



myGovID

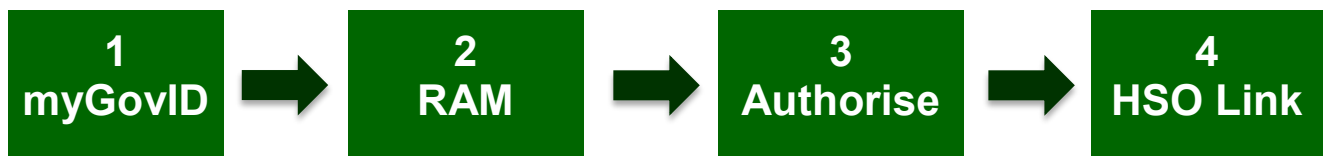
AUSkey (the previous identity verification platform) closed 27 March 2020, being replaced by

- [myGovID](#), a platform to identify individuals
- [Relationship Authorisation Manager \(RAM\)](#), to manage business authorisation.

MyGovID and RAM are owned and operated by the [Australian Taxation Office \(ATO\)](#).

For support, enquiries, or to report any fault with either system, please contact
ATO Technical Support Team - 1300 287 539 (option 3 for RAM)

Note - myGovID is not the same as the existing myGOV system.



What do we need to do?

To access the HSO portal, follow these four steps

1. myGovID

Individuals [create a myGovID account](#).

This credential belongs to the individual, thus a **personal email address** should be used.

2. RAM

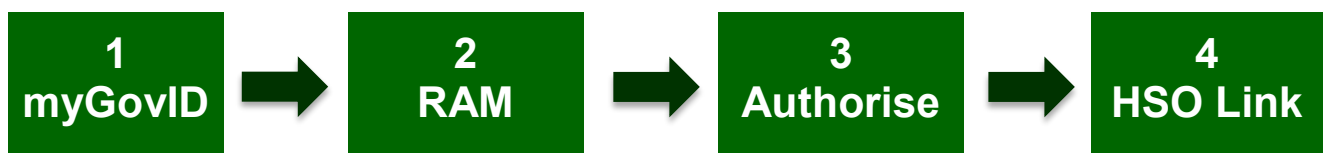
Principal Authorities for organisations [establish a RAM profile](#) to verify business identity.

3. Authorise (RAM > myGovID)

Principals arrange [RAM authorisation](#) of the myGovID accounts of their staff, to act on behalf of the business (for Hearing – this is the Department of Health).

4. Link to HSO

HSO Admins [create new portal users](#) – this generates a portal invitation email, which allow staff to [link their myGovID to HSO](#).



Detailed information

1. myGovID > <https://www.mygovid.gov.au/how-do-i-get-set-up>

The connection process always begins with the establishment of a myGovID credential. As a myGovID identifies a person, it belongs to that person (not the business) and as such, should be established using a **personal email address**.

(This becomes important if an individual ceases employment with a particular organisation, as they require the ability to continue managing their myGovID – which moves with them.)

The HSO portal supports both of the two types of myGovID

- **Standard** – a myGovID created using at least two Australian identity documents.
- **Basic** – a myGovID with one or no Australian identity documents.

Need help? [myGovID Technical Support](#)

2. RAM > <https://info.authorisationmanager.gov.au/get-started>

An account in RAM is first established by an organisation's [Principal Authority](#) - commonly the individual named against the organisation on the [Australian Business Register \(ABR\)](#).

Once established, the Principal must then authorise (see #3, below) the myGovID belonging to their employees. A business email can be used for this process - the first and last name in this request must match the corresponding myGovID account.

Need help? [RAM Technical Support](#)

3. Authorise > <https://info.authorisationmanager.gov.au/set-up-authorisations>

To act on behalf of a business, an employee must be authorised by their [Principal](#), and accept this authorisation via myGovID/RAM. Authorisation is arranged by the Principal in RAM – the employee will receive an authorisation summary and unique code, via email. The email contains instruction on how to login to RAM to accept (this must occur within 7 days).

Once accepted, the myGovID can be used on behalf of the business to access government online services. For Hearing/HSO the authorisation request must be made in relation to the Department of Health.

Need help? [RAM Technical Support>Authorisations](#)

If you experience any difficulty with steps 1-3, please report these to the ATO.

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4. HSO link > [Hearing Services – Using the Portal](#)

All users must have a RAM-authorized myGovID account before they can access HSO.

The final step requires an organisation's [Portal Admin \(HSO user role\)](#) to [create a HSO portal account for each user](#).

Creating a portal account will automatically generate a portal invitation email, sent to the nominated email address.

Portal invitation emails contain a unique URL, which must be clicked within 10 days, to activate the portal account.

Clicking this unique link will open a log-on screen at www.hearingservices.gov.au then

- click the Continue button
- Enter the email address associated with the myGovID credential
- 2-step verification will occur – you will be sent a 4 digit code via the myGovID application on your smartphone.

If you experience difficulty with any aspect of the HSO portal link – please take a screenshot of any error message or erroneous result, and email it along with a description of your issue and a contact phone number to hearing@health.gov.au and a member of our Hearing Services IT team will call you to assist directly in getting connected.