



Australian Government  
Department of Education,  
Skills and Employment

# myGovID for Employment Service Providers

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*20 October 2021*



# Agenda

## **Rollout of myGovID**

- What's changing
- Timeframes
- Setup and support

## **Update on improving provider experience**

## **Update on Right Fit for Risk**

## 2 million business users

already use myGovID to access  
76+ Government services

## Aligns with

whole of Government  
Digital Transformation  
Strategy



## A more flexible, streamlined and secure

way to access online Government  
services

Enables us to **maintain  
community  
confidence**



**Staff members** of all service  
providers using ESSweb will need to  
**register as individuals.**

All Provider staff  
can get a  
**myGovID** today



Phase 1 (commencing)  
**Provide information**

1 February 2022



Phase 2a  
**Switch on myGovID  
registrations**

28 February 2022



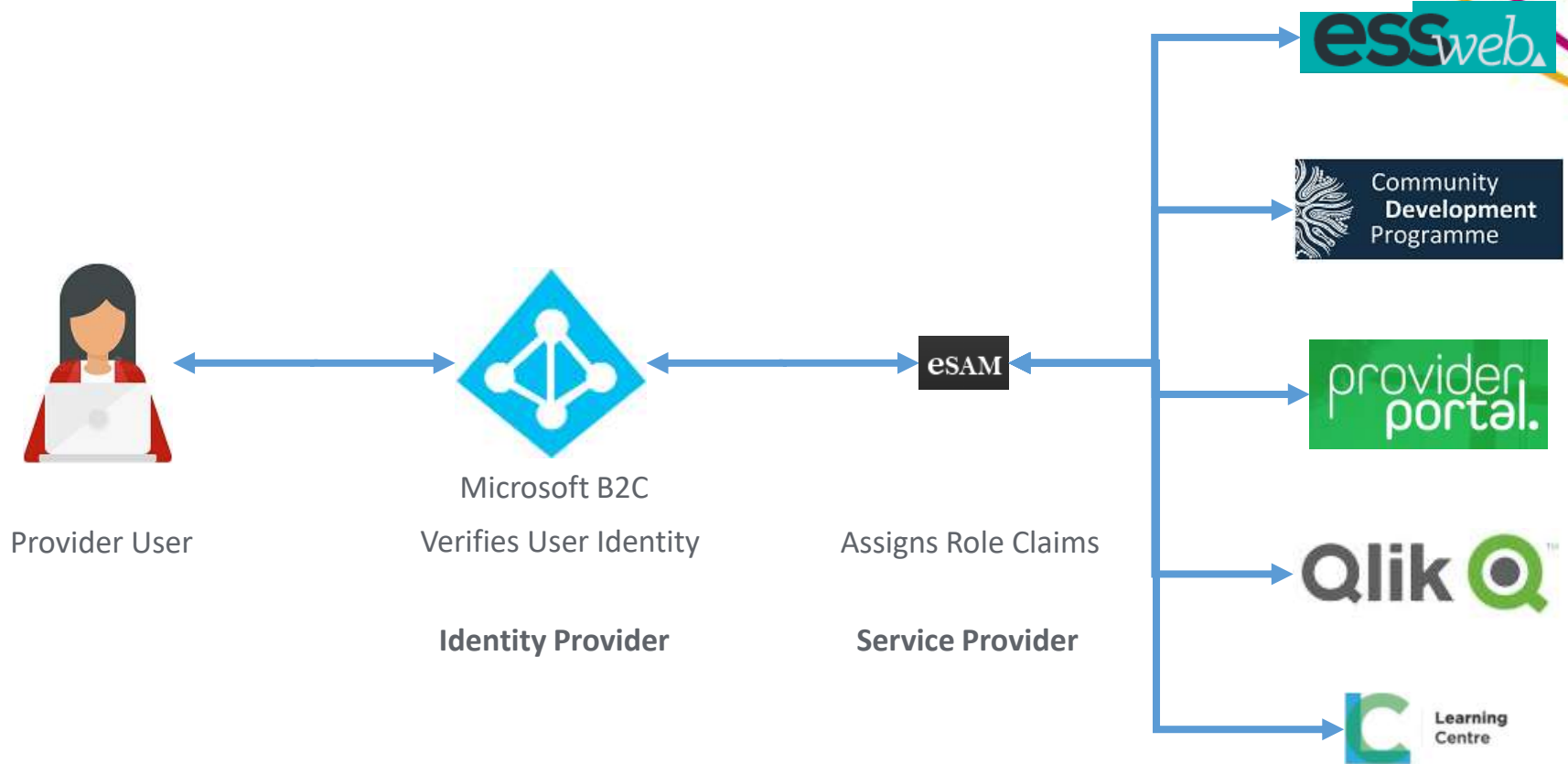
Phase 2b  
**Legacy authentication  
unavailable for new  
registrations.**

25 March 2022

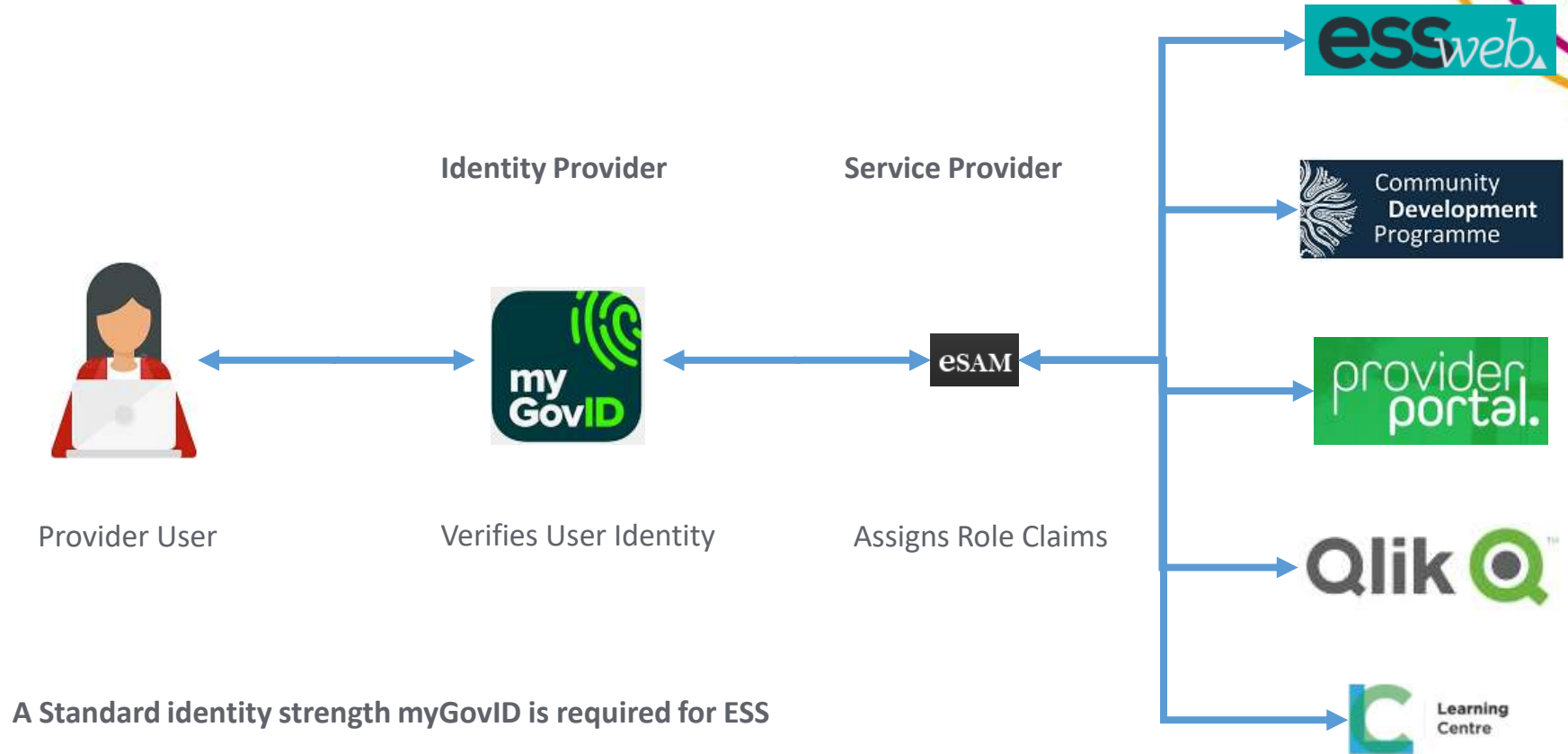


Phase 3  
**Decommission  
legacy authentication**

# How does the current Authentication work?



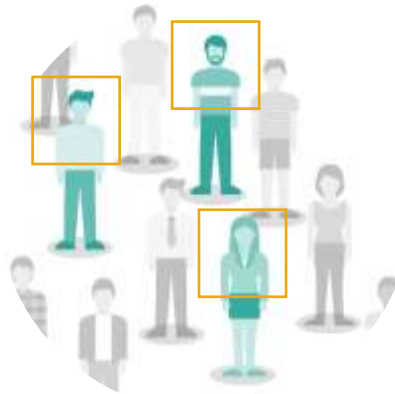
# How will myGovID work?



A Standard identity strength myGovID is required for ESS

# What is Relationship Authorisation Manager (RAM)?

Allows a **provider** to determine who can act on behalf of their business online



Authentication service provided by the Australian Government



Three levels of access

Principal Authority

Authorised Administrator

Users

# myGovID & RAM: Set up an Administrator



Log in to RAM using myGovID

Select Manage Authorisations and then select the Provider's ABN



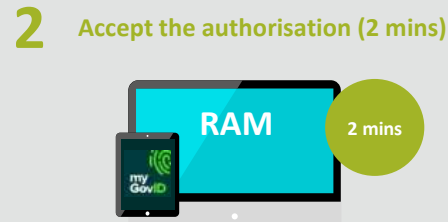
Add Joe as Authorised Administrator by entering his full legal name and email address



Enter Access Duration and 'Yes' to Authorised Administrator. Review and submit



Set up myGovID by entering personal details and prove identity up to 'Standard' strength



Go to RAM and accept the Authorisation sent by Toni



# myGovID & RAM: Set up an ESS user



**Joe**  
Authorisation Administrator  
or Organisational Security  
Contact for the  
Provider

## Create RAM authorisation (4 mins)

**1**  1 min

Log in to RAM using myGovID

Select Manage Authorisations and then select the Provider's ABN

**2**  1 min

Add Chris as a new Standard user by entering his full legal name and email address

**3**  2 mins

Setup the Agency Access and click 'Custom' access for DESE then review and submit

## Customise access (5 mins)

**4**  5 mins

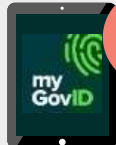
Go to DESE eSAM access management.

Create an invitation for Chris and assign appropriate access roles



**Chris**  
Provider Employment  
Consultant

## Set up myGovID (5 mins)

**1**  5 mins

Setup myGovID by entering personal details and prove identity up to 'Standard' strength

## Accept authorisations and login (5 mins)

**2**  2 mins

Go to RAM and accept the Authorisation sent by Toni

**3**  2 mins

Go to eSAM and accept the invitation sent by Toni and link the account to myGovID

**4**  1 min

Log in to ESS Web with myGovID

# High-level user journey

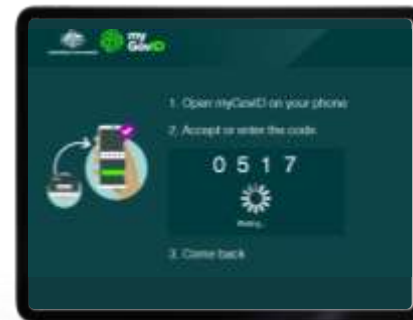
## User logs in to ESS Web



**Step 1:** User logs into ESS Web using myGovID



**Step 2:** User enters their myGovID email address



**Step 3:** Login request code displayed



**Step 4:** User logs into myGovID app on their smart device and enters login request code



**Step 6:** The user is logged into ESS Web for the selected business



**Step 5:** If user has access to more than one business in RAM, the ABN selection screen is displayed

# myGovID and Third Party Employment Systems (TPES)

TPES vendors **have been informed** of the move to myGovID



Feedback indicates **no significant change** is expected



**TPES authentication systems** will not be affected



**TPES systems that interact with ESS** will not be affected

**Information  
Forums**



**Phased  
communications**



**Instructional  
content and  
training materials**



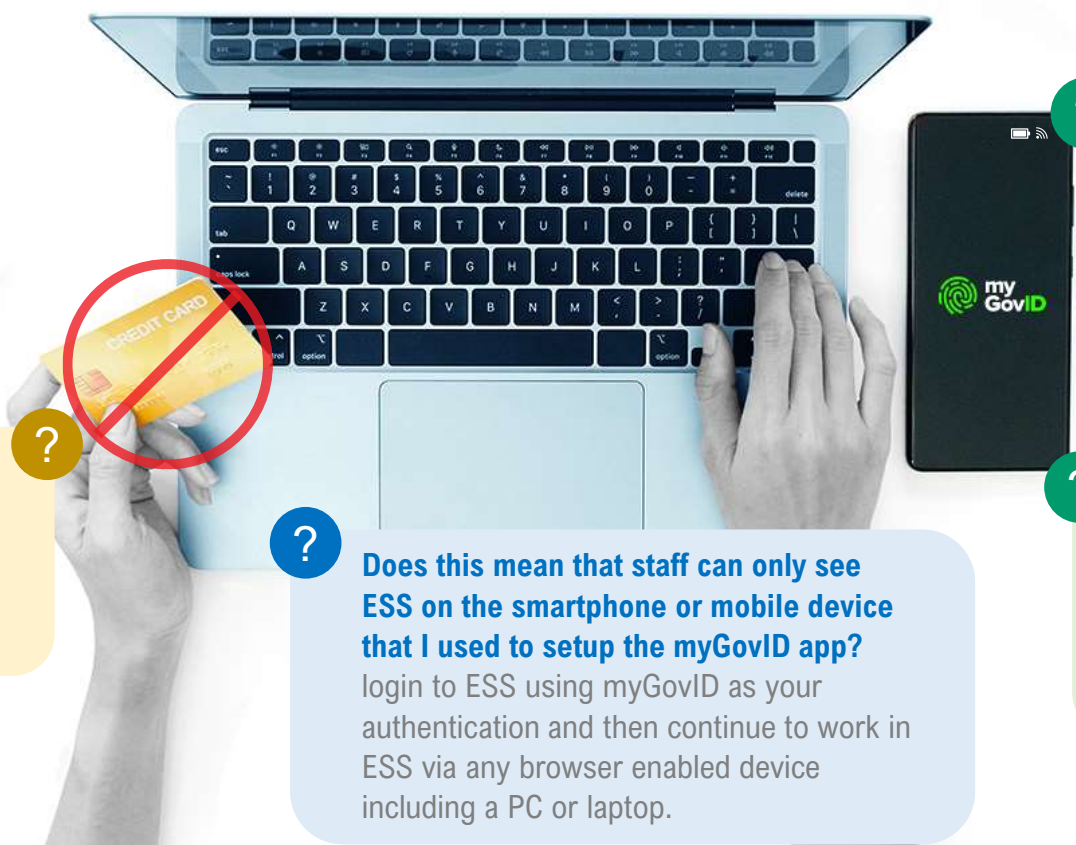
**Monitor myGovID  
adoption**



**Training for State Office  
and Helpdesk staff**



## Frequently Asked Questions



**Will it cost money to use myGovID?**

No, there are no user charges for myGovID.



**Does this mean that staff can only see ESS on the smartphone or mobile device that I used to setup the myGovID app?**

login to ESS using myGovID as your authentication and then continue to work in ESS via any browser enabled device including a PC or laptop.



**Do I need mobile phone coverage to use myGovID?**

Only internet access is required (WiFi, Bluetooth or mobile data)



**Do I need an expensive smartphone to setup and use myGovID?**

A simple iOS or Android device is required.



# Frequently Asked Questions

## Who does myGovID belong to?

myGovID belongs to the individual.



## Do Providers need to build any new IT systems?

No new IT systems required.



## Will staff need a new myGovID if they change employers?

Staff keep the same myGovID account forever



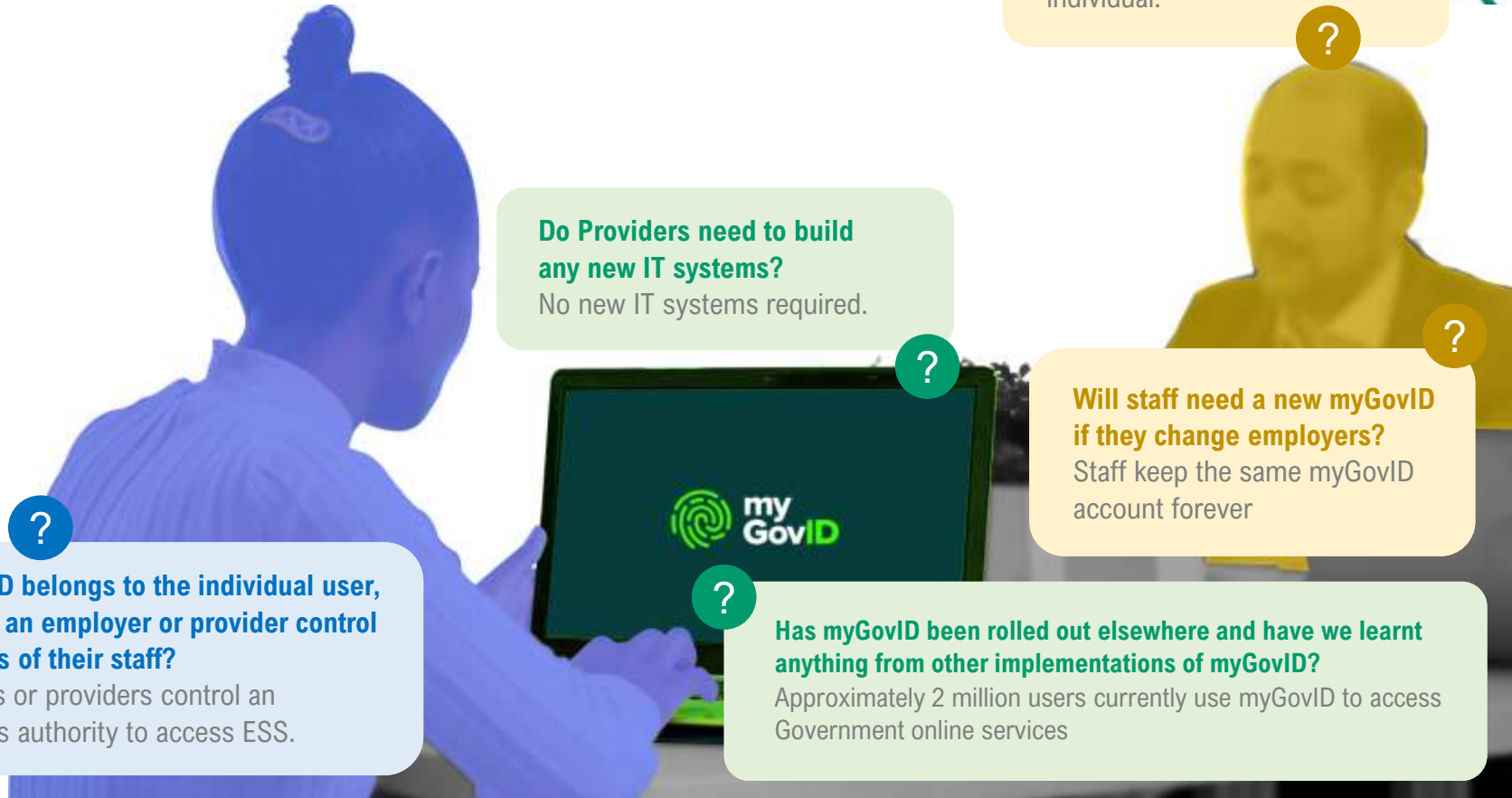
## If myGovID belongs to the individual user, how does an employer or provider control the access of their staff?

Employers or providers control an individual's authority to access ESS.



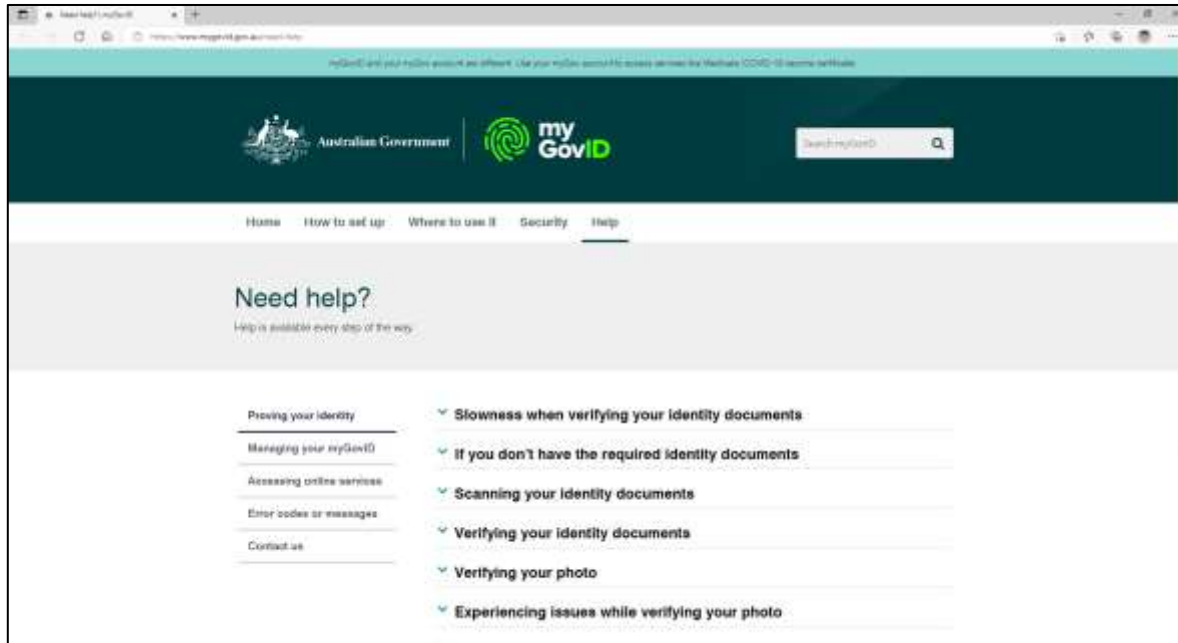
## Has myGovID been rolled out elsewhere and have we learnt anything from other implementations of myGovID?

Approximately 2 million users currently use myGovID to access Government online services



# Where can I find out more?

<https://www.mygovid.gov.au/need-help>



The screenshot shows the 'Need help?' page on the myGovID website. The page features the Australian Government logo and the myGovID logo at the top. A search bar is located to the right of the myGovID logo. Below the navigation menu, the heading 'Need help?' is displayed, followed by the subtext 'Help is available every step of the way.' The page is divided into two columns of links. The left column contains links for 'Proving your identity', 'Managing your myGovID', 'Accessing online services', 'Error codes or messages', and 'Contact us'. The right column contains links for 'Slowness when verifying your identity documents', 'If you don't have the required identity documents', 'Scanning your identity documents', 'Verifying your identity documents', 'Verifying your photo', and 'Experiencing issues while verifying your photo'.

myGovID and myGovID account are different. Use your myGovID account to access services for MyGovID COVID-19 vaccine certificates.

Australian Government | myGovID

Search myGovID

Home | How to set up | Where to use it | Security | **Help**

## Need help?

Help is available every step of the way.

- Proving your identity
- Managing your myGovID
- Accessing online services
- Error codes or messages
- Contact us

- Slowness when verifying your identity documents
- If you don't have the required identity documents
- Scanning your identity documents
- Verifying your identity documents
- Verifying your photo
- Experiencing issues while verifying your photo



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# UPDATE

## Improving Provider Experience





The Department is engaging with **over 70 organisations and over 400 people** who opted in to be part of usability testing.

Functionality will be **released incrementally in a Beta state.**

Allowing quick insight into the platform and the functionality **before July 2022.**



# Research Goals and Clear Findings



## Issues identified

**Workflows in ESS Web** do not have a firm structure and are performed by memory.

**No single place** to view job seeker information in an easily digestible format.



## Tested well

**Prefilling fields** and providing rapid-complete functionality.

**Structuring an update** and providing a sense of progress using sections.

**Ability to see** an entire calendar at a glance.



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# UPDATE

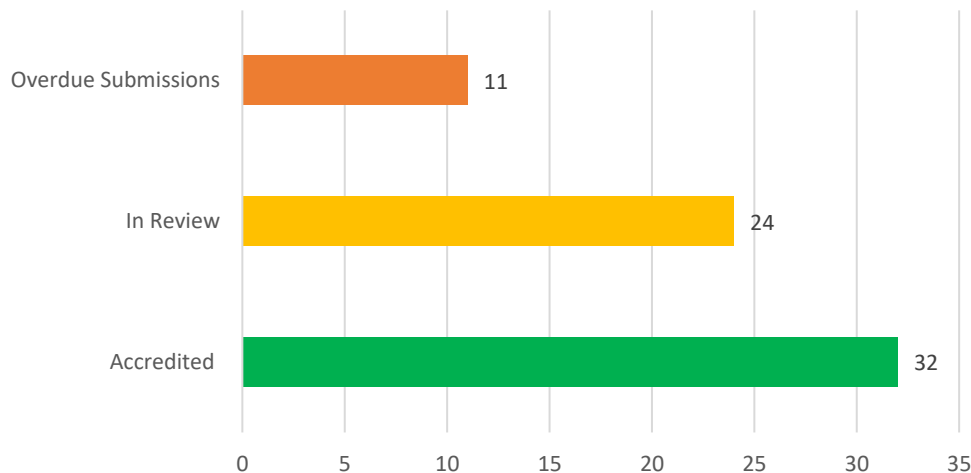
## Right Fit for Risk Requirements



# Update on RFFR

As at 15 October, **32 Medium and Large Providers** have completed the RFFR Accreditation process, and **24 are currently being assessed.**

Medium/Large  
Employment Service Provider Accreditation Status



**Note:**

Data **includes** providers delivering DESE employment services .

Data **excludes** providers delivering DSS only services.

Data **excludes** providers delivering Skills Program only services.

# What happens when Providers do not gain accreditation?

**For Medium and Large Providers**  
(servicing 2,000 or more participants)



Medium/Large Providers **who met the due date** of 30 September 2021 to submit their RFFR documentation are being prioritised for review.



Providers **who did not submit** RFFR documentation for review by the due date and did not advise the department of a valid reason for being overdue may be in breach of the Deed.

# Who do we go to if we're having problems gaining accreditation?

**For Small Providers**  
(servicing less than  
2,000 participants)



Small Providers are required to **gain RFFR accreditation by 31 December 2021.**

Email [SecurityComplianceSupport@dese.gov.au](mailto:SecurityComplianceSupport@dese.gov.au) if you are experiencing significant challenges preparing your RFFR submission.



# Are the same standards being sought for the new Tenders?



**Current Providers** must gain RFFR Accreditation under **current contracts**.



Capacity to meet Accreditation requirements is one of the factors considered in assessment for TTW and NESM.

**Each future approach to market will have its own assessment criteria.**  
Please refer to the relevant approach to market documents for information about the requirements.



# RFFR Improvement Initiatives

We want to improve the ways we deliver support and assistance for all Providers to complete the RFFR accreditation process, through improved collaboration and support.

