



## FAQs for myGovID and Relationship Authorisation Manager (RAM)

The document provides answers to frequently asked questions about myGovID and RAM.

### Frequently Asked Questions

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## myGovID

### 1. What is myGovID?

myGovID is your digital identity - it's like the 100 point ID check but on your smart device.

myGovID enables you to prove who you are when you need to access selected government online services, including the Data Exchange. It is a strong and secure method of authentication.

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### 2. Can I still use AUSkey?

No, AUSkey was replaced at the end of March 2020 by myGovID.

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### 3. Can I access the Data Exchange without a myGovID?

No. myGovID verifies your identity and that you are authorised to access the Data Exchange on behalf of your organisation.

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### 4. What is the difference between myGovID and myGov?

myGovID is different to myGov.

myGovID is an app that you download to your smart device. It's a secure digital identity used to prove who you are when you log in to online government services to conduct activities related to business administration. This includes using the Data Exchange to report client information. You must use myGovID to access the Data Exchange on behalf of your organisation.

myGov is a personal account that lets you link online government services for your own personal use (e.g. Centrelink, ATO, Medicare). myGov cannot be used to access government services on behalf of your organisation.

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### 5. I already have a myGov account. Do I need a myGovID too?

Yes. MyGovID and myGov are NOT the same thing.

myGovID is used to prove your identity when you access government services on behalf of a business. This includes accessing the Data Exchange to report client information. .

myGov provides you with access to your own information on government services online, such as Medicare and Centrelink. myGov cannot be used to access government services on behalf of your organisation.

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## 6. Do all staff in TEI funded organisations need a myGovID?

No. Only staff who need to access the Data Exchange need a myGovID.

All TEI-funded service providers must nominate at least **one staff member** to set up a myGovID so they can:

- access the Data Exchange on behalf of their organisation
- link other staff to their organisation in RAM

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## 7. Do all staff in DCJ Districts need a myGovID?

No. Only staff who need to access the Data Exchange need a myGovID.

All DCJ Districts must nominate at least **one staff member** to set up a myGovID so they can access the Data Exchange on behalf of their District

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## 8. How do I set up my myGovID?

1. Download the myGovID app (available on the App Store and Google Play) on your compatible device.
2. Open the myGovID app and follow the prompts. You will need to enter your full name, date of birth and personal email address.
3. Add your identity documents. A Standard identity strength allows you to access all participating government online services. You'll need two of the following Australian identity documents (your name must match in each):
  - driver's licence or learner's permit
  - passport
  - birth certificate
  - Medicare card
  - visa (using your foreign passport)

More information on setting up a myGovID can be found in the [Getting onto the Data Exchange](#) factsheet or on the myGovID website:  
<https://www.mygovid.gov.au>

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## 9. What devices can run myGovID?

The myGovID app can be used on:

- Apple devices with iOS10 (iPhone 5 and above)
- Android devices with Android 7.0 Nougat (e.g. Nexus, Samsung, LG, Sony, Motorola, and HTC - excluding Android Go operating system).

## 10. Should I use a personal email or a work email for myGovID?

You should use a personal email to set up your myGovID.

myGovID is your **personal** digital identity that allows you to prove who you are when you log in to online government services.

You could lose access to your work email. If this happens, you cannot change your email address in the myGovID app. You also cannot set up another myGovID account with a different email address. This means you could be locked out of the app.

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## 11. Can I set up my myGovID again using a different email address?

Your myGovID is unique to you.

Currently, only one email can be associated with the documents you verified when setting up your myGovID. This means you shouldn't set up your myGovID again using a different email address.

If you have tried to set up myGovID again using a different email address, contact the myGovID support line: 1300 287 539

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## 12. What happens if I lose access to the email address I used to set up myGovID?

Do not delete or sign out of your myGovID app if you lose access to the email address you used to set up myGovID. At the moment, you cannot change or update the email address associated with your myGovID. So, you will not be able to use your myGovID if you cannot access the app.

If you lose both access to the email address you used to set up myGovID and access to the myGovID app, you will need to call the myGovID support line for assistance on 1300 287 539.

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## 13. Can I use myGovID on multiple devices?

Yes, you can log into myGovID on multiple devices.

You do not need multiple myGovIDs to do this.

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## 14. Can I use myGovID on a desktop?

No, you need a compatible smart device to use myGovID. Desktop and browser-based versions of myGovID are not supported. myGovID uses the security and identification features in your smart device, such as password,

fingerprint or face verification. This protects your identity and helps stop other people accessing your information.

Once you've logged in from a smart device you can then use a desktop to access the Data Exchange.

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## **15. Can I have more than one myGovID?**

You can only have one myGovID as it is unique to you, but you can use it on multiple devices. You can use your myGovID for personal or business matters, or both.

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## **16. What personal information is required for myGovID and access to the Data Exchange?**

There are two levels of myGovID identity strength:

- Standard user
- Basic user

You can access the Data Exchange using either identity strength.

To achieve a Standard identity strength you need two of the following Australian identity documents:

- passport (not more than three years expired)
- driver's licence or learner's permit
- birth certificate
- Medicare card
- Visa (using your foreign passport)

Your name must match in each document you use.

If you set up your myGovID using a basic of identity strength, your authorisation administrator will need to authorise you as a Basic user in RAM. See [Creating a new authorisation](#) for more information.

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## **17. Do I need to provide my Tax File Number?**

No, you do not need to provide your Tax File Number to set up your myGovID and access the Data Exchange.

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## **18. I'm having trouble with my identity documents to set up a myGovID. What can I do?**

The name you enter on the myGovID app must exactly match the name on the identity documents you use to verify your identity.

If your name does not match these documents they will not be accepted.

If you have changed your name, you must either use alternative identity documents that match or update your identity documents. See [Proving your identity](#) for more information or call the myGovID support line on 1300 287 539.

If you're unable to verify your identity, you can achieve a Basic identity strength using your name, date of birth, and email address. This will allow you to access the Data Exchange.

Your authorisation administrator will need to authorise you as a Basic user in RAM. See [Creating a new authorisation](#) for more information.

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## **19. I entered the wrong details into the myGovID app and now I'm locked out. What can I do?**

If you enter the wrong details when logging into the myGovID app, you may be locked out. To re-log in, you can wait 24 hours for the app to unlock. Alternatively, you can remove and reinstall the app on your device.

There is a password reset function on the app if you forget your password.

Solutions to common troubleshooting issues can be found at: <https://www.mygovid.gov.au/need-help>.

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## **20. What if I lose my device or get a new one?**

If you get a new device, you will need to install the myGovID app on the new device. You will need to use the same email address and identity documents to prove your identity.

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## **21. How much does myGovID cost?**

The myGovID app is free to download from the App Store or Google Play.

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## **22. What happens if I leave my current organisation?**

If you leave your organisation, your organisation administrator will remove your authorisation to act on behalf of the business through RAM.

This means you will not be able to access government services on behalf of the organisation anymore.

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## Relationship Authorisation Manager (RAM)

### 23. What is Relationship Authorisation Manager (RAM)?

RAM is an Australian Government authorisation service that allows you to act on behalf of your organisation online. It allows you to manage your business authorisations in one place. See the [RAM website](#) for more information.

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### 24. What browsers are compatible with RAM?

- Internet Explorer version 9.0+
  - Google Chrome version 39+
  - Mozilla Firefox version 30+
  - Safari version 5+
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### 25. How do I link my business to RAM?

Before you and your staff can access the Data Exchange, you need to link your organisation to RAM. See [How to link your business](#) for more information.

Only Principal Authority's need to do this.

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### 26. What is a Principal Authority and Authorisation Administrator?

A Principal Authority is a person responsible for the business/organisation (see [Principal Authority](#) for more information).

The Principal Authority can link the organisation to RAM and create authorisations for other employees to access the Data Exchange on behalf of the organisation.

The Principal Authority can authorise someone as an Authorisation Administrator.

The Authorisation Administrator can also create and manage authorisations for other staff members.

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### 27. How do I link my myGovID to RAM?

Before staff in your organisation can access the Data Exchange, their myGovID must be linked to RAM.

The Principal Authority or Authorisation Administrator must create authorisations for staff members to access the Data Exchange on behalf of the organisation.

See [Set up authorisations](#) for more information.

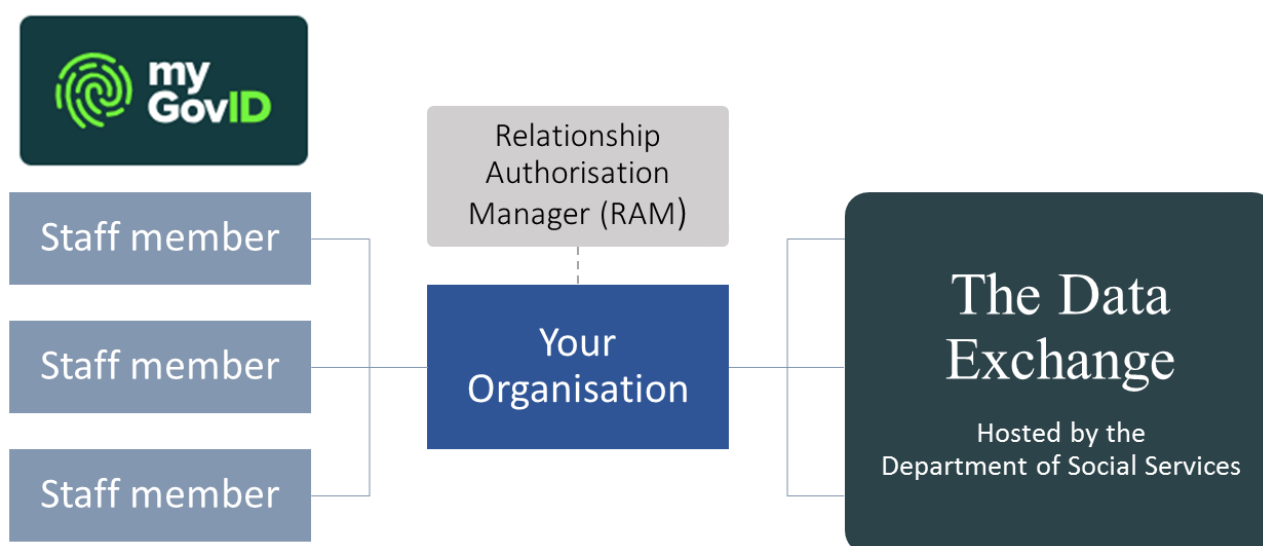
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## Other

### 28. How do myGovID, RAM and the Data Exchange link together?

myGovID is your personal digital identity.

Your myGovID is linked to your organisation by RAM. This enables you to access the Data Exchange on behalf of your organisation.



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### 29. Where can I go for more help?

There are a number of different resources to help you get onto the Data Exchange:

- [Getting onto the Data Exchange](#)
- [myGovID and the Data Exchange](#)
- [myGovID and RAM webinar](#)

You can also:

- Visit the myGovID '[Need help?](#)' webpage
- Visit RAM '[Help](#)' webpage
- Call the support line on 1300 287 539
- Talk to your local DCJ district contact
- Email DCJ at [TEI@facns.nsw.gov.au](mailto:TEI@facns.nsw.gov.au)