



Australian Government  
Department of Employment  
and Workplace Relations

# Introduction to Relationship Authorisation Manager (RAM)

For access to DEWR services to act on behalf of a  
business

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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 ID (myID)
- **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 ID (myID) with a verified identity

# Linking a business

## Linking the business online in RAM

Only a principal authority can link the business online in RAM.

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

- a sole trader
- an eligible 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 myID with a Strong Identity Strength, which requires an Australian Passport to achieve.

## If you can't link the business online

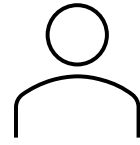
A person will need to contact the RAM support line to link the business if:

- They are unable to achieve a Strong myID
- 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/principal-authority#Other\\_ways\\_you](https://info.authorisationmanager.gov.au/principal-authority#Other_ways_you)

# Roles in RAM for a business

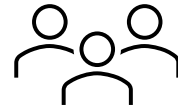


## Principal Authority

The person responsible for the business.

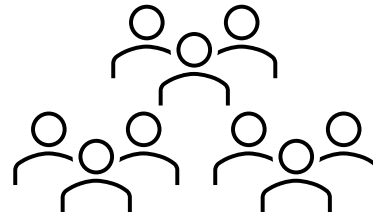
Can add and manage:

- 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 ID**

You don't need to see or know a staff member's Digital ID 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 ID 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. It does not have to be the same as their myID email.

## **Accepting the authorisation**

A user must voluntarily accept the authorisation, which they do in RAM with their Digital ID. 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

The authoriser:

- Principal Authority, or
  - Authorisation Administrator
- visits RAM and

**Action:** Continue with Digital ID and sign in

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

The screenshot shows the RAM website interface. At the top right is a 'Login' link. The header features the Australian Government crest and the text 'Australian Government Relationship Authorisation Manager', along with a search bar. A navigation menu includes 'Home', 'Get started', 'Set up authorisations', 'Participating online services', 'Security', and 'Help'. A large dark green banner contains the text 'Use Relationship Authorisation Manager (RAM) to manage your business authorisations in one place' and three links: '> Set up your Digital ID', '> Link your business', and '> Authorise others to act online for your business'. On the right, a box contains a 'Continue with Digital ID' button and a description of Digital ID as a safe, secure, and convenient way to prove and reuse your ID online.

Relationship Authorisation Manager

Home Get started Set up authorisations Participating online services Security Help

Use Relationship Authorisation Manager (RAM) to manage your business authorisations in one place

- > [Set up your Digital ID](#)
- > [Link your business](#)
- > [Authorise others to act online for your business](#)

[Continue with Digital ID](#)

[Digital ID](#) is a safe, secure and convenient way to prove and reuse your ID online.

## 2

## RAM options

**Action:** to add users  
select *View or manage*  
*authorisations...*

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](#)

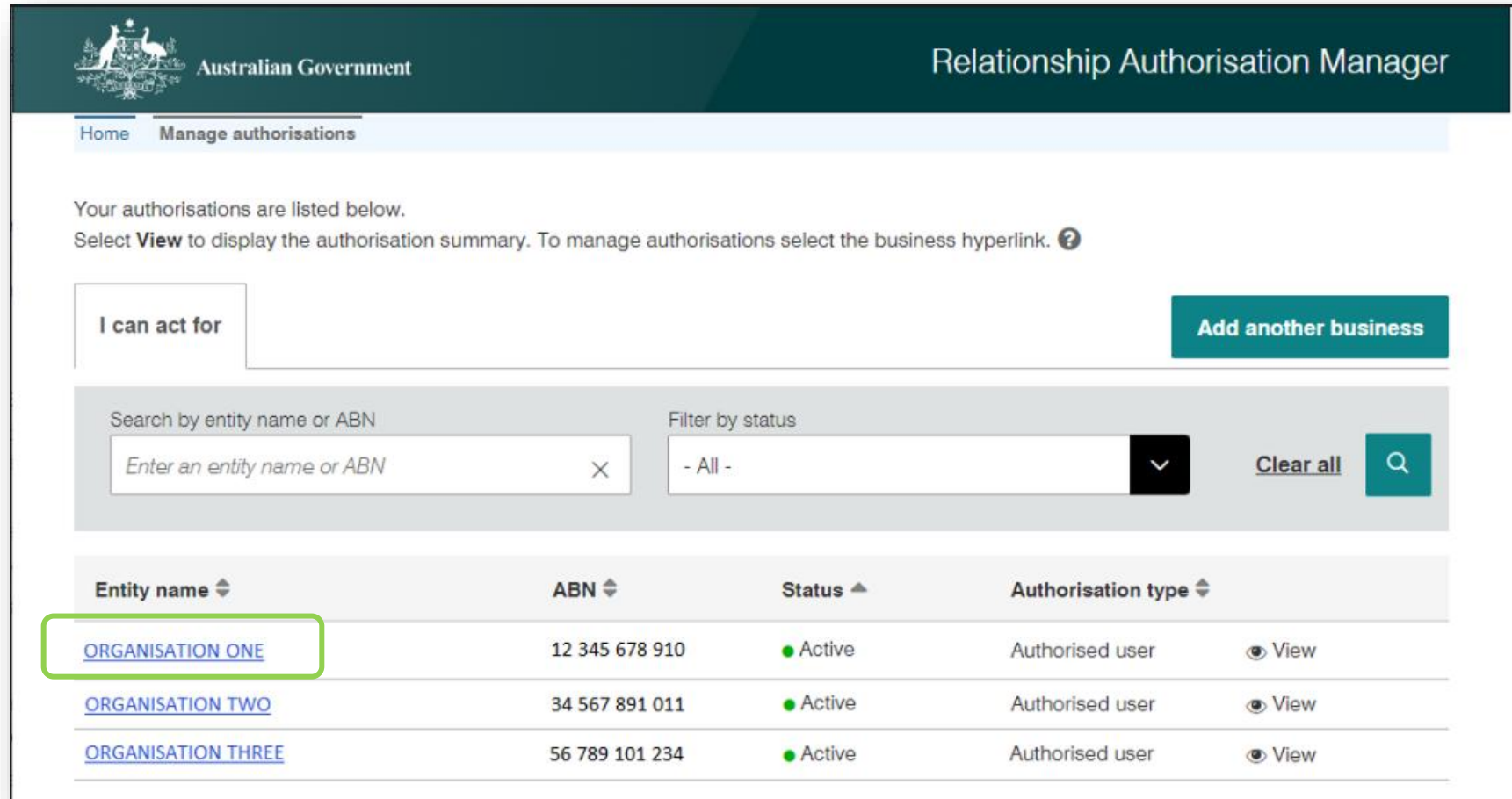
- Link your business ? >
- View or manage authorisations, machine credentials and cloud software notifications ? >**
- Accept an authorisation for a business ? v

## 3

## Select the business

Your business will appear here when it is linked

**Action:** to view and add users select your business



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Relationship Authorisation Manager

Home Manage authorisations

Your authorisations are listed below.  
Select **View** to display the authorisation summary. To manage authorisations select the business hyperlink. ?

I can act for Add another business

Search by entity name or ABN  Filter by status  Clear all Q

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

# 4

## Add new user

All authorised users  
will appear here

Q. Is there a bulk option for  
adding users?

A. No.

For large organisations we  
recommend setting up more  
than one Authorised  
Administrator to 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

[Clear all](#)

✓ **Advanced options**

Representative name ▾	Status ▲	Authorisation type ▾	<b>Export &gt;</b>
Chris Citizen	● Active	Authorised user	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Remove"/>




### Representative type

**Action:** 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 ID name, or they won't be able to accept the authorisation.

### Email address

Does not need to be their Digital ID email.

Their business email address is recommended.

Add authorisation

Representative details

Authorisation details

Agency access

Summary

1

2

3

4

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

Select 'No' for normal staff members

Selecting 'Yes' will make the user an Authorisation Administrator who can add other users

Select 'NO' to Machine Credential Administrator

Add authorisation

Representative details   **Authorisation details**   Agency access   Summary

1   ..   2   ..   3   ..   4

*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

**Action:** select box next to  
Department of  
Employment and  
Workplace Relations

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

Representative details   Authorisation details   **Agency access**   Summary

1   2   3   4

Fields marked with an \* are mandatory

Choose which agencies you want this business representative to have access to. For agencies marked with **Select services**, you can either grant access to the agency or select specific services.

**Note:** Options for access and service selection depend on the agency selected and type of authorisation being created or modified. Some agencies may require you to customise access.  
For more information, see [Participating online services](#)

**Requirement:** At least one agency must be selected to continue.

Search by agency or service name

Enter agency or service name

Access	Agency	Services
<input type="checkbox"/>		
<input type="checkbox"/>	ABR EXPLORER	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN CAPITAL TERRITORY REVENUE OFFICE	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN COMMUNICATIONS AND MEDIA AUTHORITY	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN COMPETITION AND CONSUMER COMMISSION	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN FINANCIAL SECURITY AUTHORITY	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN PRUDENTIAL REGULATION AUTHORITY	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN TAXATION OFFICE	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN TAXATION OFFICE FOREIGN INVESTOR SERVICE	+ <a href="#">View services</a>
<input type="checkbox"/>	AUSTRALIAN TRADE AND INVESTMENT COMMISSION	+ <a href="#">View services</a>
<input type="checkbox"/>	DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY	+ <a href="#">View services</a>
<input type="checkbox"/>	DEPARTMENT OF CLIMATE CHANGE, ENERGY, THE ENVIRONMENT AND WATER	+ <a href="#">View services</a>
<input type="checkbox"/>	DEPARTMENT OF DEFENCE	+ <a href="#">View services</a>
<input type="checkbox"/>	DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS	+ <a href="#">View services</a>
<input type="checkbox"/>	DEPARTMENT OF HEALTH	+ <a href="#">View services</a>



## 9

## Review and Submit

1. Review the authorisation details and declaration
2. Accept the declaration
3. Submit

The screenshot displays the 'Relationship Authorisation Manager' interface for 'ALTONWAY LTD' (ABN 49 090 058 647). The process is divided into five steps: 1. Representative details, 2. Authorisation details, 3. Agency access, 4. Summary (current step), and 5. Customise access. The 'Summary' step is highlighted with a dark blue circle and a downward arrow. Below the step indicators, the 'Representative details' section shows 'Given name: Tyler', 'Authorisation code email address: DIS-PTA57@test.gov.au', and 'Family name: Dundem'. The 'Authorisation details' section shows 'Start date: 22/11/2021', 'End date: Not specified', 'Authorisation type: Authorisation administrator', and 'Machine credential administrator: Yes'. The 'Agency access details' section has a 'Show details' link. The 'Declaration' section contains a list of terms and conditions that the user must accept. At the bottom, there are 'Back', 'Cancel', and 'Submit' buttons.

**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: Dundem  
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

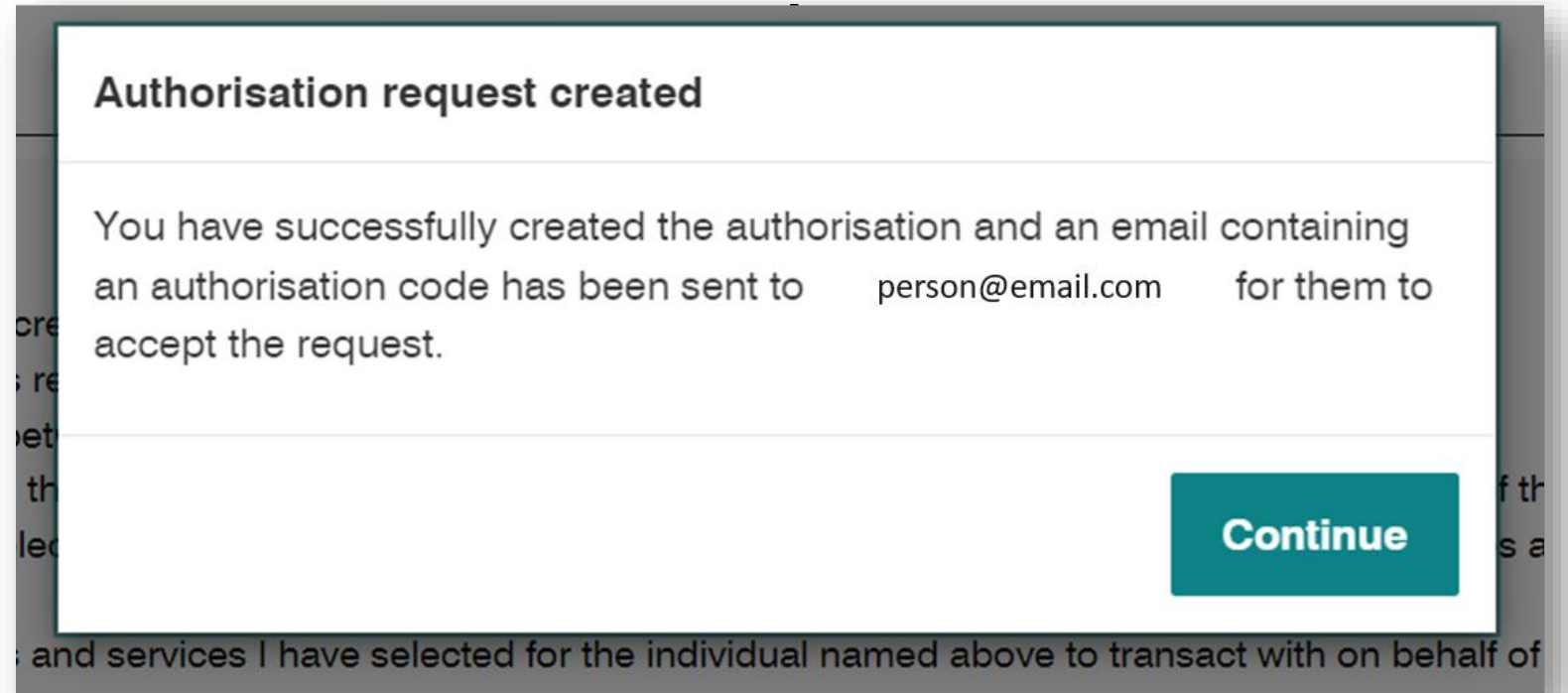
Back   Cancel   Submit

# 10

## Authorisation request created

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

**Accepting the authorisation:** the user needs to sign into RAM with their Digital ID and use the authorisation code.



03

# Accept a RAM authorisation with Digital ID

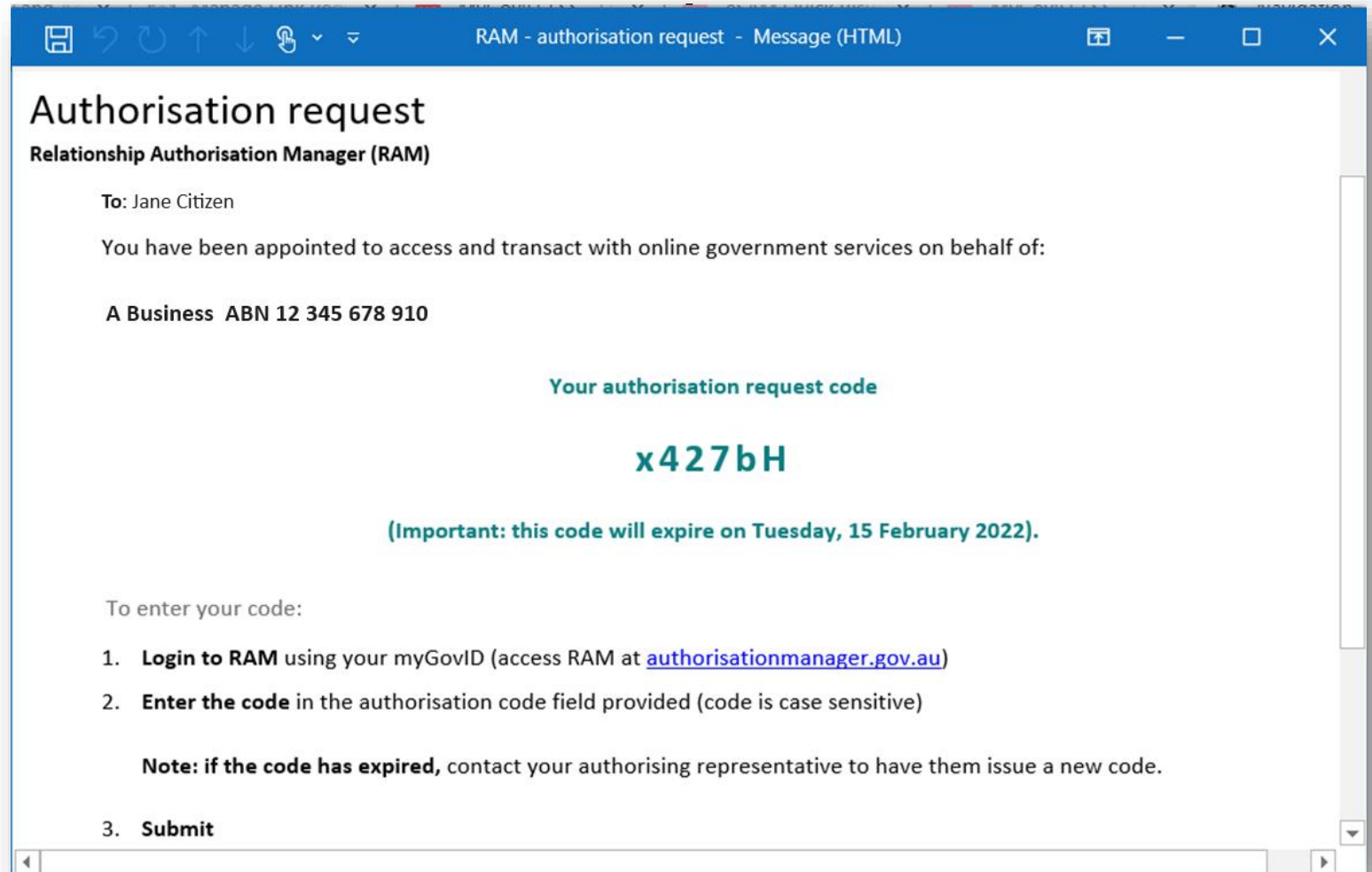
1

## 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.



2

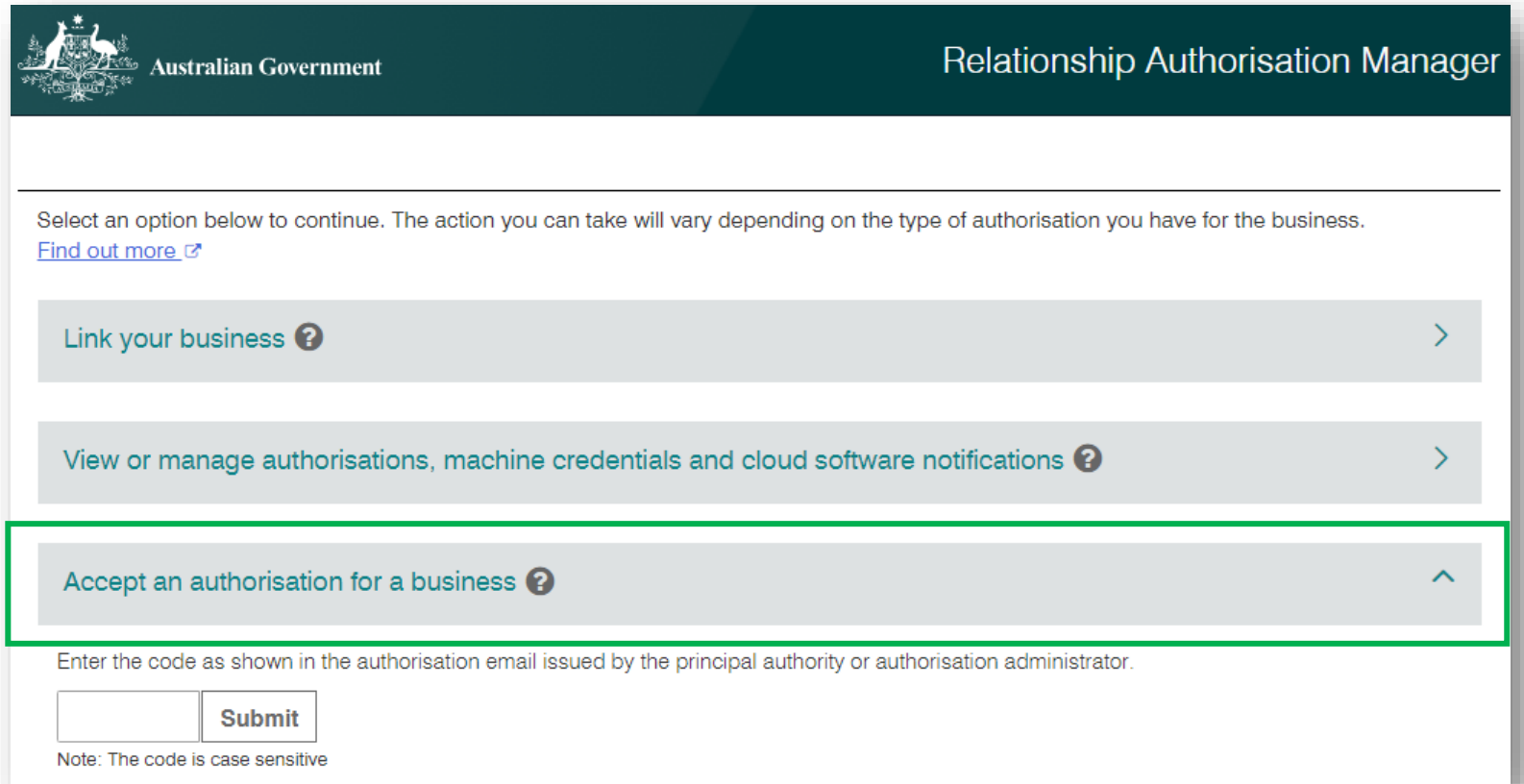
## Accept an authorisation from a business

The user signs into RAM with their Digital ID

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 ID 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.

## 3

## Review and accept

The user reviews their authorisation, reads the Declaration and then Accepts the authorisation.

Now 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

BackDeclineAccept

04

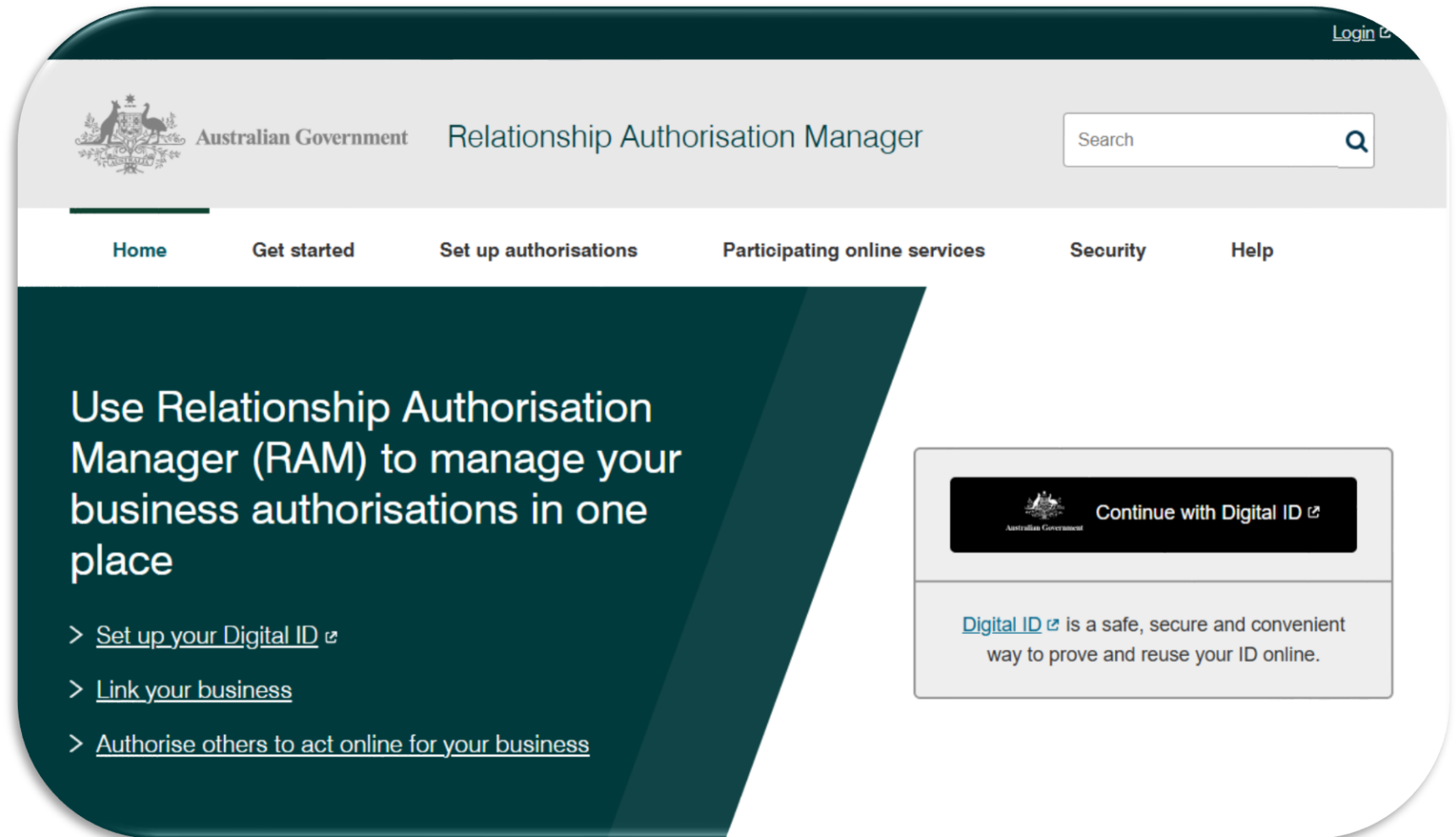
# Help and further information

1

## Help and further information

Visit the RAM website

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





## 2

## Help and further information

Visit the DEWR website

Search Digital ID for accessing  
DEWR online services

Or follow the link below

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

The screenshot shows the official website of the Australian Government Department of Employment and Workplace Relations. The header includes the Australian Government crest and logo, with navigation links for Consultations, Ministers, Programs and initiatives, and a search bar. The main navigation menu lists Home, About us, Skills and Training, Employment, and Workplace Relations. A prominent dark banner reads "Digital ID for accessing DEWR online services". Below this, a section titled "Digital ID for accessing DEWR online services" explains that a digital ID is required for online services. A sidebar on the left lists links for setting up a Relationship Authorisation Manager, common questions, registering an account, and improving online security. The main content area features the heading "Australian Government Digital ID System" and a description of the system's purpose and the services it provides access to.

Australian Government  
Department of Employment  
and Workplace Relations

Consultations Ministers Programs and initiatives Search for keywords...

Home About us Skills and Training Employment Workplace Relations

### Digital ID for accessing DEWR online services

Digital ID for accessing DEWR online services

To access our online services, you will need a digital ID.

## Australian Government Digital ID System

The Australian Government Digital ID System makes accessing government services online simpler, safer and more secure and helps prove who you are when you access our services.

Digital ID is used to access the Department of Employment and Workplace Relations systems such as Workforce Australia Online, Apprenticeships Data Management System (ADMS) and Fair Entitlements Guarantee Insolvency Practitioners Online.

- Setting up Relationship Authorisation Manager for your business
- Common questions and issues setting up your Digital ID
- Registering an account to use our services with your Digital ID
- Improving your online security