE Information Domains</b>	No value	Tax Practitioner Practice Management
<b>SBR1 EVTE Interactions</b>	No value	grpt.0001.2014.get mat.0001.2014.submit

View product and services that are in production

Updates via Insight database

Name

Updated

Created

PVT / Prod ID

Production Information Domains

Production Interactions

PVT Information Domains

PVT Interactions

EVTE Product ID

EVTE Information Domains

EVTE Interactions

Self-Certified Information Domains

Self-Certified Interactions

SBR1 EVTE Information Domains

SBR1 EVTE Interactions

Can view products and services in development

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

UNCLASSIFIED – VERSION 1.0

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# Online services for DSPs – Knowledge Base

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

Screenshot of the Knowledge Base - Online services for Digital service providers page.

The page features a navigation bar with links to Australian Government, Spaces, Calendars, a search bar, and options to Save for later, Watch, Share, and more.

The main content area displays a banner image of a hand interacting with a digital interface showing hexagonal nodes labeled KNOWLEDGE, ONLINE, and INFORMATION, with a central brain icon.

Below the banner is a search bar with the placeholder "Search for a solution".

A section titled "About Knowledge Base" explains that it is a repository for troubleshooting common problems and is used by the Digital Partnership Office Support team. A callout box highlights the search bar and the "About Knowledge Base" section.

A sidebar on the left shows a "Page Tree" with categories like General, Business accounting, Investment bodies, Payroll, Superannuation, Tax preparation, Technical alerts, and Operational Framework and securi. A callout box highlights this sidebar.

The bottom right corner lists "Recently updated articles" including 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, and Reporting data breaches.

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# Using support tickets – Progressing through your development lifecycle

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# 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.



## 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



[Report an incident](#)

Having trouble with a system?

Registrations & profiles



[Ask a question](#)

Get assistance for general problems and questions

Develop a product



[Feedback](#)

We want to hear your feedback

Maintain a product



[Report security breach](#)

Report a data breach

Tickets have the information to identify what they are used for

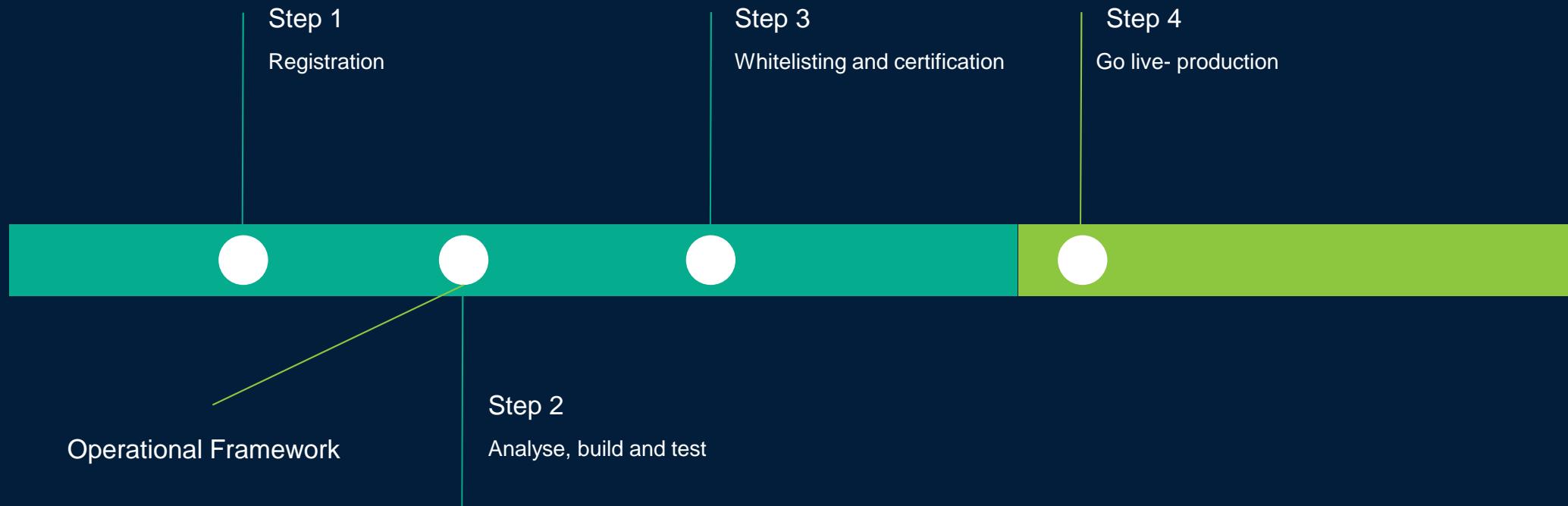


You can also search the Knowledge Base from here



# 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!