

My Aged Care authentication methods

There are two authentication methods that service providers, assessors and authorised hospital staff can use when logging in to the My Aged Care portals for the first time:

- myGovID and Relationship Authorisation Manager (RAM)
- VANguard Federated Authentication Service (FAS).

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Key differences between the authentication methods

Feature or function	myGovID and RAM	VANguard FAS
Obtaining credentials	Each user individually downloads the myGovID app on a compatible device and registers for an account. Their authorisation must be set up by a principal authority or authorisation administrator in RAM. A user must accept their authorisation in RAM before they can use their myGovID to log in to My Aged Care.	Automatically given to all users on the corporate network, and accessible any time the user is logged in to the corporate network.
Passwords	If the password is forgotten, the user must re-install the myGovID app on their device and set up their myGovID using the same email and identity documents used when they first set up their account.	Forgotten corporate network passwords are managed by the organisation. No additional password required.
Cancelling authorisation	If the user leaves the organisation, their RAM authorisation must be cancelled manually.	If the user leaves the organisation, their access to the portals will be automatically removed when their corporate network access is removed.
Access to My Aged Care portal	Each user has a myGovID credential tied to their My Aged Care account. Users select the myGovID option on the portal login page and authenticate with their myGovID app every time they access the portals.	Users do not require additional usernames or passwords for the portals. User selects their organisation during the first time they login. Subsequent log-ins are transparent to the user.
IT network	Effective for organisations with one or multiple networks.	Effective when all users are on one network.
Active Directory	Effective for organisations with one or multiple Active Directories.	Effective when all users are on one Active Directory.
Remote access	Access via any internet connection, however staff can only access the portals if they have access to a device used to register their myGovID. (A myGovID can be set up on multiple devices for increased flexibility.)	Users logged into their corporate network remotely (on any computer) will be able to access the portals using FAS.
IT set up	Users download the myGovID on a compatible smart device . RAM can be accessed on any device, including a desktop, using a compatible browser .	Depending on your organisation's IT capability, may require IT set-up and additional costs. In most cases connecting with VANguard should be straight forward without significant or costly changes.

myGovID and RAM

To access online services on behalf of a business or entity you need to use:

- myGovID - an app you download to your smart device that lets you prove who you are when using government online services. It is different to a myGov account.
- Relationship Authorisation Manager - an authorisation service that allows you to act on behalf of a business or entity online when linked with your myGovID. You'll use your myGovID to log in.

Delivered by the Australian Taxation Office, myGovID and RAM provide a flexible and secure way to access [selected government online services](#). No additional IT set-up is required by organisations, and connections can be created in a few simple steps by users on their own device.

For instructions on completing this process visit the [My Aged Care – Getting Started with myGovID and Relationship Authorisation Manager](#) resource collection.

Key benefits of using myGovID and RAM

Organisations may wish to consider using myGovID and RAM because of the following benefits:

- Whole of government solution, used to access many other government online services.
- Provides staff with greater flexibility to conduct business anytime, anywhere without accessing their organisational network.
- Convenient login option with no IT support required to set up or maintain user credentials.

Setting up myGovID and RAM

A [principal authority](#) needs to link their myGovID to their organisation in RAM before anyone else can be authorised to act on behalf of the business or entity online, including authorisation administrators. After the business is set up in RAM, each user needs to:

- Download the free myGovID app from the Apple or Google Play Store on a [compatible smart device](#)
- Set up their myGovID using a personal email address
- Upgrade their identity strength to Standard by verifying at least 2 supported Australian identity documents
- Accept their authorisation request by logging in to RAM (an authorisation request is created by a principal authority or authorisation administrator)
- [Connect their myGovID to their My Aged Care account.](#)

VANguard FAS

Delivered by the [Department of Industry, Science and Resources](#), FAS allows users logged on to their own network to seamlessly authenticate and use government web applications that are hosted on external networks. FAS users do not require additional credentials (such as myGovID) or additional software on their computer.

VANguard FAS is suitable for government and non-government organisations wanting to use the My Aged Care portals.

FAS is suitable for any organisation with corporate network infrastructure that includes an Identity Management System (for example, Active Directory Federation Server). This is more common in larger organisations.

There are no fees payable to VANguard for using FAS.

Key benefits of using VANguard FAS

Organisations may wish to consider using FAS for the following benefits:

- Seamless access to the My Aged Care portals, allowing Assessor Portal, Service and Support Portal, and Hospital Portal users to perform key tasks that support clients and help to manage their workload.
- Outlets will no longer have an administrative load to manage authorisations in RAM for staff accessing the My Aged Care portals.
- Simple set-up without significant changes, providing minimal disruption to an outlet's activities (assuming appropriate IT infrastructure exists).
- Access to My Aged Care portals is managed through the outlet's existing administrative processes as staff are employed or leave.
- Implementing FAS may enable access to other Government online services with little or no additional effort.

Setting up VANguard FAS

Once you have discussed with VANguard the suitability of FAS for your organisation and determined that you would like to progress, set-up will include:

- Installation of an Identity Management System (if one does not exist already)
- Provision of support documentation by VANguard
- Configuration of access by VANguard including troubleshooting advice to assist your integration.

VANguard can provide access to FAS within 15 working days, subject to the organisation's readiness to integrate.

During the establishing stage, users will be able to use their myGovID to access the My Aged Care portals.

There may be a cost associated with any IT upgrades required for implementation.

Using both myGovID/RAM and VANguard FAS

myGovID/RAM and FAS are separate methods for accessing the My Aged Care portals.

Organisations may choose to use both myGovID/RAM and FAS authentication based on their portal needs.

If users require access to two or more of the My Aged Care Assessor Portal, Service and Support Portals, and/or the Hospital Portal simultaneously, both myGovID/RAM and FAS are required. In this scenario, it is recommended that FAS is linked to each user's primary portal for an improved login experience.

More information

For more information about myGovID and RAM, please visit the [Australian Business Register \(ABR\) website](#)

For more information about VANguard FAS and the process for integrating, you can:

- Visit the [VANguard website](#)
- Email the [VANguard service desk](#) including your name, organisation name, phone number and email address.