AUSkey

The portal requires you to log-in using an AUSkey. Please do not choose the myGov option. For more information on this feature, visit https://abr.gov.au/General-information/Manage-ABN-Connections.

In order to use and login to the portal your organisation needs

• an AUSkey for each user
• an email invitation to join the portal and
• a nominated SP or DM Admin user to manage portal users.

What is AUSkey?

AUSkey is the whole of government approach that enables an organisation to easily and securely access online government services. It is a way to identify you, or a representative of your organisation online.

Your organisation may already be using an AUSkey to access the Australian Taxation Office or the Australian Business Register.

To be eligible for an AUSkey your organisation needs to have an Australian Business Number (ABN). The first AUSkey holder for the business must be listed as an associate of your organisation on the Australian Business Register (ABR). Go to the AUSkey website at www.abr.gov.au/AUSkey to check your eligibility to register.

There is no limit to the number of AUSkeys your organisation can have, however AUSkeys should only be held by people trusted to act on behalf of your organisation.

One AUSkey provides access to a range of online government services without the need to remember multiple pins and passwords however it is important to ensure that your organisation’s AUSkey holders only have permissions to access the government online services required to complete their work.

Administrator AUSkey

The first AUSkey for an organisation is an Administrator AUSkey. This AUSkey requires evidence of association and evidence of identity. Each additional Administrator AUSkey holder from the same organisation will only need to provide evidence of identity.

Standard AUSkey

Standard AUSkeys will be suitable for the majority of portal users within your organisation, including SP Admin and DM Admin users. Standard AUSkey holders are responsible for managing their own AUSkey.

Staff requiring access to the portal need their own AUSkey. A valid email address for each individual user must be provided.

The portal has five types of users (SP Admin, SP Manager, SP Site, SP Claims and DM Admin). These users are not linked to the AUSkey holder types. For example, your AUSkey Administrator does not need to hold the SP Admin User or DM Admin role within the portal.
AUSkey Registration

Registering for an AUSkey is free, fast and simple. In most cases you will be ready to use your AUSkey almost immediately. An AUSkey can only be obtained by completing the online registration.

If you have any questions, or require assistance please contact 1300 AUSKEY (1300 287 539).

Installing the AUSkey software and your AUSkey

AUSkey software is only compatible with certain operating systems and browsers. For more information, please check the AUSkey compatibility page.

Depending on your IT arrangements you may need to consult your IT department or in-house technical support before registering or installing your AUSkey.

AUSkey Storage

You can download your AUSkey software and AUSkey to your computer, laptop or USB stick.

AUSkey Management

An AUSkey will expire if not used for a period of 12 months. In the event that your AUSkey does expire, you will need to register for a new AUSkey.

Portal users who obtain a new AUSkey require the new AUSkey details to be added to their HSO User Profile. SP Admin / SP Manager and DM Admin users can add new AUSkey details to a user profile via the ‘Link New AUSkey’ button, located on the User Details screen.

AUSkey Security

You can protect your AUSkey by storing it securely on your computer or USB, regularly changing your password and not sharing your AUSkey password with others. An AUSkey should be cancelled when

- staff no longer work for the organisation
- their role has changed
- they believe someone else may have access to it

If you believe your AUSkey may be compromised contact 1300-AUSkey (1300 287 539).

Further Information

AUSkey information such as the registration process, frequently asked questions and basic troubleshooting is available on the AUSkey website.

AUSKey and Portal Troubleshooting

If portal access is prevented due to issues relating to AUSkey, refer to the AUSkey helpdesk on 1300 AUSkey (1300 287 539). If the AUSkey helpdesk are unable to resolve the issue, please email hearing@health.gov.au or phone 1800 500 726 so we can investigate with our AUSkey partners.

For other difficulties with portal access, please refer to the System Outages page, and the HSO System Outages Factsheet.