



**Australian Government**  
**Department of Employment  
and Workplace Relations**

# **Introduction to Relationship Authorisation Manager**

**For access to the FSO Online Portal to act on behalf of  
a business**

JULY 2024

# Contents

**01** About Relationship Authorisation Manager (RAM)

---

**02** Adding users in RAM

---

**03** Accept a RAM authorisation with Digital Identity

---

**04** Help and more information

01

# About Relationship Authorisation Manager (RAM)

# About Relationship Authorisation Manager (RAM)

**RAM is an authorisation service that allows a person to access government online services on behalf of a business.**

Businesses use RAM to manage their business authorisations in one place.

- **Setting up a business** – a principal authority needs to be the first link to the business in RAM, which requires a Digital Identity (myGovID)
- **Authorising other users** – When the ABN is linked, other users can be authorised to act on behalf of the business
- **Accepting an authorisation** - To accept an authorisation, a person needs a Digital Identity (myGovID) with a verified identity

# Linking a business

## Linking the business online in RAM

Only a principal authority can link the business online in Relationship Authorisation Manager

A principal authority is a person responsible for the business such as a:

- sole trader
- eligible individual associate listed on an Australian Business Number in the Australian Business Register (ABR) - this includes the trustee, director, public officer or partner.

To link the business online, a principal authority needs to have a myGovID with a Strong Identity Strength, which requires an Australian Passport to achieve.

## If you can't link the business online

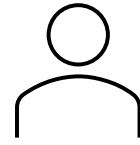
A person will need to contact the RAM support line to link the business if:

- They are unable to achieve a Strong myGovID
- Their business does not display when trying to link online in RAM
- Their entity does not have individual associates listed on the ABN in ABR
  - Examples of such entities are corporate trustees, charities and not-for-profit organisations.
  - A responsible person of these entities who can be linked are known as a 'primary person'.

### Find out more:

[info.authorisationmanager.gov.au/phonelinking](https://info.authorisationmanager.gov.au/phonelinking)

# Roles in RAM for a business

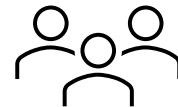


## Principal Authority

The person responsible for the business.

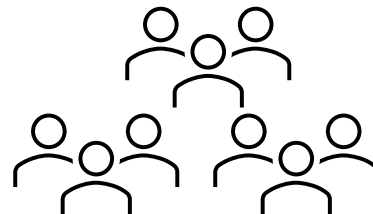
Can add and manage:

- Authorisation administrators
- Authorised users



## Authorisation administrators

Can add and manage authorised users.



## Authorised users

Can act on behalf of the business online

# About authorising other users

## **You don't need your staff member's digital identity**

You don't need to see or know a staff member's Digital Identity when adding their authorisation in RAM.

## **Formal name**

All you need is the staff member's formal name when adding their authorisation, so it matches their Digital Identity when they accept the authorisation. If their name does not match, they will not be able to accept it.

## **Staff member's business email**

It is recommended using the staff member's business email in the authorisation, which is where their authorisation request will be sent.

## **Accepting the authorisation**

A user must voluntarily accept the authorisation, which they do in RAM with their Digital Identity. This links them to the business and allows them to act on behalf of the business online.

02

# Adding users in RAM



1

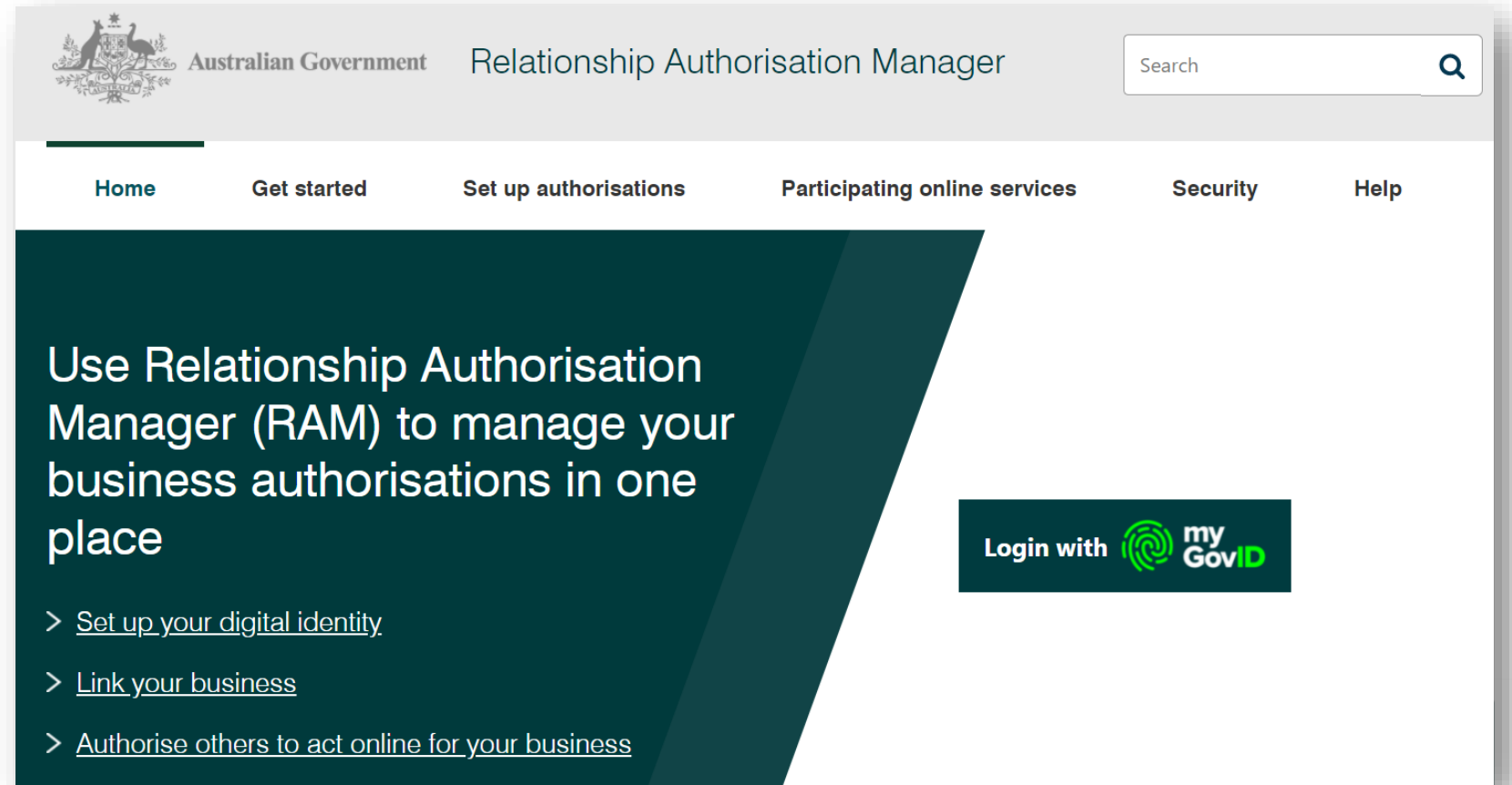
## Authoriser signs in to RAM

info.authorisationmanager.gov.au

### The authoriser:

- Principal Authority, or
- Authorisation Administrator

visits RAM and signs in with their Digital Identity



## 2 RAM options

Select *View or manage authorisations* to add users

To be the Principal Authority of the ABN



To add staff to act on behalf of the business



To accept an authorisation (received by email)



Australian Government

### Relationship Authorisation Manager

Select an option below to continue. The action you can take will vary depending on the type of authorisation you have for the business.

[Find out more](#)

- Link your business ? >
- View or manage authorisations, machine credentials and cloud software notifications ? >
- Accept an authorisation for a business ? v

3

# Select the business

Your business will appear here when it is linked

Select your business to view and add users

The screenshot shows the 'Manage authorisations' page in the Relationship Authorisation Manager. At the top, there is a navigation bar with the Australian Government logo and the text 'Relationship Authorisation Manager'. Below this, there are tabs for 'Home' and 'Manage authorisations'. The main content area contains the text: 'Your authorisations are listed below. Select **View** to display the authorisation summary. To manage authorisations select the business hyperlink. ?'. There is a text input field labeled 'I can act for' and a button labeled 'Add another business'. Below this is a search and filter section with a search box containing the placeholder 'Enter an entity name or ABN', a filter dropdown menu set to '- All -', a 'Clear all' link, and a search icon. The main part of the page is a table with the following data:

Entity name	ABN	Status	Authorisation type	
<a href="#">ORGANISATION ONE</a>	12 345 678 910	● Active	Authorised user	<a href="#">View</a>
<a href="#">ORGANISATION TWO</a>	34 567 891 011	● Active	Authorised user	<a href="#">View</a>
<a href="#">ORGANISATION THREE</a>	56 789 101 234	● Active	Authorised user	<a href="#">View</a>

# 4 Add new user

All authorised users will appear here

Q. Is there a bulk option for adding users?

A. No.

We recommend setting up more than one Auth Admin spread the load

Below is a list of representatives for this business

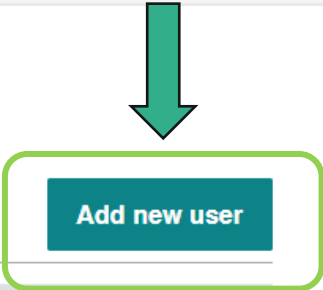
- Select **Add new user** to add a business representative
- Select **Export** to download a full or filtered list of current authorisations

Representative

Search by representative name   Filter by status

Advanced options

Representative name	Status	Authorisation type	Export >
Chris Citizen	● Active	Authorised user	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Remove"/>



5

## Representative type

Select  
*Standard user*

ABN 68 437 082 097

### Representative type

Create an authorisation for a Standard user or Basic user. [Find out more](#)

Select the representative type

Standard user



#### Standard user

- Has the required Australian identity documents to accept the authorisation
- Can be authorised for all participating government online services
- Can be an administrator for the business

Back

Continue

## 6

### Representative details

#### Enter their full formal name

Ensure their name is the same as their Digital Identity name, or they won't be able to accept the authorisation.

#### Email address

Does not need to be their Digital Identity email.

Their business email address is recommended.

Add authorisation

Representative details 1 •• Authorisation details 2 •• Agency access 3 •• Summary 4 •• Customise access 5

Provide the representative's full legal name (including any middle names):

- The name provided in this authorisation must match the representative's digital identity to accept the authorisation
- If the representative is known by one name, use the Family name field
- Use an email address that only the representative can access – do not use a group email address

*Fields marked with an \* are mandatory*

Given name(s)	Family name*
<input type="text"/>	<input type="text"/>
Email address*	Confirm email address*
<input type="text"/>	<input type="text"/>

Cancel Continue

# 7

## Authorisation details

Will the user be an Authorisation administrator to add other users?

Select 'No' for normal staff members

Select 'NO' to Machine Credential Administrator

Add authorisation

Representative details   **Authorisation details**   Agency access   Summary   Customise access

1   ..   2   ..   3   ..   4   ..   5

*Fields marked with an \* are mandatory*

Do you want the representative to be an Authorisation administrator? \*?

Yes    No

Do you want the representative to be a Machine credential administrator? \*?

Yes    No

Start date \*?   End date ?

08/02/2022   dd/mm/yyyy    No end date

Back   Cancel   Continue

8

# Agency access – Department of Employment and Workplace Relations

Select Custom access for Department of Employment and Workplace Relations

**Note:** DEWR doesn't differentiate between Full and Custom access, however, this may change in the future.

Only select other agencies if the user needs access to them.



Add authorisation

Representative details    Authorisation details    **Agency access**    Summary    Customise access

1    2    3    4    5

*Fields marked with an \* are mandatory*

Agency access

Choose the agencies you want the selected business representative/s to access. Levels of access available for selection may vary depending on the type of authorisation you are creating/modifying. ?

**Note:** at least one agency must have a level of access of either Full or Custom to continue.

Agency	Level of access *		
<i>Select one to apply to all agencies</i>	<input type="radio"/> Full	<input type="radio"/> Custom	<input type="radio"/> None
+ ABR EXPLORER	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ AUSTRALIAN COMMUNICATIONS AND MEDIA AUTHORITY	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ AUSTRALIAN FINANCIAL SECURITY AUTHORITY	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ AUSTRALIAN PRUDENTIAL REGULATION AUTHORITY	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ AUSTRALIAN TAXATION OFFICE	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ AUSTRALIAN TRADE AND INVESTMENT COMMISSION	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ CLEAN ENERGY REGULATOR	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ Department of Agriculture, Fisheries and Forestry	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ DEPARTMENT OF DEFENCE	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
+ DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS	<input type="radio"/> Full	<input checked="" type="radio"/> Custom	<input type="radio"/> None
+ DEPARTMENT OF HEALTH AND AGED CARE	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None



# 9

## Submit

Review the authorisation details and accept the declaration before you submit

### Adding users in Relationship Authorisation Manager

Australian Government Relationship Authorisation Manager

ALTONWAY LTD  
ABN 49 090 058 647

Add authorisation

Representative details Authorisation details Agency access **Summary** Customise access

1 \*\* 2 \*\* 3 \*\* 4 \*\* 5

Representative details

Given name: Tyler Family name: Dundern  
Authorisation code email address: DIS-PTA57@test.gov.au

Authorisation details

Start date: 22/11/2021 End date: Not specified  
Authorisation type: Authorisation administrator Machine credential administrator: Yes

Agency access details

▼ Show details

Declaration

I declare that:

- I have used my own identity credential to access this service.
- I am authorised to create this relationship on behalf of the business identified above.
- I am creating a relationship between the individual named above and the business.
- I understand that by creating this relationship, the individual named above will be authorised to transact on behalf of the business with the government agencies and services I have selected, and all decisions and actions taken by the named individual with these agencies and services will be treated as approved by the business.
- I have reviewed the agencies and services I have selected for the individual named above to transact with on behalf of the business and these correctly reflect my intent.
- I understand that I will not be notified when the person whom I have authorised chooses to exercise this authorisation by accessing a Government service on behalf of the business I have authorised them to act for.
- I understand that the email address used to create this authorisation may be shared with agencies included in this request, on behalf of the individual named above.
- I understand that the individual I am authorising may be required to complete further proof of identity (POI) for particular government services and they will not be able to transact with that government service until the POI requirements have been met.

I understand and accept this declaration

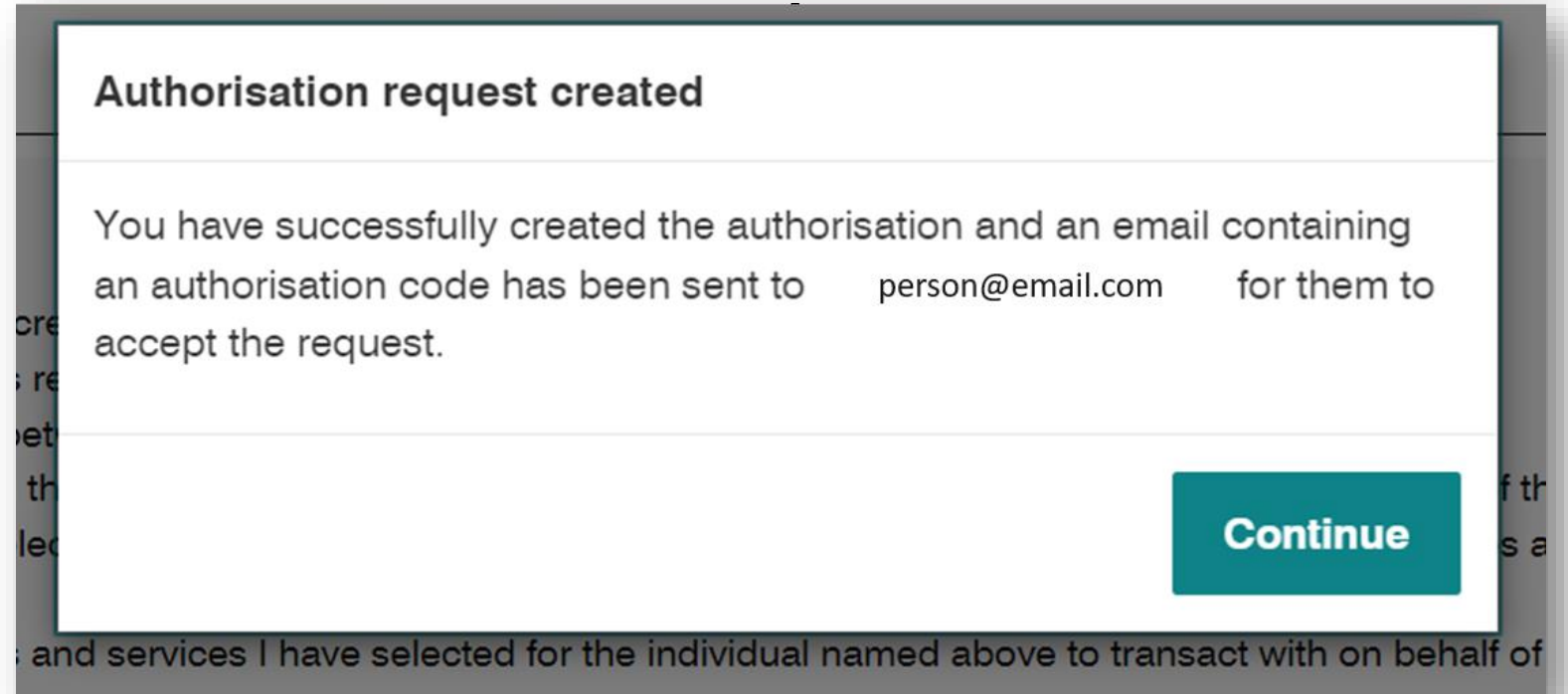
Back Cancel Submit

10

## Authorisation request created

An authorisation request is emailed to the user. It contains an authorisation code.

To accept the authorisation, the user needs to sign into RAM with their Digital Identity and use the authorisation code.



03

# Accept a RAM authorisation with Digital Identity

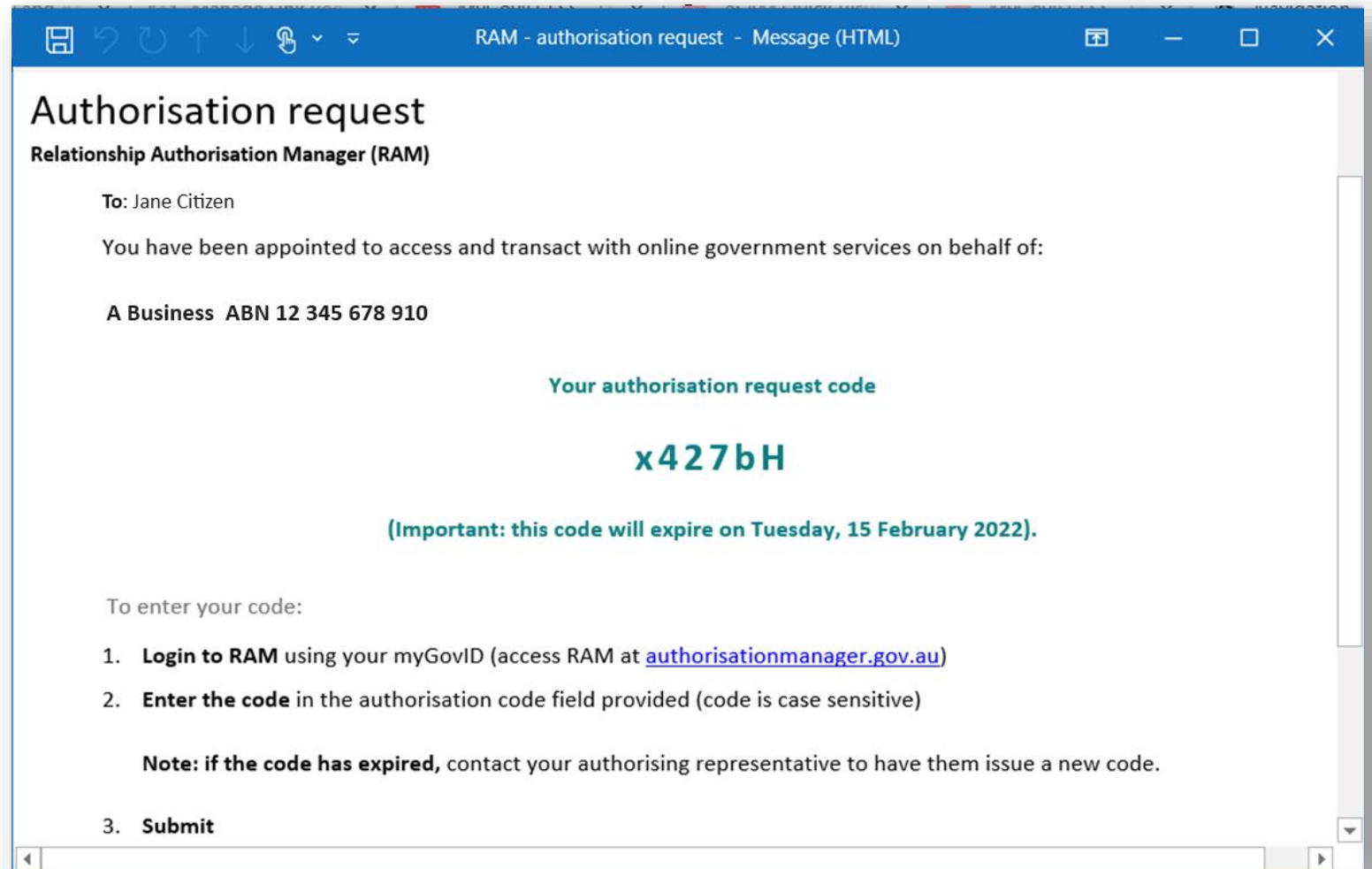
1

## Authorisation request email

A user can accept their authorisation when they receive their authorisation request.

The authorisation code is valid 7 days.

A code can be re-issued by their authoriser in RAM.



User accepts their RAM authorisation

2

## Login to RAM

The user visits RAM  
and logs in with their  
Digital Identity

authorisationmanager.gov.au



Australian Government

Relationship Authorisation Manager

Welcome to Relationship Authorisation Manager (RAM)

---

Login to RAM with your myGovID to:

- link your business
- view and manage your business authorisations
- accept an authorisation request
- manage machine credentials
- manage cloud software notifications

Login with  myGovID

3

## Accept an authorisation from a business

The code from the authorisation request email is entered here

Your authorisation request code

x427bH



Australian Government Relationship Authorisation Manager

Select an option below to continue. The action you can take will vary depending on the type of authorisation you have for the business.  
[Find out more](#)

Link your business ? >

View or manage authorisations, machine credentials and cloud software notifications ? >

Accept an authorisation for a business ? ^

Enter the code as shown in the authorisation email issued by the principal authority or authorisation administrator.

Submit

Note: The code is case sensitive

**Common issue:** If the user's name in the RAM authorisation **does not match** their Digital Identity name, they won't be able to accept the authorisation. Their administrator will need to sign into RAM and update their name in the authorisation.

4

# Review and accept

When the user accepts, they are authorised to act on behalf of the business in the selected agencies.

### Accept authorisation

To accept the request, read the declaration, tick the check box and select 'Accept'.

#### Authorisation summary

##### Representative details

<b>Given name:</b> Anita	<b>Family name:</b> Brown
<b>Authorisation code email address:</b> anitabrown@test.com.au	

##### Authorisation details

<b>ABN:</b> 90 172 099 633	<b>Entity name:</b> MILES, JOSHUA
<b>Start date:</b> 11/08/2023	<b>End date:</b> 10/08/2024
<b>Authorisation type:</b> Basic user	<b>Machine credential administrator:</b> No
<b>Authorisation status:</b> Pending	

##### Agency access details

[Show details](#)

#### Declaration

I declare that:

- I am the person identified as the representative.
- I have used my own identity credential to access this service.
- I understand that by accepting this authorisation I will be able to represent this business with the listed government agencies and services.
- I understand that when acting on behalf of this business with Government, my details are recorded and I am accountable for the actions I undertake.
- I understand that my personal information used to create this authorisation, including my full name, email address and my relationship to the business, may be shared with the business and other agencies included in this request.
- I understand that if I may be required to complete further proof of identity (POI) for particular government services, I will not be able to transact with that government service until the POI requirements have been met.

I understand and accept this declaration

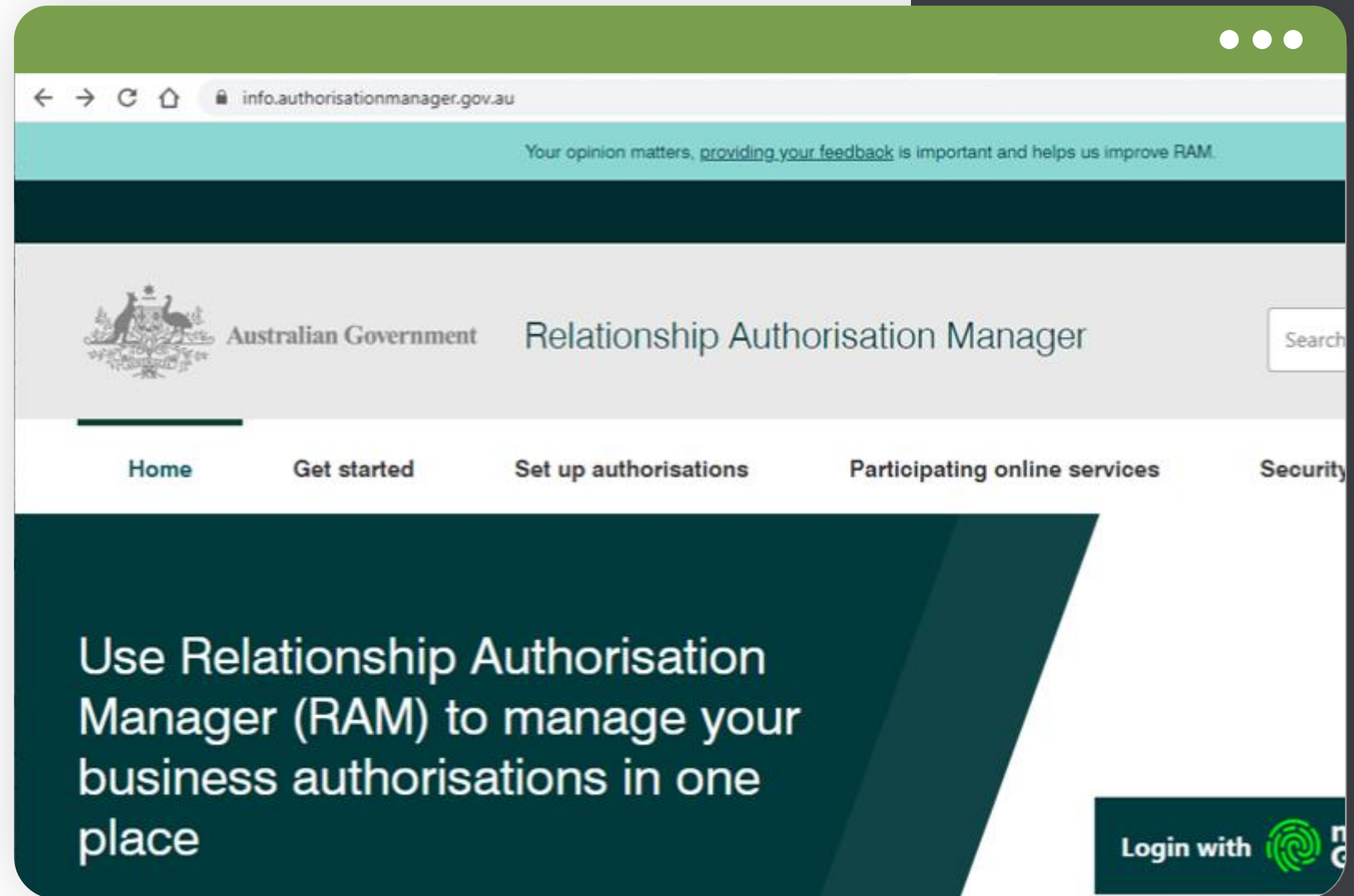
04

# Help and more information



# Help and further information

Visit RAM



[info.authorisationmanager.gov.au](http://info.authorisationmanager.gov.au)

# Help and further information

Visit DEWR

Search *About Digital Identity* or use the address below

The screenshot shows a web browser window with the URL [dewr.gov.au/digital-identity-accessing-dewr-online-services](http://dewr.gov.au/digital-identity-accessing-dewr-online-services). The page header includes the Australian Government logo and the Department of Employment and Workplace Relations name. A search bar is located in the top right corner. The main navigation menu includes links for Home, About us, Skills and Training, Employment, and Workplace Relations. The main heading of the page is "Digital Identity for accessing DEWR online services". Below this, there is a section titled "Digital Identity for accessing DEWR online services" with a list of links: "Setting up Relationship Authorisation Manager for your business", "Common questions and issues setting up your myGovID", "Registering an account to use our services with your Digital Identity", and "Common account registration and login issues". To the right of this list, there is a paragraph stating "To access our online services, you will need a Digital Identity." followed by a section titled "About Digital Identity" which explains that Digital Identity makes accessing government services online simpler, safer, and more secure, and lists examples of services like Workforce Australia Online and the Apprenticeships Data System (ADMS).

[www.dewr.gov.au/digital-identity-accessing-dewr-online-services](http://www.dewr.gov.au/digital-identity-accessing-dewr-online-services)