Fact Sheet: Impact of the change on Health Data Portal users

Who should read this?

The intended audience of this fact sheet is the Health Data Portal (the Portal) users who currently use AUSkey and need to move onto the new replacement services myGovID and Relationship Authorisation Manager (RAM).

This fact sheet covers what you need to know to:

- Set up your myGovID
- Become an **authorised user** in RAM who can transact online on behalf of your organisation
- Log in to the Portal using your myGovID

Key points

- To get set up with myGovID/RAM, follow the steps in User Guide: Connecting your myGovID to the Health Data Portal.
- Before you can use your myGovID to access the Portal, you will need to **accept your authorisation** by logging in to Relationship Authorisation Manager with your myGovID.
- You can keep your current AUSkey permissions, including access to your Portal account, by **linking your AUSkey to your new myGovID**.
- To link your AUSkey to your myGovID, your **principal authority** or your **authorisation administrator** needs to **import your AUSkey** when they authorise your access to online services on behalf of your organisation. You can only link your AUSkey to a **Standard** myGovID.
- If you don't know who your **principal authority** or **authorisation administrator** is, contact your Portal User Administrator or your manager.

You must be granted agency access to "DEPARTMENT OF HEALTH" in RAM before you can log in to the Portal with your myGovID.

Do I need a Standard myGovID to access the Health Data Portal?

You can access the Portal with either a **Standard** or a **Basic** myGovID.

We strongly recommend you upgrade to a **Standard** identity strength for the following benefits:

- your full name and other details are transferred to your **authorisation request** as they appear on your AUSkey — a simple typo can prevent you from accepting your authorisation

- your existing AUSkey permissions, including access to the Portal, can be transferred to your myGovID (if your AUSkey is linked)

- your organisation may issue bulk **Standard authorisation requests** to AUSkey holders — your myGovID identity strength must match the type of **authorisation** you've been issued before you can accept it.

Can the Portal see my personal information when I use myGovID/RAM?

When using government online services, your personal information won't be shared without your permission. There are strict controls in place for how your information is collected, stored and used under the Australian Government's Trusted Digital Identity Framework.

When you set up a **Standard** myGovID, you verify your information against existing identity documents stored on the Australian Government's Document Verification Service.

The personal information and documents you use to prove your identity are not shared with the Department of Health — our agency receives only your recorded first and last names and business email when you transact with us.

This is the same information we receive when you use your AUSkey to log in.

Can I share my personal myGovID with other individuals in my organisation?

No, your myGovID belongs to you.

We strongly recommend using a **personal email** when registering for myGovID for continued access to your digital identity and account recovery. We recommend your organisation use a business email in RAM to manage your **authorisation**.

If you or someone in your organisation needs to access the Portal, contact your User Administrator to set up a new Portal account and an **authorisation** in RAM.

How do I start using myGovID and Relationship Authorisation Manager?

Moving from AUSkey to myGovID/RAM is a simple process. To get started, you need to:

- Set up your myGovID
- Link your myGovID to your business (and your AUSkey)
- Log in to the Portal using your myGovID

To help you to move from AUSkey to myGovID/RAM, we've detailed these steps in User Guide: Connecting your myGovID to the Portal.

How do I link an AUSkey to myGovID?

You will need to ask your **principal authority** or an **authorisation administrator** to import your AUSkey. If you don't know who this person is, ask your User Administrator or your manager.

Your AUSkey can only be linked to a **Standard** myGovID.

Why you should link your AUSkey and myGovID

If you currently use an AUSkey to access the Portal, your account is connected to that AUSkey. This prevents your account from being claimed or accessed by anyone else.

If your AUSkey is linked to your myGovID (through Relationship Authorisation Manager), it passes on permission for your myGovID to connect with your Portal account.

This allows the Portal to recognise you and let you access the Portal when you use your myGovID to log in for the first time. You will not need to relink your myGovID to the Portal.

What happens if my AUSkey and myGovID are not linked?

If your AUSkey is not linked to your myGovID, the Portal will not recognise your myGovID the first time you use it to log in.

This is because your Portal account is still connected to your AUSkey.

If you experience this issue, you will need to re-register for the Data Portal and create a new profile, and ask your User Administrator to reassign you with the required roles and folders. Once this is done, your User Administrator should then revoke your old profile.

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What should I do if my principal authority or authorisation administrator doesn't import my AUSkey when they create my authorisation?

If you have a **Standard** myGovID, you can ask your **principal authority** or **authorisation administrator** to send you a new **authorisation request**. This will overwrite your existing **authorisation** if you accept it.

What if I cannot achieve a Standard myGovID?

If you're unable to upgrade to a **Standard** myGovID using at least two accepted Australian Government identity documents, you will have a **Basic** identity strength.

If you can only achieve a **Basic** myGovID:

- Ask your **principal authority** or **authorisation administrator** to create a **Basic authorisation request** for you (you will not be able to accept a **Standard authorisation request**)
- Your **principal authority** or **authorisation administrator** will need to reissue your **authorisation** every 12 months — you will need to accept your new **authorisation** to continue accessing government online services on behalf of your organisation
- Your AUSkey cannot be linked to your myGovID and you will not have the seamless first-time login experience as **Standard** myGovID users (with linked AUSkeys)

I have multiple AUSkeys for an organisation, can I link them to my digital identity?

Only one AUSkey per organisation can be linked to your myGovID.

Some individuals may have multiple AUSkeys for many reasons, including:

- they've previously forgotten an AUSkey password and registered a new one (to the same organisation)
- they have work arrangements that connect them with multiple businesses/entities
- their organisation has a complex structure (e.g. a government department with provider and assessment services)

RAM has been designed for individuals to have a single digital identity (myGovID) that connects only once to an organisation (ABN).

What if I represent multiple organisations in the Portal?

Your myGovID can connect to several organisations (with different ABNs) in RAM. You will need an **authorisation** from each organisation you represent online.

If you represent more than one organisation in the Portal, an **Organisation Selection** page will display when you log in. You will need to log off to change which organisations.

Where can I go for additional support?

For issues setting up your myGovID:

- Check the information in this pack or visit the [myGovID website](#)
- If you still need to speak with the ATO, you can contact the support line on **1300 287 539** — select **option 2** for myGovID.

For issues logging in to Relationship Authorisation Manager (RAM) or accepting your authorisation request:

- Check the information in this pack or visit the [Relationship Authorisation Manager website](#)
- If you experience issues accepting your authorisation code, contact your **principal authority** or an **authorisation administrator**
- If you still need to speak with the ATO, you can contact the support line on **1300 287 539** — myGovID (Option 2) RAM (Option 3) and technical (Option 4) enquiries.

If you experience issues logging in to the Portal **after** you've set up your myGovID and accepted an **authorisation** to represent your organisation for the agency "DEPARTMENT OF HEALTH":

- Contact the Portal Helpdesk at dataportal@health.gov.au or indigenousreporting@health.gov.au