



# User Guide: How to authorise new users in Relationship Authorisation Manager

## Who should read this?

The intended audience of this user guide is anyone who is responsible for ensuring staff who require access to My Aged Care are connected to their organisation using the [myGovID](#) and [Relationship Authorisation Manager](#) (RAM).

It is particularly relevant to **principal authorities** and **authorisation administrators** in RAM and current AUSkey administrators. While this information is specific to Department of Health services, including My Aged Care, it applies broadly to other government online services.

You may wish to refer to the [Key Terms](#) and [User Roles](#) while reading this fact sheet.

## What is Relationship Authorisation Manager?

Relationship Authorisation Manager is used by **principal authorities** and **authorisation administrators** to create and manage **authorisations** for business representatives.

When a representative accepts an **authorisation request** to represent an organisation, RAM links their myGovID to their organisation's Australian Business Number (ABN). This allows the representative to act for the organisation and access selected government online services.

## Digital Resources

[How to create new authorisations using RAM](#) (Australian Taxation Office video)

## Set up a new authorisation

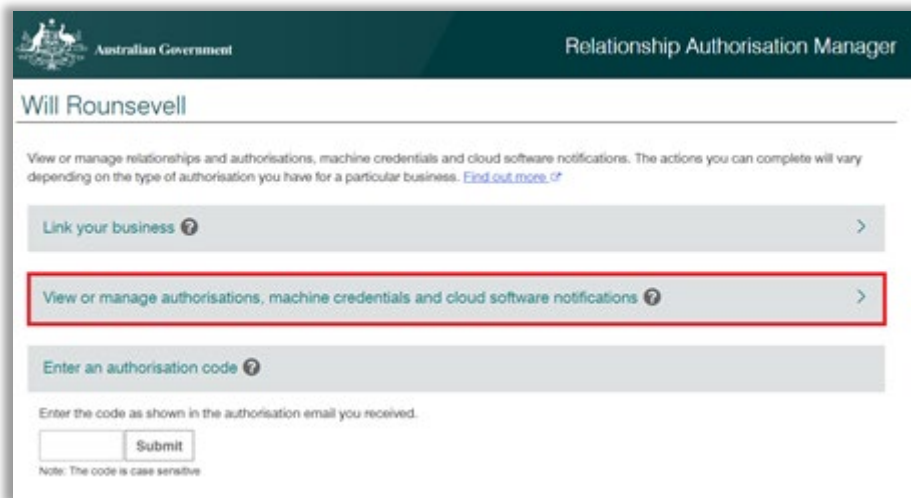
1. Log in to [Relationship Authorisation Manager](#) and select **View or manage authorisations, machine credentials and cloud software notifications**
2. Select the organisation you would like to add an authorisation to
3. Click **Add new user**
4. Select the representative type – Standard or Basic
5. Enter the representative's name and email address on the **Representative details** page
6. Set the representative's **authorisation** strength and duration on the **Authorisation details** page
7. Set **agency access** for "DEPARTMENT OF HEALTH" to **Full** or **Custom** and select other agencies as needed
8. Review details on the **Summary** page
9. Accept the Declaration

## Notes

- If you need to set up your organisation in RAM, follow the steps in [User Guide: How to set up your Organisation in Relationship Authorisation Manager](#).
- 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 myGovID identity strength:
  - To accept a **Standard authorisation request**, a representative needs to upgrade their myGovID to **Standard** by verifying at least 2 supported Australian identity documents.
  - If a representative can only achieve a **Basic** myGovID, 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 myGovID before they can accept their **authorisation request**.
- Nominate an email address the representative can access to retrieve their authorisation code. This does not have to match their myGovID email.
- 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.
- To change access for existing representatives or remove an **authorisation**, follow the steps on the [Manage authorisations](#) page on the RAM website.

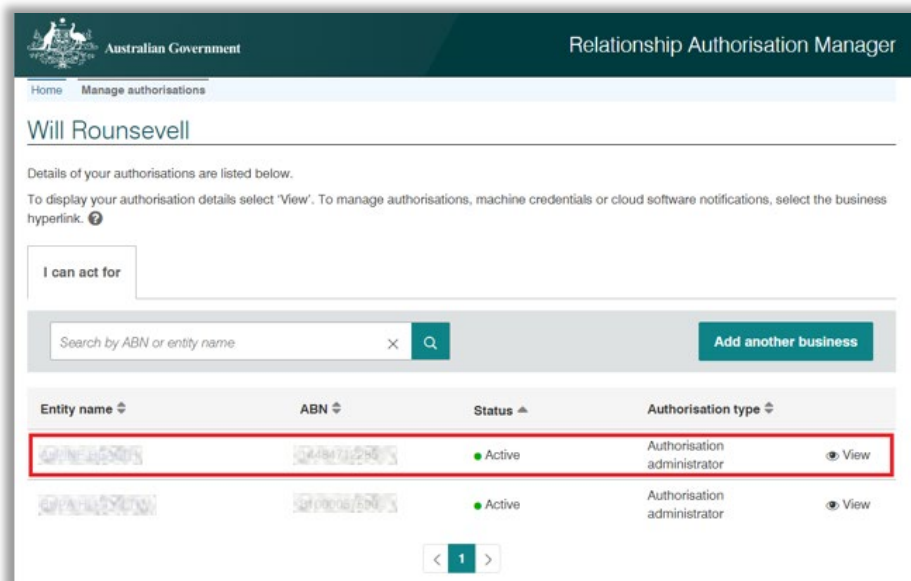
## Set up a new authorisation

**Step One:** 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.



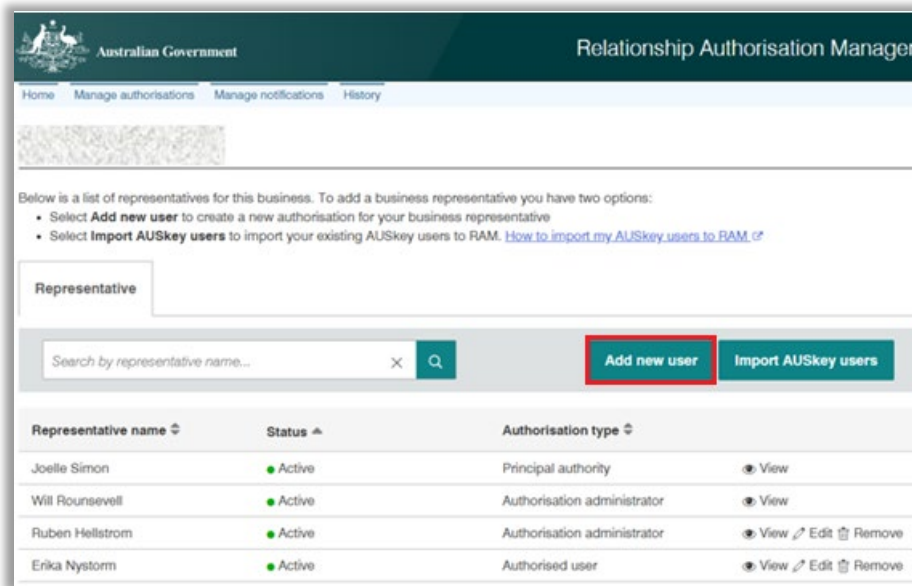
**Step Two:** Select the organisation you would like to add an authorisation to.

- You can search for organisation by name or by ABN if needed



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

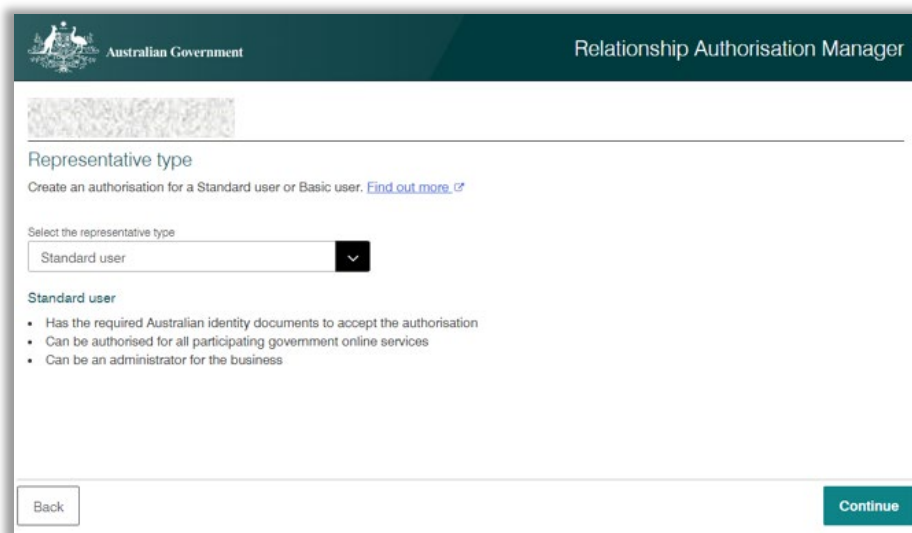
**Step Three:** Click **Add new user**.



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

**Step Four:** 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** myGovID identity strength
  - **Basic** — select this option if the business representative can only achieve a **Basic** myGovID identity strength
- Select **Continue**



The **Representative details** page will display.

**Step Five:** 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 myGovID
  - The email address does not need to match the representative's myGovID email. You may wish to use their business email instead

- Click **Continue**

**Step Six:** Set the representative's **authorisation** strength and duration on the **Authorisation details** page.

- 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 dates for a representative's **authorisation** using the **End date** field (optional for **Standard** authorisations)
- Click **Continue**

The **Agency access** page will display.

**Step Seven:** Set agency access for “**DEPARTMENT OF HEALTH**” to **Full** or **Custom** (for **Standard authorisations**) and select other agencies as needed.

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

- 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 *		
<input type="radio"/> ACT Revenue Office	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> Australian Communications and Media Authority	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> AUSTRALIAN FINANCIAL SECURITY AUTHORITY	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> Australian Prudential Regulation Authority	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> AUSTRALIAN TAXATION OFFICE	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input checked="" type="radio"/> DEPARTMENT OF HEALTH	<input checked="" type="radio"/> Full	<input type="radio"/> Custom	<input type="radio"/> None
<input type="radio"/> DEPARTMENT OF HOME AFFAIRS	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> Department of Industry, Innovation and Science	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None

The **Summary** page will display.

**Step Eight:** 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@XXXXXXXXXXXX

**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
<input type="radio"/> ACT Revenue Office	None
<input type="radio"/> Australian Communications and Media Authority	None
<input type="radio"/> AUSTRALIAN FINANCIAL SECURITY AUTHORITY	None
<input type="radio"/> Australian Prudential Regulation Authority	None
<input type="radio"/> AUSTRALIAN TAXATION OFFICE	None
<input checked="" type="radio"/> DEPARTMENT OF HEALTH	Full
<input type="radio"/> DEPARTMENT OF HOME AFFAIRS	None
<input type="radio"/> Department of Industry, Innovation and Science	None

**Step Nine:** Accept the **Declaration**.

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

Back
Cancel
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. To accept their **authorisation**, representatives can follow instructions in [User Guide: Connecting your myGovID to your My Aged Care account](#).

**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**.

- Click Continue return to the Manage authorisations page.

## Where can I go for additional support?

To ensure you have the latest version of this pack, visit [My Aged Care – Getting started with myGovID and Relationship Authorisation Manager](#).

For issues relating to **myGovID**:

- Check the information in this pack or visit the [myGovID website](#)
- If you still need to speak with the ATO, you can contact the support line on **1300 287 539** — select **option 2** for myGovID.

For issues relating to **Relationship Authorisation Manager** or issuing **authorisation requests**:

- Check the information in this pack or visit the [Relationship Authorisation Manager website](#)
- If you still need to speak with the ATO, you can contact the support line on **1300 287 539** — select **option 3** for RAM.

If individuals in your organisation experience issues logging in to My Aged Care **after** setting up their **myGovID** and accepting an **authorisation** to represent your organisation for the agency “DEPARTMENT OF HEALTH”:

- Contact the My Aged Care Service Provider and Assessor helpline on **1800 836 799**.

For issues with other government online services:

- Contact the [agency’s service](#) directly.