



Frequently Asked Questions:

Introducing myGovID for Employment Services Providers

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Getting started

1. What is myGovID?

myGovID is your digital identity and makes it easier to prove who you are when accessing Government online services. Your myGovID digital identity is unique to you.

Administered by the Australian Taxation Office, myGovID is part of a Whole-of-Government digital transformation. Two million users are already using myGovID to access over 76 Government services.

Importantly, myGovID **is not** myGov. The myGovID app lets you prove who you are and securely sign in to participating government online services, including myGov. You can learn more about connecting a myGovID to a myGov account at mygovid.gov.au.

2. How do I set up a myGovID?

To set up your myGovID you need:

- a smart device (IOS or Android) with internet access
- the myGovID app, downloaded from your device's app store
- to be aged 15 or over
- a personal email address (do not use the email address of your employer, as the myGovID is also used for individual services)
- Australian proof of identity documents (see next question).

3. Who will need to obtain a myGovID, and what level of security will I need?

All Employment Services Provider staff who access ESS Web and associated DESE systems will need to get a myGovID and set it up at the **standard identity strength**. A Standard strength myGovID allows access to most participating government online services.

For a Standard identity strength, you need to enter your personal details and verify at least two of the following Australian identity documents (your name must match on both):

- driver's licence or learner's permit
- passport (not more than three years expired)
- birth certificate
- visa (using your foreign passport)
- citizenship certificate
- ImmiCard
- Medicare card.

Further information on verifying your identity can be found at mygovid.gov.au.

4. Will it cost money to use myGovID?

No, there are no user charges for myGovID.

5. Do I need an expensive smartphone to set up and use myGovID?

You don't need an expensive smartphone. The myGovID app is compatible with most Apple and Android smart devices and must be able to connect to WiFi at the least.

You cannot use a desktop computer or laptop to download the myGovID app.

6. Who owns the myGovID account?

The myGovID account belongs to the individual user, in the same way that an individual Tax File Number or Job Seeker Identification belongs to an individual.

It is a persistent reusable digital identity that can be used to access many other Government services, including personal services in myGov (e.g. ATO, Medicare and Centrelink services).

The myGovID account does not belong to the employer or the provider. Employers or providers do not see or control the myGovID accounts of individual staff. However, Employers/Providers control the access a user's myGovID has to their ABN using the [Relationship Authorisation Manager](#)

An individual can set up their myGovID on multiple smart devices, but those devices should not be shared among staff. Setting up myGovID on another device requires re-verification of identity.

7. Will staff need a new myGovID if they change employers?

No. myGovID is an individual account so there is no need to set up a new account when changing employers. If myGovID was installed on a work device, then the staff member should delete their myGovID app. Removing the myGovID app will not delete their myGovID identity. It can be re-setup on another device.

Timings and transition support

8. When do I need to get a myGovID?

You can get a myGovID at any time, and we encourage you to do so as early as possible. Key timings in the transition to myGovID are:

- 1 February 2022 - myGovID authentication access to ESS Web will be enabled
- 28 February 2022 - the legacy authentication system (username and password) will be unavailable for new registrations

- 25 March 2022 - the Department will turn off legacy authentication access to ESS Web
- 26 March 2022 - you will only be able to access ESS Web using myGovID.

9. Has myGovID been rolled out elsewhere and have we learnt anything from these experiences?

myGovID has been in production for over two years, and it is the only way any tax agent or bookkeeper can access online services with the Australian Taxation Office (ATO). The key learning from rolling out myGovID to these individuals was that early adoption of myGovID is crucial to resolve any onboarding issues. This includes rectifying mismatched identity documents, or any other issues users might encounter.

If anyone needs support setting up their myGovID, they should call the myGovID helpline. This helpline is run by the ATO, who built and administer myGovID for Government.

Once an individual has a myGovID account, it is easy to maintain and there are very few issues with reinstalling it on a new device or reasserting on a new device.

Some of the issues observed to date, which can be resolved by adopting the technology as early as possible, are:

- an entity not using a staff member's full legal name in the Relationship Authorisation Manager (RAM) authorisation (causing a mismatch with the user's myGovID account when accepting the authorisation),
- not setting up the RAM authorisation correctly (e.g. didn't give access to the government agency needed), or
- forgetting to offboard somebody and that person continues to have access.

So, there are two big focus areas for all Providers:

1. Encourage your staff to setup their myGovID account with Standard identity strength as early as possible
2. connect staff to your business through the RAM.

This will ensure your organisation is in the best position to use myGovID to authenticate to departmental systems from 1 February 2022.

10. What support will the Department provide to help providers transition to myGovID authentication?

There will be a range of communication materials rolled out to support a smooth transition to myGovID for you and your staff. This will include:

- Information sessions, such as this one today, and an Innovators Forum scheduled for November 2021.
- Phased communications to ensure all stakeholders receive relevant and appropriate information throughout the transition. This will take place on a number of channels, for example existing ESS Web users will receive an automated prompt to create a myGovID when they log into the legacy system.
- Instructional materials, such as Frequently Asked Questions and a 'cheat sheet' for your staff to help them to correctly set up their myGovID.
- Instructional materials for provider security contacts to properly assign staff roles and access permissions within eSAM.
- Training for our own staff so they can respond to any enquiries you or your staff might have.
- Additional guidance and task cards will be developed before February 2022 to streamline user onboarding and offboarding processes within RAM.

The Department will monitor myGovID adoption and adjust our communication and engagement activities accordingly.

More information on myGovID can be found at www.myGovId.gov.au.

Technical questions and troubleshooting

11. What if I have any issues setting up or using myGovID?

If you're having trouble using myGovID, support information is available at mygovid.gov.au.

You can also contact the myGovID support line directly. Further details can be found at mygovid.gov.au

12. Will staff need a new myGovID if they change employers?

No. myGovID is an individual account so they do not need a new one when they change employment. If leaving their employment their myGovID was installed on a work device, then the staff member should delete their myGovID app. Removing the myGovID app will not delete their myGovID identity. It can be re-setup on another device.

13. Can I still access ESS Web if I forget to bring my phone into work, or it is stolen?

From 25 March 2022 provider staff will not be able to access departmental systems with their myGovID account without a mobile device. However, users can install and set up the myGovID app on multiple devices (e.g. on a mobile phone and an Android/iOS tablet).

When setting up your myGovID again, either on a new device or on the same device, select 'I am an existing user' from the myGovID app. Note that you will need to prove your identity for each device so we can be assured it is you accessing the service and it will automatically connect to existing authorisations. You can get more help from:

<https://www.mygovid.gov.au/need-help#mygovid-on-multiple-or-new-devices>.

14. Do I need mobile phone coverage to use myGovID?

No. You only need internet access for the smartphone or mobile device that has your myGovID app. Your internet access can be via mobile data, WiFi or Bluetooth.

15. Does this mean that I can only see ESS Web on the mobile device that I used to setup the myGovID app?

The myGovID account on the mobile device is only used to authenticate the user's login into departmental systems. The mobile device itself does not access ESS Web or other departmental systems; all interactions with departmental systems remain on the user's computer, laptop or workstation. Once logged in, the mobile device is no longer needed until the next time the user is required to re-authenticate

16. If myGovID belongs to the individual user, how does an employer or provider control access?

Employers or providers can add or remove "authority" for any staff via a dashboard. This either invites staff to "accept" access to ESS (that is, requires bilateral actions by both the provider and the staff member), or it revokes access for an individual (this can be done unilaterally by either a provider **or** the staff member for themselves).

Access to the employer/provider's ABN is also managed of using the [Relationship Authorisation Manager](#). This is a new step in the process for enabling access to ESS.

17. Do Providers need to build any new IT systems?

No. But they must maintain healthy onboarding and offboarding practices to enable or remove 'authority' for staff in the Relationship Authorisation Manager. Failing to do this, could cause a privacy breach with ex-staff having access to the provider's records.