

VETtrak Update

Version 20.1 - What's new?

VETtrak. Number 1 in RTO

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Senior Support Member
Customer Resources

I am a long-time member of the VETtrak Support team, having worked within Phone Support, Email Support and in recent years creating documentation as part of our Help Centre offering.

Let's get started!

VETtrak Version 20.1

Released 04/03/2020

Key features:

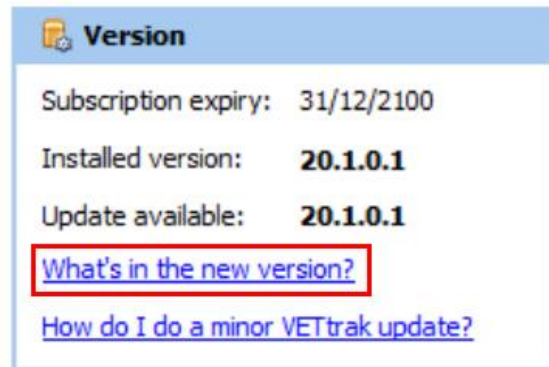
1. New Wizard Navigation
2. USI AUSkey Replacement



VETtrak Version 20.1

Full log of release notes on the VETtrak Help Centre.

Easily access the release notes by pressing this area of your VETtrak dashboard:



Help Centre > VETtrak > VETtrak Release Notes

VETtrak 20.1.0 Release Notes - 4/03/2020

Print

Follow



Important - please read this first

If you use USI functionality in VETtrak (such as verify, locate or create USI), you must update to VETtrak 20.1 and migrate away from AUSKey to a RAM notification (if your VETtrak is hosted) or machine credential (if your VETtrak is locally installed) before the ATO decommissions AUSKey on 27th March 2020. See below for more information.

The URLs used by the USI web service have changed in this version as part of the AUSKey replacement. If your VETtrak is locally installed and you have strict firewall rules, you will need to change these to allow connections to <https://softwareauthorisations.ato.gov.au/R3.0/S007v1.3/service.svc> and <https://portal.usi.gov.au/Service/v3/UsiCreateService.svc>

Version 20.1.0 is a major update from 19.3.x and includes database updates. **Ensure you have a backup of your database before updating.** If at all unsure please contact VETtrak Customer Support on 1800 838 872 or email support@vettrak.com.au.

The most significant changes are:

- [USI AUSKey replacement.](#)
- [Wizard page navigation.](#)

Changes in 20.1.0.1 patch (11/03/2020)

1. **Transfer Enrolment wizard.** An error that occurs in the Transfer Enrolment wizard has been fixed.
2. **Missing wizard components.** An issue that caused some components to not be visible in the View Email wizard, Invoice Exporter wizard, Payment Exporter wizard and View Sent SMS wizard has been fixed.
3. **Publish Occurrences wizard.** An error that occurs when selecting a state in the Publish Occurrences wizard has been fixed.
4. **Wizard navigation first page.** An issue that caused the first page to not be bolded in the page navigation when opening some wizards has been fixed.

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[Trainer Portal 20.1.x Release Notes - 03/03/2020](#)



Item 1:

New Wizard Navigation

VETtrak. Number 1 in RTO

New Wizard Navigation



Essential wizards in VETtrak have many pages to enter data. VETtrak requires you to navigate through each page individually.

- Must view each page
- Can't quickly save and exit the wizard
- No indication of current wizard progress

The screenshot shows the 'Client Wizard' window in VETtrak. The title bar says 'VF Client Wizard'. The main heading is 'Enter client details.' followed by instructions: 'Enter or generate a code for the client. Enter a surname, given name and division. Optionally add/edit an employment record to select an employer and position. Press Next to continue.' A red error message states 'Must have a surname'. The form contains several input fields: 'Code' (with '00145' and an 'Auto' checkbox), 'Surname' (empty), 'Given name' (empty), 'Other names' (empty), 'Preferred name' (empty), 'Title' (empty), 'Gender' (dropdown with 'Not specified'), 'Date of Birth' (dropdown with '//'), 'Age' (empty), 'USI' (empty with a 'Locate now' button), 'Division' (dropdown with 'Root division'), 'Mobile Phone' (empty), and 'Email Address' (empty). There are checkboxes for 'Is a staff member', 'External staff member', 'Web publish / Privacy release signed' (checked), and 'Client is inactive'. Below these is an 'Employment' section with a table header: 'Pri', 'Act', 'Edit', 'Employer', 'Position', 'Branch', 'Type', 'Manager', 'Terminate', 'Del'. The table body is empty, showing '<No data to display>'. At the bottom are 'Cancel', 'Back', and 'Next' buttons.

New Wizard Navigation



Introducing the new Wizard Navigation Panel!

- Let's you quickly navigate to a specific page when needed!
- Shows you how far through the wizard you currently are!
- Simple and familiar interface tool

The screenshot displays the 'VF Client Wizard' window. At the top, it says 'Enter client details.' and provides instructions: 'Enter or generate a code for the client. Enter a surname, given name and division. Optionally add/edit an employment record to select an employer and position. Press Next to continue.' A red box highlights the 'Must have a surname' error message and the navigation panel below it. The navigation panel is a dark bar with the following steps: 'Basic details' (active), 'Security', 'Groups', 'Notes', 'File notes', and 'Finish'. Below the navigation panel, the form fields are visible: 'Code' (00145), 'Auto' (checked), 'Surname' (empty), 'Given name' (empty), 'Other names' (empty), 'Single name' (unchecked), 'Preferred name' (empty), 'Title' (empty), 'Gender' (Not specified), 'Date of Birth' (//), 'Age' (empty), 'USI' (empty), 'Locate now' (button), 'Division' (Root division), 'Mobile Phone' (empty), 'Email Address' (empty), 'Is a staff member' (unchecked), 'External staff member' (unchecked), 'Web publish / Privacy release signed' (checked), 'Client is inactive' (unchecked), and an 'Employment' table with columns: Pri, Act, Edit, Employer, Position, Branch, Type, Manager, Terminate, Del. The table is currently empty, showing '<No data to display>'. At the bottom, there are 'Cancel', 'Back', and 'Next' buttons.

New Wizard Navigation



Before (Version 19.3)

Client Wizard ? X

Enter client details.
Enter or generate a code for the client. Enter a surname, given name and division. Optionally add/edit an employment record to select an employer and position. Press Next to continue.

Must have a surname

Code ☒ Auto Surname Given name Other names ☐ Single name

Preferred name Title Gender Date of Birth Age

USI [Not exempt](#) ▶ Division

Mobile Phone Email Address

☐ Is a staff member ☐ External staff member ☒ Web publish / Privacy release signed ☐ Client is inactive

Employment + Add

Pri	Act	Edit	Employer	Position	Branch	Type	Manager	Terminate	Del
<No data to display>									

Cancel Back Next

After (Version 20.1)

Client Wizard ? X

Enter client details.
Enter or generate a code for the client. Enter a surname, given name and division. Optionally add/edit an employment record to select an employer and position. Press Next to continue.

Must have a surname

Basic details ▶ Security ▶ Groups ▶ Notes ▶ File notes ▶ Finish

Code ☒ Auto Surname Given name Other names ☐ Single name

Preferred name Title Gender Date of Birth Age

USI [Not exempt](#) ▶ Division

Mobile Phone Email Address

☐ Is a staff member ☐ External staff member ☒ Web publish / Privacy release signed ☐ Client is inactive

Employment + Add

Pri	Act	Edit	Employer	Position	Branch	Type	Manager	Terminate	Del
<No data to display>									

Cancel Back Next

New Wizard Navigation



VF Enrolment Wizard : [6] Queen, Sally (00003) ? ×

Enter pricing information.
Enter pricing based information. Press Next to continue.

VF

Basic details ▶ AVETMISS ▶ **Pricing** ▶ Optional details ▶ File notes ▶ Custom fields ▶ Finish

State rules in effect: Victoria State Reportable Enrolment

Pop-out ▼ Pricing model to use: Individual - tota ▼ Expected: 0 Tuition fees Funding model: [Search] [Clear] [Calc]

☐ Use concession rates for non-tuition fee pricing items

Pricing items [Collapse all] [Filter prices] [Add]

Category/Item	Status	Ledger	Template	Surcharge	GST	Amount	Del
---------------	--------	--------	----------	-----------	-----	--------	-----

New Wizard Navigation



VF Enrolment Wizard : [6] Queen, Sally (00003) ? X

Enter pricing information.
Enter pricing based information. Press Next to continue.

Basic details ▶ AVETMISS ▶ **Pricing** ▶ Optional details ▶ File notes ▶ Custom fields ▶ Finish

State rules in effect : Victoria State Reportable Enrolment

Pop-out Pricing model to use Expected Tuition fees Funding model

Individual - tota 0

Use concession rates for non-tuition fee pricing items

Pricing items

Category/Item	Status	Ledger	Template	Surcharge	GST	Amount	Del
Enrolment							
Course Fee			Enrolment invo		\$0.00	\$120.00	
Unit/Module							
BSBADM401							
Tuition fee - (Tuition fee)			Enrolled unit in		\$0.00	\$120.00	
BSBADM307							
Tuition fee - (Tuition fee)			Enrolled unit in		\$0.00	\$120.00	
BSBADM101							
Tuition fee - (Tuition fee)			Enrolled unit in		\$0.00	\$120.00	
BSBADM311							
Tuition fee - (Tuition fee)			Enrolled unit in		\$0.00	\$120.00	
Inventory							
						\$0.00	\$600.00

Cancel Back Next

VF Client Wizard ? X

Enter client details.
Enter or generate a code for the client. Enter a surname, given name and division. Optionally add/edit an employment record to select an employer and position. Press Next to continue.
Must have a surname

Basic details ▶ **Security** ▶ Groups ▶ Notes ▶ File notes ▶ Finish

Code ☒ Auto Surname Given name Other names ☐ Single name

00005

Preferred name Title Gender Date of Birth Age

Not specified

USI [Not exempt](#) Division

Locate now Root division

Mobile Phone Email Address

☐ Is a staff member ☐ External staff member ☒ Web publish / Privacy release signed ☐ Client is inactive

Employment [Add](#)

Pri	Act	Edit	Employer	Position	Branch	Type	Manager	Terminate	Del
<No data to display>									

Cancel Back Next

New Wizard Navigation



VF Enrolment Wizard : [6] Queen, Sally (00003) ? X

Enter optional information.
Select staff and status along with various optional fields for enrolment. Press Next to continue.

Basic details ▶ AVETMISS ▶ Pricing ▶ **Optional details** ▶ File notes ▶ Custom fields ▶ Finish

State rules in effect : Victoria State Reportable Enrolment

Programme Order Bar Colour Blue Short code

Long code Enrolled 0 Occ ID Min clients 0 Max clients 0

☐ Report employer as location in AVETMISS [Information about reporting employers as locations](#)

Employer Clear Contact Clear

Third party delivery provider Clear Referral source Clear

Enrolment staff Add Enrolment type Clear

Vocation Clear

Pri	Staff type	Staff member	Del
<No data to display>			

Cancel Back Next

Double press 'Finish' to quickly save and exit a wizard!

(Where no missing information/validation is present)

Save entry
without saving.



Demo time!

Let's see the new Navigation tools in action





Item 2:

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 Australian Government Unique Student Identifier (USI) website. At the top, there is the Australian Government crest and the text 'Australian Government' and 'USI Unique Student Identifier'. A search bar is on the right. Below the header 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, there is a breadcrumb trail: Home » Training Organisations » AUSkey is Changing. To the right of the breadcrumb trail are buttons for 'Listen' and 'View'. The main heading is 'AUSkey is Changing'. Below this heading 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 of text: '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 this paragraph is another paragraph: 'All RTOs accessing the USI Registry must complete the transition steps outlined below and move to the new authentication method.'

Australian Government

USI Unique Student Identifier

Search this site...

Home About the USI Your USI About Transcripts Training Organisations Help Centre

Home » Training Organisations » AUSkey is Changing

Listen View

AUSkey is Changing

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

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**.

All RTOs accessing the USI Registry must complete the transition steps outlined below and move to the new authentication method.

Source:

<https://softwaredevelopers.ato.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.ato.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.

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

A close-up, side-profile shot of a person's face and hands holding a smartphone. The entire image is overlaid with a semi-transparent red filter. The person is looking down at the phone, and their hands are visible holding it. The background is blurred.

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.

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

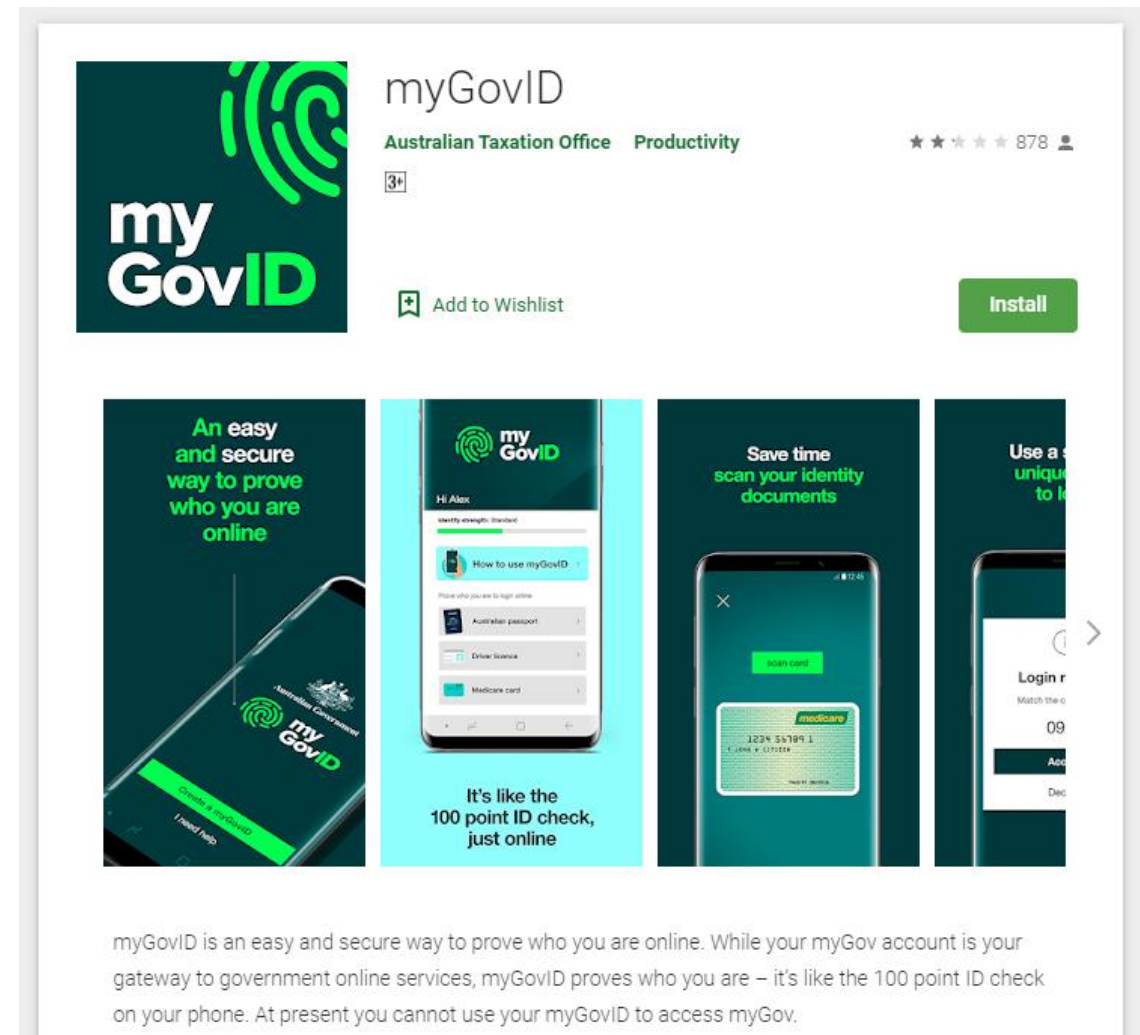
- For Apple devices, visit the [App Store](#):



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



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



Step 1: Set up myGovID



Enter your initial details

Open the myGovID app and follow the prompts. You will need to enter your:

- full name
- date of birth
- email address

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



myGovID

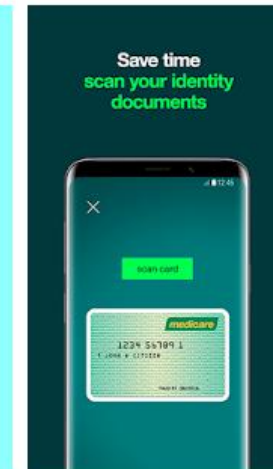
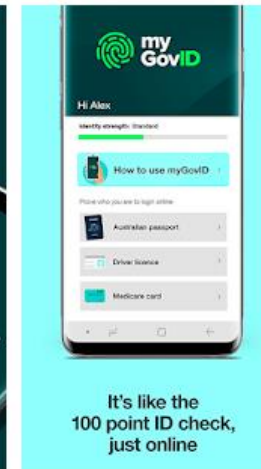
Australian Taxation Office Productivity

★★★★★ 878

3+

Add to Wishlist

Install



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

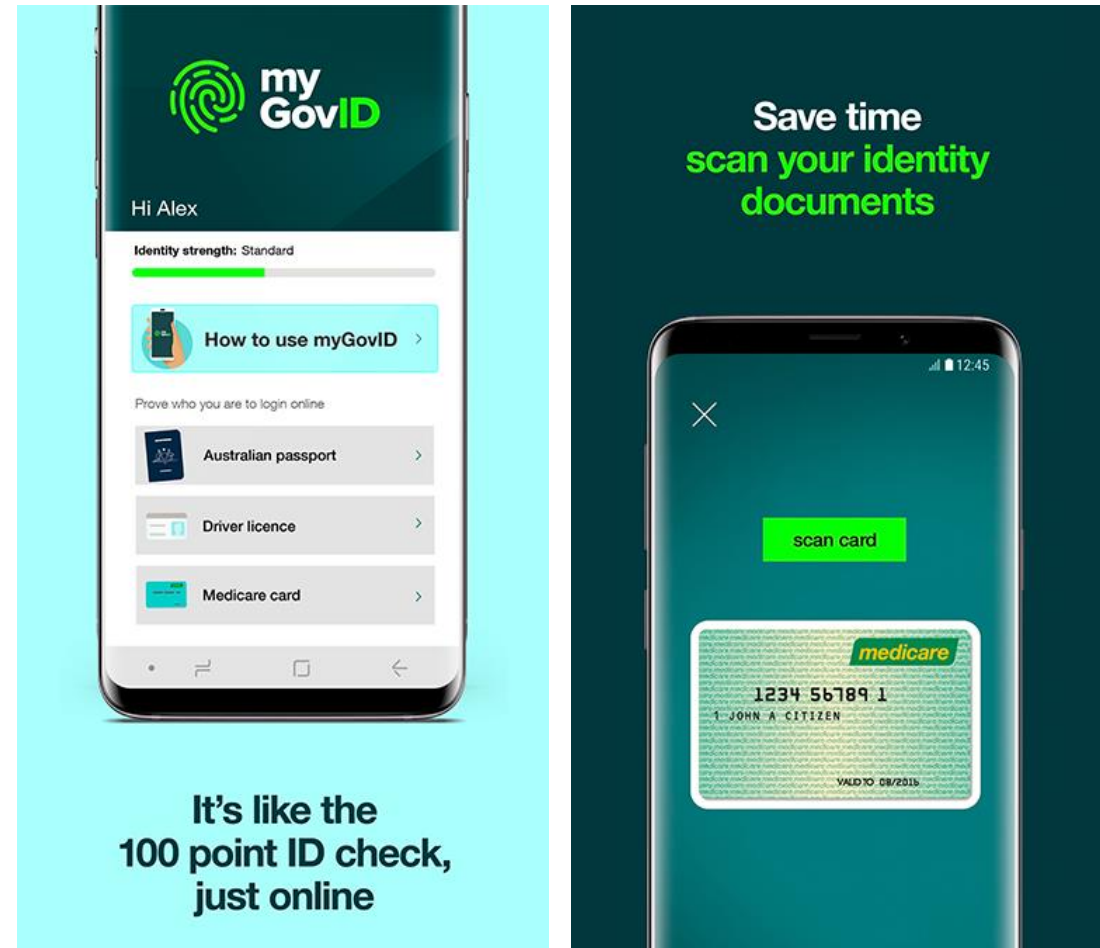


Add your identity documents – this is just like a 100-points ID check

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>

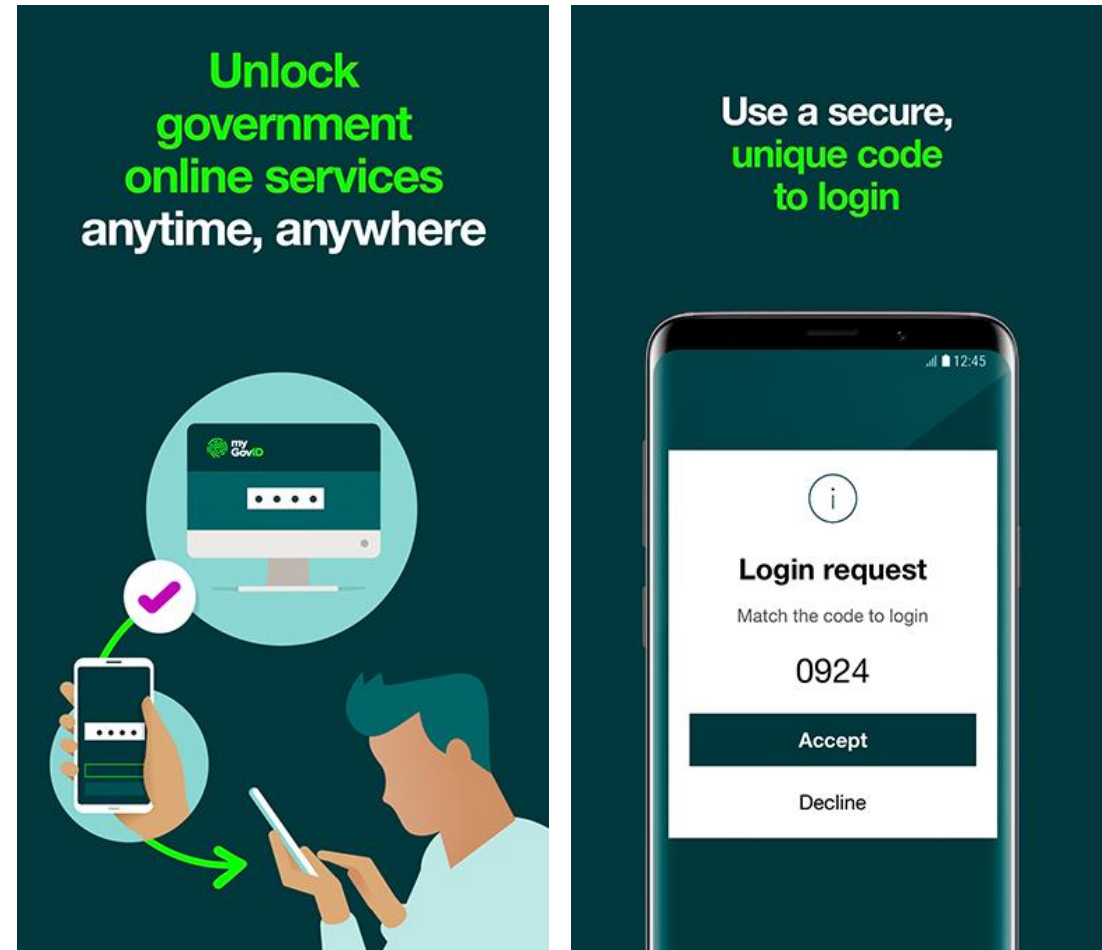


Step 1: Complete!



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

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



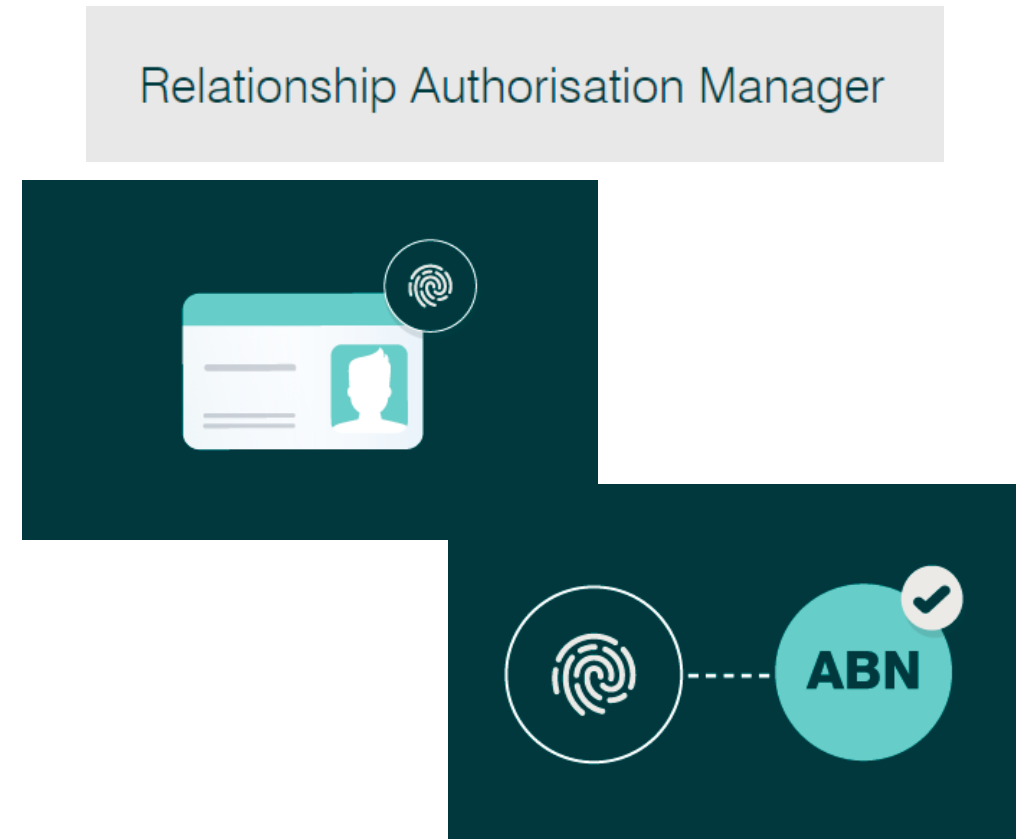
Step 2: Link you business within RAM



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

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

*Usually the **business owner**



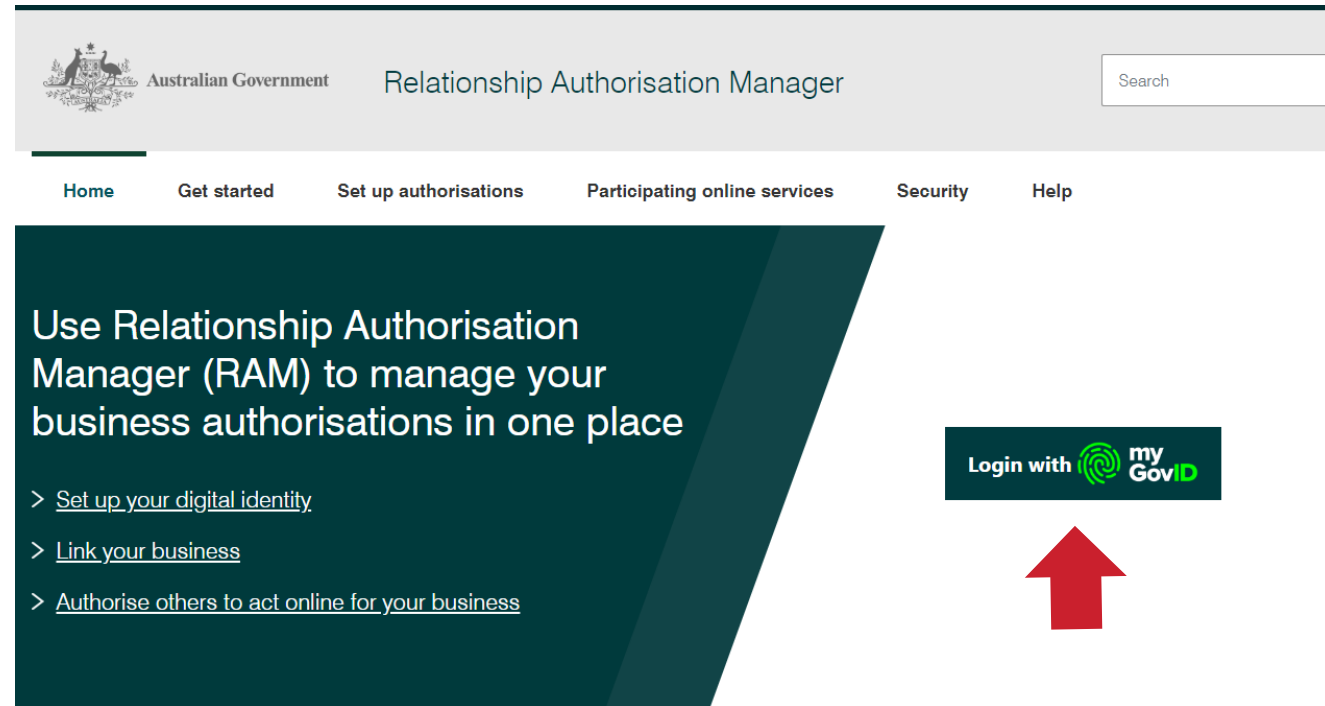
Step 2: Link you business within RAM



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'**



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 with the coat of arms and the text 'Australian Government'. Below this is the heading 'Welcome to Relationship Authorisation Manager (RAM)'. A list of actions is provided: 'link your business', 'view and manage your business authorisations', 'accept an authorisation request', 'manage machine credentials', and 'manage cloud software notifications'. At the bottom, there is a 'Login with myGovID' button with a red arrow pointing to it, and links to '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

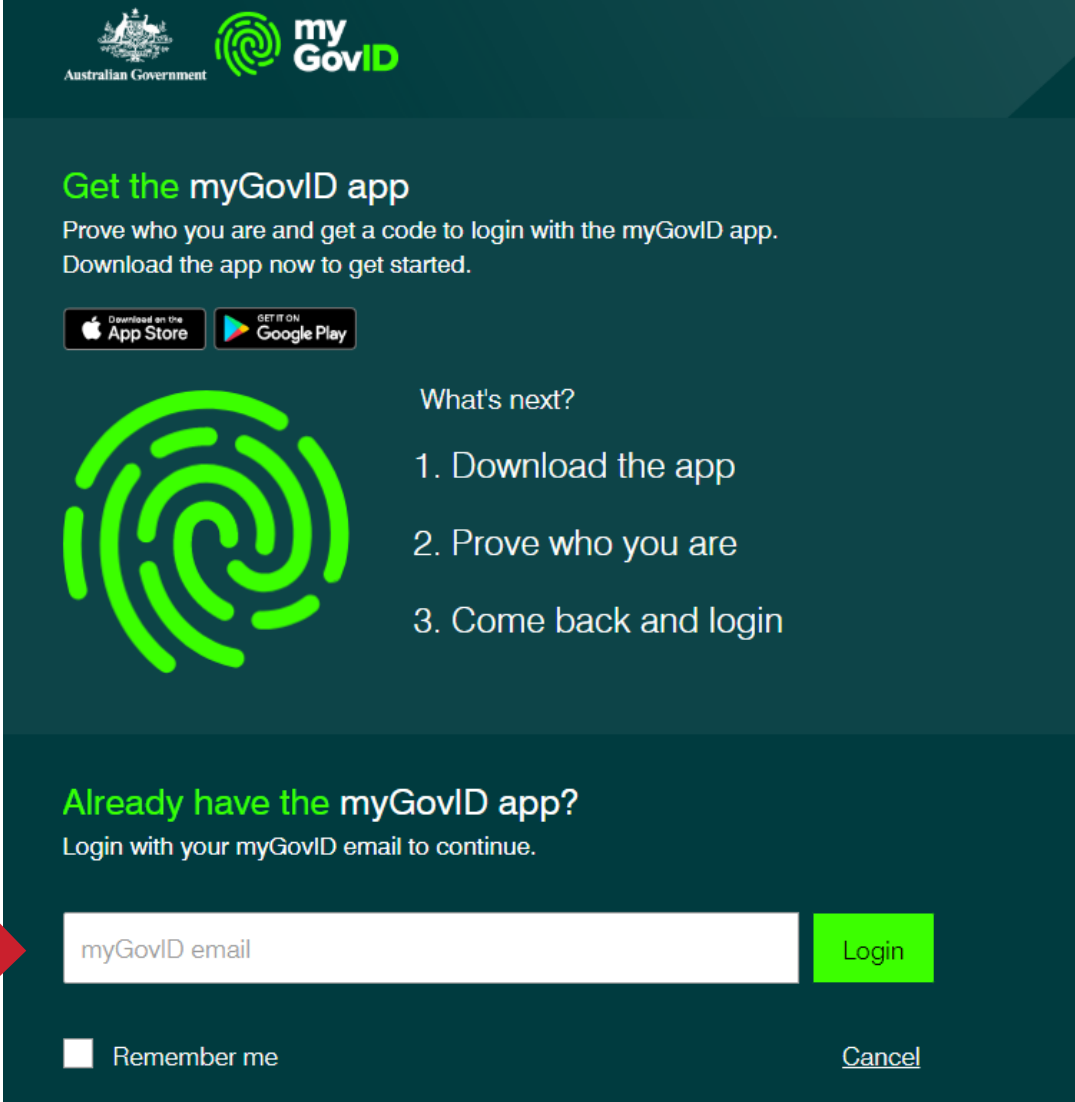
Login with  myGovID

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', followed by instructions to prove identity and download the app. Below this are buttons for the App Store and Google Play. A large green fingerprint icon is on the left. To the right, under 'What's next?', is a three-step list: 1. Download the app, 2. Prove who you are, and 3. Come back and login. The bottom section, 'Already have the myGovID app?', prompts the user to login with their myGovID email. A red arrow points to the 'myGovID email' input field. To the right of the field is a green 'Login' button. At the bottom left is a 'Remember me' checkbox, and at the bottom right is a 'Cancel' link.

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 Login

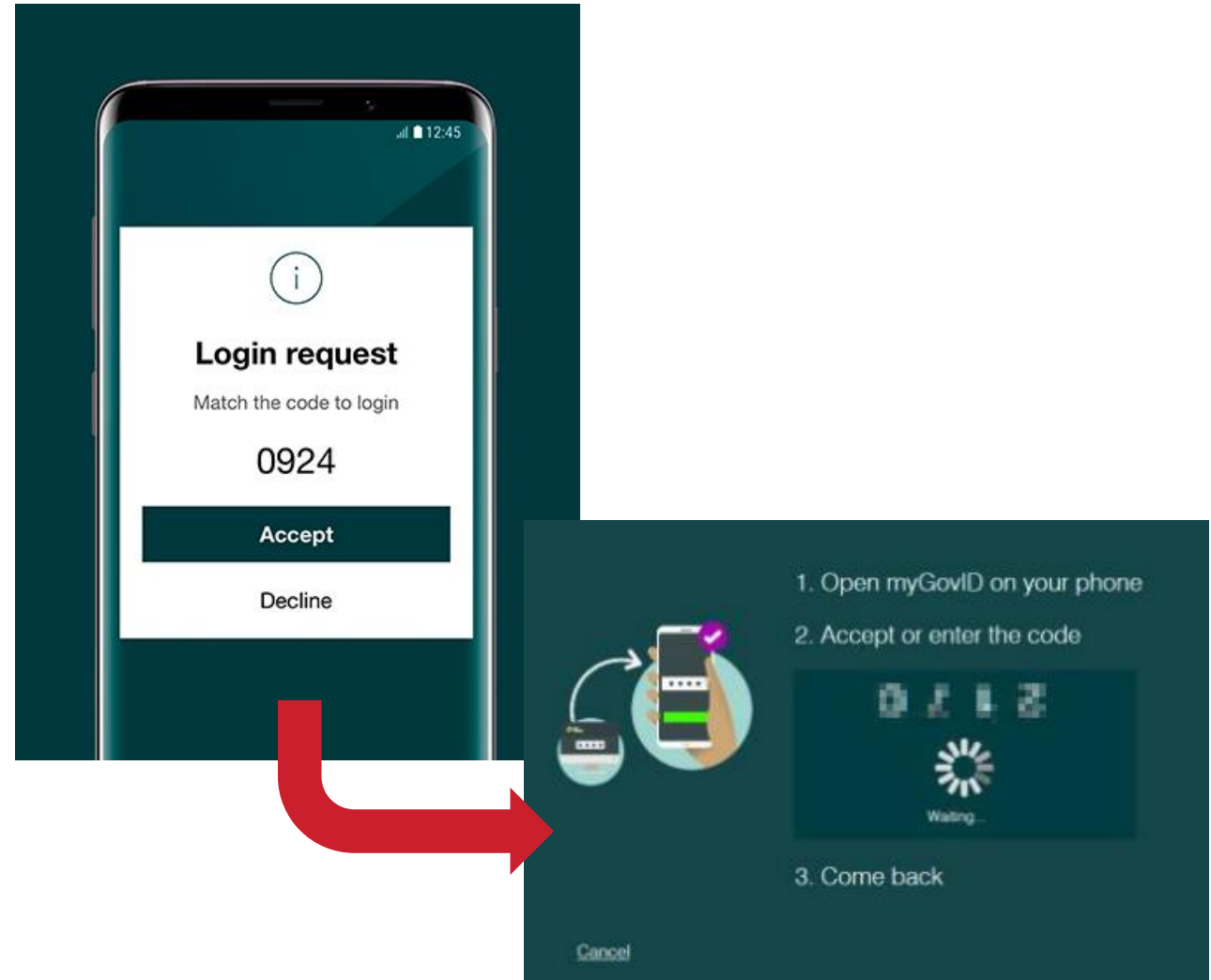
☐ Remember me [Cancel](#)

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 Relationship Authorisation Manager (RAM) website. At the top, there is a dark teal 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 in light grey boxes with right-pointing chevrons: 'Link your business' (highlighted with a red border), 'Manage authorisations', and 'Enter an authorisation code'. Below these, a text prompt says 'Enter the code as shown in the authorisation email you received.' followed by a text input field and a 'Submit' button. A note at the bottom states 'Note: The code is case sensitive'. The footer contains links for 'Accessibility', 'Privacy', 'Disclaimer', and 'Copyright'.

Australian Government

Relationship Authorisation Manager

Robin Winston

Create and manage relationships and authorisations for businesses and their representatives. [Find out more](#)

[Link your business](#)

[Manage authorisations](#)

[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](#)

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 07 Privacy 07 Disclaimer 07 Copyright 07

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.

Search by ABN or name...

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

	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?](#)

Back Cancel Continue

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's a header with 'Back to Relationship Authorisation Manager' and a user profile for 'Robin Winston'. Below this is the Australian Government and Australian Taxation Office logo. The main heading is 'Robin Winston'. Under 'Your email', there's a message: '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](#)'. Below this, it says '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.

At the bottom, there are three buttons: 'Back', 'Cancel', and 'Continue'.

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**.

The screenshot displays the 'Back to Relationship Authorisation Manager' page for Robin Winston. The header includes the Australian Government and Australian Taxation Office logos. The user's name, Robin Winston, is shown. A green notification bar indicates 'Verification successful'. Below this, a message explains that to link businesses, a business email address must be provided and verified. The process is divided into two steps: Step 1, where the email address 'Robin.winstonandsons@gmail.com' is entered and the 'Send email' button is clicked; and Step 2, which is highlighted with a red box, where the 6-digit verification code '046542' is entered and the 'Verify' button is clicked. At the bottom, there are 'Back', 'Cancel', and 'Continue' buttons.

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

Robin.winstonandsons@gmail.com Send email

Step 2

Enter the 6 digit verification code sent to your email.

046542 Verify

Back Cancel Continue

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

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](#)

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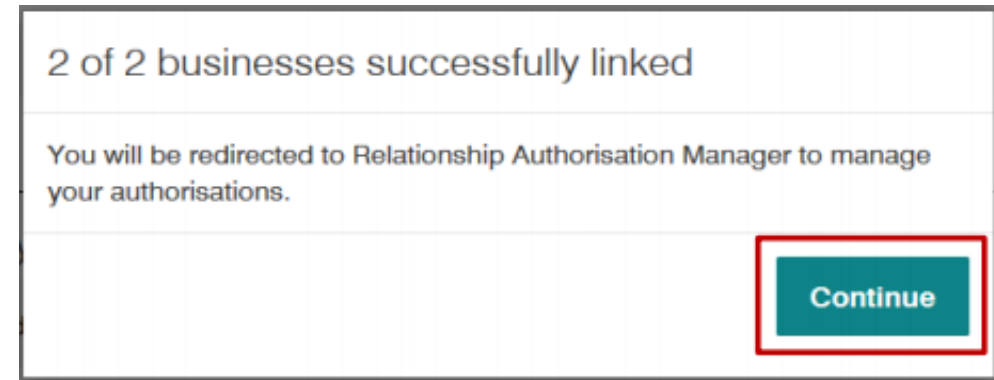
Step 2: Link you business within RAM



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

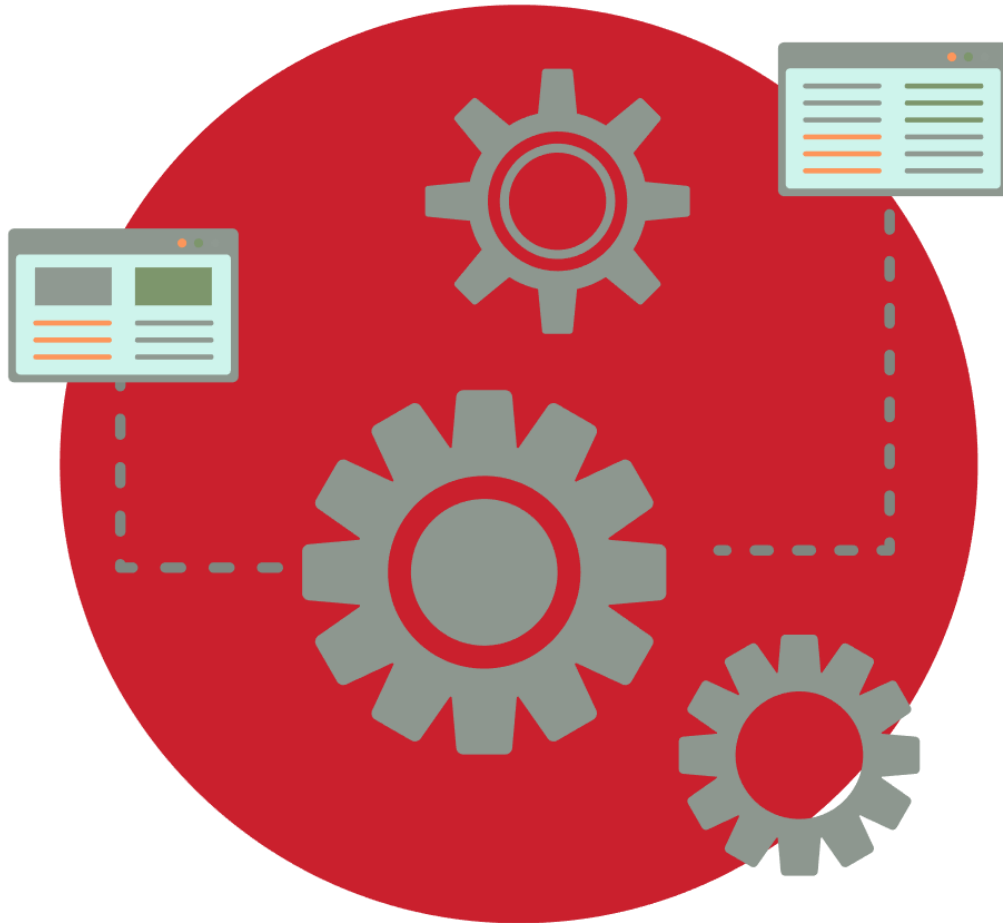


With your business successfully linked within the RAM website, the next steps will differ depending on how you access **VETtrak**.

-
- 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



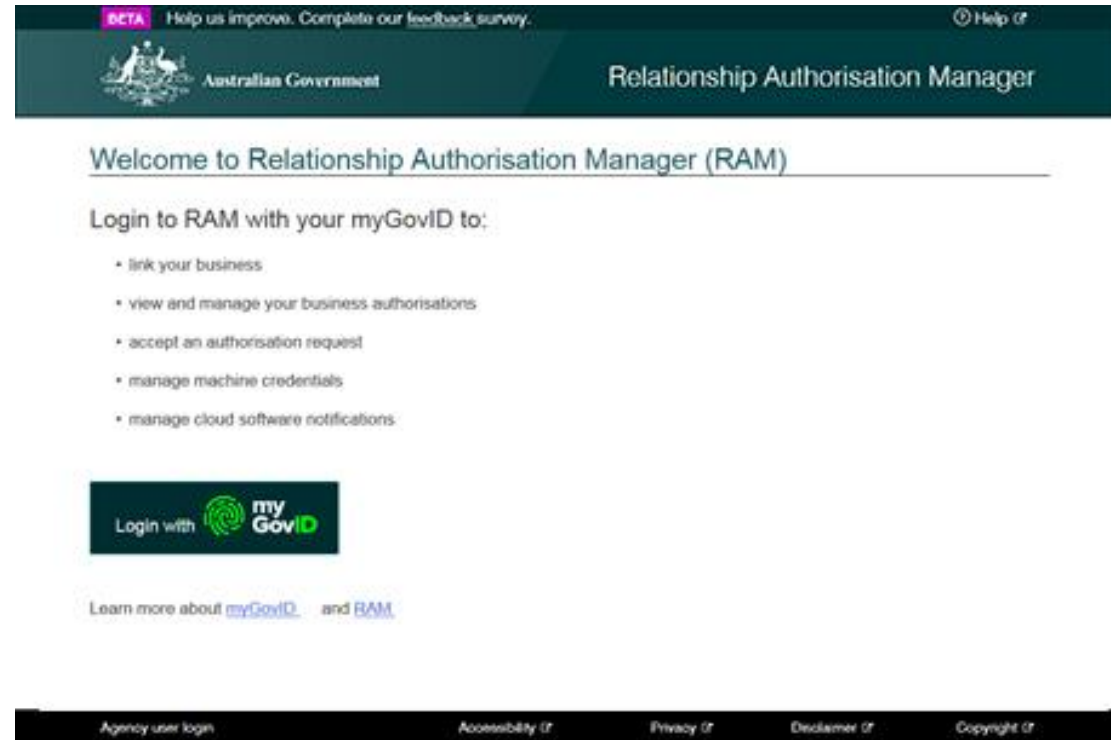
A machine credential is installed on a device and enables you to interact directly with government online services through your business software.

- 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.



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.

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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.

Submit

Note: The code is case sensitive

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Local Customers: Machine Credentials




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

This should be your RTO.

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 Australian Government

Relationship Authorisation Manager

Home Manage authorisations

Ameen Ahmed

Details of your authorisations are listed below.

To display details of your authorisation select 'View'. To manage authorisations select the business hyperlink. ⓘ

I can act for

Search by ABN or entity name

×

🔍

Add another business

Entity name ⌵	ABN ⌵	Status ⌴	Authorisation type ⌵	
Winston and Sons Gardening Services	45002001501	● Active	Authorisation administrator	View

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Local Customers: Machine Credentials



A page for the business will be displayed.

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

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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**

Representative name	Status	Authorisation type	
Roco, Phil	Pending	Authorisation user	View Edit Remove
Luu, Jane	Pending	Authorisation administrator	View Edit Remove
Winston, Robin	Active	Principal authority	View
Ahmed, Ameen	Active	Authorisation administrator	View
Pearce, Suzanne	Active	Authorisation administrator	View Edit Remove
Winston, Bryce	Active	Authorisation administrator	View Edit Remove
Winston, Brendon	Active	Authorised user	View Edit Remove
Winston, Daniel	Active	Authorisation administrator	View Edit Remove

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Local Customers: Machine Credentials



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

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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

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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.

The screenshot shows the RAM website interface. At the top, there is a header with the Australian Government logo and the text 'Relationship Authorisation Manager'. Below the header, there are navigation tabs: 'Home', 'Manage authorisations', and 'Manage credentials'. The main content area displays the business name 'Winston and Sons Gardening Services' and its ABN '45002001501'. Under the heading 'Create a machine credential', there is a section titled 'Software required' with a red minus icon. The text states: '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.' The link 'Machine credential downloads' is highlighted with a red box. Below this, a note states: 'NOTE: only Chrome and Firefox browsers can be used to create and download machine credentials'. Further down, there is a section titled 'Machine credentials' with an information icon and the text: 'No credential(s) found. There are no machine credentials for this business.' At the bottom, there is a table titled 'Machine credential administrators (MCA)' with columns for 'Name', 'Status', and 'Date'. The table contains one entry: 'Ahmed, Ameen', 'Active', and '11/11/2019'. Below the table, there is a pagination control showing '< 1 >'. At the bottom left, there is a 'Back' button. The footer contains links for 'Accessibility', 'Privacy', 'Disclaimer', and 'Copyright'.

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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

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Local Customers: Machine Credentials



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

Press it to get started.

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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

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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 page is titled 'Create machine credential'. It includes a header with the Australian Government logo and a navigation bar with links: Home, Manage authorisations, Manage credentials (active), Manage notifications, and History. The form contains the following fields:

- Keystore path ***: A text input field containing 'C:/Users/UC28C/AppData/Roaming/ATOMAS/keystore-new.xml'.
- Keystore password ***: A password input field with a strength indicator and a toggle for visibility. The password is masked with dots.
- Verify keystore password ***: A second password input field for verification, also masked with dots.
- Credential name ***: A text input field containing 'NewMachineCredential'.
- Identify the machine credential custodian ***: A text input field containing 'Ameen Ahmed'.

Below the fields, 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.'

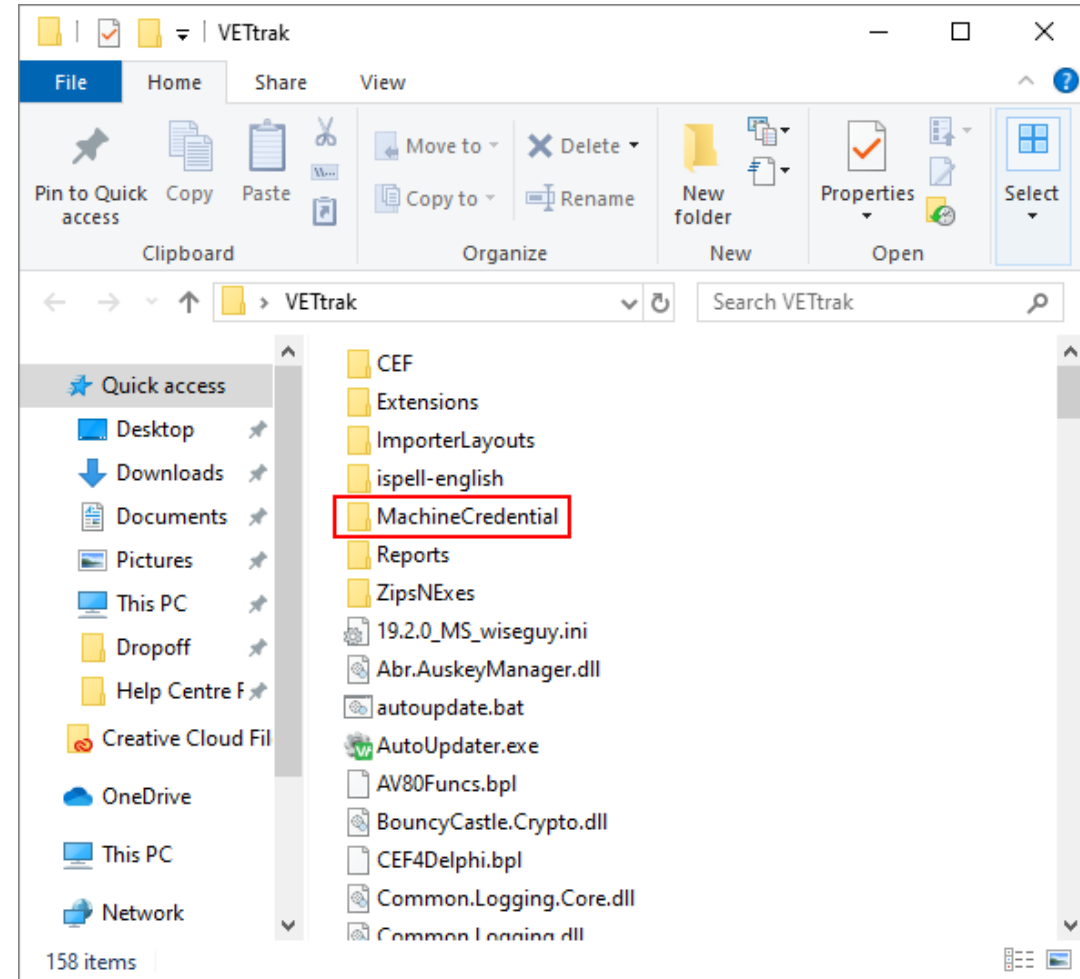
At the bottom of the form, there are two buttons: 'Cancel' and 'Download'.

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.

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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* ⓘ

C:/Users/UC28C/AppData/Roaming/ATOMAS/keystore-new.xml

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*

NewMachineCredential

Identify the machine credential custodian*

Ameen Ahmed

☒ * 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.

Cancel

Download

Local Customers: Machine Credentials



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

The image shows the VETtrak dashboard and the Organisation Wizard configuration window. The dashboard on the left has a menu with 'Configuration...' selected. A red arrow points from 'Configuration...' to the 'Organisation' section in the left sidebar. Another red arrow points from 'Edit organisation details...' to the Organisation Wizard window on the right.

Dashboard - VETtrak

- File
- Create
- Manage
 - Configuration...
- Record
- Report
- AVETMISS
- Qualifications...
- Employers... F5

Organisation Wizard

Configure organisation's USI settings.
Configure the USI (Unique Student Identifier) settings for the organisation. Press Next to continue.

USI (Unique Student Identifier) configuration

- ☒ Organisation is exempt from all USI requirements [Info](#)
- ☒ Organisation can use DVS Override instead of providing identity documents in USI applications [Info](#)
- ☒ Only allow certificate and statement awards to be created for clients with a verified USI [Info](#)

Organisation's machine credential (or device AUSkey) key store location [Info about machine credentials](#)

- ☐ Local user profile
- ☒ A specific key store file (XML file):
 [Browse...](#)
[Open selected key store](#)

Machine credential for organisation [Info](#) Credential password [Info](#) [Check](#)

[Cancel](#) [Back](#) [Next](#)

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, there is a navigation bar with the VETtrak logo, links for 'Community', 'Support Centre', and a 'Sign in' button. Below this is a search bar. The main content area displays the breadcrumb 'Help Centre > VETtrak > Unique Student Identifier (USI)' and the article title 'USI: Creating A Machine Credential In RAM [Local Customers]'. 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, a red exclamation mark icon precedes a note: 'Only locally-installed VETtrak customers need to follow this process. If your VETtrak is hosted, refer to this article instead.' Another note follows: '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.' At the bottom, it says: 'For a local VETtrak installation to access USI functionality, you will need to retrieve a Machine Credential from the Relationship Authentication Manager.' On the right side, there is a 'Follow' button and a section titled 'RECENTLY VIEWED ARTICLES' listing two articles: 'USI: Creating a Notification in RAM [Hosted Customers]' and 'USI: Setting up myGovID / RAM'.

VETtrak Community Support Centre Sign in

Search

Help Centre > VETtrak > Unique Student Identifier (USI)

USI: Creating A Machine Credential In RAM [Local Customers]

Follow

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.

! Only locally-installed VETtrak customers need to follow this process. If your VETtrak is hosted, refer to [this article](#) instead.

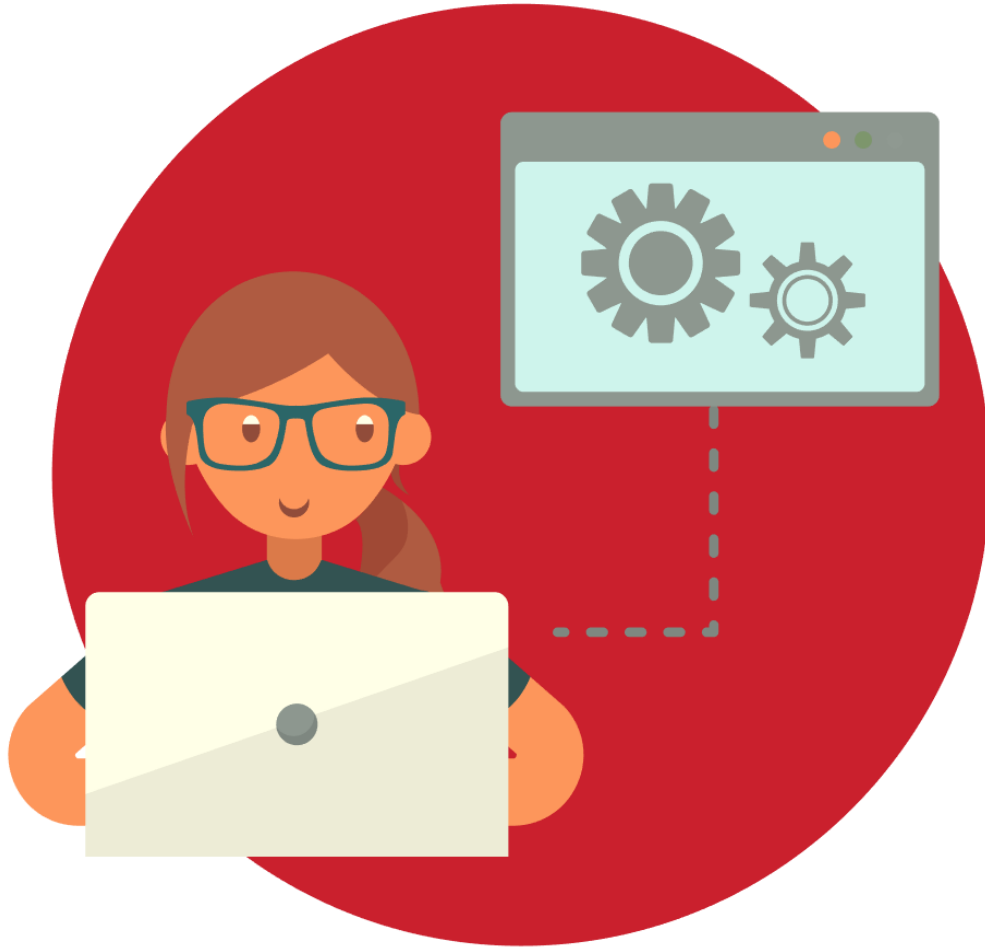
VETtrak Support is limited in the amount of assistance that can be provided for these processes - the websites and bodies involved are not managed by VETtrak as a company.

For a local VETtrak installation to access USI functionality, you will need to retrieve a **Machine Credential** from the **Relationship Authentication Manager**.

RECENTLY VIEWED ARTICLES

- [USI: Creating a Notification in RAM \[Hosted Customers\]](#)
- [USI: Setting up myGovID / RAM](#)

Hosted Customers: RAM Notification



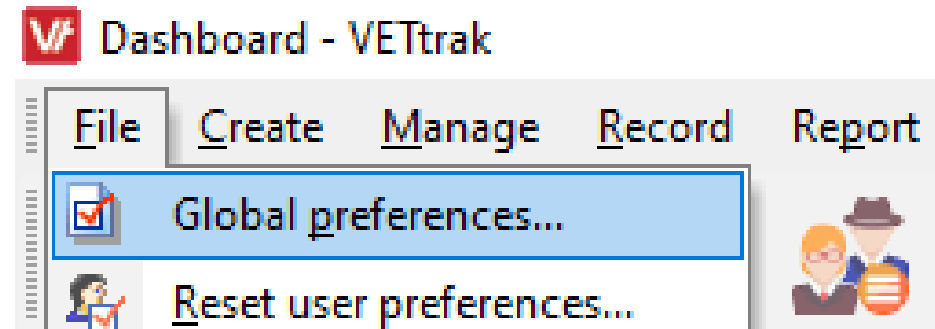
A **Notification** flags that the cloud-based software you are utilising will communicate with the government systems you wish to utilise - such as the USI web service.

- 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**:

The screenshot shows the 'VETtrak global preferences' window. On the left, a list of 'Preference items' includes 'General preferences', 'Compliance preferen...', 'Result Unit and Awa...', 'Task preferences', 'Programme preferen...', 'Email preferences', 'SMS preferences', 'Proxy server', 'Registration key', 'Report preferences', 'VETtrak version', 'FileTrak preferences', 'Trainer Portal', 'Student Portal', and 'Progress Portal'. The 'Compliance preferen...' item is selected. On the right, the 'Compliance Preferences' section has four tabs: 'AVETMISS', 'USI', 'USI CAA', 'AVS', and 'VIC'. The 'USI CAA' tab is selected and highlighted with a red box. Below the tabs, there is a checkbox labeled 'Use CAA to connect to USI service' which is checked, with an 'Info' link next to it. Below this, there are two fields: 'VETtrak Digital Service Provider ABN' with the value '92083795500' and a 'Copy' button, and 'Software ID (SSID)' with the value '00H6Z10000' and 'Edit' and 'Copy' buttons. At the bottom, there is a text block stating 'The above details are needed to create a notification for your ABN in RAM:' followed by the URL 'https://authorisationmanager.gov.au'. At the very bottom of the window are 'Cancel', 'Back', and 'Finish' buttons.

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!

The screenshot shows the 'VETtrak global preferences' window. The 'Compliance Preferences' tab is selected, showing options for AVETMISS, USI, USI CAA, AVS, and VIC. The 'USI CAA' option is active. A red rectangle highlights the 'VETtrak Digital Service Provider ABN' (92083795500) and 'Software ID (SSID)' (00H6Z10000) fields, each with a 'Copy' button. Below these fields, a message states: 'The above details are needed to create a notification for your ABN in RAM: https://authorisationmanager.gov.au'. The left sidebar lists various preference items, and the bottom has 'Cancel', 'Back', and 'Finish' buttons.

VETtrak global preferences

Set VETtrak preferences

Select the various tabs to display that page. Set the preferences and press Finish to save them.

Preference items

- General preferences
- Compliance preferen...
- Result Unit and Awa...
- Task preferences
- Programme preferen...
- Email preferences
- SMS preferences
- Proxy server
- Registration key
- Report preferences
- VETtrak version
- FileTrak preferences
- Trainer Portal
- Student Portal
- Progress Portal

Compliance Preferences

AVETMISS USI **USI CAA** AVS VIC

☒ Use CAA to connect to USI service [Info](#)

VETtrak Digital Service Provider ABN
92083795500

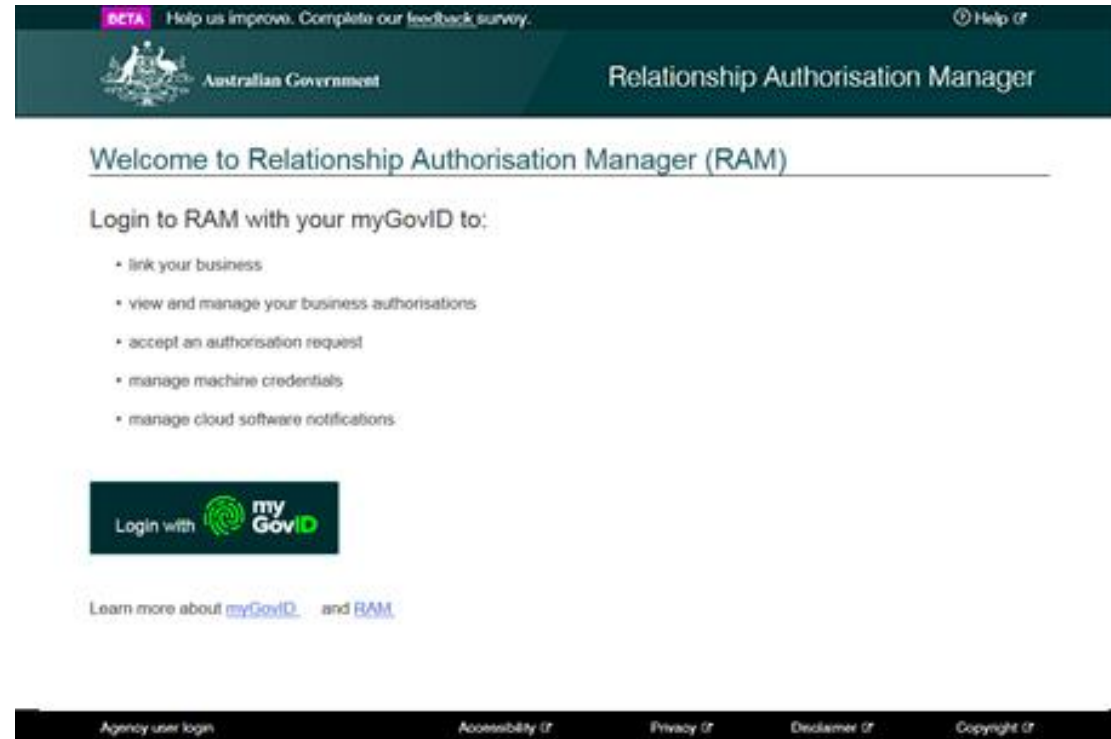
Software ID (SSID)
00H6Z10000

The above details are needed to create a notification for your ABN in RAM:
<https://authorisationmanager.gov.au>

Hosted Customers: RAM Notification



Log in to the RAM website using your myGovID details.



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.

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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.

Submit

Note: The code is case sensitive

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Hosted Customers: RAM Notification



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

This should be your RTO.

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 Australian Government Relationship Authorisation Manager

[Home](#) [Manage authorisations](#)

Ameen Ahmed

Details of your authorisations are listed below.
To display details of your authorisation select 'View'. To manage authorisations select the business hyperlink. ?

I can act for

[Add another business](#)

Entity name	ABN	Status	Authorisation type	
Winston and Sons Gardening Services	45002001501	Active	Authorisation administrator	View

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Hosted Customers: RAM Notification



A page for the business will be displayed.

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

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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](#)

RepresentativeHistory

Search by representative name...

Add new userImport AUSKey users

Representative name	Status	Authorisation type	
Roco, Phil	Pending	Authorisation user	View Edit Remove
Luu, Jane	Pending	Authorisation administrator	View Edit Remove
Winston, Robin	Active	Principal authority	View
Ahmed, Ameen	Active	Authorisation administrator	View
Pearce, Suzanne	Active	Authorisation administrator	View Edit Remove
Winston, Bryce	Active	Authorisation administrator	View Edit Remove
Winston, Brendon	Active	Authorised user	View Edit Remove
Winston, Daniel	Active	Authorisation administrator	View Edit Remove

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Hosted Customers: RAM Notification



A page for the business will be displayed.

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

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Help

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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...

X

Q

Add new user

Import AUSKey users

Representative name	Status	Authorisation type	
Roco, Phil	Pending	Authorisation user	View Edit Remove
Luu, Jane	Pending	Authorisation administrator	View Edit Remove
Winston, Robin	Active	Principal authority	View
Ahmed, Ameen	Active	Authorisation administrator	View
Pearce, Suzanne	Active	Authorisation administrator	View Edit Remove
Winston, Bryce	Active	Authorisation administrator	View Edit Remove
Winston, Brendon	Active	Authorised user	View Edit Remove
Winston, Daniel	Active	Authorisation administrator	View Edit Remove

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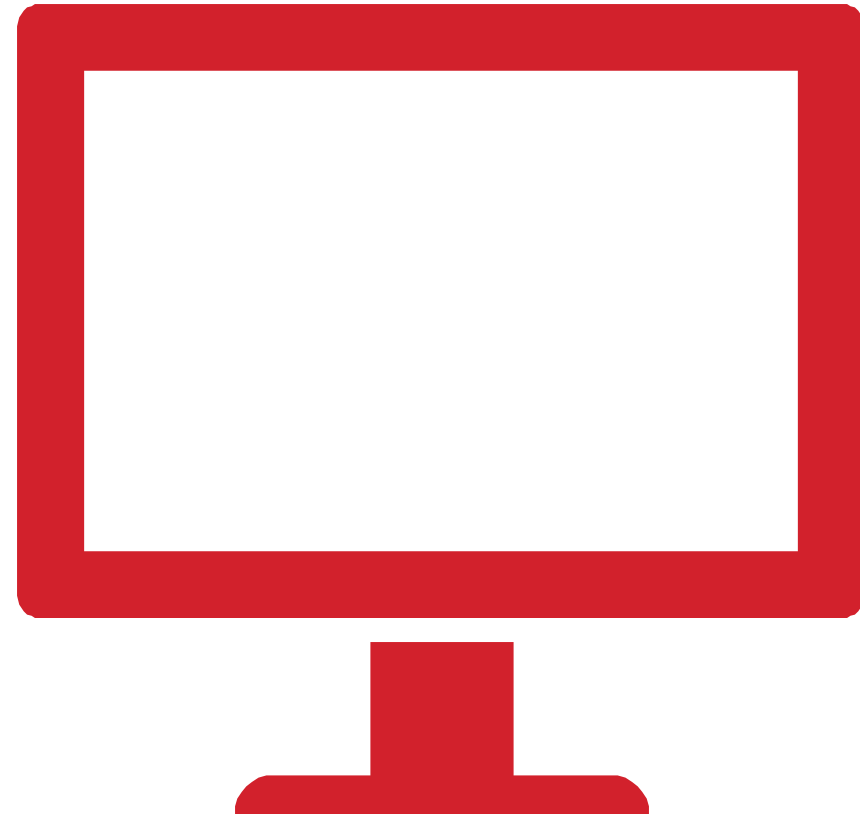
Copyright

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.

The screenshot shows the 'VETtrak global preferences' window. The title bar says 'VETtrak global preferences' with a question mark and a close button. Below the title bar, it says 'Set VETtrak preferences' and 'Select the various tabs to display that page. Set the preferences and press Finish to save them.' The left sidebar lists 'Preference items' with icons and labels: General preferences, Compliance preferen..., Result Unit and Awa..., Task preferences, Programme preferen..., Email preferences, SMS preferences, Proxy server, Registration key, Report preferences, VETtrak version, FileTrak preferences, Trainer Portal, Student Portal, and Progress Portal. The 'Compliance Preferences' tab is selected, showing sub-tabs: AVETMISS, USI, USI CAA (selected), AVS, and VIC. The 'USI CAA' sub-tab contains a checked checkbox 'Use CAA to connect to USI service' with an 'Info' link. Below this are two text input fields: 'VETtrak Digital Service Provider ABN' with the value '92083795500' and a 'Copy' button, and 'Software ID (SSID)' with the value '00H6Z10000' and 'Edit' and 'Copy' buttons. At the bottom, it states 'The above details are needed to create a notification for your ABN in RAM:' followed by the URL 'https://authorisationmanager.gov.au'. At the very bottom of the window are 'Cancel', 'Back', and 'Finish' buttons.

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 ? X

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 Division

Organisation state reporting codes and options

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
1100

Contact Person (Surname, Given)
Nick Fury

Phone Number
03 6331 1212

FAX Number
03 6333 3333

ABN
76-001 740-447

Email
reception@shield.gov.au

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

Address 2
No Fixed Address

Suburb/City/Town
Launceston

Load all

State
Tas

P'code
7250

Short name (internal use)
Shld

Public contact staff member
Schwenke, Jarvis Christoph - 00014

Clear

Provider Type
Enterprise - Government (51)

Clear

☒ Default
☐ Archived

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, there is a navigation bar with the VETtrak logo, links for 'Community', 'Support Centre', and a 'Sign in' button. Below this is a search bar. The main content area displays the breadcrumb 'Help Centre > VETtrak > Unique Student Identifier (USI)' and the article title 'USI: Creating A Notification In RAM [Hosted Customers]'. A yellow warning box states: '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 the warning, a red exclamation mark icon is followed by 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 'Follow' button and a section titled 'RECENTLY VIEWED ARTICLES' which lists: 'USI: Creating a Machine Credential in RAM [Local Customers]', 'USI: Setting up myGovID / RAM Contract/Enrolment Types', and 'USI: Creating a Notification in RAM [Hosted Customers]'.

VETtrak Community Support Centre Sign in

Search

Help Centre > VETtrak > Unique Student Identifier (USI)

USI: Creating A Notification In RAM [Hosted Customers] Follow

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.

! 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.

RECENTLY VIEWED ARTICLES

- USI: Creating a Machine Credential in RAM [Local Customers]
- USI: Setting up myGovID / RAM Contract/Enrolment Types
- USI: Creating a Notification in RAM [Hosted Customers]

For a hosted VETtrak system to access USI functionality, you will need to create a **Notification**

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.



VETtrak Update

Version 20.1 - That's a wrap!

VETtrak. Number 1 in RTO



Q&A

VETtrak. Number 1 in RTO