



About this guide?

This guide assists provider organisations to set up access for new staff and consultants, and allow them to authenticate into DEWR online services on behalf of the organisation using their digital ID.

Use formal names in your authorisations
This will ensure a staff member’s name matches so they can accept their authorisation with their digital ID

Actions for authorisers

Actions for staff members

Step 1. Authorise staff in RAM

An Authorisation Administrator from the Provider Organisation authorises staff in the Relationship Authorisation Manager

- 1. Visit authorisationmanager.gov.au
2. Add a new user in Manage Authorisations
3. Enter their full formal name as used in their digital ID (eg Christopher Smith not Chris Smith)
4. Consider using their business email address for delivery of their authorisation request
5. Select DEPARTMENT OF EMPLOYMENT AND WORKPLACE RELATIONS as the agency. All services will be pre-selected and cannot be changed.
6. Send the authorisation to the user

Step 1. Create a Digital ID

An existing staff member sets up a myID (skip this step if myID is already set up)

- 1. Download myID on your smart device
2. Use your full formal name (eg same as your Medicare card, and ensure your manager uses this name for your authorisations)
3. Use your personal email address
4. Prove your identity up to Standard Identity Strength

Step 2. Accept RAM authorisation

Use your myID to accept your RAM Authorisation

- 1. Receive the RAM authorisation request by email
2. Visit authorisationmanager.gov.au
3. Login with myID
4. Accept the Authorisation using the Authorisation Code

Step 2. Invite staff in eSAM

An Organisation or Site Security Contact from the Provider Organisation invites staff in eSAM

- 1. Visit https://ecsn.gov.au/ESAM
2. Invite a new user
3. Enter their full formal name as used in their digital ID (eg Josephine Smith not Jo Smith)
4. Consider using their business email address for delivery of their eSAM invitation
5. Assign Access Roles
6. Send the invitation and confirmation key to the user

Step 3. Register eSAM account with myID

Complete your eSAM account setup and link to your Digital ID

- 1. Receive the eSAM invitation by email and open the link to start the registration
2. Unlock it with the Confirmation Key
3. Login with myID to link your digital ID
4. Choose the correct organisation in RAM (if more than one displays)
5. When the registration is finalised, you can access DEWR online services

Help resources

- myID help - myID.gov.au
• RAM help - authorisationmanager.gov.au
• [OSCs] - Invite new users and Manage Invite
• [All users] - Register an eSAM account with your digital ID *

* All eSAM User Guides are available from the Provider Portal https://providers.workforceaustralia.gov.au/provider