



AUSKey login and troubleshooting

What access do I need?

Any access level

What else do I need?

A current AUSKey

Logging in

Go to www.hearingservices.gov.au and in the top right hand corner, click **Portal Login**. This link is available from any page on the website.

Please note that if your AUSKey is on a USB stick, you will need to open the AUSKey Browser from your USB stick and go to www.hearingservices.gov.au from the AUSKey Browser.

You will be redirected from the Hearing Services Program website to the AUSKey login screen (Authentication Service).

Select your name from the drop down list and enter your password.

Then click **Continue**.

You will be redirected back to the Hearing Services Website and be taken to the Hearing Services Online terms and conditions page.

Troubleshooting

My details aren't appearing in the drop down menu! / I can only see myGov (beta)

Please visit the [AUSKey troubleshooting](#) page on the Australian Business Registry website or contact the AUSKey Helpdesk on 1300 AUS KEY (1300 287 539). An SP Admin will need to relink your new AUSKey.

Is your AUSKey on a USB stick? If so, you will need to open the link in the AUSKey browser, which can be opened from within the AUSKey files on the USB stick.

I get an "AUSKey unknown" error after I log in

Have you logged on to the portal before? If so, you are receiving this error message because your current AUSKey is not linked to your portal account.

If you haven't logged in before, a user from your business with SP Admin access will need to add you as a new user. This will send you an invitation email. Then you can follow the steps to [accept an invitation to use the portal](#).

I'm getting a different error, who should I contact for help?

The first thing to check is whether you can log in to the AUSKey Manager.

- In your browser, go to www.abr.gov.au
- On the right hand side, under AUSKey manager, click the Log In button
- Log on as per the usual AUSKey process by selecting your name from the drop down list and entering your password

If you can't log in to the AUSKey Manager, the problem is related to your AUSKey and you will need to contact the AUSKey Helpdesk on 1300 AUS KEY. If you were able to log in, please email hearing@health.gov.au with a screenshot of the error message.