



# USI AUSKey Replacement

VETtrak. Number 1 in RTO



# AUSKey is being decommissioned!



AUSKey is being decommissioned on  
**Friday 27 March 2020**

- Presumably AUSKeys will cease to function
- RTO's will require a new set up to access USI web services
- \*Something\* will need to replace AUSKey

The screenshot shows the top of the USI website. At the top left is the Australian Government crest and logo. To the right is the USI logo (Unique Student Identifier) and a search bar. Below this is a navigation menu with links: Home, About the USI, Your USI, About Transcripts, Training Organisations, and Help Centre. The 'Training Organisations' link is highlighted. Below the navigation menu is a breadcrumb trail: Home » Training Organisations » AUSKey is Changing. To the right of the breadcrumb trail are 'Listen' and 'View' buttons. The main heading is 'AUSKey is Changing'. Below this is a red-bordered box containing a clock icon and the text: 'AUSKey is being decommissioned on Friday 27 March 2020'. Below this box is a paragraph: 'Registered Training Organisations (RTOs) will no longer be able to use their AUSKeys to access the USI Registry after the decommission date, therefore we advise you to **transition now**.' Below that is another paragraph: 'All RTOs accessing the USI Registry must complete the transition steps outlined below and move to the new authentication method.'

Source:

<https://softwaredevelopers.at.gov.au/AUSkeydecommissioning>

# Why is AUSKey being decommissioned?



AUSKey has not kept pace with changes in technology and does not meet the future needs of most businesses. It is:

- not supported on mobile devices
- not compatible with all internet browsers
- difficult to setup and maintain
- restricted to online services and authorisations and cannot be used to verify with the ATO by phone
- difficult for users who manage multiple AUSKeys.

Source:

<https://softwaredevelopers.ato.gov.au/AUSkeydecommissioning>

# What is replacing AUSkey for USI services?



AUSkey (including Device AUSkey) will be replaced by new authentication and authorisation services:

- [myGovID](#) is the Australian Government's digital identity provider and a new way to prove who you are online. You will be able to authenticate and access online services using myGovID.
- [Relationship Authorisation Manager](#) (RAM) is a new Australian Government authorisation service that allows you to manage your business authorisations online and in the one place.
- [Machine credentials](#) a new Machine to Machine (M2M) solution is being developed to replace the use of Device AUSkey in software.

Source:

<https://softwaredevelopers.atg.gov.au/AUSkeydecommissioning>

# What has VETtrak done to prepare?



Our VETtrak 20.1 update integrates with the new government services, allowing users to replace their AUSKey for good.

- For **Local** VETtrak customers, they can replace their Device AUSKey with the new Machine Credential option available from RAM.
- **Hosted** VETtrak customers can create a **Notification** within RAM to allow their hosted VETtrak service to directly access USI Web Services

# So what do YOU need to do?



In order to successfully configure VETtrak to access USI functionality, external government websites will need to be visited and processes completed.

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And the good news is, We are going to cover the processes now!

A person is shown in profile, looking down at a smartphone they are holding. The entire image is overlaid with a semi-transparent red filter. The person's face is partially visible, showing their nose and mouth. The background is a plain, light-colored wall.

# myGovID

The first step to setting up 2020 USI access



# Step 1: Set up myGovID



**myGovID** is a digital identity service which allows you to prove who you are online.

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For USI related functions, it is required for you to log in to the RAM website to gain access to USI web services.



# Step 1: Set up myGovID



To set up your myGovID, you will need:

- 
- A Smart device (Tablet or Phone)
    - *iOS 10 or later*
    - *Android 7.0 or later*
  - An Email Address
    - *The email address must belong to you. It should not be a shared email address.*
  - Be 15 years or older



Source: <https://www.mygovid.gov.au/how-do-i-get-set-up>

# Step 1: Set up myGovID



Download the myGovID app

- For Apple devices, visit the [App Store](#):



- For Android devices, visit the [Google Play Store](#):



Source: <https://www.mygovid.gov.au/how-do-i-get-set-up>

myGovID

Australian Taxation Office Productivity

★★★★★ 878

3+

Add to Wishlist

Install

An easy and secure way to prove who you are online

Hi Alex

How to use myGovID

Please who please to sign in:

Australian passport

Driver licence

Medicare card

Save time scan your identity documents

Use a unique to k

It's like the 100 point ID check, just online

myGovID is an easy and secure way to prove who you are online. While your myGov account is your gateway to government online services, myGovID proves who you are – it's like the 100 point ID check on your phone. At present you cannot use your myGovID to access myGov.



# Step 1: Set up myGovID

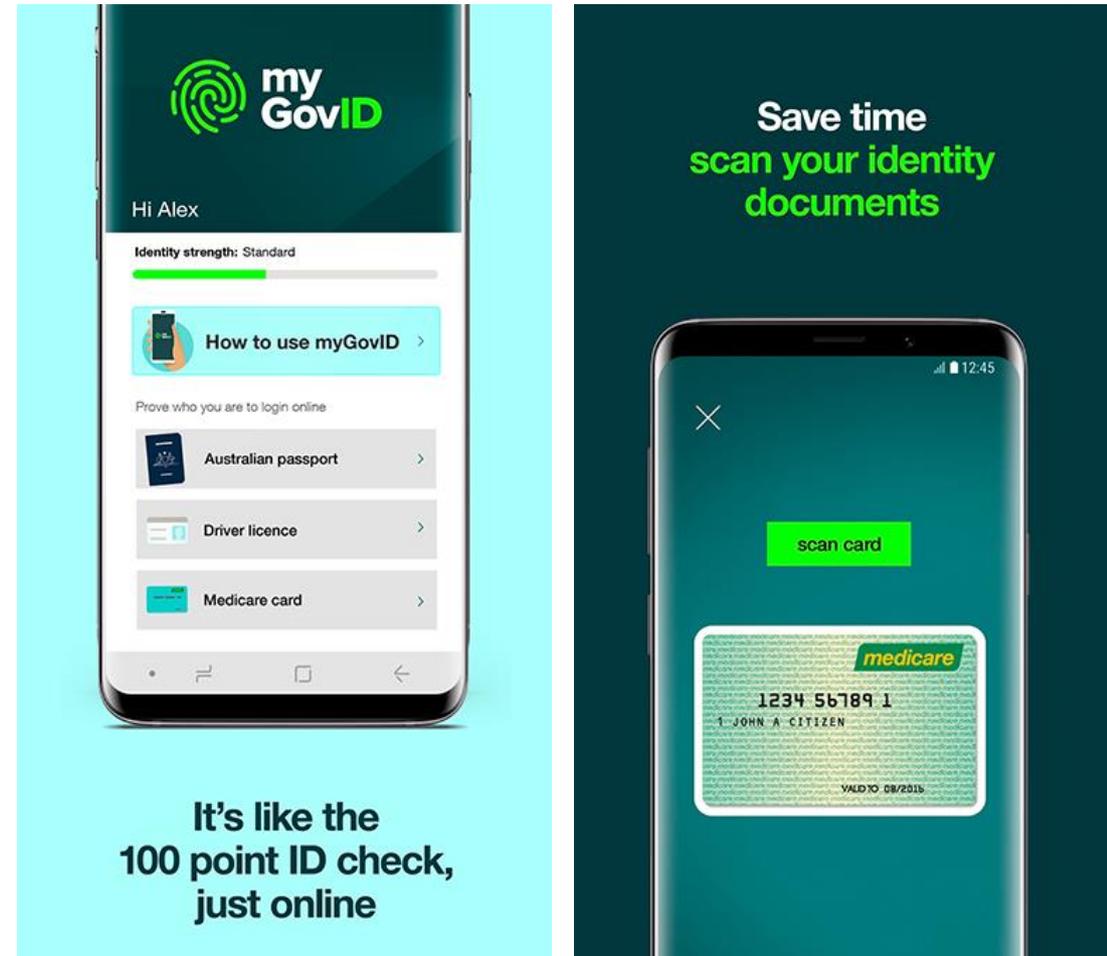


Add your identity documents – this is just like a 100-points ID check

You'll need two of the following Australian identity documents (your name must match in each):

- driver's licence or learner's permit
- passport
- birth certificate
- Medicare card

Source: <https://www.mygovid.gov.au/how-do-i-get-set-up>



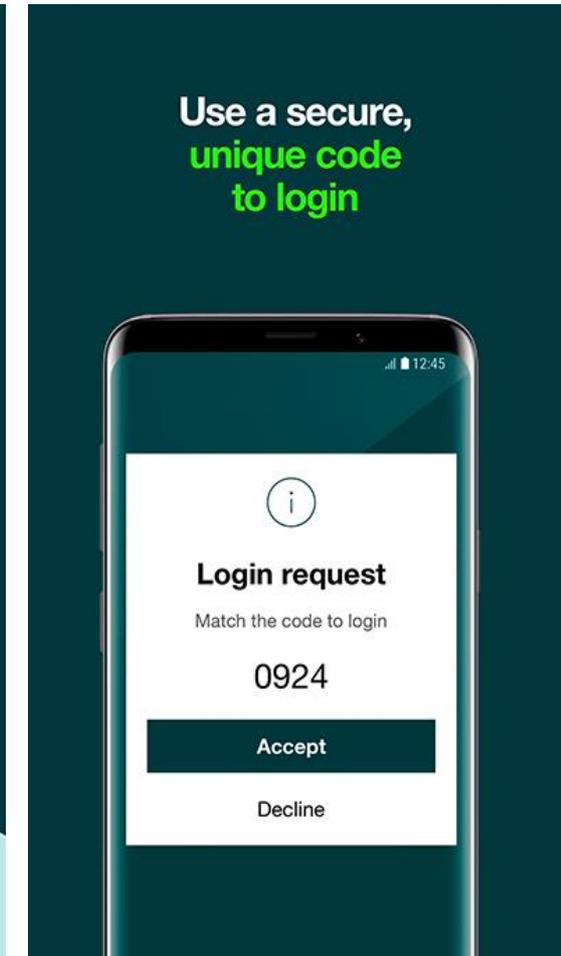
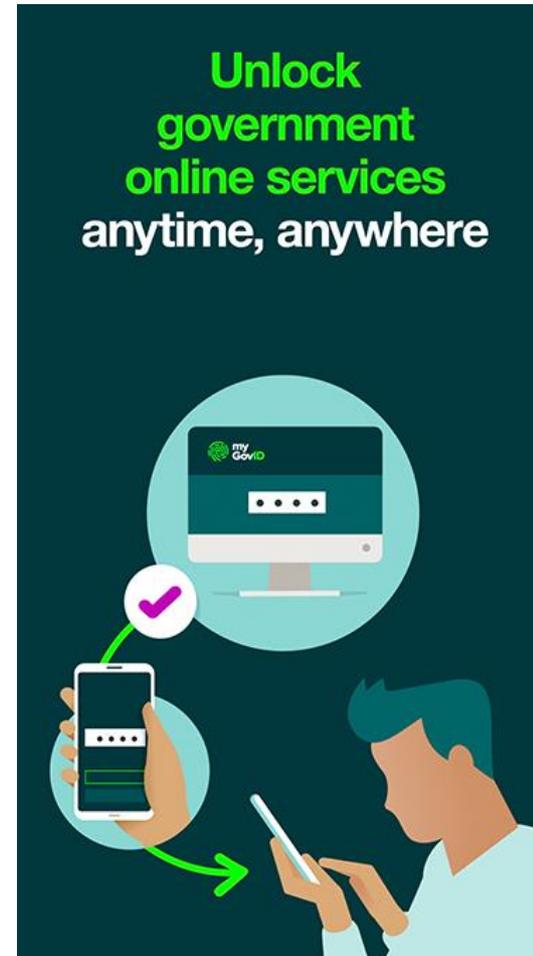
# Step 1: Complete!



With this done, you can now use the myGovID app to log in to Government Resources!

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When attempting to access a website, you will receive a prompt on your phone, providing a secure generated code to sign in.



Source: <https://www.mygovid.gov.au/how-do-i-get-set-up>

# Relationship Authorisation Manager

Linking your business to access USI Web Services



## Step 2: Link you business within RAM

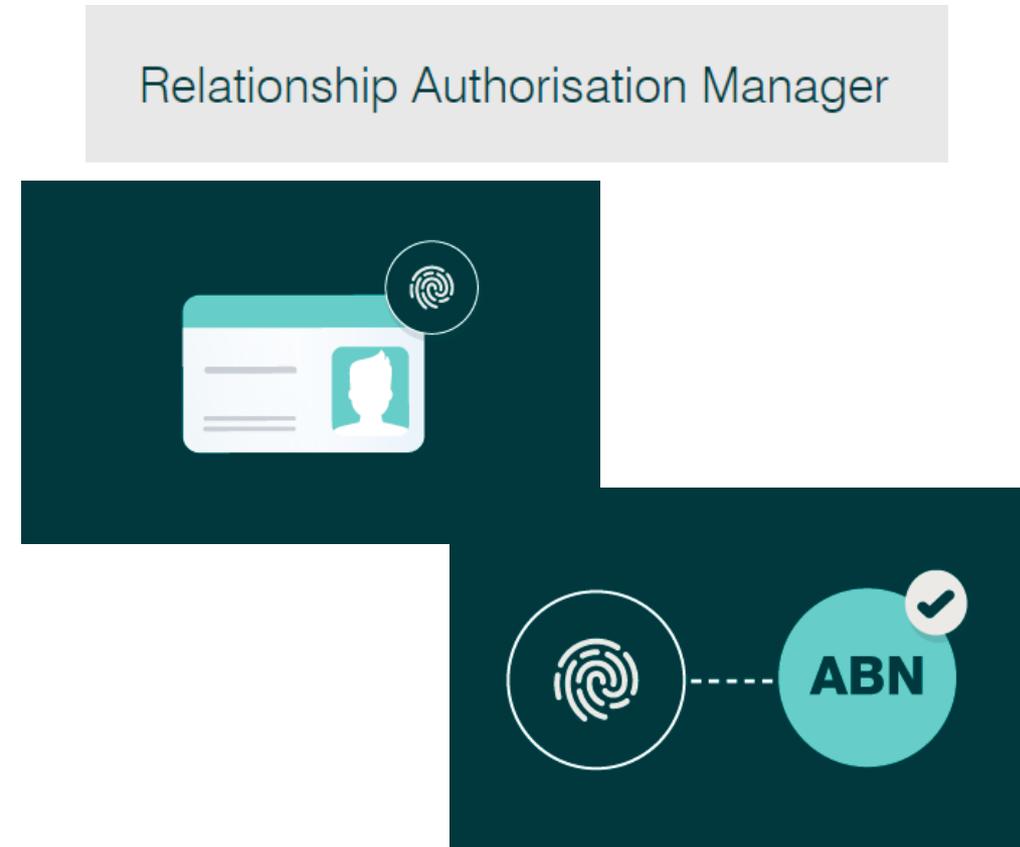


To use **myGovID** with participating government online services, you need to link your myGovID to a business in **Relationship Authorisation Manager (RAM)**.

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To do this, you will need to be the principal authority\* of the business.

\*Usually the **business owner**



# Step 2: Link you business within RAM



Visit the RAM website:

<https://info.authorisationmanager.gov.au/>

To begin the login process, select the Button on the right-hand side labeled **'Login with myGovID'**

Australian Government 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 identity.](#)
- > [Link your business](#)
- > [Authorise others to act online for your business](#)

Login with myGovID

# Step 2: Link you business within RAM



This will display the login area proper, describing what you can do within the RAM website.

Once again, press the button labeled **'Login with myGovID'**

The screenshot shows the top of the Australian Government website. At the top left is the Australian Government crest, followed by the text "Australian Government". Below this is the heading "Welcome to Relationship Authorisation Manager (RAM)". Underneath the heading, it says "Login to RAM with your myGovID to:" followed by a bulleted list of actions: "link your business", "view and manage your business authorisations", "accept an authorisation request", "manage machine credentials", and "manage cloud software notifications". At the bottom of the screenshot is a dark green button with the text "Login with" followed by the myGovID logo (a green swirl) and the text "my GovID". A large red arrow points to this button from the right. Below the button, there is a link: "Learn more about [myGovID](#) and [RAM](#)".

Australian Government

Welcome to Relationship Authorisation Manager (RAM)

Login to RAM with your myGovID to:

- link your business
- view and manage your business authorisations
- accept an authorisation request
- manage machine credentials
- manage cloud software notifications

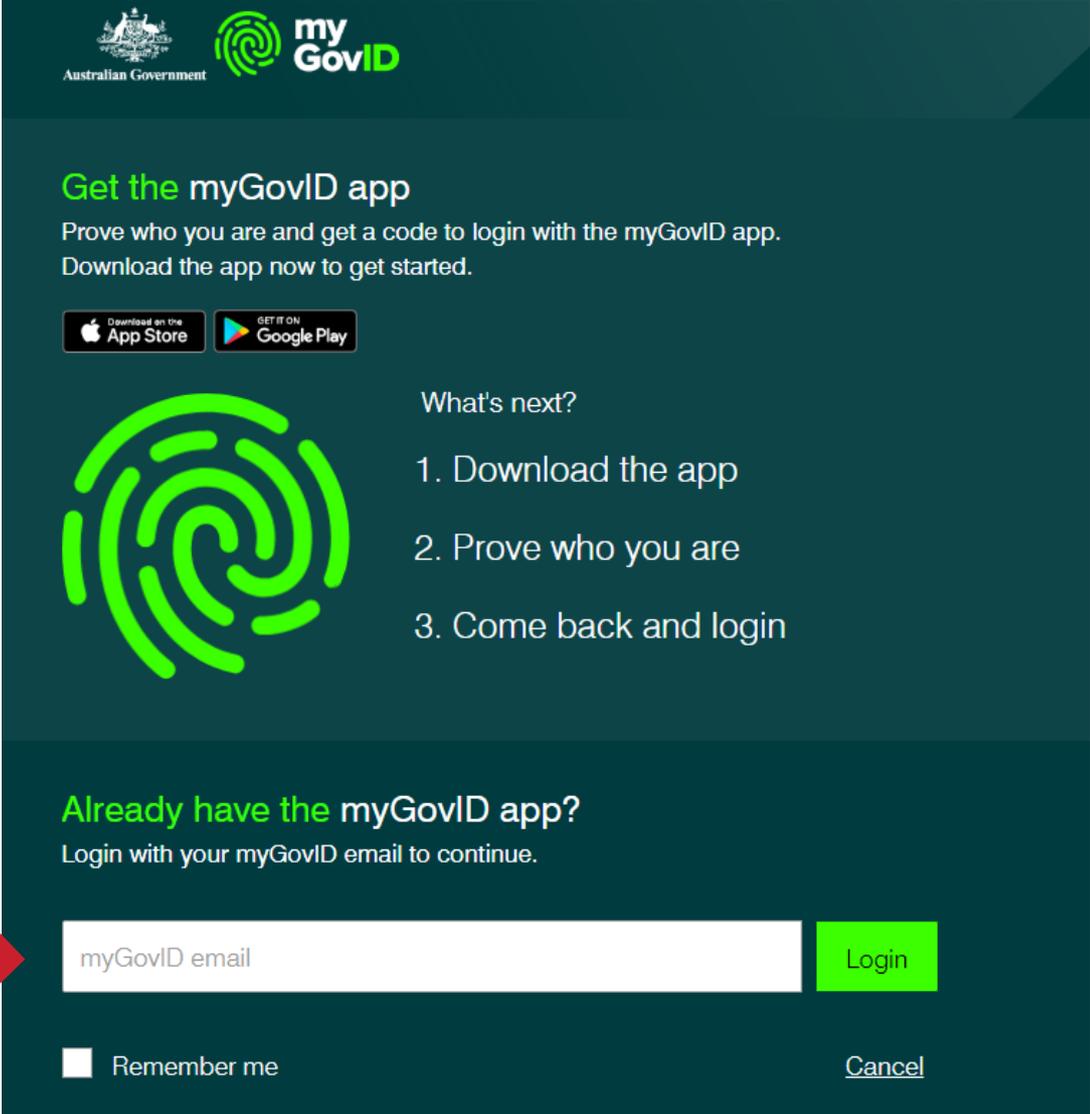
Login with  my GovID

Learn more about [myGovID](#) and [RAM](#)

## Step 2: Link you business within RAM



The following page prompts you to get the myGovID app. In this case, entered your **myGovID email** in the lower portion.



The screenshot shows the myGovID app interface. At the top, it features the Australian Government crest and the myGovID logo. The main heading is "Get the myGovID app" with a sub-heading "Prove who you are and get a code to login with the myGovID app. Download the app now to get started." Below this are buttons for "Download on the App Store" and "GET IT ON Google Play". A large green fingerprint icon is on the left. To its right, under "What's next?", is a list: "1. Download the app", "2. Prove who you are", and "3. Come back and login". The bottom section is titled "Already have the myGovID app?" with the instruction "Login with your myGovID email to continue." It contains a text input field with the placeholder "myGovID email", a green "Login" button, a "Remember me" checkbox, and a "Cancel" link. A red arrow points to the input field.

Australian Government **myGovID**

### Get the myGovID app

Prove who you are and get a code to login with the myGovID app.  
Download the app now to get started.

Download on the App Store GET IT ON Google Play

### What's next?

1. Download the app
2. Prove who you are
3. Come back and login

### Already have the myGovID app?

Login with your myGovID email to continue.

myGovID email

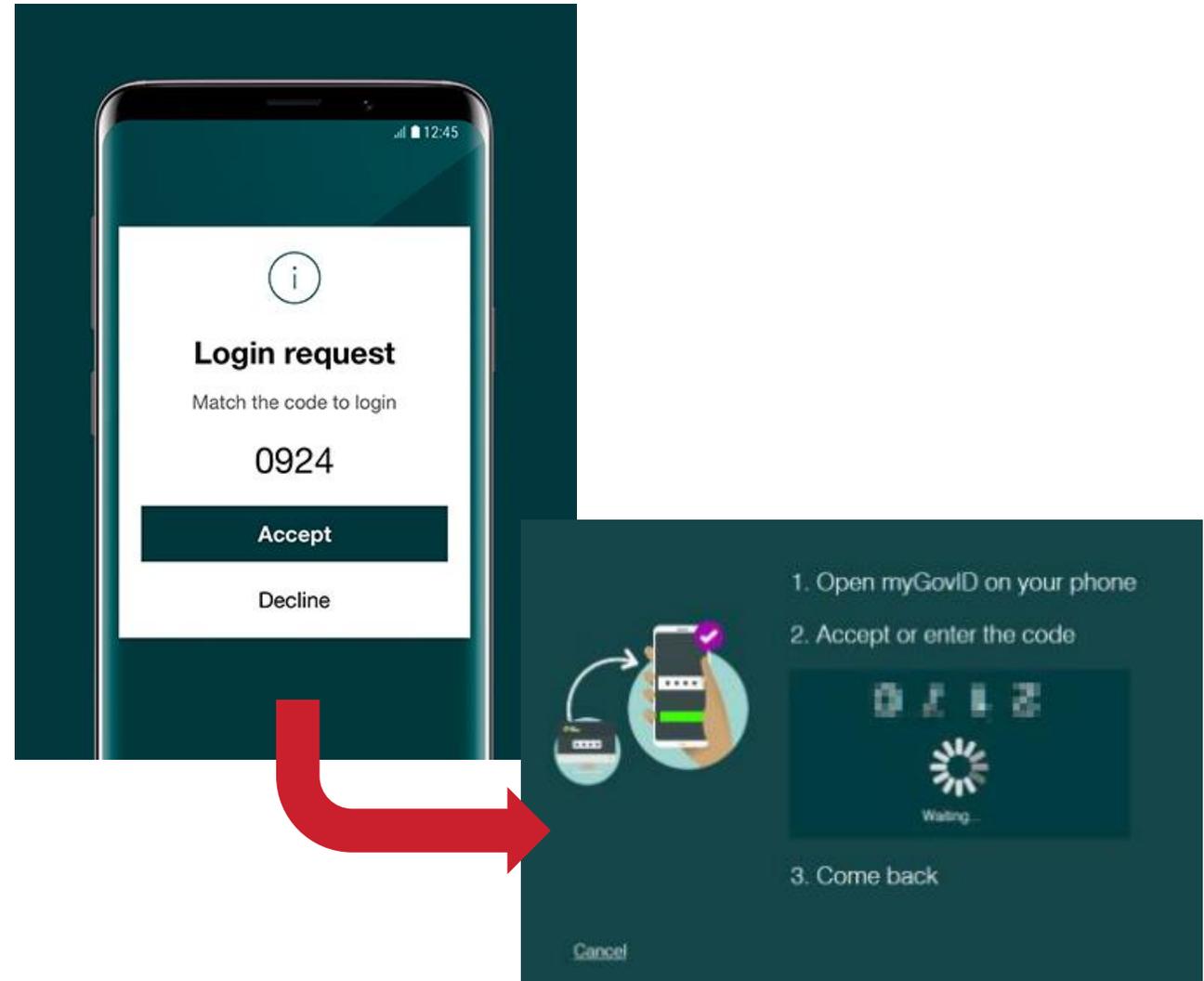
Remember me [Cancel](#)

## Step 2: Link you business within RAM



Within the myGovID app, you should now receive a code that you can enter into the RAM website window.

You should now be logged in!



# Step 2: Link you business within RAM



You will now be within the RAM website.

Click **Link your business** to be redirected to the **Australian Taxation Office (ATO)** to find your business or businesses.

The screenshot shows the RAM website interface. At the top, there is a dark green header with the Australian Government logo and the text 'Australian Government' on the left, and 'Relationship Authorisation Manager' on the right. Below the header, the user's name 'Robin Winston' is displayed. A sub-header reads 'Create and manage relationships and authorisations for businesses and their representatives. [Find out more](#)'. Three main menu items are listed: 'Link your business', 'Manage authorisations', and 'Enter an authorisation code'. The 'Link your business' item is highlighted with a red rectangular border. Below these items, there is a text prompt: 'Enter the code as shown in the authorisation email you received.' followed by an input field and a 'Submit' button. A note below the button states: 'Note: The code is case sensitive'. At the bottom of the page, there is a footer with links for 'Accessibility', 'Privacy', 'Disclaimer', and 'Copyright'.

# Step 2: Link you business within RAM



In the area that appears, enter your **postal** or **residential address** as held by the ATO and click Continue.

Note: Do not use your business address!

Back to Relationship Authorisation Manager Robin Winston

Australian Government  
Australian Taxation Office

## Robin Winston

Establish your business relationship as an ABR associate

We will use your personal details to search for businesses that have you recorded as an eligible associate (responsible person) on the Australian Business Register. ?

### Your digital identity details

Given name(s): Robin  
Family name: Winston  
Date of birth: 09/01/1968

### Enter your personal address

Enter your residential or personal postal address as held by the ATO. Do not use a business address.  
*Fields marked with an \* are mandatory*

Address line 1\*  
2/1 Evergood Close

Address line 2  
Address line 2

Suburb/town\*  
Harrison

State\*  
ACT

Postcode\*  
2914

Country\*  
Australia

Back Continue

Accessibility [Privacy](#) [Disclaimer](#) [Copyright](#)

# Step 2: Link your business within RAM



Select the business or businesses you wish to link from the list and click **Continue**.

*(All businesses that you are listed as an eligible associate for in the ABR will appear here.)*

Back to Relationship Authorisation Manager Robin Winston

Australian Government  
Australian Taxation Office

## Robin Winston

### Select businesses

You are recorded as an eligible associate on the Australian Business Register (ABR) for the businesses listed below. If this list is incomplete or incorrect, ensure details on the ABR are up to date.

Select one or more businesses to link.

Select all To ensure you are linking the correct businesses, you should review the full list before selecting all. 2 out of 3 selected

<input type="checkbox"/>	Entity name	ABN
<input checked="" type="checkbox"/>	Winston and Sons Gardening Services	45002001501
<input checked="" type="checkbox"/>	Winston and Sons Cleaning Services	28083681823
<input type="checkbox"/>	R&S Catering Equipment	45002001502

< Page 1 of 1 > Results per page 20

[Can't find the business you are looking for?](#)

[Need to remove a business from the list?](#)

# Step 2: Link you business within RAM



Enter an **email address** and click **Send Email** to receive an authorisation code via the email you entered.

This is a confirmation step to finalise the business being linked.

*Note: The email address entered here can be different to the one used to set up your myGovID. For example, you may want to use a business email address.*

The screenshot shows the 'Relationship Authorisation Manager' interface. At the top, there is a navigation bar with 'Back to Relationship Authorisation Manager' on the left and 'Robin Winston' on the right. Below this is the Australian Government logo and 'Australian Taxation Office'. The user's name 'Robin Winston' is displayed in a large blue font. Underneath, the section 'Your email' explains that a business email address is needed for linking businesses and provides a link to 'Find out more'. The instruction 'Complete the two steps process below.' is followed by two steps. Step 1 is highlighted with a red box and contains an input field with the email 'Robin.winstonandsons@gmail.com' and a 'Send email' button. Step 2 contains an empty input field and a 'Verify' button. At the bottom of the page, there are 'Back', 'Cancel', and 'Continue' buttons.

# Step 2: Link you business within RAM



Check your email for the 6-digit verification code.

Back in RAM, enter the verification code, click **Verify** and then click **Continue**.

Back to Relationship Authorisation Manager Robin Winston

Australian Government  
Australian Taxation Office

Robin Winston

Your email

Verification successful

To link your selected businesses, you need to provide and verify your business email address. You will receive an email notification when other associates link to any of the same businesses you have linked to. [Find out more](#)

Complete the two steps process below.

Step 1

Enter your email address to receive your 6 digit verification code

Step 2

Enter the 6 digit verification code sent to your email.

# Step 2: Link you business within RAM



View the summary of the selected business/businesses, then select the checkbox to declare you understand and accept.

Click **Submit**.

Back to Relationship Authorisation Manager Robin Winston

Australian Government  
Australian Taxation Office

### Robin Winston

Summary of businesses you selected

*To finalise linking your selected businesses, read and accept the declaration and Submit.*

Entity name	ABN
Winston and Sons Gardening Services	45002001501
Winston and Sons Cleaning Services	28083681823

Email address

Robin.winstonandsons@gmail.com

Declaration

I declare that:

- I have used my own identity credential to access this service
- For each business I have selected:
  - I am the individual listed on the Australian Business Register as the eligible associate for the business and I am entitled to create a relationship with the business
  - I have not provided false or misleading information
  - I understand that this relationship between myself and the business will remain active unless I am no longer the eligible associate for the business in the Australian Business Register, in which case it will end
  - I understand that by creating the relationship I will have full access to transact on behalf of the business with government agencies and services
  - 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 other agencies included in this request
  - 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, and
  - I understand I will have the authority to delegate others to represent the business.

I understand and accept this declaration

Back Cancel **Submit**

Accessibility Privacy Disclaimer Copyright

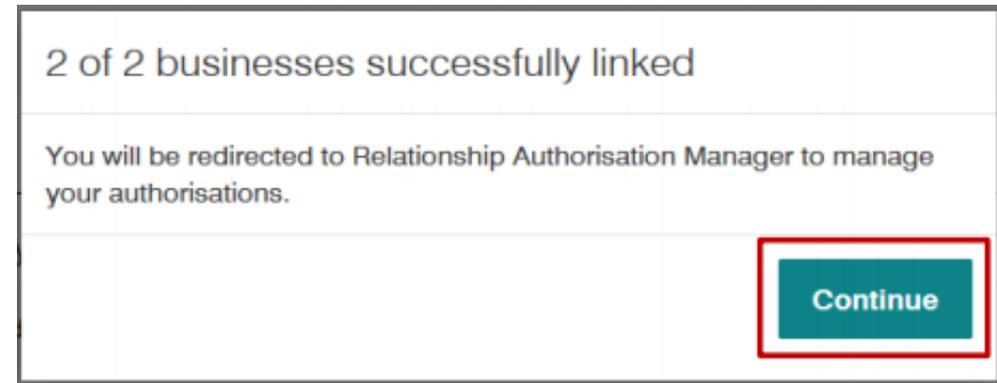
## Step 2: Link you business within RAM



A message will display confirming your business is successfully linked. Click **Continue**.

You will then be returned back to the **Manage authorisations** page.

Your business is now linked!





# What comes next?

Final steps to get USI up and running in VETtrak



# What comes next

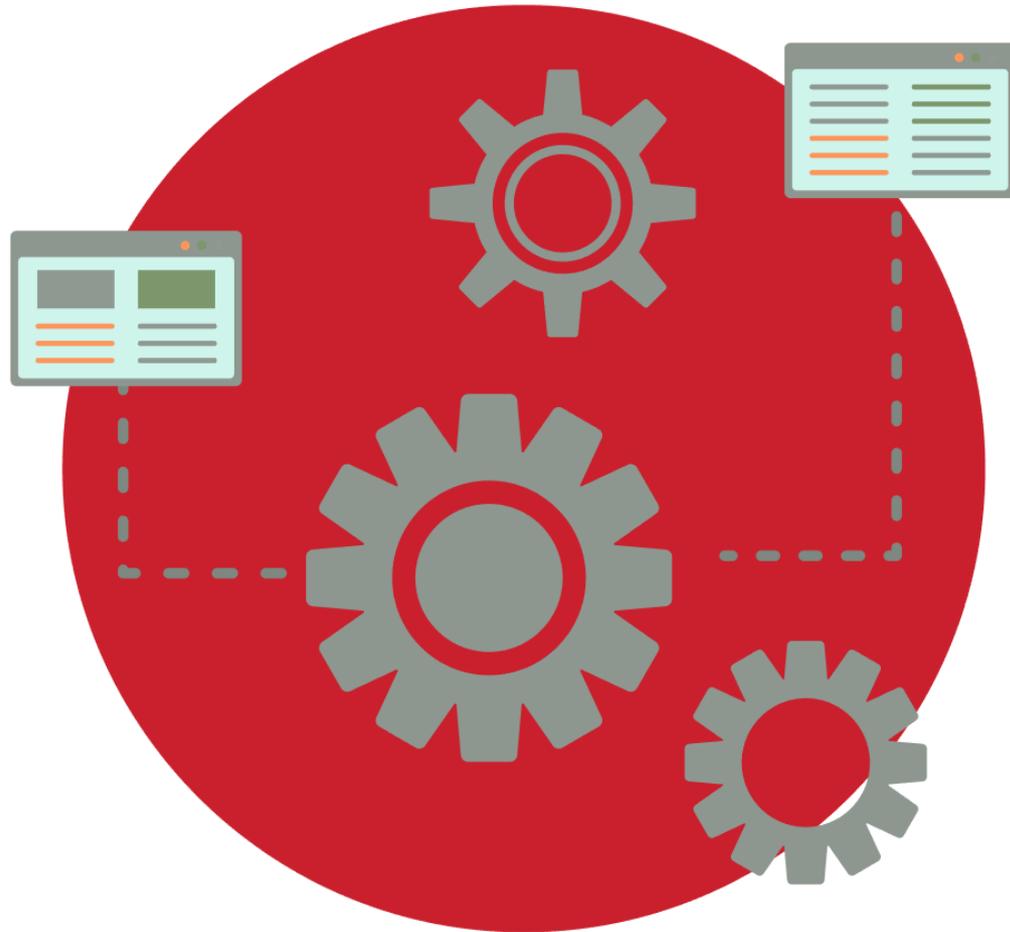


With your business successfully linked within the RAM website, the next steps will differ depending on how you access **VETtrak**.

- 
- If you are a **VETtrak Local Customer**, you will need to create a **Machine Credential** that VETtrak will use to liaise with USI service.
  - If you are a **VETtrak Hosted customer**, you will need to create a **Notification** within the RAM website.



# Local Customers: Machine Credentials



A machine credential is installed on a device and enables you to interact directly with government online services through your business software.

- Machine credentials will replace any **Device AUSkeys** currently used in software.
- Machine credentials allow a business to access online services directly through desktop or locally hosted software.
- **Only** local VETtrak customers will make use of a **Machine Credential**

# Local Customers: Machine Credentials



Log in to the RAM website using your myGovID details.

The screenshot shows the top of the Relationship Authorisation Manager (RAM) website. At the top left, there is a 'BETA' badge and a link to 'Help us improve. Complete our feedback survey.'. To the right is a 'Help' icon. Below this is a dark green header with the Australian Government logo and the text 'Relationship Authorisation Manager'. The main content area has a heading 'Welcome to Relationship Authorisation Manager (RAM)' followed by a sub-heading 'Login to RAM with your myGovID to:'. Below this is a bulleted list of features: 'link your business', 'view and manage your business authorisations', 'accept an authorisation request', 'manage machine credentials', and 'manage cloud software notifications'. A 'Login with myGovID' button is prominently displayed. At the bottom, there is a link to 'Learn more about myGovID and RAM.' and a footer with links for 'Agency user login', 'Accessibility', 'Privacy', 'Disclaimer', and 'Copyright'.

BETA Help us improve. Complete our feedback survey. Help

Australian Government Relationship Authorisation Manager

Welcome to Relationship Authorisation Manager (RAM)

Login to RAM with your myGovID to:

- link your business
- view and manage your business authorisations
- accept an authorisation request
- manage machine credentials
- manage cloud software notifications

Login with myGovID

Learn more about [myGovID](#) and [RAM](#).

Agency user login Accessibility Privacy Disclaimer Copyright

# Local Customers: Machine Credentials



Click **View or manage authorisations, machine credentials and cloud software notifications**.

You will be directed to a view of all the entities you can act for.

**BETA** Help [Ameen Ahmed](#)

Help us improve. Complete our [feedback survey](#).

Australian Government Relationship Authorisation Manager

## Ameen Ahmed

View or manage relationships and authorisations, machine credentials and cloud software notifications. The actions you can complete will vary depending on the type of authorisation you have for a particular business. [Find out more](#)

- Link your business
- View or manage authorisations, machine credentials and cloud software notifications**
- Enter an authorisation code

Enter the code as shown in the authorisation email you received.

Note: The code is case sensitive

[Accessibility](#) [Privacy](#) [Disclaimer](#) [Copyright](#)

# Local Customers: Machine Credentials



Select the entity you would like to create a machine credential for.

This should be your RTO.

The screenshot shows the 'Relationship Authorisation Manager' interface for Ameen Ahmed. At the top, there is a navigation bar with the Australian Government logo and the text 'Relationship Authorisation Manager'. Below this, there are tabs for 'Home' and 'Manage authorisations'. The main heading is 'Ameen Ahmed', followed by a sub-heading 'Details of your authorisations are listed below.' and a note: 'To display details of your authorisation select "View". To manage authorisations select the business hyperlink. ?'.

Below the heading is a section titled 'I can act for' with a search bar. The search bar contains the text 'Search by ABN or entity name' and a search icon. To the right of the search bar is a button labeled 'Add another business'.

Below the search bar is a table with the following columns: 'Entity name', 'ABN', 'Status', and 'Authorisation type'. The table contains one row of data:

Entity name	ABN	Status	Authorisation type
<a href="#">Winston and Sons Gardening Services</a>	45002001501	Active	Authorisation administrator <a href="#">View</a>

At the bottom of the table is a pagination control showing '< 1 >'.

At the very bottom of the page, there is a footer with links for 'Accessibility', 'Privacy', 'Disclaimer', and 'Copyright'.

# Local Customers: Machine Credentials



A page for the business will be displayed.

Click the **Manage Credentials** tab in the toolbar.

**BETA** Help us improve. Complete our [feedback survey](#). Help Ameen Ahmed

Australian Government Relationship Authorisation Manager

Home Manage authorisations **Manage credentials**

### Winston and Sons Gardening Services

ABN 45002001501

Below is a list of representatives for this business. To add a business representative you have two options:

- Select **Add new user** to create a new authorisation for your business representative
- Select **Import AUSKey users** to import your existing AUSKey users to RAM. [How to import my AUSKey users to RAM](#)

Representative History

Search by representative name...

Representative name	Status	Authorisation type	
Roco, Phil	Pending	Authorisation user	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Luu, Jane	Pending	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Robin	Active	Principal authority	<a href="#">View</a>
Ahmed, Ameen	Active	Authorisation administrator	<a href="#">View</a>
Pearce, Suzanne	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Bryce	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Brendon	Active	Authorised user	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Daniel	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>

[Back](#)

Accessibility [Privacy](#) [Disclaimer](#) [Copyright](#)

# Local Customers: Machine Credentials



The **Manage credentials** page will be displayed.

BETA Help us improve. Complete our [feedback survey](#). Help Ameen Ahmed

Australian Government Relationship Authorisation Manager

Home Manage authorisations Manage credentials

### Winston and Sons Gardening Services

ABN 45002001501

Create a machine credential

**Software required**  
Before you can create a machine credential, you must have the required software installed on your machine. Visit [Machine credential downloads](#) and follow the instructions to install the software on this machine.

**NOTE: only Chrome and Firefox browsers can be used to create and download machine credentials**

#### Machine credentials

**No credential(s) found**  
There are no machine credentials for this business.

#### Machine credential administrators (MCA)

Name	Status	Date
Ahmed, Ameen	Active	11/11/2019

< 1 >

Back

Accessibility Privacy Disclaimer Copyright

# Local Customers: Machine Credentials



You will need to install a plugin for your browser to download the **Machine Credential**.

Click **Machine credential downloads**.

Install and enable the browser extension.

*Note: The RAM website offers help in the [Installing a browser extension](#) section.*

**BETA** Help us improve. Complete our [feedback survey](#). Help Ameen Ahmed

Australian Government Relationship Authorisation Manager

Home Manage authorisations Manage credentials

### Winston and Sons Gardening Services

ABN 45002001501

#### Create a machine credential

**Software required**  
Before you can create a machine credential, you must have the required software installed on your machine. Visit [Machine credential downloads](#) and follow the instructions to install the software on this machine.

**NOTE: only Chrome and Firefox browsers can be used to create and download machine credentials**

#### Machine credentials

**No credential(s) found**  
There are no machine credentials for this business.

#### Machine credential administrators (MCA)

Name	Status	Date
Ahmed, Ameen	Active	11/11/2019

[Back](#)

Accessibility [Privacy](#) [Disclaimer](#) [Copyright](#)

# Local Customers: Machine Credentials



With the browser plug in installed, you should now see the **Create machine credential** button!

Press it to get started.

The screenshot shows the 'Relationship Authorisation Manager' interface for 'Winston and Sons Gardening Services' (ABN 45002001501). The page has a dark green header with the Australian Government logo and the user's name 'Ameen Ahmed'. Below the header, there are navigation tabs for 'Home', 'Manage authorisations', and 'Manage credentials'. The main content area is titled 'Create a machine credential' and includes a description: 'A machine credential is issued to a machine and enables your business to interact directly with government agencies through compliant software.' A prominent blue button with a red border labeled 'Create machine credential' is highlighted. Below this, there is a section titled 'Machine credentials' which displays a message: 'No credential(s) found. There are no machine credentials for this business.' At the bottom, there is a table for 'Machine credential administrators (MCA)' with one entry: 'Reid, Ricky' (Active, 22/08/2019). A 'Back' button is located at the bottom left of the page.

**BETA** Help us improve. Complete our [feedback survey](#). Help ⓘ Ameen Ahmed ▾

Australian Government Relationship Authorisation Manager

Home Manage authorisations Manage credentials

### Winston and Sons Gardening Services

ABN 45002001501

#### Create a machine credential

A machine credential is issued to a machine and enables your business to interact directly with government agencies through compliant software.

Select 'Create machine credential' to create and download machine credentials. [Find out more](#) ↗

**Create machine credential**

#### Machine credentials

**No credential(s) found**  
There are no machine credentials for this business.

#### Machine credential administrators (MCA) ?

Name	Status	Date
Reid, Ricky	Active	22/08/2019

< 1 >

Back

# Local Customers: Machine Credentials



Enter the following information:

- **Keystore path** – This is where the machine credential will be created and stored locally. VETtrak has a dedicated 'Machine Credential' folder as of version 20.1.
- **Keystore password** – Choose a password.
- **Verify** your keystore password.
- **Credential name** – Enter a name for the machine credential. You can simply name it 'VETtrak'.
- **Identify the Machine Credential Custodian** – This will be pre-filled with your name and cannot be changed.

The screenshot shows the 'Relationship Authorisation Manager' interface for 'Winston and Sons Gardening Services' (ABN 45 002 001 501). The 'Manage credentials' tab is active. The form is titled 'Create machine credential' and includes the following fields:

- Keystore path\***: C:/Users/UC28C/AppData/Roaming/ATOMAS/keystore-new.xml
- Keystore password\***: [Redacted]
- Verify keystore password\***: [Redacted]
- Credential name\***: NewMachineCredential
- Identify the machine credential custodian\***: Ameen Ahmed

Below the form, there is a checkbox that is checked, with the text: '\* I understand that by creating a machine credential I am responsible for appropriate use, safeguarding and management of this machine credential on behalf of the business entity identified in the credential.'

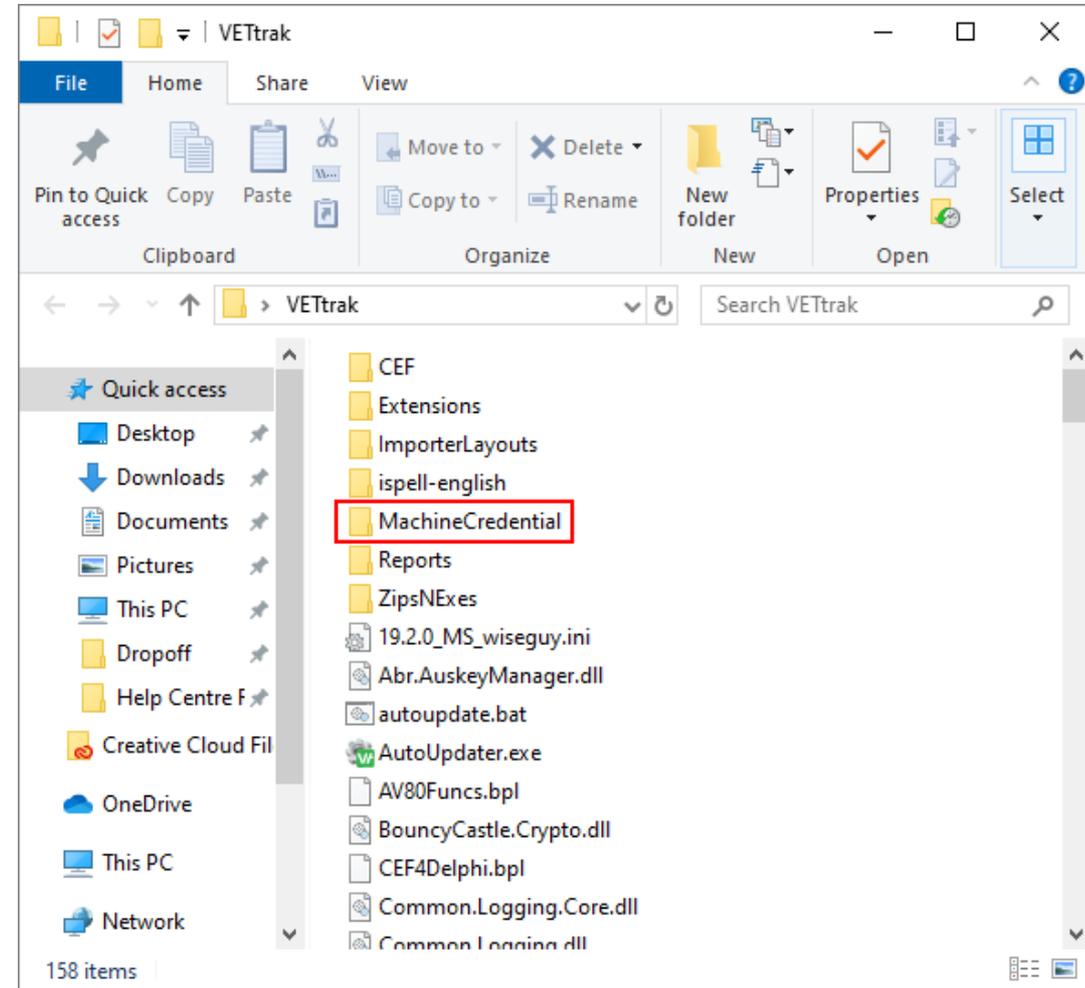
Buttons for 'Cancel' and 'Download' are located at the bottom of the form.

# Local Customers: Machine Credentials



Enter the following information:

- **Keystore path** – This is where the machine credential will be created and stored locally. VETtrak has a dedicated 'Machine Credential' folder as of version 20.1.
- **Keystore password** – Choose a password.
- **Verify** your keystore password.
- **Credential name** – Enter a name for the machine credential. You can simply name it 'VETtrak'.
- **Identify the Machine Credential Custodian** – This will be pre-filled with your name and cannot be changed.



# Local Customers: Machine Credentials



With these details entered, press **Download.**

BETA Help us improve. Complete our [feedback survey](#). Help Ameen Ahmed

Australian Government Relationship Authorisation Manager

Home Manage authorisations **Manage credentials** Manage notifications History

Winston and Sons Gardening Services  
ABN 45 002 001 501

---

Create machine credential

*Fields marked with an \* are mandatory*

Keystore path\*

Keystore password\*

Use at least 10 characters with no spaces and at least an upper case letter, a lower case letter and either a number or a punctuation character.

Verify keystore password\*

Credential name\*

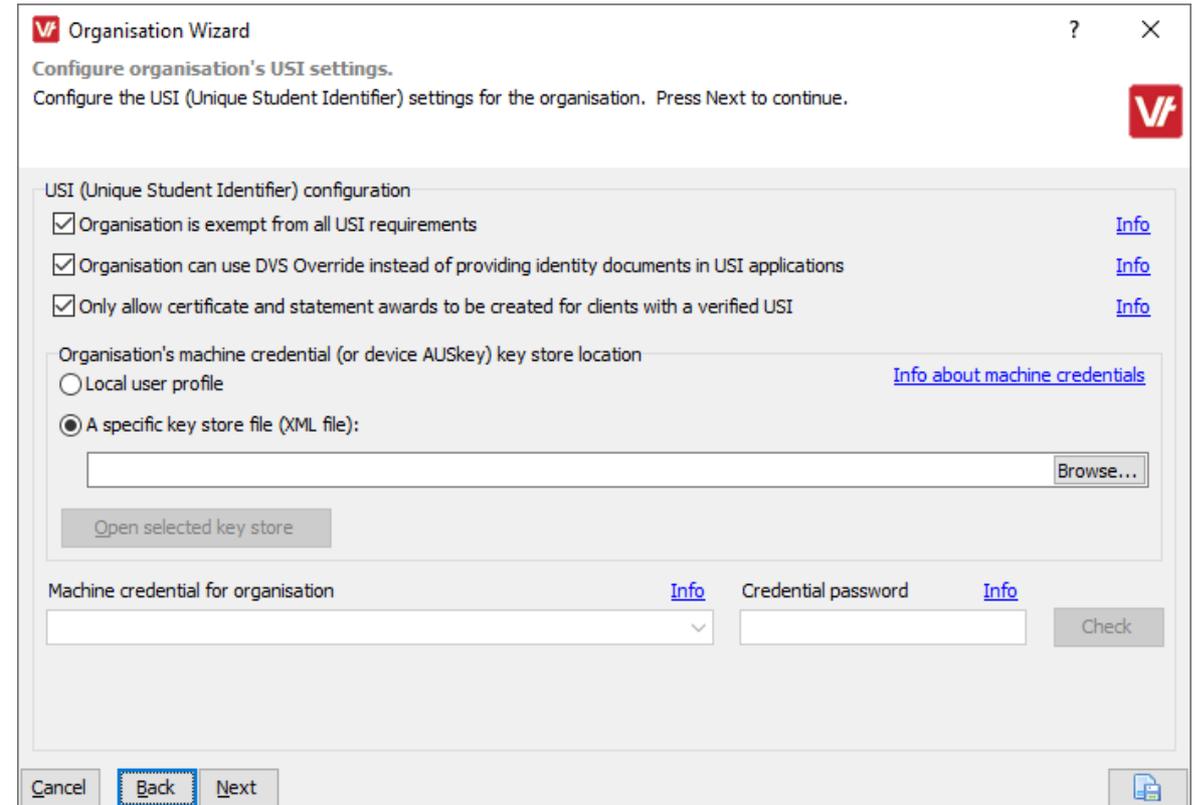
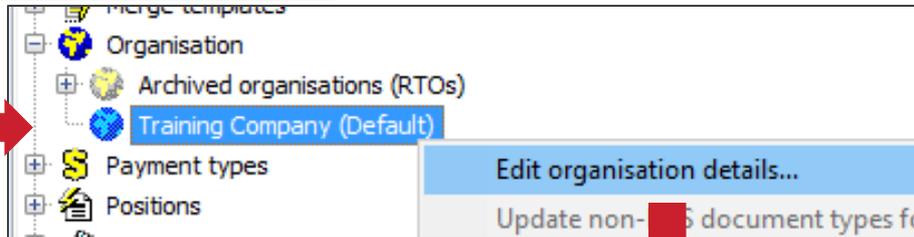
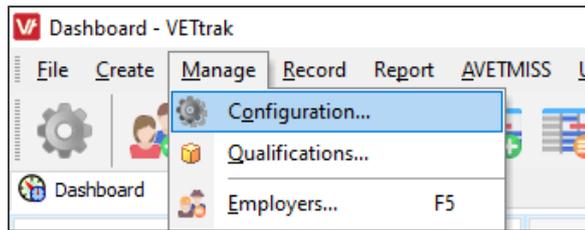
Identify the machine credential custodian\*

\* I understand that by creating a machine credential I am responsible for appropriate use, safeguarding and management of this machine credential on behalf of the business entity identified in the credential.

# Local Customers: Machine Credentials



With the **Machine Credential** downloaded, you can now configure it within your VETtrak system!



# Local Customers: Machine Credentials

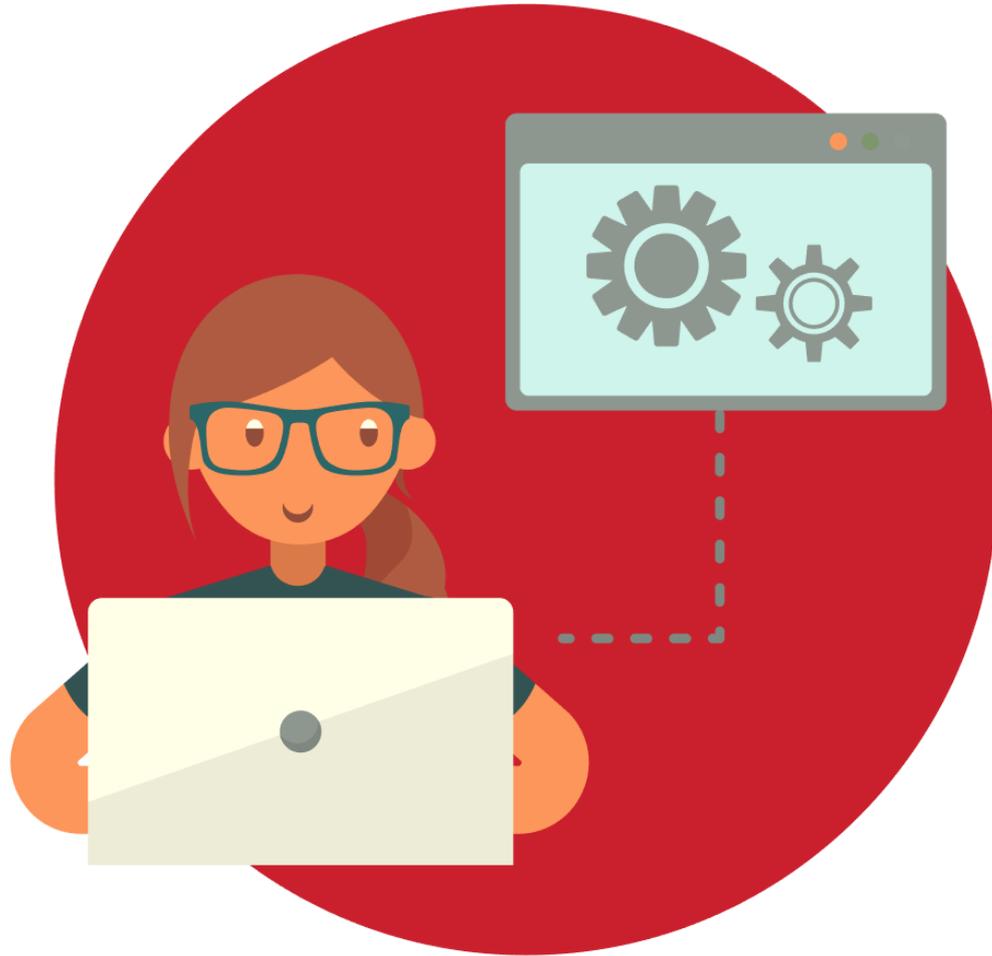


We have covered this process from a **VETtrak** perspective within our **VETtrak** Help Center!

<https://customer.vettrak.com.au/hc/en-us/articles/360001390135-USI-Creating-a-Machine-Credential-in-RAM-Local-Customers->

The screenshot shows the VETtrak Help Center interface. At the top left is the VETtrak logo. To the right are links for 'Community', 'Support Centre', and a red 'Sign in' button. Below the navigation is a search bar. The breadcrumb trail reads 'Help Centre > VETtrak > Unique Student Identifier (USI)'. The article title is 'USI: Creating A Machine Credential In RAM [Local Customers]' with a 'Follow' button. A yellow warning box states: 'Please ensure that the steps covered in our USI: Setting up myGovID / RAM article are completed, and you have upgraded to VETtrak version 20.1 or later, before attempting this step.' Below this is a red warning icon and text: 'Only locally-installed VETtrak customers need to follow this process. If your VETtrak is hosted, refer to this article instead. VETtrak Support is limited in the amount of assistance that can be provided for these processes - the websites and bodies involved are not managed by VETtrak as a company.' On the right, a 'RECENTLY VIEWED ARTICLES' section lists 'USI: Creating a Notification in RAM [Hosted Customers]' and 'USI: Setting up myGovID / RAM'. At the bottom, the start of the article text is visible: 'For a local VETtrak installation to access USI functionality, you will need to retrieve a Machine Credential from the Relationship Authentication Manager'.

# Hosted Customers: RAM Notification



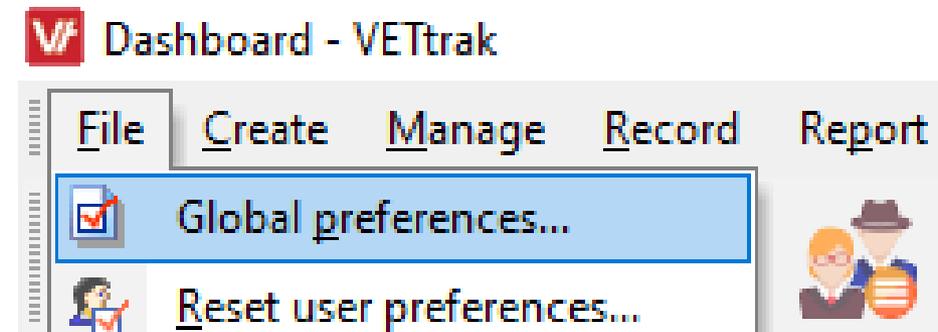
A **Notification** flags that the cloud-based software you are utilising will communicate with the government systems you wish to utilise - such as the USI web service.

- Notifications within RAM have unique information entered that correspond to the system you are using.
- The **VETtrak** software has unique details within its preferences for you to set up the notification.

# Hosted Customers: RAM Notification



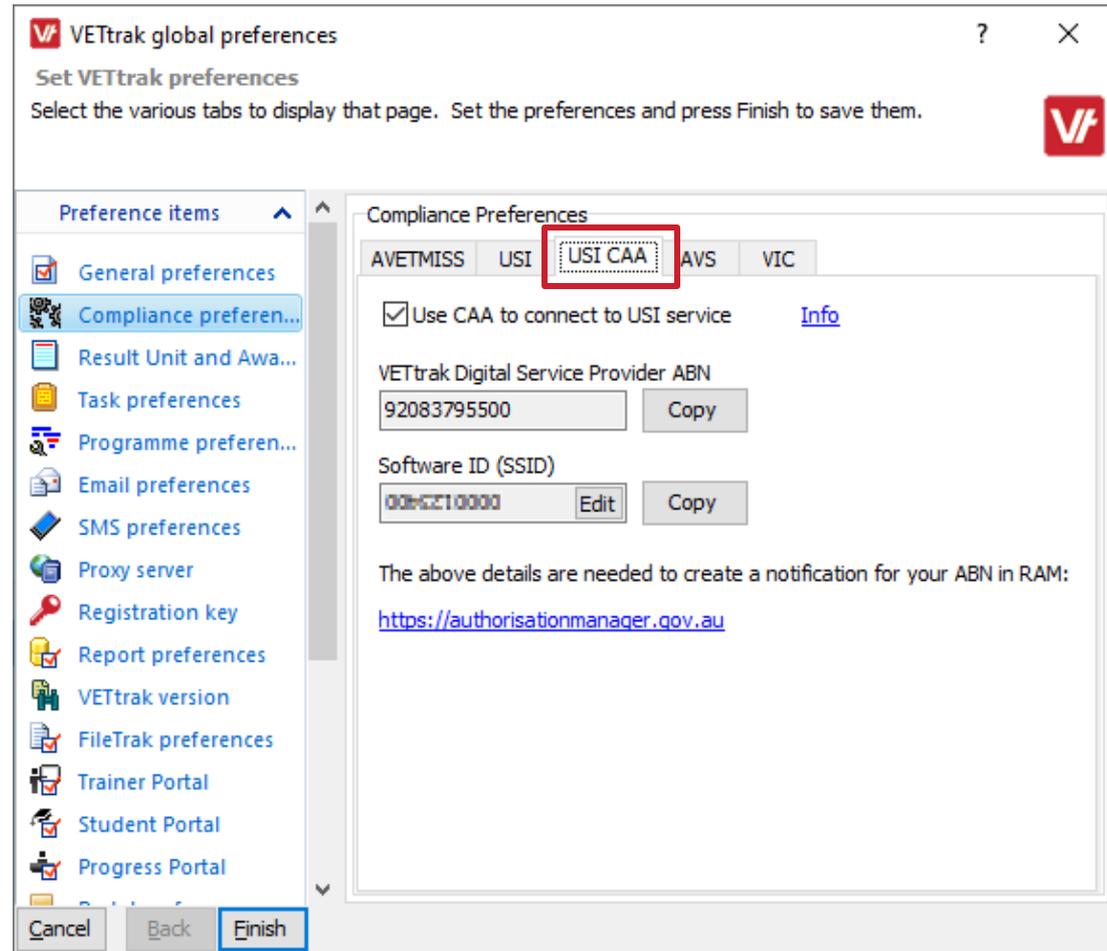
Firstly, within your hosted VETtrak go to the **File menu** and select **Global Preferences:**



# Hosted Customers: RAM Notification



On the left-hand side, select **Compliance Preferences**, then in the section on the right hand side select the tab titled **USI CAA**:

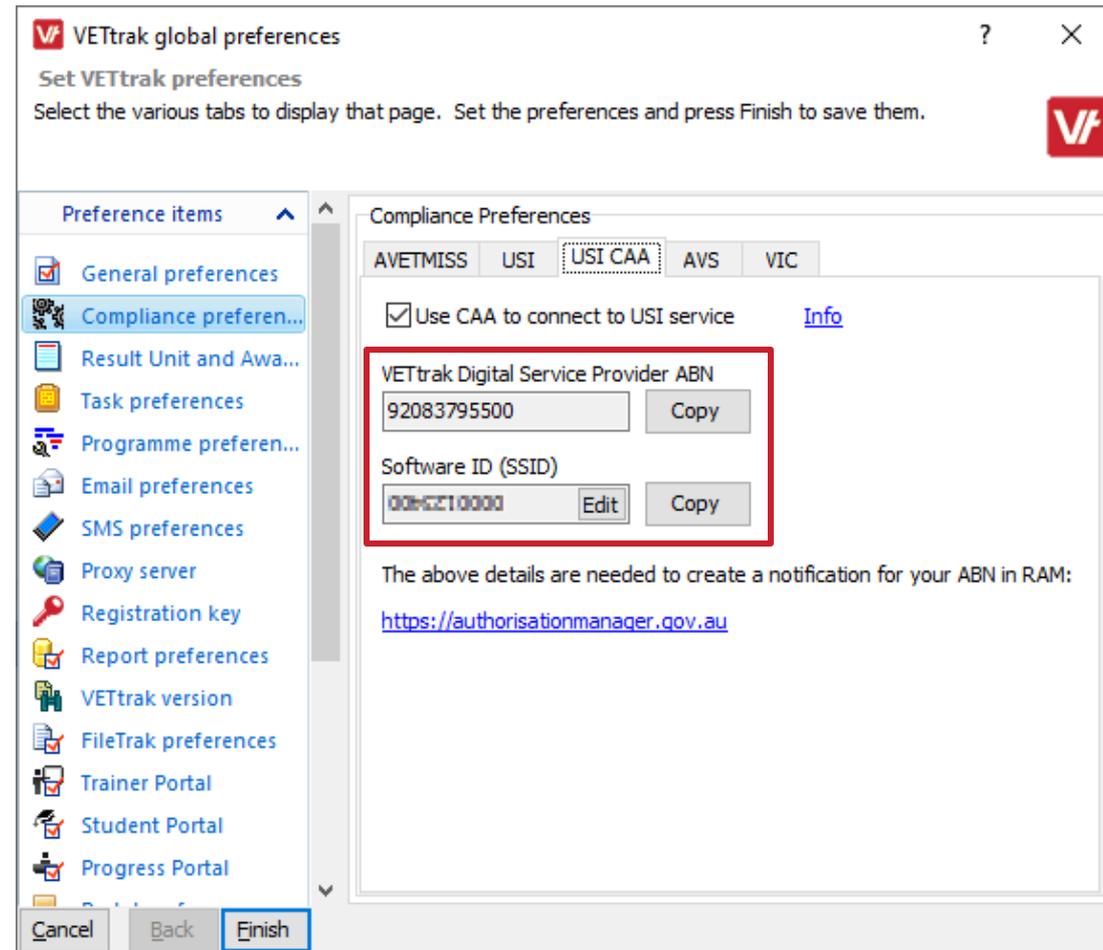


# Hosted Customers: RAM Notification



This screen shows VETtrak's **ABN** and your **VETtrak software ID** which you will need to create a cloud software notification.

Take note of these items for when you access the RAM website!



# Hosted Customers: RAM Notification



Log in to the RAM website using your myGovID details.

The screenshot shows the homepage of the Relationship Authorisation Manager (RAM) website. At the top, there is a dark green header with a 'BETA' badge, a link to 'Help us improve. Complete our feedback survey.', and a 'Help' icon. Below the header, the Australian Government logo is on the left, and the text 'Relationship Authorisation Manager' is on the right. The main content area features a heading 'Welcome to Relationship Authorisation Manager (RAM)' followed by a section titled 'Login to RAM with your myGovID to:'. This section contains a bulleted list of features: 'link your business', 'view and manage your business authorisations', 'accept an authorisation request', 'manage machine credentials', and 'manage cloud software notifications'. Below the list is a 'Login with myGovID' button. At the bottom of the main content area, there is a link to 'Learn more about myGovID and RAM'. The footer contains links for 'Agency user login', 'Accessibility', 'Privacy', 'Disclaimer', and 'Copyright'.

BETA Help us improve. Complete our feedback survey. Help

Australian Government Relationship Authorisation Manager

## Welcome to Relationship Authorisation Manager (RAM)

Login to RAM with your myGovID to:

- link your business
- view and manage your business authorisations
- accept an authorisation request
- manage machine credentials
- manage cloud software notifications

Login with myGovID

Learn more about [myGovID](#) and [RAM](#).

Agency user login Accessibility Privacy Disclaimer Copyright

# Hosted Customers: RAM Notification



Click **View or manage authorisations, machine credentials and cloud software notifications**.

You will be directed to a view of all the entities you can act for.

**BETA** Help Ameen Ahmed

Help us improve. Complete our [feedback survey](#).

Australian Government Relationship Authorisation Manager

## Ameen Ahmed

View or manage relationships and authorisations, machine credentials and cloud software notifications. The actions you can complete will vary depending on the type of authorisation you have for a particular business. [Find out more](#)

[Link your business](#)

**[View or manage authorisations, machine credentials and cloud software notifications](#)**

[Enter an authorisation code](#)

Enter the code as shown in the authorisation email you received.

Note: The code is case sensitive

[Accessibility](#) [Privacy](#) [Disclaimer](#) [Copyright](#)

# Hosted Customers: RAM Notification



Select the entity you would like to create a **Notification** for.

This should be your RTO.

The screenshot shows the 'Relationship Authorisation Manager' interface for Ameen Ahmed. At the top, there is a navigation bar with the Australian Government logo and the text 'Relationship Authorisation Manager'. Below this, there is a breadcrumb trail: 'Home > Manage authorisations'. The user's name 'Ameen Ahmed' is displayed. A message states: 'Details of your authorisations are listed below. To display details of your authorisation select 'View'. To manage authorisations select the business hyperlink.' Below this is a section titled 'I can act for' with a search bar containing the text 'Search by ABN or entity name' and a magnifying glass icon. To the right of the search bar is a button labeled 'Add another business'. Below the search bar is a table with the following columns: 'Entity name', 'ABN', 'Status', and 'Authorisation type'. The table contains one row with the following data: 'Winston and Sons Gardening Services' (Entity name), '45002001501' (ABN), 'Active' (Status), and 'Authorisation administrator' (Authorisation type). There is a 'View' link next to the 'Authorisation administrator' text. At the bottom of the table, there is a pagination control showing '< 1 >'. At the very bottom of the page, there is a footer with links for 'Accessibility', 'Privacy', 'Disclaimer', and 'Copyright'.

# Hosted Customers: RAM Notification



A page for the business will be displayed.

Click the **Manage Notifications** tab in the toolbar.

**BETA** Help us improve. Complete our [feedback survey](#). Help Ameen Ahmed

Australian Government Relationship Authorisation Manager

Home Manage authorisations Manage credentials **Manage notifications**

### Winston and Sons Gardening Services

ABN 45002001501

Below is a list of representatives for this business. To add a business representative you have two options:

- Select **Add new user** to create a new authorisation for your business representative
- Select **Import AUSKey users** to import your existing AUSKey users to RAM. [How to import my AUSKey users to RAM](#)

Representative History

Search by representative name...

Representative name	Status	Authorisation type	
Roco, Phil	Pending	Authorisation user	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Luu, Jane	Pending	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Robin	Active	Principal authority	<a href="#">View</a>
Ahmed, Ameen	Active	Authorisation administrator	<a href="#">View</a>
Pearce, Suzanne	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Bryce	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Brendon	Active	Authorised user	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Daniel	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>

[Back](#)

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# Hosted Customers: RAM Notification



A page for the business will be displayed.

Click the **Manage Notifications** tab in the toolbar.

**BETA** Help us improve. Complete our [feedback survey](#). Help Ameen Ahmed

Australian Government Relationship Authorisation Manager

Home Manage authorisations Manage credentials **Manage notifications**

### Winston and Sons Gardening Services

ABN 45002001501

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- Select **Add new user** to create a new authorisation for your business representative
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Representative History

Search by representative name...

Representative name	Status	Authorisation type	
Roco, Phil	Pending	Authorisation user	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Luu, Jane	Pending	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Robin	Active	Principal authority	<a href="#">View</a>
Ahmed, Ameen	Active	Authorisation administrator	<a href="#">View</a>
Pearce, Suzanne	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Bryce	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Brendon	Active	Authorised user	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Winston, Daniel	Active	Authorisation administrator	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>

[Back](#)

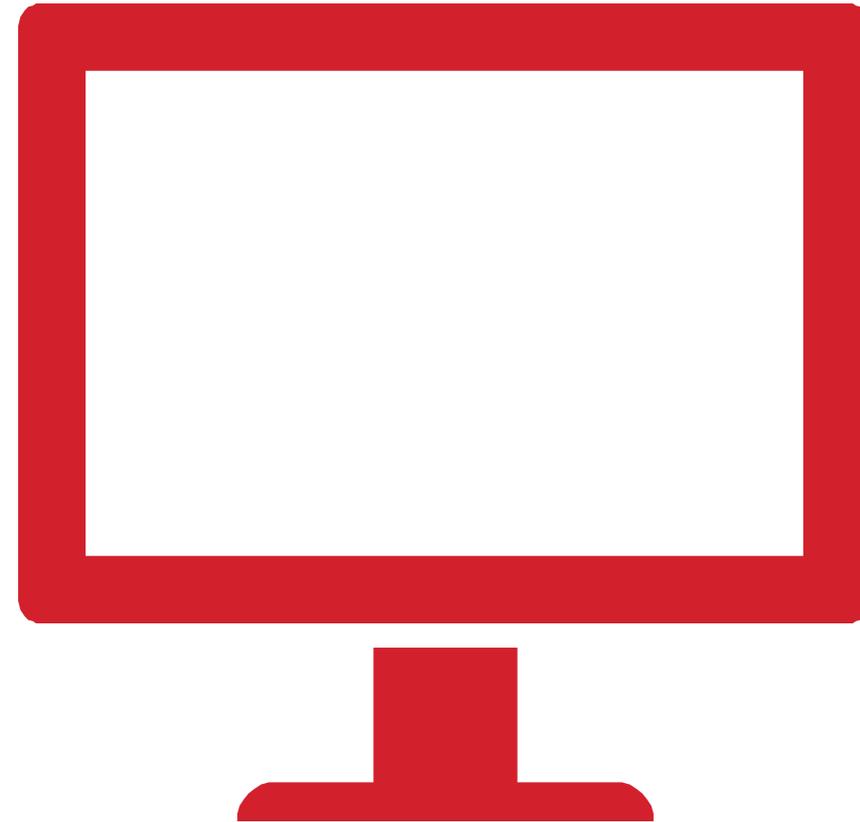
Accessibility [Privacy](#) [Disclaimer](#) [Copyright](#)

# Hosted Customers: RAM Notification



This will display the **Manage Notifications** tab.

Press **Add Notification**.



# Hosted Customers: RAM Notification



In the field titled **Digital Service Provider ABN**, enter VETtrak's ABN: **92 083 795 500**

Press **Continue**.



# Hosted Customers: RAM Notification



Enter the **Software ID** from your **VETtrak** system, and select a start and end date for this notification (You can also select **No End Date**).



# Local Customers: Machine Credentials



Select the check box for the **Office of the Student Identifiers Register** and select **Continue**.



# Local Customers: Machine Credentials



On the next page, review the information summary of this notification, and when ready select **Submit**

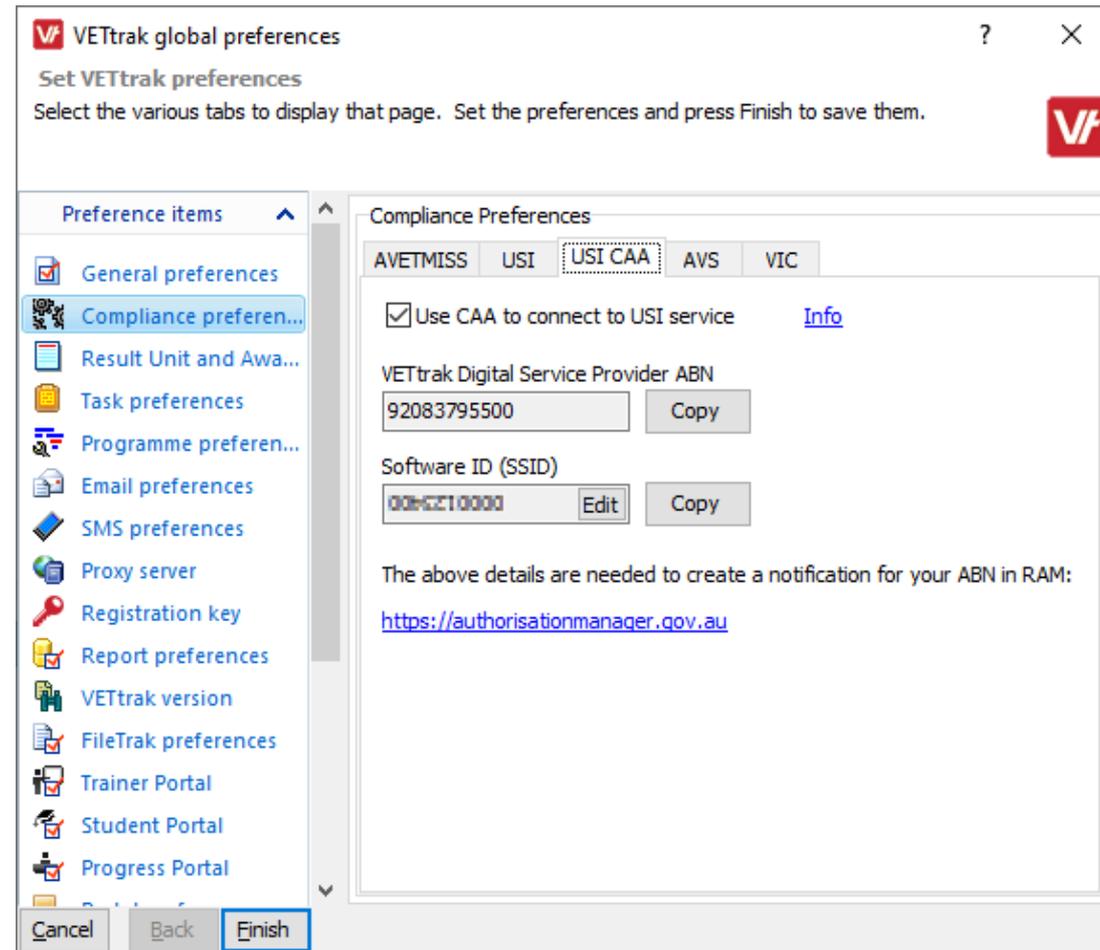
The newly added notification will be listed on the Manage notifications screen to show your notification has been completed successfully



# Hosted Customers: RAM Notification



Back in the **VETtrak** preferences, make sure that **Use CAA to connect to USI service** is ticked - if this option is not selected VETtrak will be unable to use the USI Services via your creation notification.



# Hosted Customers: RAM Notification



Take note: Make sure the **National RTO Id** and the **ABN** for your business are accurate within your **Organisation Wizard**.

If these do not match the business the Notification has been created for, the USI service will not be able to function.

**VF Organisation Wizard**  
Enter organisation details.  
Enter the required organisation information as indicated by the message line. Press Next to continue.

Legal name: Strategic Homeland Intervention, Enforcement and Logistics Division

Trading name: Strategic Homeland Intervention, Enforcement and Logistics Divisor

State	Code	Reporting default	Report name
ACT		State	Legal name
NSW		State	Legal name
NT		State	Legal name
Other		State	Legal name
Overseas		State	Legal name
Qld		State	Trading name
SA		State	Legal name
Tas		State	Legal name
Vic		State	Legal name
WA		State	Legal name

National RTO Id: 11000

Contact Person (Surname, Given): Nick Fury

Phone Number: 03 6331 1212

FAX Number: 03 6333 3333

ABN: 76-000 740-000

Email: reception@shield.gov.au

Address: S.H.I.E.L.D Mobile HQ

Address 2: No Fixed Address

Suburb/City/Town: Launceston

State: Tas

P'code: 7250

Short name (internal use): Shld

Public contact staff member: Schwenke, Jarvis Christoph - 00014

Provider Type: Enterprise - Government (51)

Buttons: Cancel, Back, Next

# Hosted Customers: RAM Notification



We have covered this process from a **VETtrak** perspective within our **VETtrak** Help Center!

<https://customer.vettrak.com.au/hc/en-us/articles/360001390155-USI-Creating-a-Notification-in-RAM-Hosted-Customers->

The screenshot shows the VETtrak Help Center interface. At the top left is the VETtrak logo. To the right are navigation links for 'Community', 'Support Centre', and 'Sign in'. Below the navigation is a search bar. The breadcrumb trail reads 'Help Centre > VETtrak > Unique Student Identifier (USI)'. The article title is 'USI: Creating A Notification In RAM [Hosted Customers]' with a 'Follow' button. A yellow callout box contains the text: 'Please ensure that the steps covered in our USI: Setting up myGovID / RAM article are completed, and you have been upgraded to VETtrak version 20.1 or later, before attempting this step.' Below this is a warning icon and text: 'Only hosted VETtrak customers need to follow this process. If your VETtrak is locally installed, refer to this article instead. VETtrak Support is limited in the amount of assistance that can be provided for these processes - the websites and bodies involved are not managed by VETtrak as a company.' On the right side, there is a 'RECENTLY VIEWED ARTICLES' section with three links: 'USI: Creating a Machine Credential in RAM [Local Customers]', 'USI: Setting up myGovID / RAM Contract/Enrolment Types', and another partially visible link.

# If you get stuck!



The **VETtrak** Help Centre has a range of new articles covering all of these processes.

- [Unique Student Identifier \(USI\)](#)
- [Setting up Unique Student Identifier \(USI\) features in VETtrak](#)
- [Unique Student Identifier \(USI\) Overview](#)
- [USI: Setting up myGovID / RAM](#)
- [USI: Creating a Machine Credential in RAM \[Local Customers\]](#)
- [USI: Creating a Notification in RAM \[Hosted Customers\]](#)

# If you get stuck!



The RAM website also has some fantastic resources to assist in your set up, as well as a phone support line.

- The RAM website has a wealth of videos and written documentation. This information will continuously be improved as RAM extends to more government online services. (<https://info.authorisationmanager.gov.au/help>)
- If you still need to speak with RAM, you can contact their support line on **1300 287 539** (select option 3 for RAM enquiries) between 8.00am and 6.00pm, Monday to Friday.