



Australian Government



myagedcare

Fact Sheet for Organisations - Removal of AUSKey from My Aged Care

AUSKey is the primary login option used by service providers and assessors to securely access and use the My Aged Care system.

The Australian Taxation Office (ATO) is decommissioning the AUSKey service at the end of March 2020. After this date, users will no longer be able to log in to My Aged Care using their AUSKey credentials. An alternative login option is discussed below.

To prepare for the retirement of AUSKey, we recommend organisation administrators:

- Update staff AUSKeys in ATO systems to ensure personal details and email addresses are still current
- Cancel AUSKeys that are no longer in use
- Clean up staff accounts in My Aged Care by ensuring information is up to date and consistent with ATO systems
- Deactivate My Aged Care accounts for staff members who no longer need access to the system
- Remove My Aged Care staff accounts for individuals who have left your organisation/outlet.

myGovID and RAM

myGovID is a digital identity provider that links a person's identity to their mobile device, allowing them to interact with online government services. This login option is scheduled to be supported by My Aged Care in late 2019.

The credential is compatible with most smart devices running:

- iOS 10 or later
- Android 7.0 (Nougat) or later

The following identity proofing levels will be supported by My Aged Care:

- **IP1** – verified email address (similar to a standard AUSKey)
- **IP2** – verified email address and 100 point ID check using whole of government document verification services for Australian citizens (e.g. passport, drivers licence, Medicare card)



For further information, go to My Aged Care

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Organisations can determine the level of identity proofing required by their staff members.

The Relationship Authorisation Manager (RAM) is a service that links myGovID credentials to an Australian Business Number (ABN), authorising individuals to act on behalf of the organisation to access government agencies. Staff credentials are managed within the RAM service by authorisation administrators.

Key benefits of myGovID

- 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
- A migration feature to transition current AUSkeys into RAM , removing the need to re-provision online access to government agencies

For more information about myGovID and RAM, please visit:

<https://www.abr.gov.au/mynewkey>

VANguard FAS

VANguard Federated Authentication Service (VANguard) is an existing login option supported by My Aged Care. 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. Staff authenticate once with the service provider or assessor portal with subsequent authentications being transparent to the user.

VANguard is delivered by the Department of Industry, Innovation and Science (DIIS) and is suitable for any organisation with corporate network infrastructure that includes a Single Sign-On System (e.g. Active Directory Federation Server).

There are no fees payable to DIIS for using VANguard.

Key benefits of VANguard for end users

- Improved user experience through federated access, allowing users to Single Sign On into My Aged Care, using their own organisational network
- Staff do not need to set up or remember an additional credential to access My Aged Care
- Increased flexibility as a user's ability to log in to My Aged Care is not tied to a single device



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Key benefits of VANguard for organisations

- Simple setup without significant IT changes provided appropriate infrastructure exists
- Fewer AUSkey/myGovID credentials for administrators to manage on ATO systems as staff identity and authentication is set up and managed according to internal business processes
- Access to My Aged Care portals is automatically revoked when a staff member leaves an organisation and their credentials are deactivated

To find out more or get started with VANguard FAS, you can email the VANguard service desk at VANguard.Customer@industry.gov.au with your contact details and your organisation's name, phone number and email address.



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