Australian Government
Australian Taxation Office

Using the File transfer test facility

This document provides you with instructions on using the data transfer test facility to test your files to be submitted online via our portals to the ATO.

⚠ **HELP AND SUPPORT**

For support using this service, including password resets:
- visit **softwaredevelopers.ato.gov.au/bde**
- email **DWSOperatingTeam@ato.gov.au**
- phone (02) 621 64004 between 8.30am and 4.30pm, Monday to Friday AEDST

These instructions assume you've registered for access to the test facility and been provided with your **User ID** and **Password**.

GETTING STARTED

1. Open your web browser and navigate to the following address: **https://datatransfer.acc.ato.gov.au**
2. The **Welcome** page will be displayed.
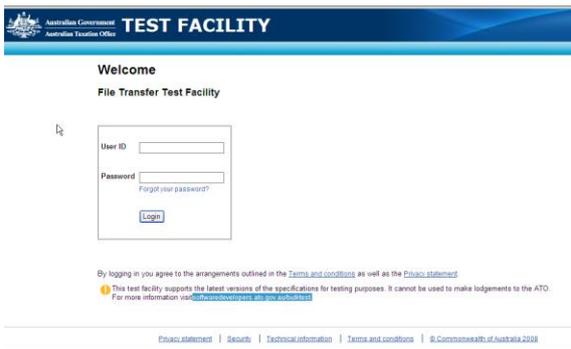
3. Type in your **User ID** and **Password** provided to you after registration. Once completed select Login

4. The first time you login you must change your password.

⚠ **SETTING YOUR PASSWORD**

Account passwords must:
- be at least nine (9) characters in length

- must contain a combination of at least 3 of the following character sets:
  - uppercase characters (A-Z)
  - lowercase characters (a-z)
  - numeric characters (0-9), and/or
  - special or punctuation characters (#, !, $, @, _, etc).
- **Note** - you cannot reuse your current or previous thirteen (13) passwords

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5. Type your User ID and Password provided to you. Type your new password and then re-type your new password to confirm it. Once completed select Login
   Your password has now been changed. If you do not want to change your password select Cancel

6. Each time you login the **Transaction history** screen will be displayed, listing files sent or received within the last 21

days. [1]

TEST FILE

1. Select **Send data** located in the left hand menu.

2. Select Browse... to locate your file and select **OK**.

3. Select Send to submit your file to the ATO where it will be checked for format compatibility and data quality. [2]

4. Once the transfer is completed, the **Transaction history** screen will be displayed.

5. The file will be validated in the background and when the validation is complete the report can be downloaded from the **Transaction history** screen. [1]

6. Download a validation report confirming the data is in a valid format or detailing any errors found.

FREQUENTLY ASKED QUESTIONS

I have forgotten my password. How can I get into the system?

A: Simply request our **Bulk Data Transfer** support team to reset your password. Remember to include your username and to send from the same email address you registered with us.

How can I add new users to an existing mailbox?

A: Have the primary user email our support team and include the mailbox name as well as the name and email address of the new user(s).

The Download button has been greyed out. How can I access the file again?

A: A security function of our system only allows 2 downloads for a file. If this isn't enough for you, our support team will be happy to reset the download count for you. Please email us, remembering to include the mailbox name, name of the message and the ID of the message.

Can I remove a user from a mailbox?

A: Yes. Either the primary user or the user to be removed can email our support.

NOTES

- [1] Reports you receive from us will include Success or Failed in the file name. This indicates whether the file has been processed successfully or not. It will also include your receipt number.

  Select Download to open or save a detailed validation report.

- [2] Monitor the progress of your upload by viewing the **Send data** progress bar. Do NOT refresh or close this window while the transfer is in progress.

- Always refresh your **Transaction history** screen to include the most up to date information.

- Compress your files to a zip format to reduce upload times.

- Upload times vary depending on the size of your file and connection speed.
- Select **Search** to search for files or reports
- Download a file from the **Transaction history** screen if is enabled and **Download available** is greater than 0.
- Downloading the file will not remove it from the **Transaction history** screen.
- Maximum file size: 2GB compressed