



## AUSKey Quick Start Guide

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### Getting an AUSKey (if you don't already have one)

Go to: [www.auskey.abr.gov.au](https://www.auskey.abr.gov.au) and register for an AUSKey. Select “Registering for AUSKey” and follow prompts.

The screenshot shows a web browser window with the URL <https://abr.gov.au/AUSKey/Registering-for-AUSKey/>. The page has a navigation bar with three tabs: "For Business, Super funds & Charities", "For Tax professionals", and "For Government agencies". Below the tabs is a horizontal menu with six items: "AUSKey explained", "Where you can use AUSKey", "Registering for AUSKey" (which is highlighted), "Setting up your AUSKey", "Managing AUSKeys", and "Help and support". The main content area is titled "AUSKey" and contains a sidebar with four links: "Registering for AUSKey", "Verify your eligibility for an AUSKey", "What type of AUSKey is right for you", and "Register for an AUSKey". The main content area also contains a section titled "Registering for AUSKey" with the following text: "Information about registering for an AUSKey. Before you start, make sure your system is [compatible](#). [Verify your eligibility for an AUSKey](#) The first step in obtaining your AUSKey is to find out if you are eligible. [What type of AUSKey is right for you](#) Choosing the right type of AUSKey is important as they have different privileges and are used to access different government online services. [Register for an AUSKey](#) Complete the online registration for AUSKey [Register someone else for an AUSKey](#) With an Administrator AUSKey you can nominate other users to act on behalf of your business."

Before you register for an AUSKey, please ensure your ABN details are up-to-date by calling **139 ABN (139 226)**.

[Register for an AUSKey](#)

You can either obtain an Administrator or Standard AUSKey. To access the Forms Administration portal, it makes no difference to your access.

### Registering for AUSKey

- Verify your eligibility for an AUSKey
- What type of AUSKey is right for you
- Register for an AUSKey**
- Register someone else for an AUSKey

## Register for an AUSKey

### Register for an Administrator AUSKey

[Eligible associates](#) of an Australian business number (ABN) can use the online registration to obtain an [Administrator AUSKey](#).

If you are not an eligible associate, an Administrator AUSKey user will need to [register you](#).

For the online registration you will need;

- the ABN of the business you want the AUSKey to be linked to
- your full legal name
- your date of birth
- your personal tax file number (TFN) – Providing your personal TFN is not mandatory, but will speed up the registration process. If you don't provide your TFN you will need to call **1300 AUSKey (1300 287 539)** and provide extra details so we can confirm your identity and complete the registration.
- an email address that only you have access to.

Once you submit your application your activation code and reference number will appear on the screen.

You should print or save this page as you will need the activation code to activate your AUSKey and the reference number if you contact us about your registration.

An email with instructions on how to [set up your AUSKey](#) will be sent to you.

### Register for a Standard AUSKey

You can register online for a [Standard AUSKey](#) or ask an Administrator AUSKey user to [register you](#).

For the online registration you will need:

- an Administrator AUSKey user's email address
- your full legal name
- an email address that only you have access to.

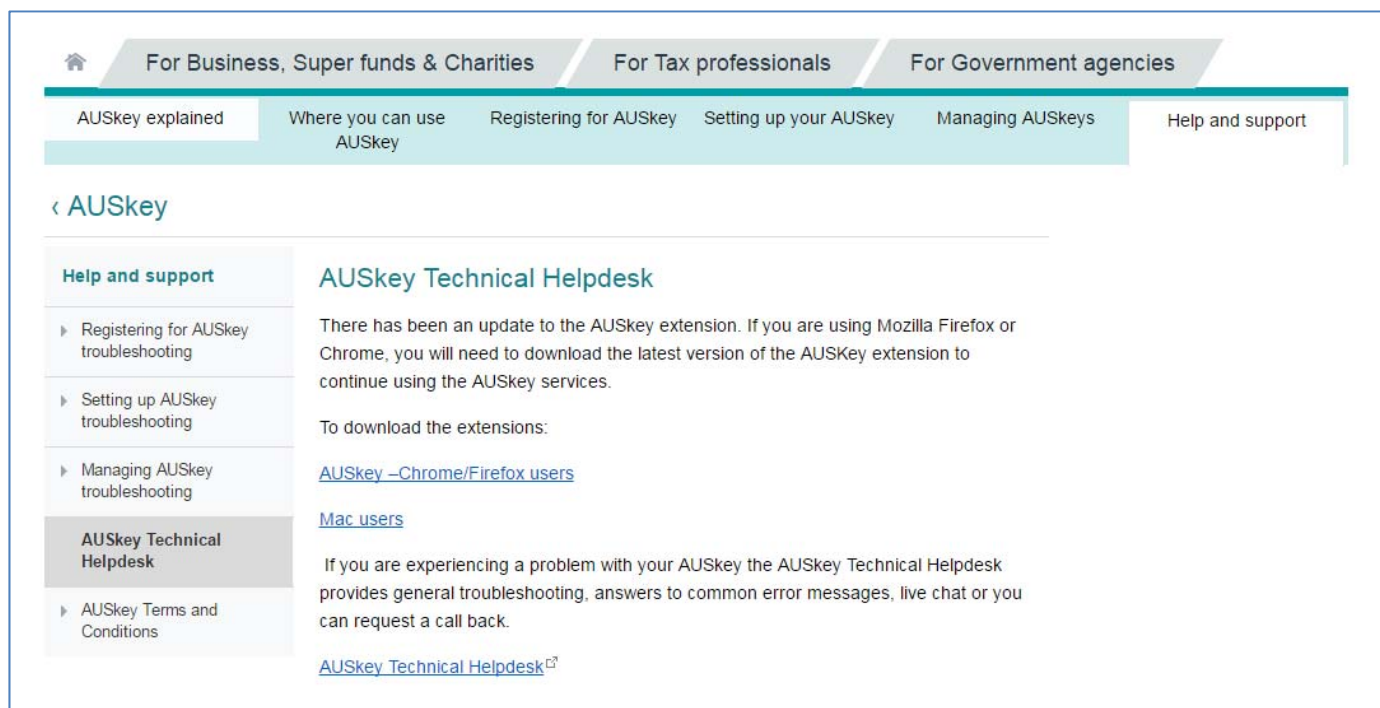
Once you submit your application your activation code and reference number will appear on the screen.

## AUSkey Troubleshooting

AUSkey have recently made changes to how your AUSkey works. Depending on which internet browser you use, you may need to upload software upgrades to ensure your AUSkey continues to work.

Firefox and Google Chrome require you to download a “Browser Extension”

Internet Explorer needs you to have the most current version of Java.



Home For Business, Super funds & Charities For Tax professionals For Government agencies

AUSkey explained Where you can use AUSkey Registering for AUSkey Setting up your AUSkey Managing AUSkeys Help and support

← AUSkey

**Help and support**

- ▶ Registering for AUSkey troubleshooting
- ▶ Setting up AUSkey troubleshooting
- ▶ Managing AUSkey troubleshooting
- AUSkey Technical Helpdesk**
- ▶ AUSkey Terms and Conditions

**AUSkey Technical Helpdesk**

There has been an update to the AUSkey extension. If you are using Mozilla Firefox or Chrome, you will need to download the latest version of the AUSkey extension to continue using the AUSkey services.

To download the extensions:

[AUSkey –Chrome/Firefox users](#)

[Mac users](#)

If you are experiencing a problem with your AUSkey the AUSkey Technical Helpdesk provides general troubleshooting, answers to common error messages, live chat or you can request a call back.

[AUSkey Technical Helpdesk](#)

Not sure of which web browser you use? You should be able to tell from the icons below.



Internet Explorer



Google Chrome



Firefox

If you are having trouble accessing Forms Administration with your AUSkey, you can test to see if it's working correctly by logging into the AUSkey Manager (refer to detailed instructions within this guide if you need assistance). If you are successful at logging into the AUSkey Manager, you will know that your AUSkey is working.

Contact Forms Administration's helpdesk by email: [helpdesk@formsadministration.com.au](mailto:helpdesk@formsadministration.com.au) and one of our Help Desk staff will endeavour to get you logged into the portal.

## Compatability Settings / Browser Extension

Sometimes there are some settings that need to be switched on in order for your AUSkey to work. You may be asked to check some of these settings if you are experiencing problems with your AUSkey.

<https://abr.gov.au/AUSkey/Help-and-support/Setting-up-AUSkey-troubleshooting/AUSkey-compatibility/>

AUSKey

Help and support

▶ Registering for AUSKey troubleshooting

▼ Setting up AUSKey troubleshooting

AUSKey compatibility

Download software for AUSKey

▶ Managing AUSKey troubleshooting

AUSKey Technical Helpdesk

▶ AUSKey Terms and Conditions

AUSKey compatibility

We've tested AUSKey against a range of common operating systems and browsers to see which ones work best. Although previous versions of browsers may work, it is recommended that you use the most recent version.

Below you'll find information about which systems and browsers are compatible with AUSKey.

You need administrator rights on your computer to install software. If you are on a network ask your IT department to assist with the installation.

**Note:** Microsoft Edge browsers, Chrome Operating System, and most Android and Apple mobile devices are not compatible with AUSKey.

Windows

AUSKey is compatible with the following browser versions:

■ Firefox – current and previous version with a [browser extension](#)

■ Chrome – current and previous version with a [browser extension](#)

■ Internet Explorer (IE) – works with the below operating systems with [Java software](#):

– Vista and 2008 server: IE versions 8, 9 and 10

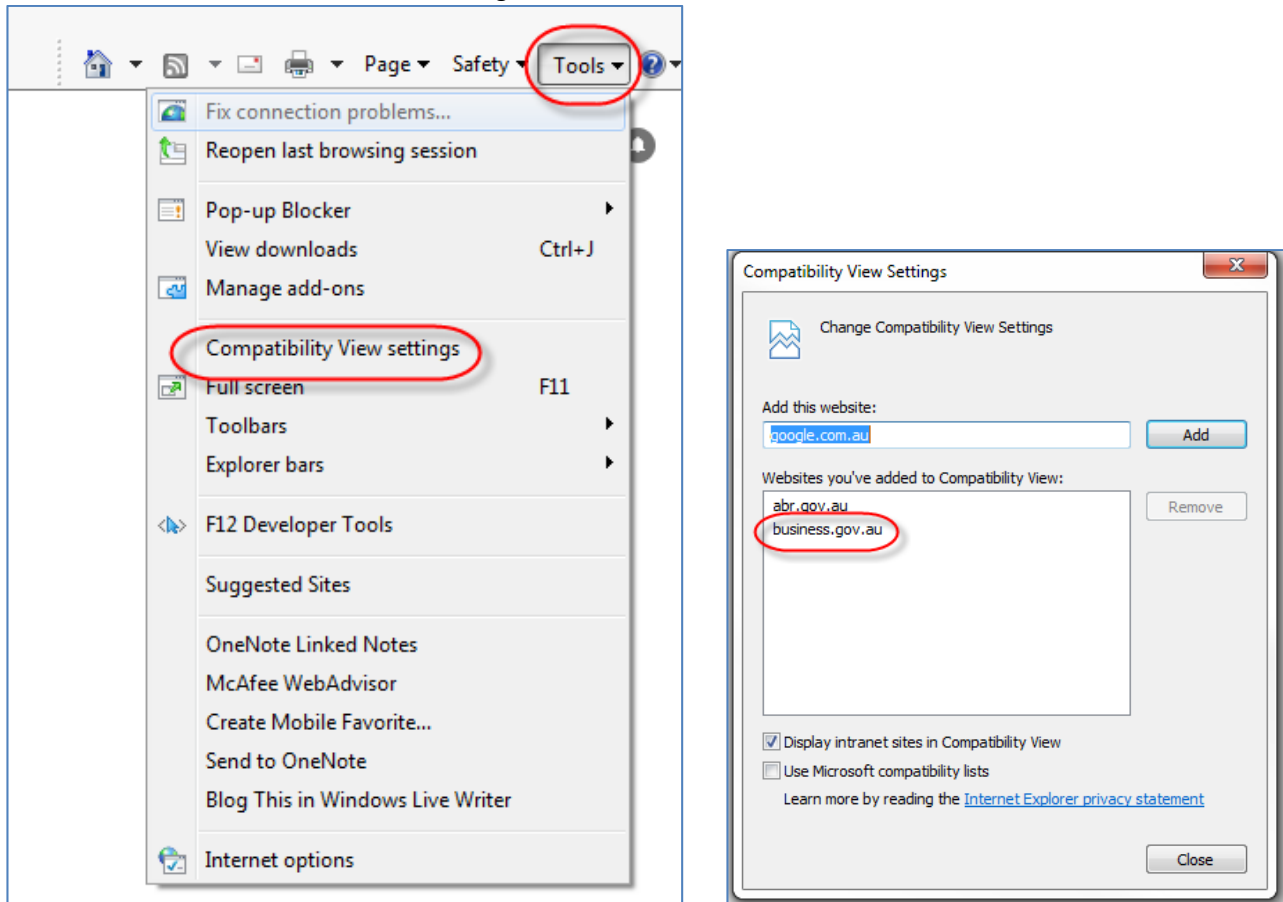
– Windows 7: IE versions 9, 10 and 11

– Windows 8 and 10: IE version 11 only.

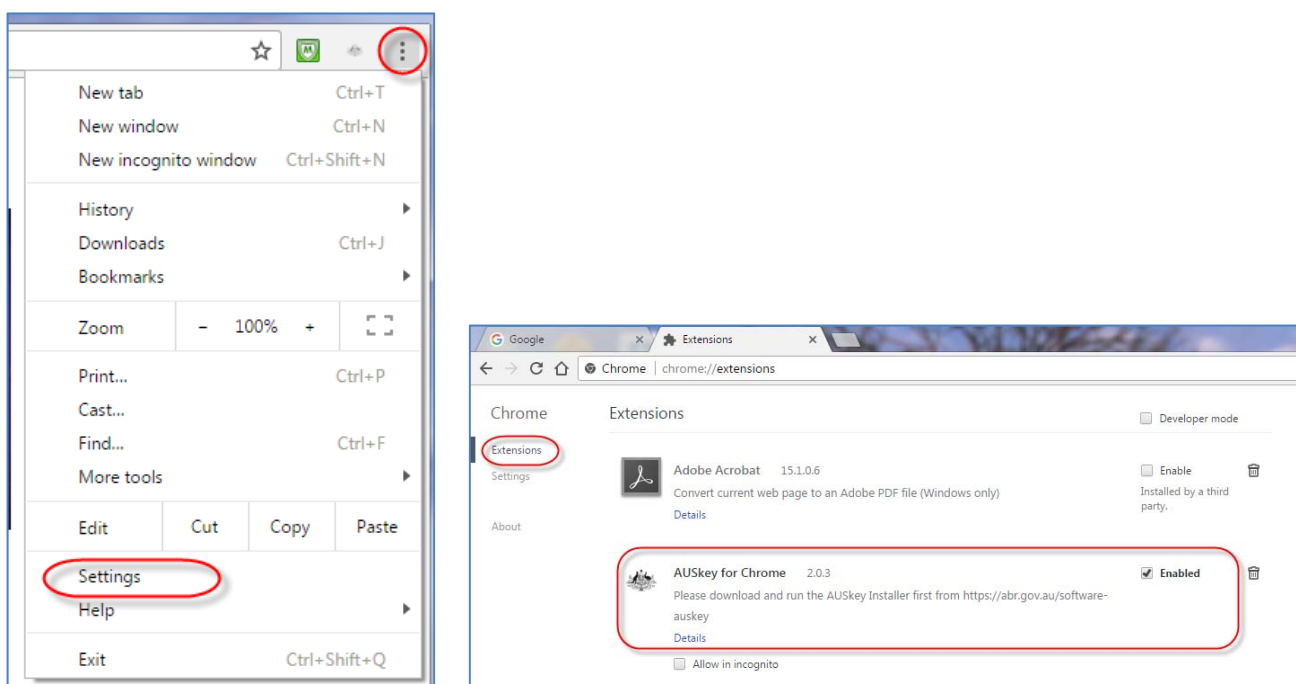
Internet Explorer 11 is currently experiencing issues with the latest version of Java for some users. The issue is being investigated. In the meantime use an alternative browser such as Chrome and Firefox with the relevant [browser extension](#).

Depending on the browser you normally use;

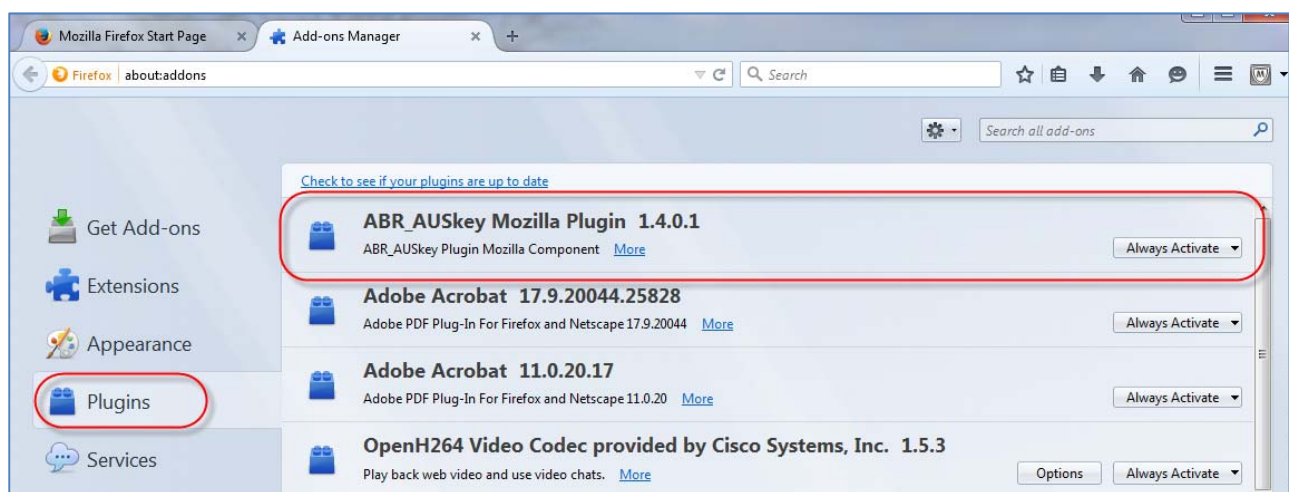
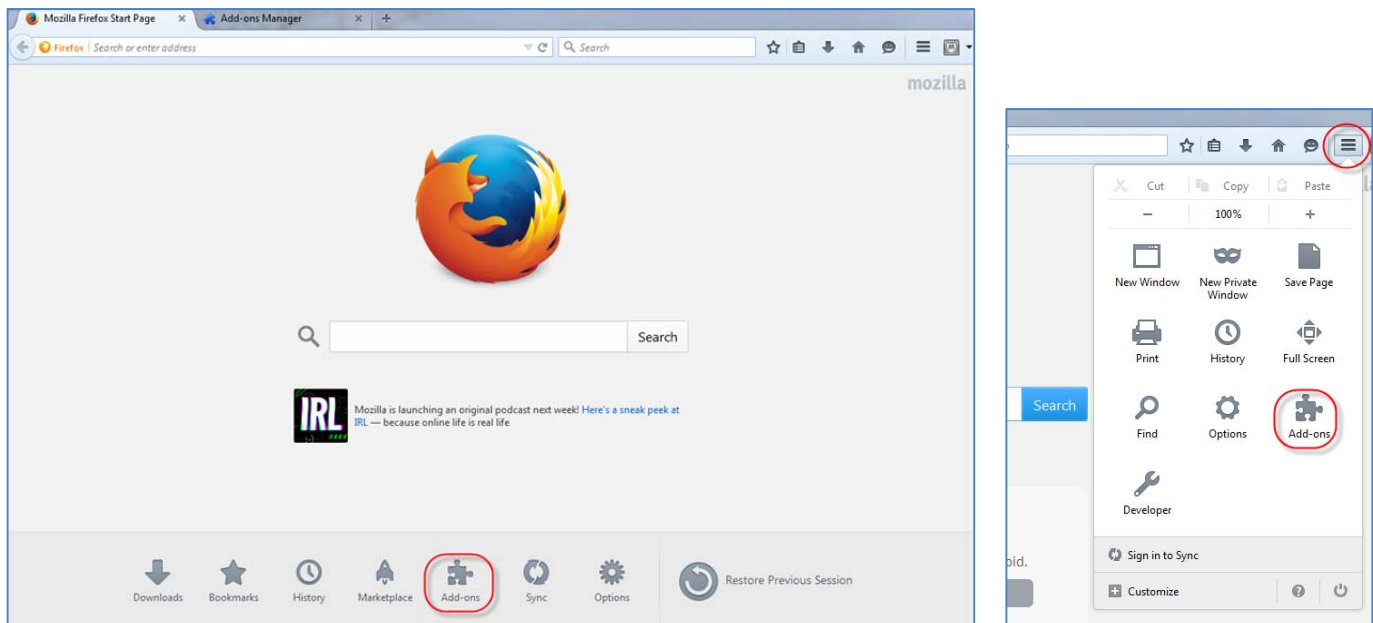
**Internet Explorer** – Compatibility View Settings are found under “Tools” on the menu bar, in order for AUSkey to work correctly, make sure that “business.gov.au” appears in the list. Do not add Forms Administration website to these settings.



**Google Chrome** – Ensure that the browser extension is enabled. Go to settings, and then select the extension tab. You should see the AUSkey for Chrome listed and that the enabled button is ticked. If you can't see AUSkey listed, you will need to download the extension from the AUSkey website.



**Firefox** – Plugins and Add-ons can be found by selecting the add-ons icon then plugins and ensure that AUSkey Mozilla plugin is “always activated”.



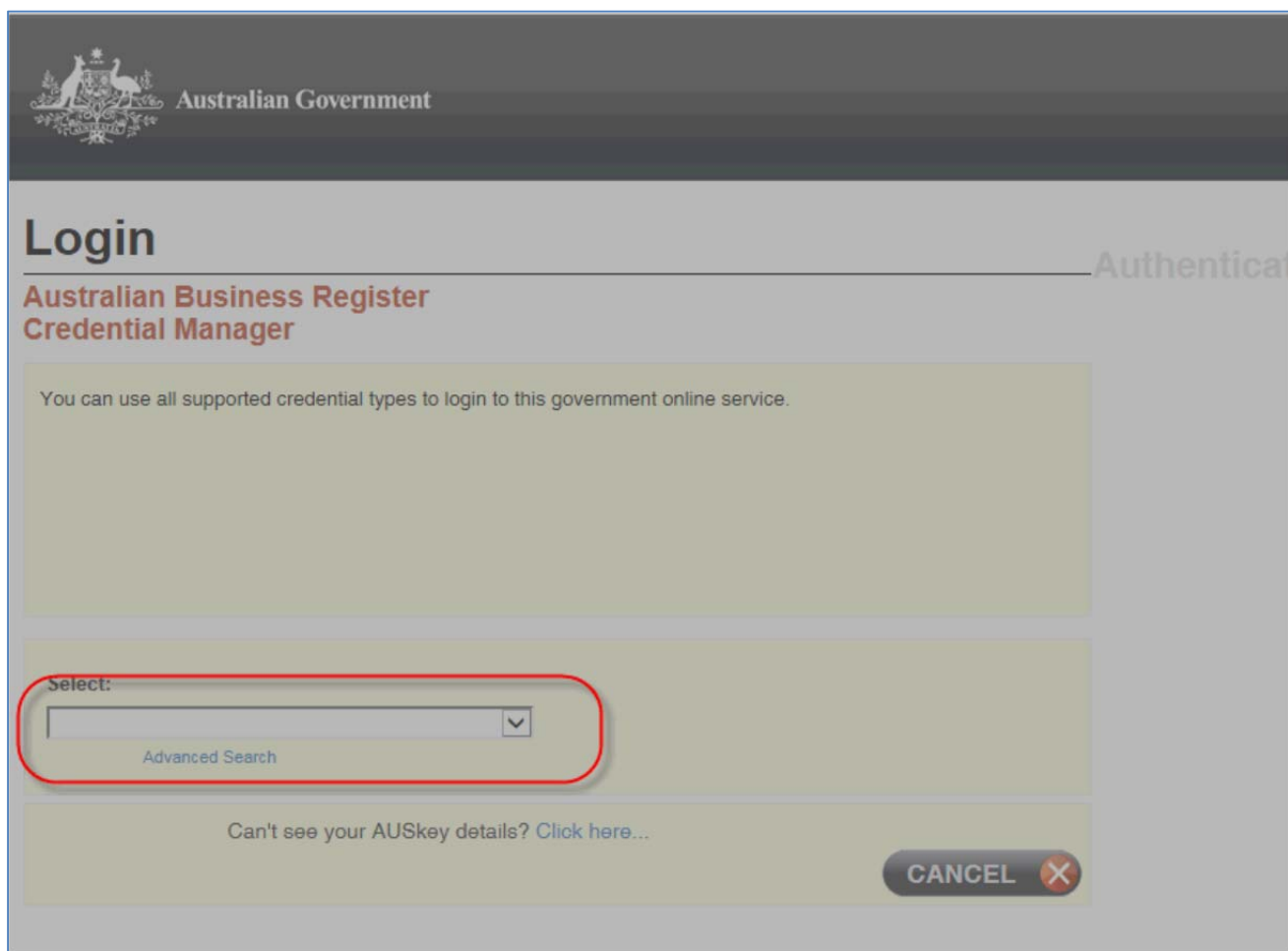


## AUSKey Manager

You can check to make sure your AUSKey is working correctly by logging into the AUSKey Manager on the Australian Business Register's website at: [www.auskey.abr.gov.au](http://www.auskey.abr.gov.au)

The screenshot shows the AUSKey Manager website. At the top, there is a header with the Australian Government and Australian Business Register logos, a search bar, and an accessibility link. Below the header is a navigation bar with three main sections: 'For Business, Super funds & Charities', 'For Tax professionals', and 'For Government agencies'. Under these sections are links for 'AUSKey explained', 'Where you can use AUSKey', 'Registering for AUSKey', 'Setting up your AUSKey', 'Managing AUSKeys', and 'Help and support'. The main content area is titled 'AUSKey' and includes a description: 'AUSKey is a secure login that identifies you when you use participating government online services on behalf of a business.' Below this is a section titled 'What are you looking for?' with a list of links: 'Will there be times when the site is down for maintenance?', 'How do I keep my AUSKey secure?', 'What if an employee with an AUSKey leaves?', 'I want to activate my AUSKey', 'Download the AUSKey software', and 'What online services can I use with an AUSKey?'. To the right of this section is a box titled 'AUSKey Manager' which contains the text: 'AUSKey Manager allows you to update your AUSKey details, change your password, cancel your AUSKey and more.' Below this text are two buttons: 'AUSKey Manager' and 'Login', which are highlighted with a red circle. Below the buttons is a link: 'Forgot your password?'. At the bottom of the page is a section titled 'Featured news' with two articles: 'AUSKey security improvements go live' and 'Use Internet Explorer 11 to run AUSKey on Windows 10'.

Just select your name from the drop down on the Credential Manager and enter your AUSKey password (remember, your AUSKey password cannot be reset. If you have forgotten your AUSKey password, you will need to contact AUSKey direct on 1300 AUSKey and AUSKey software will need to be reinstalled).



Australian Government

# Login

Australian Business Register  
Credential Manager

You can use all supported credential types to login to this government online service.

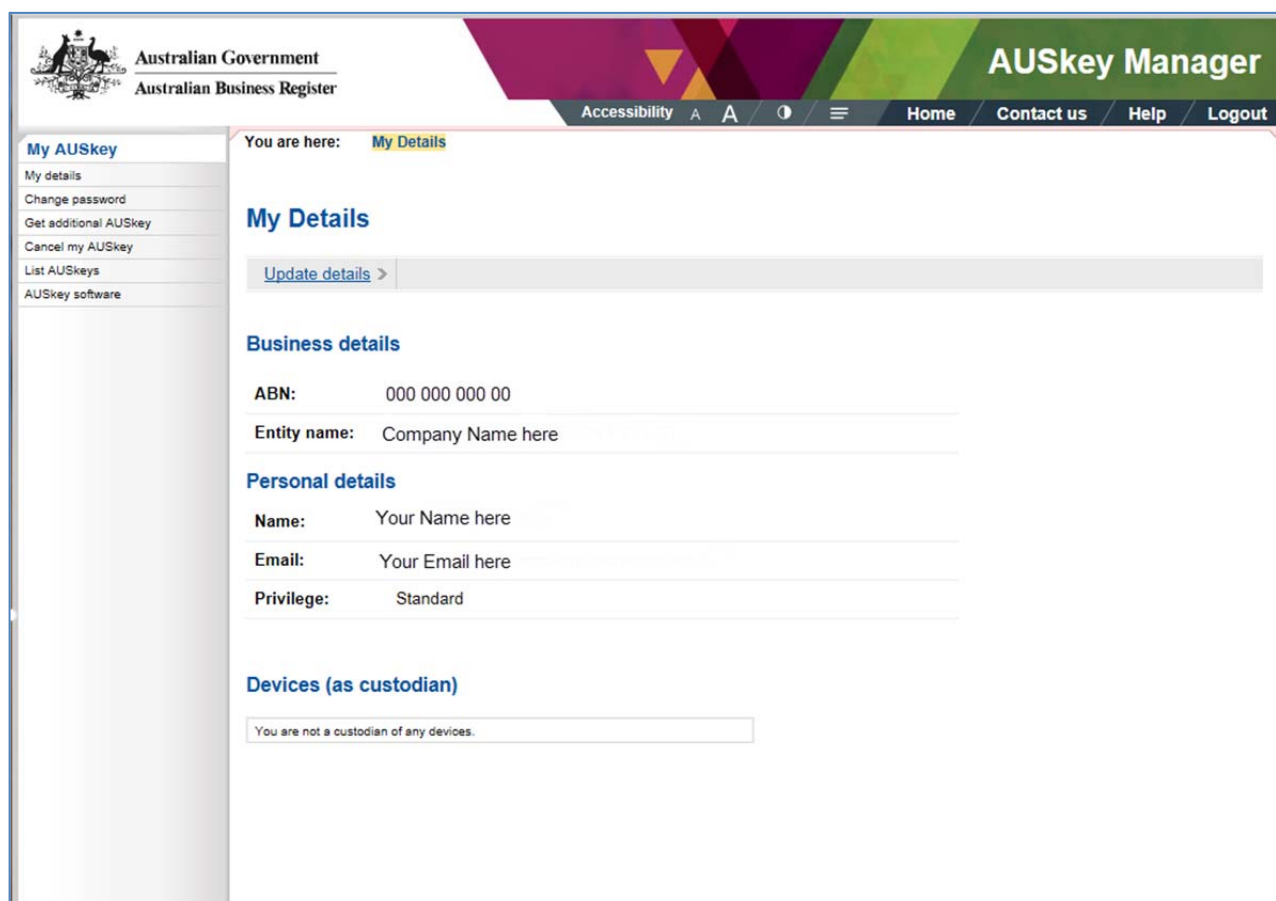
Select:

Advanced Search

Can't see your AUSKey details? [Click here...](#)

CANCEL

If your AUSKey is working correctly, you should be able to see your details.



Australian Government  
Australian Business Register

## AUSKey Manager

Accessibility A A

Home Contact us Help Logout

You are here: [My Details](#)

### My Details

[Update details >](#)

#### Business details

ABN: 000 000 000 00

Entity name: Company Name here

#### Personal details

Name: Your Name here

Email: Your Email here

Privilege: Standard

#### Devices (as custodian)

You are not a custodian of any devices.

**My AUSKey**

- My details
- Change password
- Get additional AUSKey
- Cancel my AUSKey
- List AUSKeys
- AUSKey software



## Requesting Access to Forms Administration portal

You need to register your AUSKey with Forms Administration. In order to do this, you need to email the following Request for Access to: [health@formsadministration.com.au](mailto:health@formsadministration.com.au)

Depending on the type of access you require, please select from one of the following requests for access.

### Request for Access – Online Forms

I would like to request access to the Forms Administration Online System using my AUSKey. I have approval from my organisation to access data related to my service data as I am a Key Personnel or have been authorised by a Key Personnel to do so.

My name as it appears on my AUSKey is: .....

My ABN as it appears on my AUSKey is: .....

My NAPS Id is: .....

My Contact Number is: ..... (optional)

Name and Position of authorising KP is:.....

### Request for Access – Aged Care Benchmarking

Forms Administration, I would like to request access to the Aged Care Benchmarking System using my AUSKey. I have approval from my organisation to access this data as I am a Key Personnel or have been authorised by a Key Personnel to do so.

My name as it appears on my AUSKey is: .....

My ABN as it appears on my AUSKey is: .....

My NAPS ID is: .....

My contact number is: .....

Name and Position of Authorising Key Personnel: ..... (if applicable).

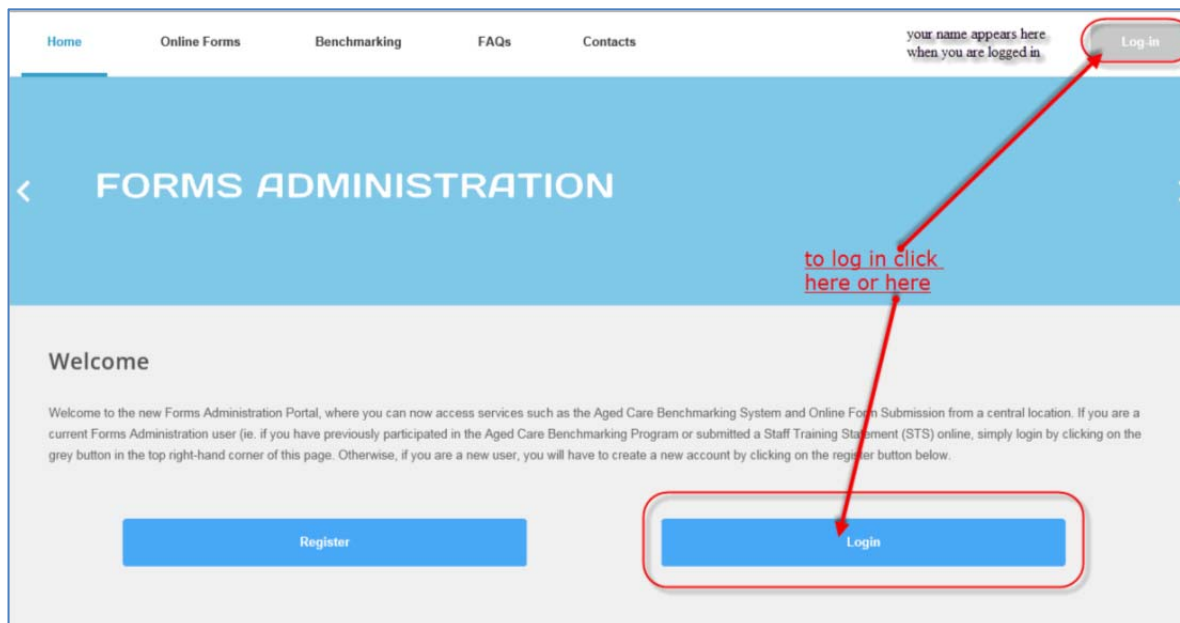
- *All personnel granted access to the Benchmarking Website will have access to input financial data and to view the “Basic” and/or “Advanced Cost-Centre” reports for the organisation/service.*
- *Should the Organisation/service wish to restrict access to the “Basic” and/or “Cost-Centre” data and reports, then a written request to remove login access for the nominated person must be submitted to Forms Administration Pty Ltd.*

**Please note: By completing the Aged Care Benchmarking Request for Access, you will also have access to the Online Forms portal.**

Once access has been granted, you will receive confirmation via email. Please be patient, it shouldn't take long once you have been notified.

## Log in via AUSkey – Forms Administration online forms portal.

Click "Log-in" and then "AUSkey Log in" on the next screen. When you see your name appear on the home screen beside "log-in" click the "Online Forms" tab.




### Still having problems?

If you have tested your AUSkey on the AUSkey Manager, requested access by completing and returning the "Request for Access" to Forms Administration, and you are not able to access the Online Forms Portal, please contact Forms Administration either by email [health@formsadministration.com.au](mailto:health@formsadministration.com.au) or phone (02) 4403 0640 and we will help you get your AUSkey access working.


It is important when you register your AUSkey details that you complete your name exactly as it appears on your AUSkey. If you have a middle name registered with Forms Administration, but not on your AUSkey, your AUSkey will not work correctly.

If you continue to experience difficulty in accessing the site, please contact Forms Administration.



**Australian Government**  
**Australian Business Register**

Search for ...

 For Business, Super funds & Charities

For Tax professionals

For Government agencies

**Contact us**

[Contact the ABR](#)

**Contact AUSkey**

[Contact us if you are a government agency](#)

[Complaints, objections and appeals](#)


[Lodge a form by mail](#)

[Manage ABN Connections](#)

## Contact AUSkey

Visit our [help and support](#) for information on how to register for, install or use your AUSkey. If you haven't found what you were looking for on our website you can contact us on **1300 AUSKEY (1300 287 539)**:

- (Option 1) Business: 8:00am–6:00pm weekdays
- (Option 2) Technical: 7:00am to midnight weekdays; 10:00am–4:00pm Saturdays

 If you contact us you may be asked for some details to [prove your identity](#).

If you are calling with an IT problem from overseas, phone us on **+61 2 6216 2982**. This number is available from 7:00am to midnight weekdays and 10:00am–4:00pm Saturdays, except Australian national public holidays. You can also email us at [technical.help@ato.gov.au](mailto:technical.help@ato.gov.au)

If you are calling with general AUSkey and ABR enquires or registration from overseas, phone us on **+61 2 6216 1111**. This number is available from 8:00am–6:00pm weekdays, except Australian national public holidays.

Note: All times on this page use Australian Eastern Standard Time (AEST).