Australian Government
Australian Taxation Office

## Online services for business

# Client–agent linking steps

Businesses can use our online services to nominate an agent. Your agent **cannot** do this for you.

**Have you already set up access to Online services for business?**

YES → 4

NO ↓

### 1 Set up your Digital Identity (myGovID)

**Remember that myGovID is different to myGov.**

myGovID is the Australian Government's Digital Identity app. It allows you to prove who you are and log in to ato.gov.au/OSB

For instructions on setting up your myGovID, see www.mygovid.gov.au/setup

ⓘ You'll need at least *Standard* identity strength to set up your business for online services.

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### 2 Link your myGovID to your ABN

Relationship Authorisation Manager (RAM) is an authorisation service that allows you to access online services on behalf of a business. You'll need to use RAM to link your myGovID to your Australian business number (ABN).

The principal authority (see info.authorisationmanager.gov.au/principalauthority) is the person responsible for the business, and must be the first person to link the ABN in RAM.

The way you link your myGovID to your ABN depends on your role in the business:

- You can link online if
  - you have a *Strong* myGovID identity strength, and
  - your name is listed in the ABR.
- You'll need to contact us (see info.authorisationmanager.gov.au/phonelinking) to link your myGovID to your ABN if you
  - do not have a *Strong* myGovID identity strength, or
  - are not an individual associate listed in the ABR.

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OPTIONAL

### 3 Authorise others to act on your behalf (optional)

You can authorise others to act on behalf of your business (for example, employees) in RAM.

For instructions on how to authorise others, see info.authorisationmanager.gov.au/authorisations

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### 4 Log in to Online services for business

Use your myGovID to log in to Online services for business ato.gov.au/OSB

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### 5 Nominate your authorised agent in Online services for business

From the Online services for business home page:

- select **Profile**, then **Agent details**
- at the **Agent nominations** feature, select **Add**
- on the **Nominate agent screen**, go to **Search for agent**
- type your agent's (or payroll service provider's) registered agent number (RAN) or practice name and select **Search**
- select the agent you want to nominate (if multiple results are returned, select the correct agent)
- check that the agent's details are correct
- complete the **Declaration**
- select **Submit**.

You'll now see your agent's details listed under **Agent nominations**.

ⓘ For more information, go to ato.gov.au/agentnomination

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### 6 Let your agent know you have nominated them

ⓘ Your agent has **28 days** to action the nomination before it expires

**Unable to nominate using Online services for business?**

If you experience any errors while completing the agent nomination process, contact us to speak with a customer service representative (ato.gov.au/contact).

Before we can discuss your details or update your records, you must establish your identity (ato.gov.au/contact).

Have your agent's RAN ready so that we can search for the agent details.

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