

Logging in to the Aged Care Systems

This guide covers how to log into the:

- My Aged Care Assessor Portal
- My Aged Care Hospital Portal
- My Aged Care Service and Support Portal
- Government Provider Management System Approved Provider Portal
- Government Provider Management System Registered Provider Portal.

Using:

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

The term Aged Care Systems will be used in this guide to encompass the Portals mentioned above.

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Key differences between the authentication methods

Feature or function	myID and RAM	VANguard FAS
Obtaining credentials	Each user individually downloads the myID 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 myID to log in to Aged Care Systems.	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 myID app on their device and set up their myID 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 Aged Care Systems	Each user has a myID credential tied to their Aged Care System account. Users select the myID option on the portal login page and authenticate with their myID 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 myID. (A myID 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 myID 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.

myID and Relationship Authorisation Manager (RAM)

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

- myID - an app you download to your smart device that lets you prove who you are when using government online services. myID is an authentication service that sits within the government's [Digital ID system](#).
- Relationship Authorisation Manager - an authorisation service that allows you to act on behalf of a business or entity online when linked with your myID. You'll use your myID to log in.

Delivered by the Australian Taxation Office, myID 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.

Key benefits of using myID and RAM

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

- Free 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.
- Connections can be created in a few simple steps by users on their own device.
- Convenient login option with no IT support required to set up or maintain user credentials.

User roles

The following table summarises service-specific roles, including what each person needs to do during this transition period. These roles are referenced throughout this user guide.

Role	Who is this?	Responsible for
Principal authority	A business owner or eligible associate listed on an ABN in the Australian Business Register. In smaller organisations, this person may also be an Organisation Administrator, a My Aged Care or GPMS portal user.	• Setting up their organisation in RAM • Creating authorisation requests for new users, including authorisation administrators • Managing authorisations to ensure users' details and agency access are up to date
Authorisation administrator	A person who has administrator privileges in RAM on behalf of their delegated organisation.	• Creating authorisation requests for new users, including other authorisation administrators • Managing authorisations to ensure users' details and agency permissions are up to date
Authorised user	A person who has accepted an authorisation request to act on behalf of an organisation.	• Representing their organisation when transacting with government online services
New user	A person who has not yet registered with myID and/or RAM.	• Setting up their myID digital identity

Role	Who is this?	Responsible for
		Accepting their authorisation request
Organisation Administrator	The person who sets up and manages an organisation in Aged Care Systems including portal user accounts for individuals connected to the organisation.	Ensuring Aged Care System users in their organisation have continued access to Aged Care Systems
Aged Care System user	An individual who needs to access Aged Care Systems (e.g. the provider or assessor portal).	Accepting their authorisation request and linking their myID to their Aged Care System count

Setting up your myID

! Before you can log in to your Aged Care System for the first time, you'll need to activate your myID by completing the following steps.

1. Download the free myID app from the Apple App Store or Google Play Store, compatible with most smart devices.
2. Set up your myID with a unique email address using **at least two** of the following Australian identity documents to achieve a **Standard** identity strength (your name must match in all documents).
 - Passport (not more than three years expired)
 - Driver's license (including learner permit)
 - Birth certificate
 - Medicare card

! Individuals should use a personal email address when registering their myID to assure continued access to their digital identity. This should **not** be the same email address that is used by your organisation to issue your RAM authorisation or Aged Care System account.

! If you are linking your business, check your personal details as listed on the [Australian Business Register](#) are up to date and other nominated individuals within your organisation are still current.

! If you cannot achieve a Standard identity strength, you can set up your myID with a Basic identity strength. A Basic myID only requires a unique email address and grants access to all Aged Care Systems.

! Aged Care System users do not need to use the same email address for registering their myID, linking to RAM or being registered for portal access. Organisations may prefer to issue RAM authorisations and Aged Care System registration requests to the individuals' professional email address.

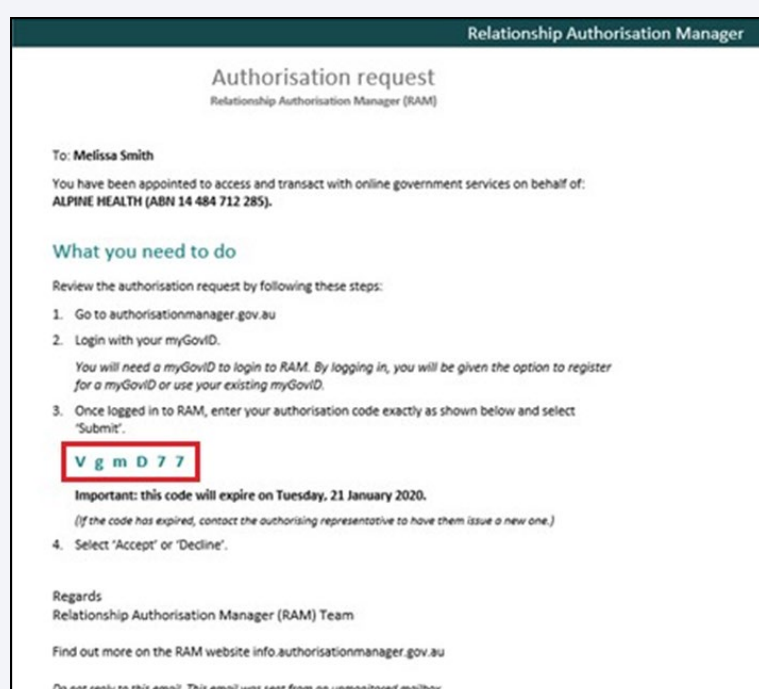
! The app is used only to authenticate with the Aged Care Systems and users can continue to use their preferred device to undertake their business activities.

3. Contact your organisation administrator to create a RAM authorisation for your myID. This authorisation will allow you to act on behalf of your organisation when interacting with online government services.

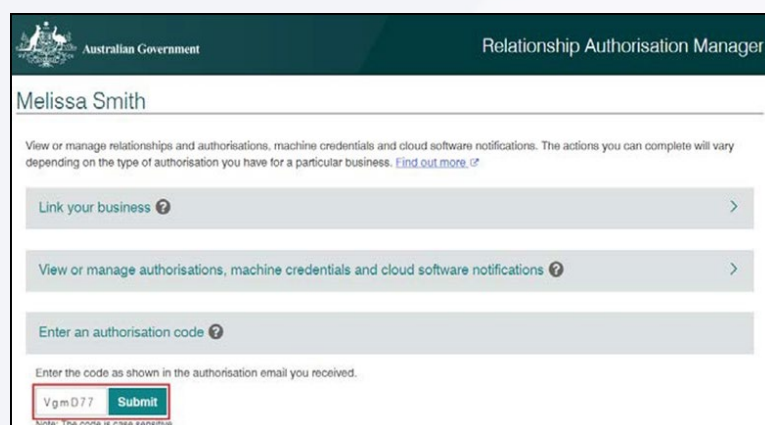
! The email address which is used for your RAM authorisation must be the same email address which is used as your user account for the Aged Care System. This should be a professional email address personally assigned to you and linked to your organisation. The email should not be a personal email address or a group/shared email address.

! Only [Principal authorities](#) and [RAM authorisation administrators](#) can create RAM authorisations. Your Organisation Administrator may be a RAM authorisation administrator or know someone who is.

4. Accept the RAM authorisation request emailed to your nominated email address. You should receive an 'Authorisation request' email from the Australian Taxation Office (ATO) with an authorisation code.



5. Log in to [RAM](#) using your myID and enter your authorisation code.



You have now successfully linked your myID to your organisation.

! Your RAM authorisation code is only valid for seven days. If you require a new authorisation code, please contact your RAM Organisation Administrator.

Linking your business

If you are linking your business, follow these additional steps:

1. Once you have logged in to RAM, select link my business to find your businesses.
2. Add in your address details.
3. Select your businesses, enter your email address, and click send email to receive a verification code.
4. Enter the code, click verify and continue.
5. View the summary of the selected businesses and select the checkbox to declare you understand and accept. Click Submit.
6. A message will display confirming your business is successfully linked. Click **Continue**.

Setting up RAM by Nominating a Principal Authority

To set up RAM, your organisation must first nominate the Principal Authority. The Principal Authority needs to be the first link to the business in RAM, and must have a Standard myID. Once linked, the Principal Authority is responsible for setting up authorised users and RAM authorisation administrators. Visit the [RAM Get Started](#) website to find out who are eligible.

Nominating an Organisation Administrator in Aged Care Systems

In order to gain initial access to a portal, your organisation will need to nominate an Organisation Administrator.

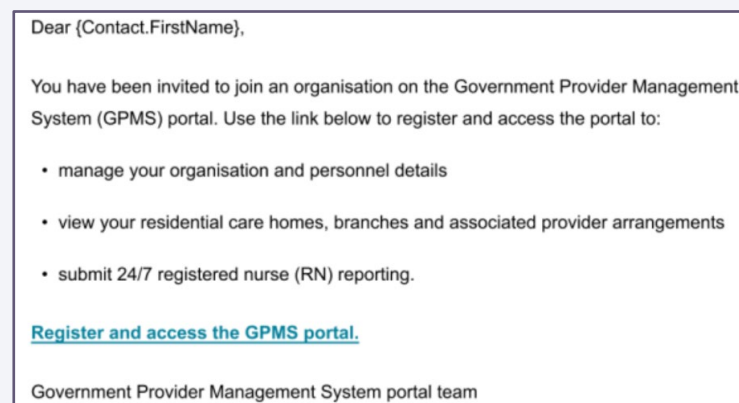
The Organisation Administrator is the initial user to gain access to the portal for your organisation. This may or may not be Principal Authority for RAM. The Department is responsible for setting up this user for each organisation.

The Organisation Administrator will be responsible for setting up the structure of your organisation in the My Aged Care portal and creating staff user accounts in all portals, including additional administrator accounts as required. The administrator details provided for your organisation should be the person who is most suitable to set-up these details.

To nominate the Organisation Administrator for your organisation, you will need to contact the My Aged Care service provider and assessor helpline on **1800 836 799** with your contact details, organisation name, ABN and PRV ID (if applicable). Please note, your PRV ID is sent to the Responsible Person (listed in your contract and/or agreement) when your service organisation is added to the Aged Care System.

New Users

Users added by their Organisation Administrators will receive an email notification inviting them to join their organisation on the Aged Care System.



Authorising new users in RAM

! Before you can authorise a user to act on behalf of your organisation, they must also have an active myID.

Ensuring staff who require access to the Aged Care System are connected to their organisation using the [myID](#) and [Relationship Authorisation Manager](#) (RAM) can be the responsibility of anyone within an organisation. However, it is particularly relevant to **principal authorities** and **authorisation administrators** in RAM to note the following:

- You can create **Standard** or **Basic authorisation requests** in RAM. Administrators must be set up with a **Standard authorisation**.
- An **authorisation administrator** is a business representative who can manage (add, edit or remove) **authorisations** for one or more organisations in RAM. By default, this person is granted full access to all participating government online services for the organisation.
- A representative's authorisation strength must match their myID identity strength:
 - To accept a Standard authorisation request, a representative needs to upgrade their myID to Standard by verifying at least 2 supported Australian identity documents.
 - If a representative can only achieve a **Basic** myID, you will need to set up a **Basic authorisation** for them. **Basic authorisations** may not be accepted by all government online services and are valid for a maximum of 12 months.
- A representative's full name must match the name on their myID before they can accept their **authorisation request**.

- Nominate an email address the representative can access to retrieve their authorisation code. The email address which is used for your RAM authorisation must be the same email address which is used as your user account for the Aged Care System. This should be a professional email address personally assigned to you and linked to your organisation. The email should not be a personal email address or a group/shared email address.
- No error will display for an incorrect name or email address. If you've made a mistake or the representative's details need to be updated, you'll need to edit the **pending authorisation** and resend the request.
- Representatives need to log in to RAM within seven (7) days to accept their authorisation request. After seven days, the principal authority or authorisation administrator will need to re-issue the request.

Setting up a new RAM authorisation

! To use the RAM you will need to use a compatible browser. The following browsers are compatible with RAM:

- Google Chrome version 39+
- Mozilla Firefox version 30+
- Apple Safari version 5+

1. Log in to [Relationship Authorisation Manager](#) and select **View or manage authorisations, machine credentials and cloud software notifications** to view all the entities you can act for.

2. Select the organisation you would like to add an authorisation to.
 - You can search for organisation by name or by ABN if needed.

 Australian Government

Relationship Authorisation Manager

[Home](#) [Manage authorisations](#)

Will Rounsevell

Details of your authorisations are listed below.

To display your authorisation details select 'View'. To manage authorisations, machine credentials or cloud software notifications, select the business hyperlink. 

I can act for

Search by ABN or entity name

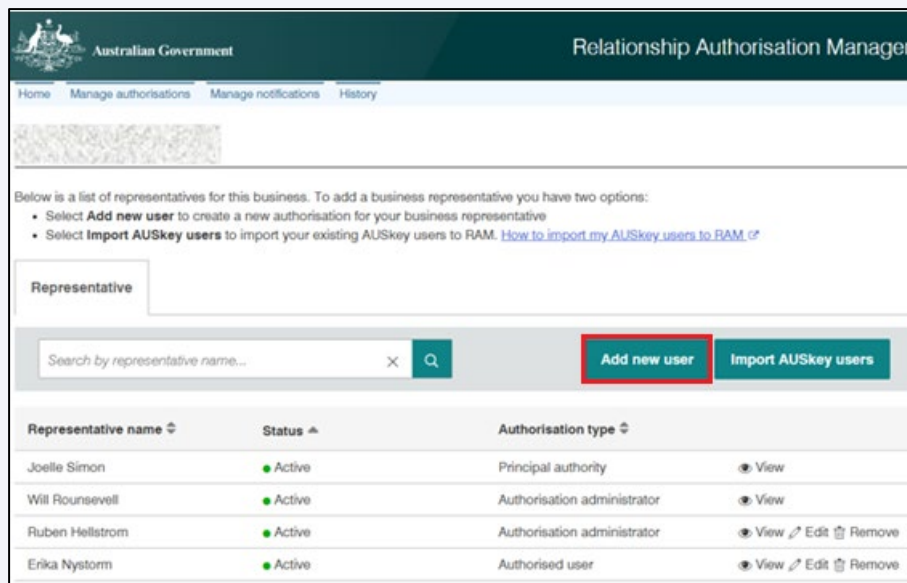
Add another business

Entity name 	ABN 	Status 	Authorisation type 	
		 Active	Authorisation administrator	 View
		 Active	Authorisation administrator	 View

 1 

The **Manage authorisations** page will display with a list of all the **authorisations** for your organisation.

3. Click **Add new user**.



Australian Government Relationship Authorisation Manager

Home Manage authorisations Manage notifications History

Below is a list of representatives for this business. To add a business representative you have two options:

- Select **Add new user** to create a new authorisation for your business representative
- Select **Import AUSkey users** to import your existing AUSkey users to RAM. [How to import my AUSkey users to RAM](#)

Representative

Search by representative name...

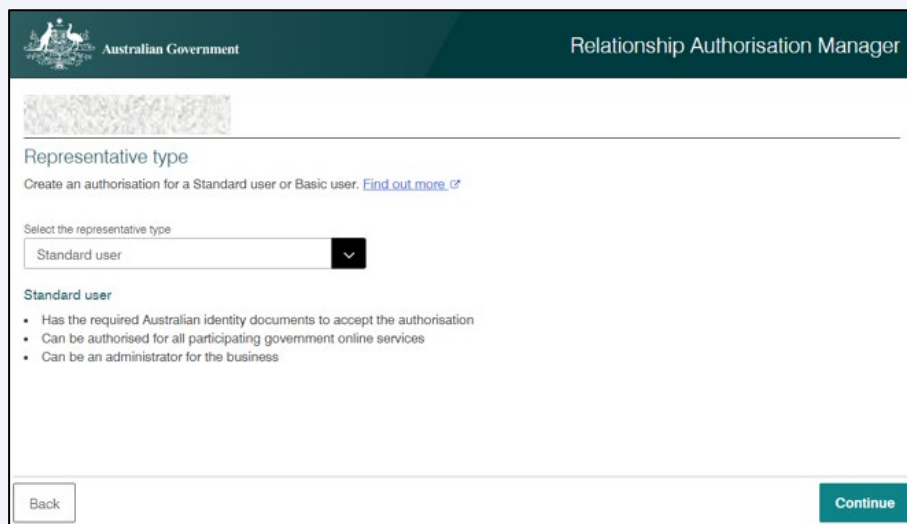
Representative name	Status	Authorisation type	
Joelle Simon	Active	Principal authority	View
Will Rounsevell	Active	Authorisation administrator	View
Ruben Hellstrom	Active	Authorisation administrator	View Edit Remove
Erika Nystorm	Active	Authorised user	View Edit Remove

You will be taken to the **Add authorisation** web form.

4. Select the representative type – Standard or Basic.

- Choose the representative type you wish to grant from the dropdown:
- **Standard** — select this option for a business representative who has a **Standard** myID identity strength.
- **Basic** — select this option if the business representative can only achieve a **Basic** myID identity strength.

5. Select **Continue**.



Australian Government Relationship Authorisation Manager

Representative type

Create an authorisation for a Standard user or Basic user. [Find out more](#)

Select the representative type

Standard user

Standard user

- Has the required Australian identity documents to accept the authorisation
- Can be authorised for all participating government online services
- Can be an administrator for the business

The **Representative details** page will display.

6. Enter the representative's details on the **Representative details** page.

- Complete the business representative's details including their full name and email address.
- The representative's full name must match the name they used to set up their myID.

- The email address does not need to match the representative's myID email. The email address which is used for your RAM authorisation must be the same email address which is used as your user account for the Aged Care System. This should be a professional email address personally assigned to you and linked to your organisation. The email should not be a personal email address or a group/shared email address.

7. Click Continue.

8. Set the representative's **authorisation strength and duration on the **Authorisation details** page.**

9. Indicate if you'd like the representative to become:

- An authorisation administrator – a person who can manage (add, edit or remove) **authorisations** for one or more organisations in RAM.
- A machine credential administrator – a person who can manage (add, edit or remove) machine credentials on behalf of the organisation.

You can set an expiry date for a representative's **authorisation** using the **End date** field (optional for **Standard** authorisations)

10. Click Continue.

The **Agency access** page will display.

11. Set agency access for **your Organisation to **Full** or **Custom** (for **Standard** authorisations) and select other agencies as needed.**



- You can grant access to multiple agencies at once (optional)

12. Click **Continue**.

Add authorisation

Representative details Authorisation details **Agency access** Summary Customise access

1 .. 2 .. 3 .. 4 .. 5

Fields marked with an * are mandatory

Choose the agencies you want the selected business representative/s to access. Levels of access available for selection may vary depending on the type of authorisation you are creating/modifying. ⓘ

NB: At least one agency must have a level of access of either Full or Custom to continue.

Agency	Level of access *
☐ ACT Revenue Office	☐ Full ☐ Custom ☒ None
☐ Australian Communications and Media Authority	☐ Full ☐ Custom ☒ None
☐ AUSTRALIAN FINANCIAL SECURITY AUTHORITY	☐ Full ☐ Custom ☒ None
☐ Australian Prudential Regulation Authority	☐ Full ☐ Custom ☒ None
☐ AUSTRALIAN TAXATION OFFICE	☐ Full ☐ Custom ☒ None
☒ DEPARTMENT OF HEALTH	☒ Full ☐ Custom ☐ None
☐ DEPARTMENT OF HOME AFFAIRS	☐ Full ☐ Custom ☒ None
☐ Department of Industry, Innovation and Science	☐ Full ☐ Custom ☒ None

The **Summary** page will display.

If custom access is selected, you will be redirected to the Australian Taxation Offices Access Manager to set permissions.

13. Review details on the **Summary** page.

Add authorisation

Representative details Authorisation details Agency access **Summary** Customise access

1 .. 2 .. 3 .. 4 .. 5

Representative details

Name: Kate Williams
 Authorisation code email address: kate.williams@EXAMPLE.COM

Authorisation details

Start date: 26/03/2020 End date: Not specified
 Authorisation type: Authorised user Machine credential administrator: No

Agency access details

Agency	Level of access
☐ ACT Revenue Office	None
☐ Australian Communications and Media Authority	None
☐ AUSTRALIAN FINANCIAL SECURITY AUTHORITY	None
☐ Australian Prudential Regulation Authority	None
☐ AUSTRALIAN TAXATION OFFICE	None
☒ DEPARTMENT OF HEALTH	Full
☐ DEPARTMENT OF HOME AFFAIRS	None
☐ Department of Industry, Innovation and Science	None

14. Accept the **Declaration**.

- Select the checkbox to declare you understand and accept the declaration.

15. Click **Submit**

Declaration

I declare that:

- I have used my own identity credential to access this service.
- I am authorised to create this relationship on behalf of the business identified above.
- I am creating a relationship between the individual named above and the business.
- I understand that by creating this relationship, the individual named above will be authorised to transact on behalf of the business with the government agencies and services I have selected, and all decisions and actions taken by the named individual with these agencies and services will be treated as approved by the business.
- I have reviewed the agencies and services I have selected for the individual named above to transact with on behalf of the business and these correctly reflect my intent.
- I understand that I will not be notified when the person whom I have authorised chooses to exercise this authorisation by accessing a Government service on behalf of the business I have authorised them to act for.
- I understand that the email address used to create this authorisation may be shared with agencies included in this request, on behalf of the individual named above.
- I understand that the individual I am authorising may be required to complete further proof of identity (POI) for particular government services and they will not be able to transact with that government service until the POI requirements have been met.

☒ I understand and accept this declaration

BackCancel

Submit

An **authorisation request** will be emailed to each representative with a 6-digit authorisation code, which is used to accept or decline the request.

Authorisations will remain as pending until they are accepted by the representative. You will receive a notification for each representative who has accepted their **authorisation request**.

16. Click **Continue** to return to the Manage authorisations page.

17. To resend a code (for Pending authorisations):

- Log in to RAM
- Select View or manage authorisations, machine credentials and cloud software notifications
- Select the business name associated with the user
- Click View next to the user's name
- Click Re-issue a code under Authorisation code details
- Confirm the code re-issue by selecting Continue in the confirmation page.

Logging in to your Aged Care System using myID

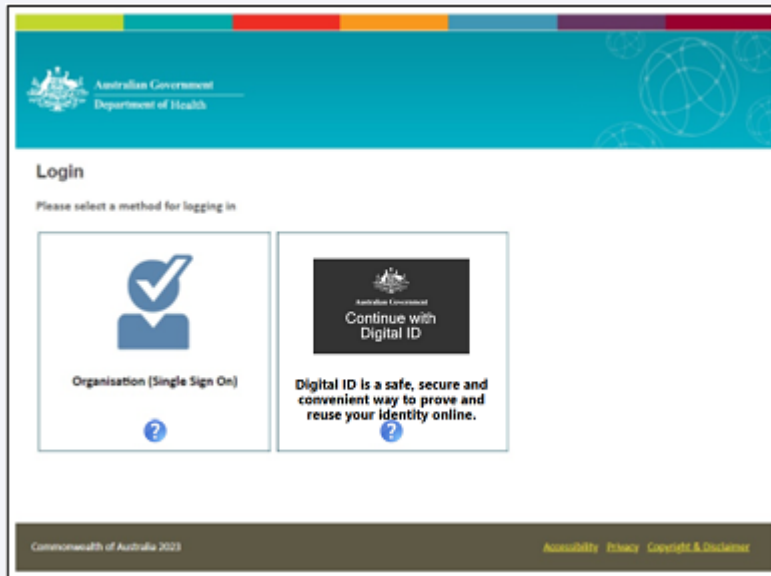
Before you can log in, you must activate your Aged Care System user account. Follow the steps below to activate your account and link it to your myID.

1. Navigate to your portal by clicking the relevant link below:

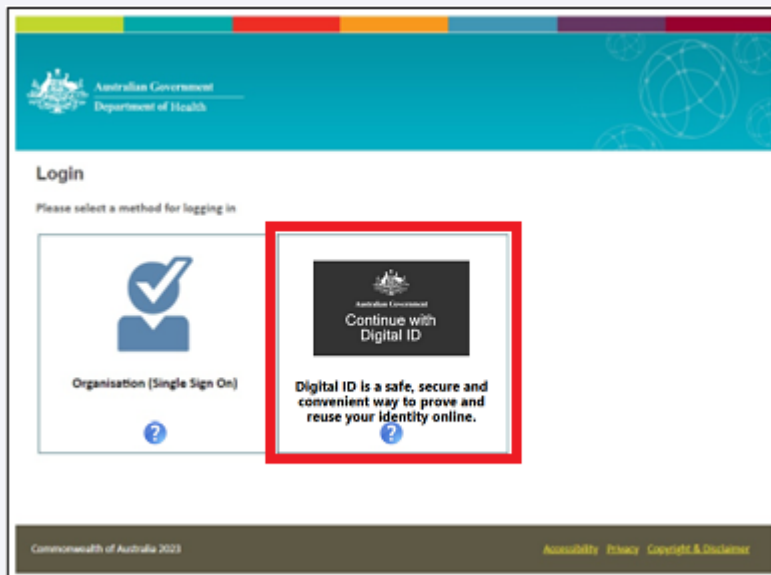
- [My Aged Care Assessor Portal](#)
- [My Aged Care Hospital Portal](#)
- [My Aged Care Service and Support Portal](#)
- [Government Provider Management System Approved Provider Portal](#)
- [Government Provider Management System Registered Provider Portal](#)

The following steps show the process of logging into the My Aged Care **Service and Support Portal** for the first time as an example, these steps can be used for all Aged Care Systems, detailed in this user guide, as they follow the same basic steps.

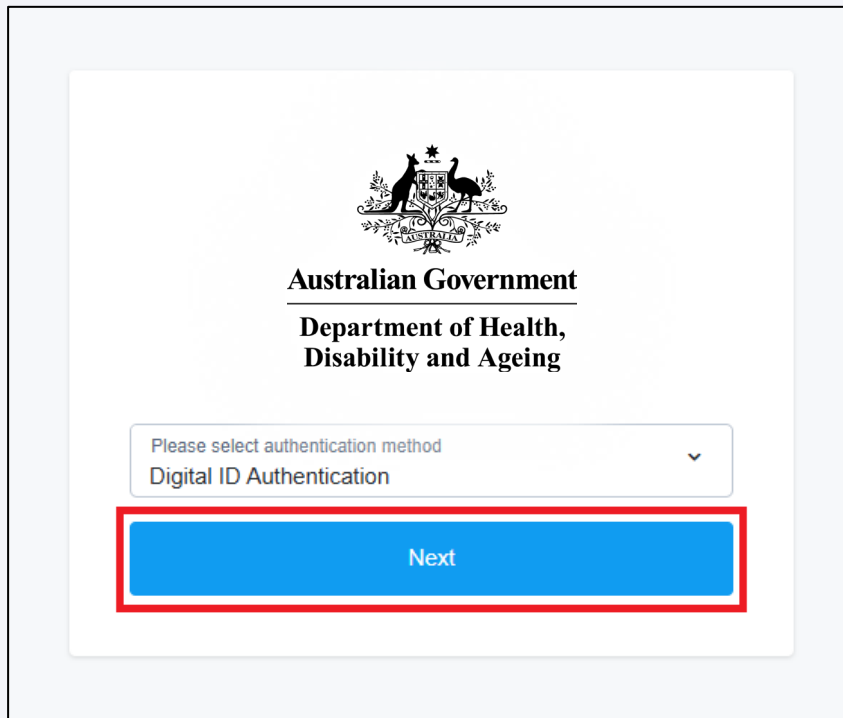
2. Visit the My Aged Care Service and Support Portal on the [Department's website](#).



3. Select the Continue with Digital ID tile.



4. Choose **Digital ID Authentication** as the authentication method, and then select **Next**.

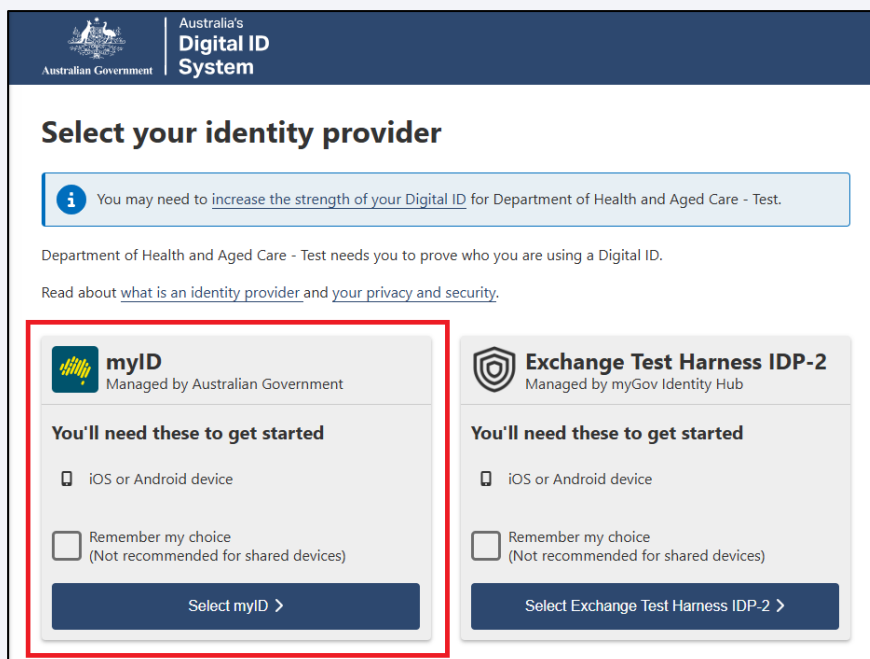


Australian Government
**Department of Health,
Disability and Ageing**

Please select authentication method
Digital ID Authentication

Next

5. You will be taken to the Digital ID System page where you will be choosing your identity provider. Click **Select MyID**.



Select your identity provider

i You may need to [increase the strength of your Digital ID](#) for Department of Health and Aged Care - Test.

Department of Health and Aged Care - Test needs you to prove who you are using a Digital ID.

Read about [what is an identity provider](#) and [your privacy and security](#).

myID
Managed by Australian Government

You'll need these to get started

☒ iOS or Android device

☐ Remember my choice
(Not recommended for shared devices)

Select myID >

Exchange Test Harness IDP-2
Managed by myGov Identity Hub

You'll need these to get started

☒ iOS or Android device

☐ Remember my choice
(Not recommended for shared devices)

Select Exchange Test Harness IDP-2 >

6. The myID login will appear. Enter the email address associated with your myID and select **Get code**.

7. The myID login page will display an authorisation code. Log in to your myID app on your device and enter this code.
8. You will be redirected to a Department account activation screen.

Enter the email address linked to your Service and Support Portal user account, then select **Continue**.

9. You will receive an email with an activation code. This activation code is only required for logging into the portal for the first time. If you do not receive an email with your activation code, call the My Aged Care service provider and assessor helpline on **1800 836 799**.
10. Enter the activation code you were provided in the email and select **Confirm**.

! Your activation code is valid for 5 days. If you require a new authorisation code, please select **Resend Activation Code**.

Australian Government
Department of Health

1 Request activation code 2 Confirm activation code 3 Finish

Confirm activation code for Service and Support Portal

Please enter the Activation Code sent to the email address below.

All fields marked with an asterisk (*) are required

Email Address: france_marshall@auk.com

Activation Code: 888 2 4173c

Cancel Confirm Resend activation Code

Your account has now been successfully activated and linked with your myID.

11. Select the **Go to Aged Care Service and Support Portal** link to be directed to the portal.

Australian Government
Department of Health

i Your account has been successfully activated

1 Request activation code 2 Confirm activation code 3 Finish

Finish

What can you do now ?

Go to the Aged Care Provider Portal

Visit the Department web site

Back to content page

12. You will be redirected to the **Service and Support Portal** home page.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from Aussie Aged Care Logout

Service and Support Portal

Welcome Charles

Service referrals Find a client Review requests

Tasks and notifications Government Provider Management System

My Aged Care interactions Reports and documents

! myID is linked to a unique Aged Care Organisation which will allow you to log into the My Aged Care and GPMS Portals. If you require access to multiple Aged Care Organisations, a unique myID is required per Organisation.

Logging in after Account Activation

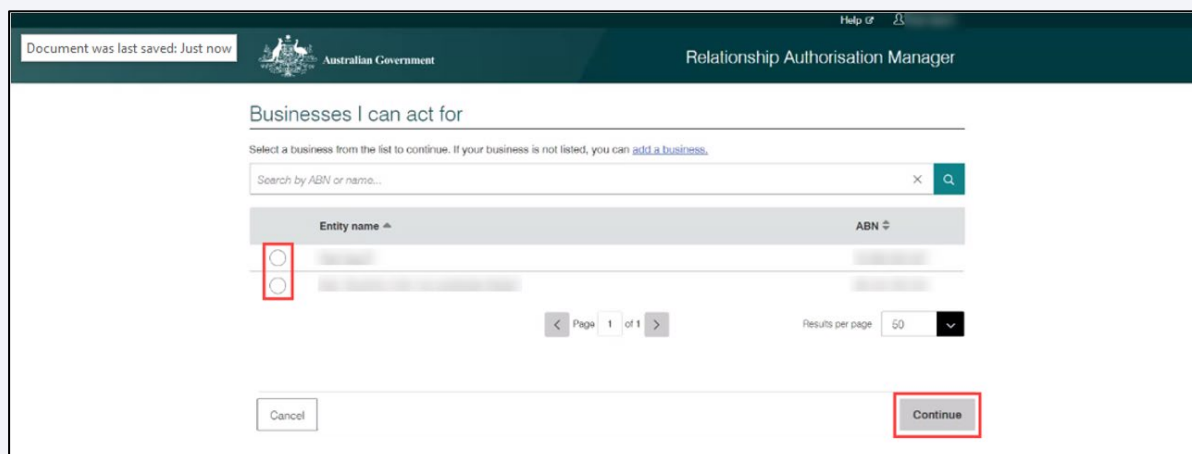
After you've activated your Aged Care System user account, you can continue to log in to your desired portal using your myID by following steps 1 through to 7 in the 'Logging in to your Aged Care System using myID' section of this guide.

Selecting for multiple organisations

Some users may work for multiple organisations. When this is the case, RAM will provide a list of organisations at the end of the myID login process.

To select the organisation you want to login to, complete the following steps:

1. In the Relationship Authorisation Manager screen, select the radio button of the authorised organisation you want to access.
2. Select the **Continue** button.



Managing Authorisations in RAM

To edit or remove an existing authorisation, a Principal Authority or RAM authorisation administrator can follow the steps below.

1. Log in to RAM
2. Select Manage authorisations.
3. Select the business name associated with the user.
4. Click Edit or Remove (to permanently end the user's authorisation).

The edits you can make to an authorisation will depend on the status of their authorisation.

Authorisation Status	What can be edited
Pending	Authorised users name and email address Authorisation start and finish dates Authorisation administrator status Agency access level
Accepted or Active	Authorisation start and finish dates Authorisation administrator status Agency access level
Inactive	None

VANguard Federated Authentication Service

VANguard Federated Authentication Service (VANguard) is a login option supported by Aged Care Systems. The service integrates with an organisation's local network, allowing individuals to reuse their username and password to log in to systems owned by external agencies without sharing the user's credentials.

VANguard is delivered by the [Department of Industry, Science, and Resources](#) and is suitable for any organisation with corporate network infrastructure that supports Single Sign-On (SSO) or

includes an Identity Management System (for example, Active Directory Federation Server). This is more common in larger organisations.

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

VANguard users authenticate once with an Aged Care System and subsequent logins are seamless, not needing additional credentials (such as myID) or additional software on their computer.

There are no fees payable to VANguard for using FAS.

Key benefits of using VANguard FAS

Benefits for Aged Care System users:

- Improved user experience through federated access, allowing users to single sign on using their organisational network.
- Staff do not need to set up or remember an additional credential to login.
- Increased flexibility as users can log in using their desktop and their credentials are not tied to a single device.

Benefits for organisations:

- Seamless access to the Aged Care Systems, allowing Assessor Portal, Service and Support Portal, Hospital Portal and GPMS 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 Aged Care Systems.
- Simple set-up without significant changes, providing minimal disruption to an outlet's activities (assuming appropriate IT infrastructure exists).
- Access to Aged Care System 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 myID to access the Aged Care Systems.

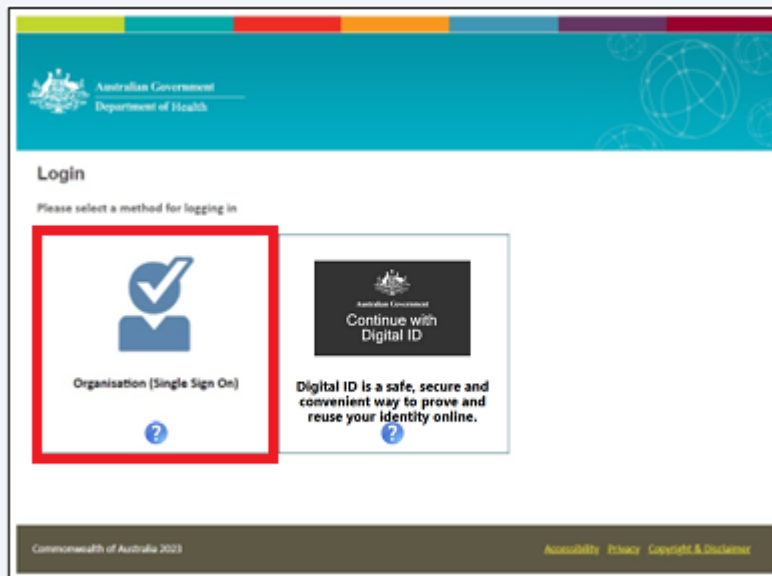
Logging in for the first time using VANguard FAS

After your organisation administrator has set up your Aged Care System user account, follow the steps below to link your portal account to the VANguard FAS authentication service.

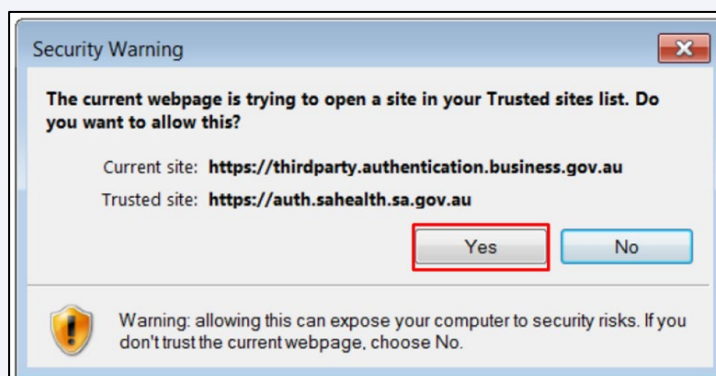
1. Access your portal by selecting one of the links below:

- [My Aged Care Assessor Portal](#)
- [My Aged Care Hospital Portal](#)
- [My Aged Care Service and Support Portal](#)
- [Government Provider Management System Approved Provider Portal](#)
- [Government Provider Management System Registered Provider Portal](#)

2. On the portal login page, select the **Organisation (Single Sign On)** option.

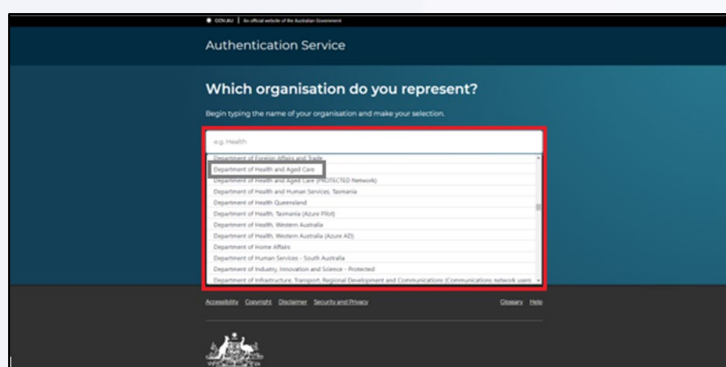


3. Depending on your organisation's setup, you may be presented with a **Security Warning Trusted Site** pop-up. Click **Yes** to this pop-up each time it appears.



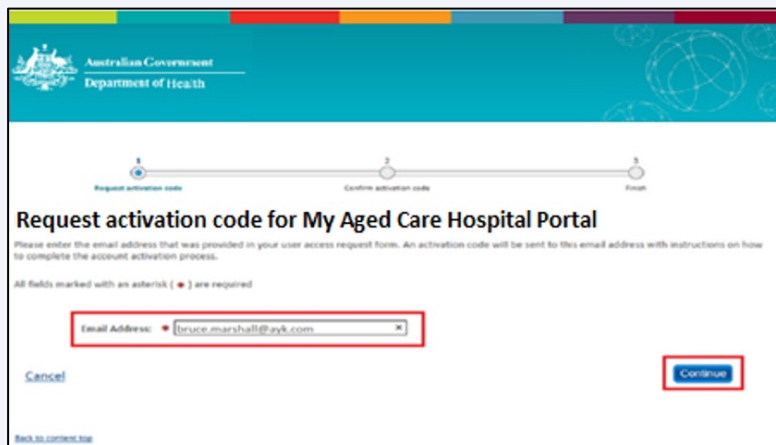
You will be taken to an Australian Government Authentication Service page.

4. Select your organisation from the drop-down menu.



You will be redirected to the relevant Aged Care System and asked to activate your portal account. (If you select the wrong organisation, you will be redirected back to the organisation selection page to try again.)

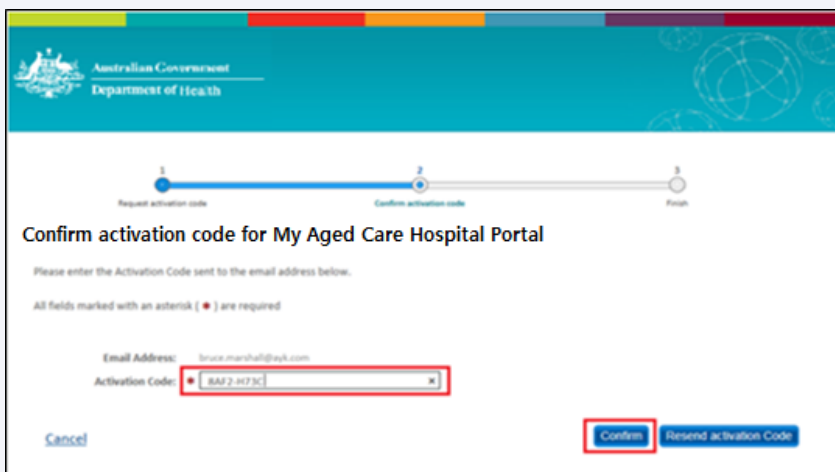
5. Enter the email address linked to your Aged Care System user account and select **Continue**.



6. You will receive an email with an activation code. This activation code is only required for logging into an Aged Care System for the first time.

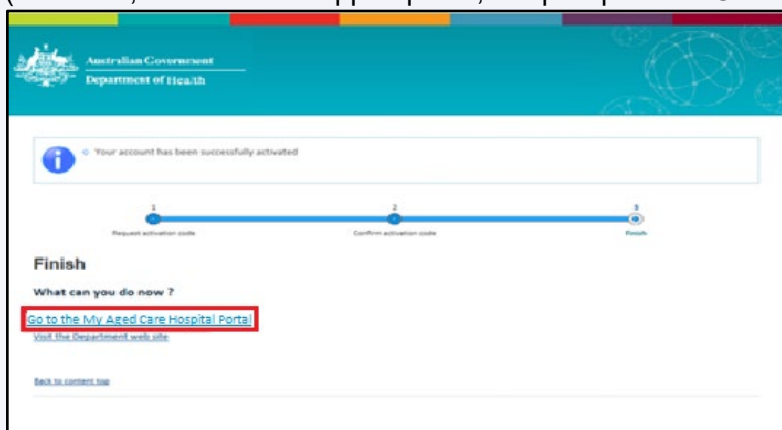
! If you do not receive an email with your activation code, call the My Aged Care service provider and assessor helpline on **1800 836 799**.

7. Enter the activation code you were provided via email and select **Confirm**.



Your account has now been activated and linked to your organisation via the VANguard FAS service.

8. Select the link directing you to the relevant portal you have been provided access to (Assessor, Service and Support portal, Hospital portal or GPMS portal):



Your relevant Aged Care System homepage will be displayed.

Logging in after account activation

After you've activated your Aged Care System user account, you can continue to log in to your desired portal using your Vanguard FAS by following the first 4 steps you used to log in for the first time.

! Bookmark the relevant portal link for easy access to your portal in the future.

Using both myID/RAM and VANguard FAS

myID/RAM and FAS are separate methods for accessing Aged Care Systems.

Organisations may choose to use both myID/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, GPMS Portal**, and/or the **Hospital Portal** simultaneously, both myID/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.

Further Information, Enquiries and Technical Support

Visit the [myID](#) and [RAM](#) websites for more information relating to these services, and for technical support, check:

- [myID – Help](#) or
- [Relationship Authorisation Manager - Help](#)

If you are unable to find what you are looking for on the myID or RAM websites, please refer to the [Online services help | Australian Taxation Office \(ato.gov.au\)](#) for assistance.

Visit [VANguard](#) website for more information relating to this service or email the [VANguard service desk](#) with your question and contact details.

The My Aged Care service provider and accessor helpline is available on **1800 836 799**. The helpline provides technical support and general information to registered provider, assessors, and hospital staff using our reporting systems and portals. The helpline is available from 8am to 8pm Monday to Friday, or 10am to 2pm Saturday (local time).