



## Accessing the Data Exchange with Digital Identity (myGovID) and RAM – Frequently Asked Questions

This task card discusses frequently asked questions when accessing the Data Exchange through RAM with your myGovID.

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### Q. What is Digital Identity?

**A.** The DEX Portal uses the Australian Government Digital Identity System to verify users. Your Digital Identity is a safe, secure and convenient way for you to prove who you are when accessing government online services like the DEX Portal. More information about Digital identity can be found [here](#).

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### Q. What is myGovID?

**A.** myGovID is the Australian Government's Digital Identity app. Your myGovID is different to your myGov account.

Set up your myGovID in three easy steps. Download the myGovID app to your smart device, enter your details and verify your documents to your chosen identity strength. To access the DEX Portal, you will need at least a Basic identity strength. As it's your personal Digital Identity, you should set up your myGovID using a personal email address. It should not be a shared or work email address.

For help with myGovID, visit [www.myGovID.gov.au/help](http://www.myGovID.gov.au/help)

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### Q. Can you use myGovID as your Digital Identity?

**A.** Yes, myGovID is the Australian Government's Digital Identity app and forms part of the wider Australian Government Digital Identity System. You'll be given the option to select myGovID as your Digital Identity and asked to provide consent to share your information for the DEX Portal.

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

**A.** Relationship Authorisation Manager (RAM) is an authorisation service that allows you to act on behalf of an entity online when linked with your Digital Identity, like myGovID.

For more information, visit [info.authorisationmanager.gov.au](http://info.authorisationmanager.gov.au)

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**Q.** Can you link your Digital Identity to a business using RAM?

**A.** Yes, before you access the DEX portal on behalf of a business, you need to link your Digital Identity, like myGovID, to the business using RAM.

How you link depends on whether you're a:

**Principal authority** – person responsible for the business or entity. A principal authority needs to link to the business in RAM first before others can be authorised to access government online services like the DEX Portal on behalf of the business. To link the business in RAM as a principal authority, you need a myGovID with a Standard or Strong identity strength.

- **Authorised user or administrator** - someone who acts on behalf of a business or entity. A principal authority or authorisation administrator needs to authorise you before you can access the DEX Portal on behalf of a business. You'll use your myGovID to log into RAM and accept an authorisation request.

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**Q.** I already have a myGov account, do I need a myGovID as well to access DEX?

**A.** Yes, because myGov and myGovID are different. The myGovID app lets you prove who you are and securely access participating government online services like the DEX Portal.

Your myGov account lets you, as an individual, link to government services online in one place, such as Medicare and Centrelink.

Each individual requires their own Digital Identity, such as myGovID, to access the Data Exchange portal.

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**Q.** I put in my email address linked to my Data Exchange profile to receive the activation code but have not received it. What do I do?

1 Request activation code 2 Confirm activation code 3 Finish

### Confirm activation code for DSS Data Exchange

Please enter the Activation Code sent to the email address below.

All fields marked with an asterisk ( \*) are required

Email Address: \_\_\_\_\_ .com

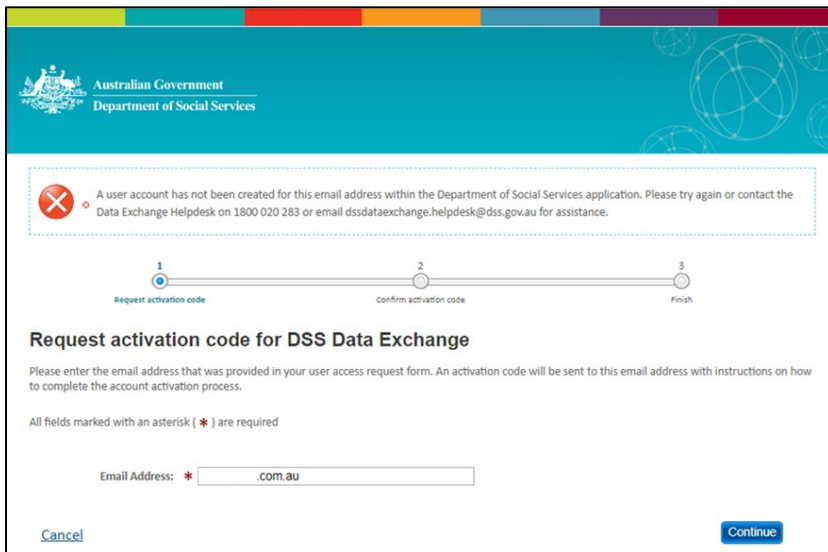
Activation Code: \* \_\_\_\_\_

[Cancel](#) [Confirm](#) [Resend activation Code](#)

[Back to content top](#)

**A.** Please ensure that the spelling of your email address is correct and that you have checked your junk mail folder. Alternatively, the email may be blocked by your firewall/IT system. If the email with the activation code does not come through within 5 minutes, please talk to your IT administrator or phone the Data Exchange Helpdesk on 1800 020 283 for further assistance.

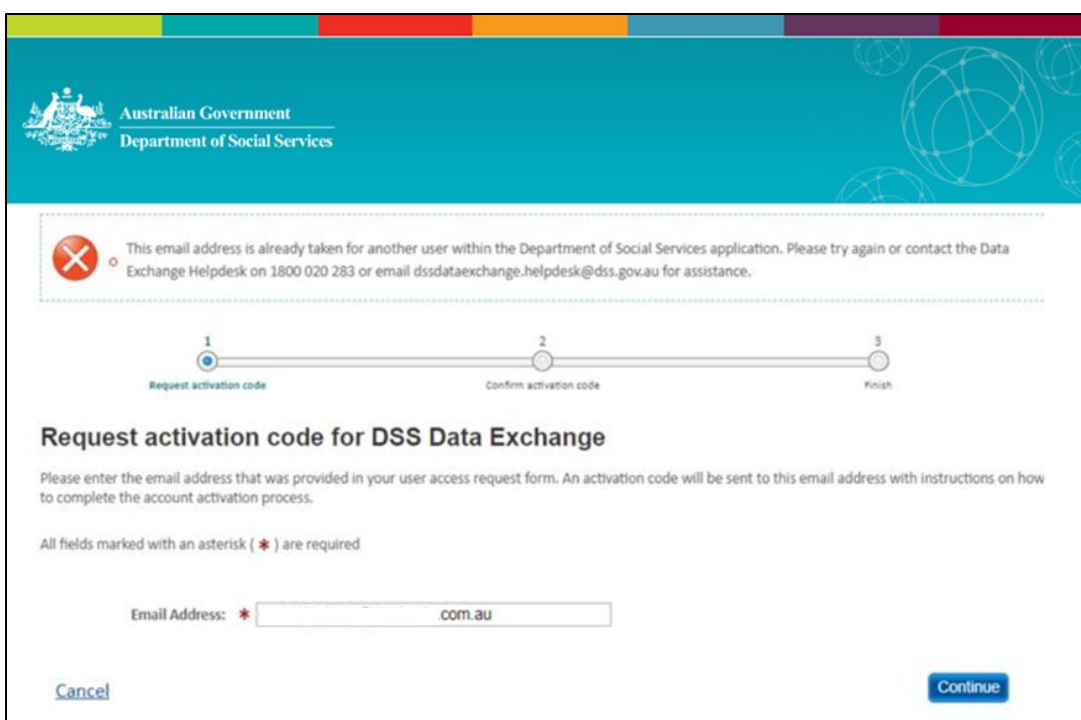
**Q.** I keep getting this error message 'A user account has not been created for this email address within the Department of Social Services application. Please try again or contact the Data Exchange Helpdesk on 1800 020 283 or email [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) for assistance.' – What do I do?



The screenshot shows the Australian Government Department of Social Services website. At the top, there is a navigation bar with the Australian Government logo and the text 'Australian Government Department of Social Services'. Below this, a red error message box contains the text: 'A user account has not been created for this email address within the Department of Social Services application. Please try again or contact the Data Exchange Helpdesk on 1800 020 283 or email [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) for assistance.' Below the error message is a progress indicator with three steps: 1. Request activation code (active), 2. Confirm activation code, and 3. Finish. The main heading is 'Request activation code for DSS Data Exchange'. Below this, there is a paragraph of instructions: 'Please enter the email address that was provided in your user access request form. An activation code will be sent to this email address with instructions on how to complete the account activation process.' Below the instructions, there is a note: 'All fields marked with an asterisk ( \* ) are required'. The form has a single input field for 'Email Address' with a red asterisk and a '.com.au' suffix. At the bottom left is a 'Cancel' link and at the bottom right is a 'Continue' button.

- A.** This error message means you do not have access to the Data Exchange under the email address provided. This typically occurs for one of two reasons:
- 1) If you have input an email address registered with your myGovID (your **personal** email address) which is **different** to the email address registered on your Data Exchange user profile, the system will not pick up that you are an existing user. Please check what email address you used on your DEX access request form. The email address used to request an activation code needs to be the same as the email address on your Data Exchange user profile.
  - 2) If you have never accessed the Data Exchange portal before, your Organisation Administrator can create your access or alternatively, you will need to complete a [Data Exchange System User Access Request Form](#).

**Q.** I keep getting this error message when logging in for the first time 'This email address is already taken for another user within the Department of Social Services application. Please try again or contact the Data Exchange Helpdesk on 1800 020 283 or email [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) for assistance.' – How do I get around this?



The screenshot shows the Australian Government Department of Social Services website. At the top, there is a navigation bar with the Australian Government logo and the text 'Australian Government Department of Social Services'. Below this, a red error message box contains the text: 'This email address is already taken for another user within the Department of Social Services application. Please try again or contact the Data Exchange Helpdesk on 1800 020 283 or email [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) for assistance.' Below the error message is a progress indicator with three steps: 1. Request activation code (active), 2. Confirm activation code, and 3. Finish. The main heading is 'Request activation code for DSS Data Exchange'. Below this, there is a paragraph of instructions: 'Please enter the email address that was provided in your user access request form. An activation code will be sent to this email address with instructions on how to complete the account activation process.' Below the instructions, there is a note: 'All fields marked with an asterisk ( \* ) are required'. The form has a single input field for 'Email Address' with a red asterisk and a '.com.au' suffix. At the bottom left is a 'Cancel' link and at the bottom right is a 'Continue' button.

**A.** Another user within your organisation may have already authenticated with the email address you are using. Each user accessing the Data Exchange must have their **own** Digital Identity and Data Exchange account with a **unique** email address. We recommend completing a new [Data Exchange System User Access Request Form](#). If this approach does not work, please contact the Data Exchange Helpdesk for assistance.

**Q.** I am continually getting stuck here with this error '011 – Please contact your application administrator.' – What do I do?

Australian Government  
Department of Social Services

011 - Please Contact Your Application Administrator

1 Request activation code 2 Confirm activation code 3 Finish

**Request activation code for DSS Data Exchange**

Please enter the email address that was provided in your user access request form. An activation code will be sent to this email address with instructions on how to complete the account activation process.

All fields marked with an asterisk ( \* ) are required

Email Address: \*

[Cancel](#)

[Back to content box](#)

**A.** This error indicates that there is a mismatch between the ABN on your Data Exchange account and the ABN selected in RAM through the Digital Identity login process via myGovID. Please ensure the ABN you have been linked to in RAM is correct. If you continue to receive this error, please contact the Data Exchange Helpdesk for further investigation.

**Q.** When I attempt to log in to the Data Exchange Portal, I verify the four-digit code in myGovID but am then taken to this screen – **what** do I need to do in RAM?

Australian Government Relationship Authorisation Manager

! You are not currently linked to a business that allows access to this service

Select **Continue** to:

- Link your business - if you're an eligible associate on the ABR
- Accept an authorisation - if you've received an Authorisation code request email
- Review your existing authorisations in RAM

[Find out more](#)

[Cancel](#) [Continue](#)

**A.** This indicates that you haven't been authorised to act on behalf of the business in RAM. You will need to contact a principal authority or authorisation administrator to authorise you. Further information on this process can be found [here](#).

**Q.** Can I have **more** than one myGovID?

**A.** No, your myGovID is your personal identity and unique to you. You should set up your myGovID using a personal email address. It should not be a shared or work email address. You can set up your myGovID on multiple devices. When installing the myGovID app on another device you'll need to re-verify your identity with the same email address. You can use your myGovID for personal or business matters, or both.

For more information, visit [myGovID](#).

### Frequently Asked Questions

For information about myGovID, and for help with set up, please visit the [myGovID website](#).

For information and support with RAM, please visit the [Relationship Authorisation Manager website](#).

For information about Digital Identity, please visit the [Digital Identity Website](#).

You can visit the [myGovID](#) and [RAM](#) websites for further information, or assistance.

For system support, contact the Data Exchange Helpdesk by email at [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) or on 1800 020 283.