

Getting onto the Data Exchange

This document explains how to access the Data Exchange.

There are three key steps you need to follow:

1. Set up myGovID
2. Link users in RAM
3. Access the Data Exchange

Additional resources are available on the [Data Exchange website](#).

Important note:

- Organisations **cannot** set up their access to the Data Exchange until DCJ has sent their TEI program activities to DSS. DSS must then add these to the Data Exchange.
- Your District contact will send you a letter when your organisation has been set up.

Part 1. Set up myGovID

Follow these three steps to set up a myGovID:

- 1** Download the myGovID app onto your phone.
You can download the app through the Apple Store or Google Play Store. The app is compatible with most smart devices.

- 2** Open the myGovID app on your phone and follow the prompts. You will need to enter your full name, date of birth and email address.
myGovID is your personal digital identity. As such, you should use a personal email address. It should NOT be a shared or work email address. This is because if you lose access to your work email, there is currently no way to change your email address in the myGovID app. This means you could be locked out of the myGovID app.

Add your identity documents. You'll need two of the following Australian identity documents (your name must match in each):

- 3**
 - driver's licence or learner's permit
 - passport
 - birth certificate
 - visa (using your foreign passport)
 - citizenship certificate
 - ImmiCard
 - Medicare card (once you verify one of the documents above, you'll have the option to add your Medicare card).

Standard vs. Basic Identity Strength

myGovID has two different identity strengths. When you enter your name, date of birth and email, you will achieve a **basic** identity strength.

When you upload two documents you'll achieve a **standard** identity strength.

You can access the Data Exchange with just a basic identity strength. If there are lots of issues with your identity documents, and no matter what you do it just doesn't work for you, you can just achieve a basic identity strength. When you are linked in RAM, your principal authority must add you as a 'Basic User' (see [Authorise staff to access the Data Exchange](#))

myGovID Support

See the myGovID website for more information:

<https://www.mygovid.gov.au>

Solutions to common troubleshooting issues can be found at:

<https://www.mygovid.gov.au/need-help>.

Also see [FAQs for myGovID and RAM](#) for answers to common questions.

Important notes:

- myGovID is different to a myGov account. See [FAQs for myGovID and RAM](#).
- If you enter the wrong details when logging into the myGovID app, you may be locked out. To re-log in, you can either 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.

Part 2. Link users in RAM

Relationship authorisation manager (RAM) lets you manage who can access online services, like the Data Exchange, on behalf of your organisation.

1. Register your organisation in RAM

Before you can get onto the Data Exchange, your organisation must be registered with RAM.

For instructions on how to do this see the [Relationship Authorisation Manager website](#).

To link your organisation in RAM, you must be a principal authority. A principal authority is a person responsible for your organisation, such as a sole trader, eligible individual associate or primary person. See [Principal authority](#) for more information.

The principal authority, will automatically be granted all permissions associated with your organisation.

Important note:

This step only needs to be completed once. Once your organisation is linked in RAM, you can skip to step 2 to authorise staff members.

2. Authorise staff to access the Data Exchange

Once your organisation is linked in RAM, the principal authority can authorise other staff members to access the Data Exchange.

See [Set up Authorisations](#) for step-by-step instructions.

You can set up employees as:

- **Authorisation administrators** – a user who can create and manage authorisations for others
- **Authorised users** – a user who can work on behalf of a business
- **Basic users** – a user who can work on behalf of a business with a Basic myGovID identity strength. If a staff member could only obtain a basic identity strength in myGovID, they can only be authorised as basic users.

All individuals must have a myGovID account.

3. Staff must accept authorisation

When the principal authority authorises users, they will be sent an email with a RAM authorisation request. This will include an authorisation code.

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Users must accept this authorisation within 7 days, or it will expire. If it does expire, you need to contact the principal authority and ask them to issue a new authorisation request.

Important note:

Your name in the authorisation request must exactly match the name used in your myGovID account, otherwise you will receive an error code when linking in RAM.

To accept the authorisation code, follow these steps:

- a) Go to <https://authorisationmanager.gov.au/#/login>, and click on Login with myGovID.
- b) Enter myGovID log in details
- c) Enter the authorisation code in your email and click submit.
- d) Review the declaration – you should see Data Exchange Portal under the Department of Social Services.
- e) Tick the box ‘I understand and accept the declaration’ and click ‘Accept’.

myGovID Support

See the RAM website for more information:

<https://info.authorisationmanager.gov.au/>

Solutions to common troubleshooting issues can be found at:

<https://info.authorisationmanager.gov.au/help>

Also see [FAQs for myGovID and RAM](#) for answers to common questions.

Part 3. Accessing the Data Exchange

Once your organisation is set up in RAM and employees have accepted their authorisation, you are now ready to access the Data Exchange.

1. Submit user access request form

The first person accessing the Data Exchange on behalf of your organisation must complete a [User access request form](#).

To submit the form, follow the steps below:

- a) Complete the form in full. The information in 'funding identifier' box should be a TEI program activity (e.g. TEI Community Connections) or "Targeted Earlier Intervention". The Data Exchange Helpdesk does not accept alphanumeric codes.
- b) Use the 'Email Manager' button to send the form to your manager for approval. The manager must be someone else within your organisation.
- c) Your manager will receive an email that contains a unique URL to access the form and approve it. This URL expires after 7 days. Your manager must approve the form within the 7 days, or the request will need to be resubmitted.
- d) Your manager must use the 'submit form' button to email the form to the Data Exchange Helpdesk.
 - o Once a request has been received by the Helpdesk, there is no expiry on the request and it will be processed by the Helpdesk.
 - o The Data Exchange Helpdesk may take up to 10 business days to process the request from the date it was received.

You will receive a notification once your user access request form has been approved.

Once your access has been approved, you will be your organisations '**Organisation administrator**'. This means you can set up your organisation's details, add other users, create outlets, manage your program activities and delivery partners.

Important note:

Only the first person within your organisation to access the Data Exchange needs to complete the user access request form.

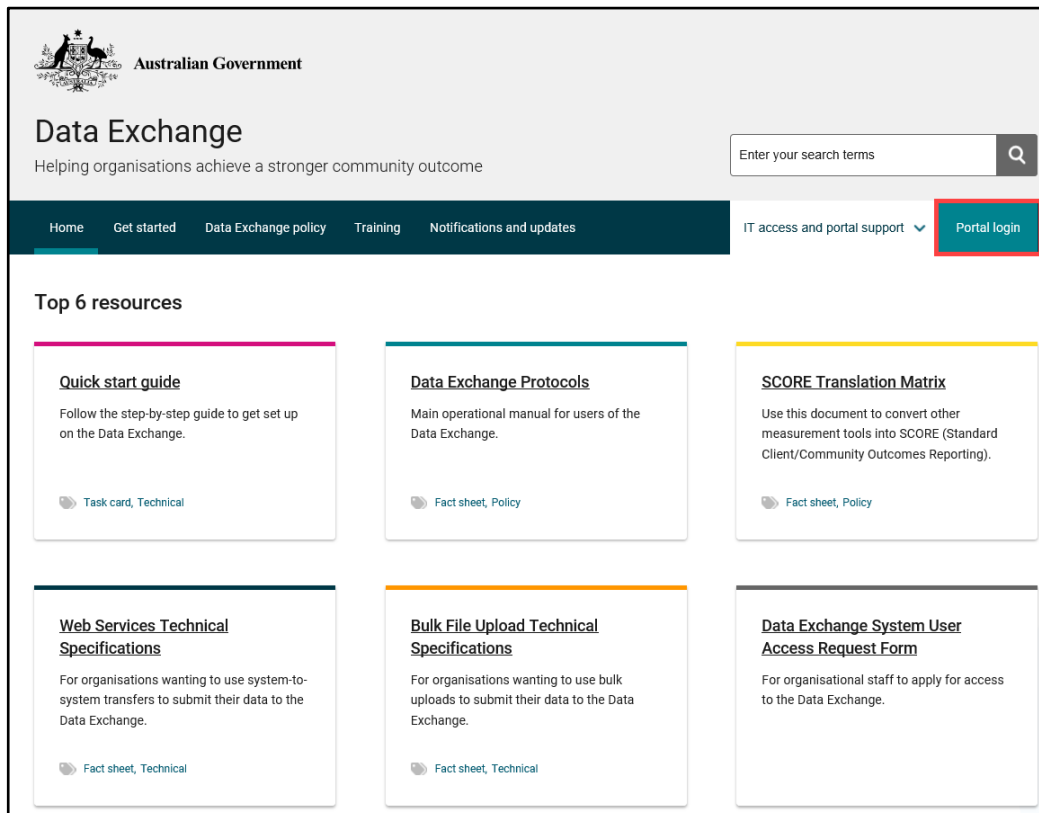
All subsequent users can be granted access to the Data Exchange by the organisation administrator. [See the add and edit a user task card](#).

Subsequent users can then skip to Step 2. Log into the Data Exchange.

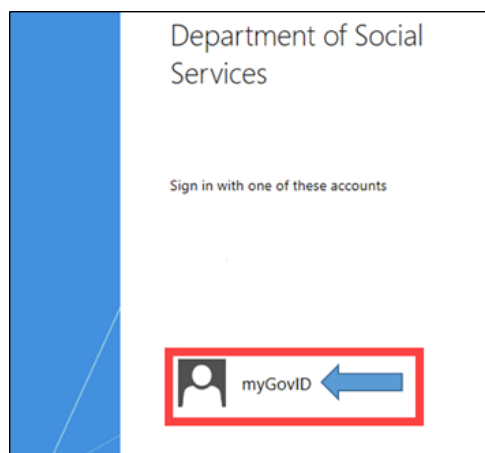
2. Log into the Data Exchange

All users accessing the Data Exchange for the first time must complete the following account activation steps:

- a) Select the **Portal Login** button on the [Data Exchange website](#) home page.

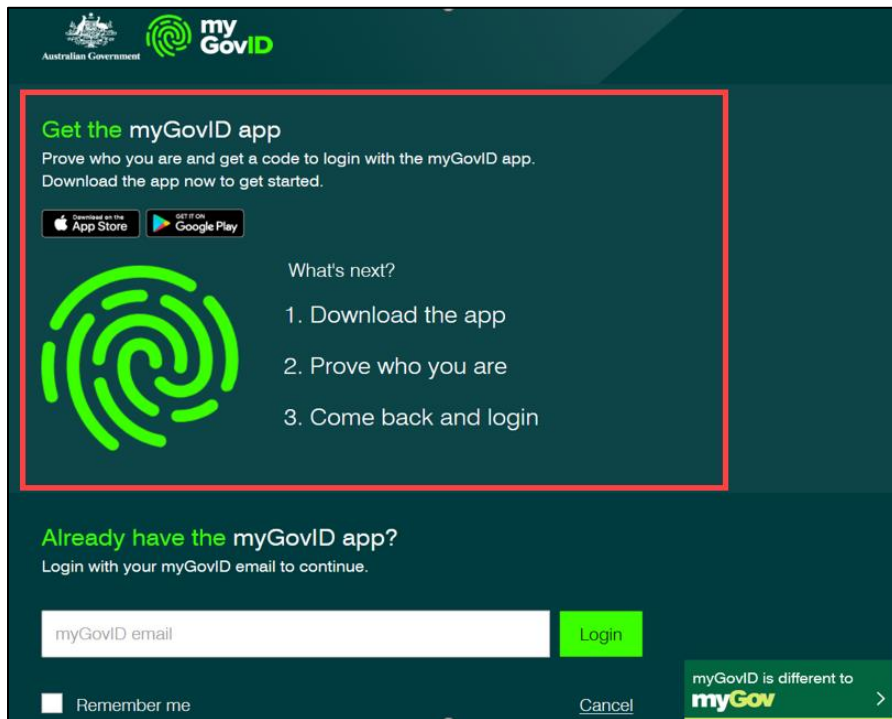


- b) The myGovID Login screen will display. Select myGovID. Refer to Figure 2. Click the myGovID button.

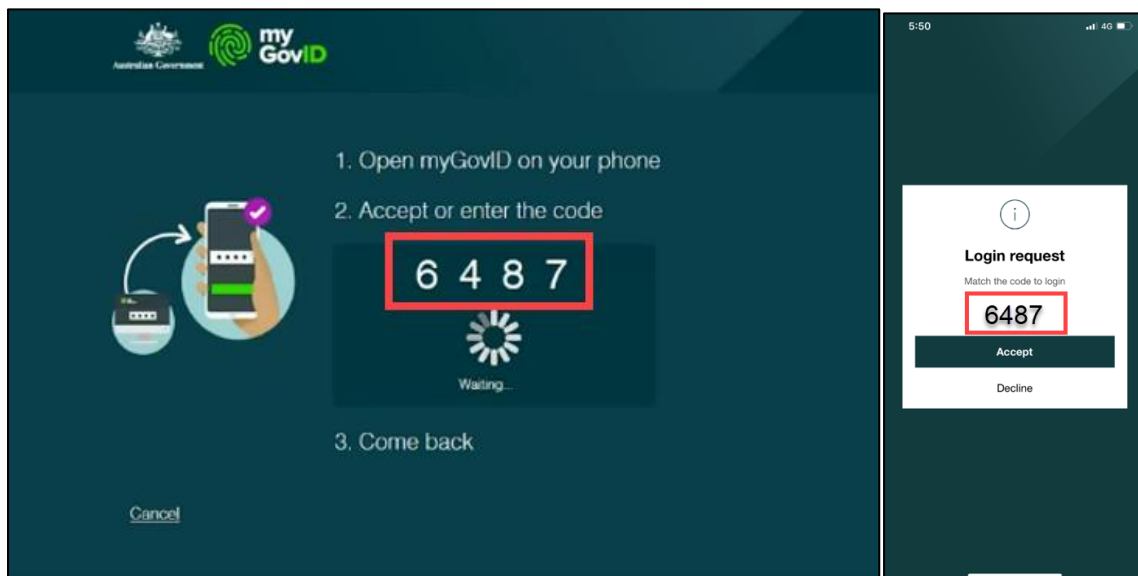


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c) Enter the email address you used to set up myGovID. Click 'Login'.



d) A code will appear on your computer – accept or enter the code into the myGovID app on your phone. Please note: the code only lasts for 60 seconds.



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e) The Request activation code for the Data Exchange will display. Type in your email address that **matches** your Data Exchange User Account and select **Continue**.

You will be sent an email containing an activation code.

The screenshot shows the 'Request activation code for DSS Data Exchange' form. At the top, it features the Australian Government logo and the Department of Social Services name. A progress bar indicates three steps: 1. Request activation code (current), 2. Confirm activation code, and 3. Finish. The main heading is 'Request activation code for DSS Data Exchange'. Below this, a paragraph explains that the user should enter the email address from their user access request form, as an activation code will be sent to that address. A note states that all fields marked with an asterisk (*) are required. The form contains a single input field labeled 'Email Address: *'. Below the input field are 'Cancel' and 'Continue' buttons. A 'Back to content top' link is located at the bottom left. The footer includes 'Commonwealth of Australia 2020' and links for 'Accessibility', 'Privacy', and 'Copyright & Disclaimer'.

f) The Confirm activation code for Data Exchange screen will display. Enter the **activation code** contained in the email and select **Continue**.

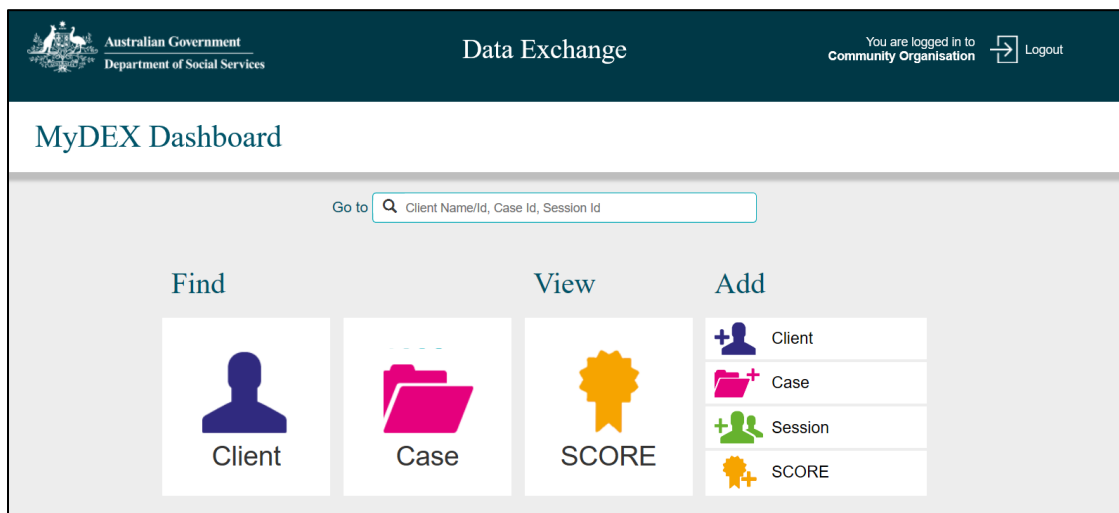
The screenshot shows the 'Confirm activation code for DSS Data Exchange' form. It has the same header and progress bar as the previous form, with step 2, 'Confirm activation code', highlighted. The main heading is 'Request activation code for DSS Data Exchange'. The explanatory text is identical to the previous form. The input field is now labeled 'Activation Code *'. The 'Cancel' and 'Continue' buttons are present. The 'Back to content top' link is also present. The footer remains the same.

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g) When you have confirmed your activation code the **Finish** screen will display. This confirms that you have successfully completed the account activation process. Select the Go to Data Exchange link to access the portal.



h) The Data Exchange **home page** will display. You are ready to start using the Data Exchange.



Additional support and resources

Additional resources to help you set up access to the Data Exchange are listed below:

[myGovID and the Data Exchange](#)

[Log into the Data Exchange web-based portal](#)

[FAQs about myGovID and RAM](#)

[FAQs about the Data Exchange](#)

Who can I contact if there is an issue?

Contact	Type of Support
myGovID and RAM support line: 1300 287 539	Support for issues with myGovID and RAM
myGovID ' Need help? ' webpage	Support resources for myGovID
RAM ' Help ' webpage	Support resources for RAM
DSS Data Exchange Website	Training resources for the Data Exchange
DSS Helpline: dssdataexchange.helpdesk@dss.gov.au or 1800 020 283 (8.30am – 5.30pm Monday to Friday)	Technical issues with the Data Exchange web platform (NB: not myGovID or RAM)
TEI Website	Training resources tailored to the TEI program
TEI Inbox: tei@facns.nsw.gov.au	TEI specific questions which are unavailable in existing resources