



AUSkey Quick Start Guide

Contents

Important Information.....	1
Getting an AUSkey	2
AUSkey Troubleshooting.....	4
Using Internet Explorer	5
Firefox Browser Extension	7
Chrome Browser Extension.....	7
AUSkey Technical Help Desk website	8
Compatibility Settings / Browser Extension.....	10
AUSkey Manager.....	12
Requesting Access to Forms Administration portal.....	13
Log in via AUSkey	14
Taking a Screen Shot.....	15

Important Information

Forms Administration has been engaged by The Department of Health to Administer this portal on their behalf. This document has been created by Forms Administration to assist Approved Providers of Aged Care trouble-shoot issues surrounding access to the Department's online form portal.

Any changes made to the Forms Administration Portal will in no way affect any other Government Authentication site or Agency. If you wish to have access to MyAgedCare or Medicare, etc you will need to register your AUSkey directly with that Agency.

If you have any questions about access to the Forms Administration's portal, please contact the Forms Administration Helpdesk.

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

Go to: www.auskey.abr.gov.au and register for an AUSKey. Select “Registering for AUSKey” and follow the prompts.

Australian Government
Australian Business Register

Search for ...

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

Registering for AUSKey

Verify your eligibility for an AUSKey: Information about registering for an AUSKey. Before you start, make sure your system is [compatible](#).

What type of AUSKey is right for you: [Verify your eligibility for an AUSKey](#)

Register 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](#)

Register someone else for an AUSKey: 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.

Last modified: 06 Mar 2015 QC 378

Australian Business Register

AUSKey explained / Where you can use AUSKey / **Registering for AUSKey** / Setting up your AUSKey / Managing AUSKeys / Help and support

← AUSKey

Registering for AUSKey

Verify your eligibility for an AUSKey: **Register for an Administrator AUSKey**

What type of AUSKey is right for you: [Eligible associates](#) of an Australian business number (ABN) can use the online registration to obtain an [Administrator AUSKey](#).

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

Register someone else for an AUSKey: 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.

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.

To complete the registration, an email will be sent to your Administrator asking them to approve your request. If approved, you will receive an email with further instructions on [how to set up your AUSKey](#).

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](#)

If you are a small business

The [AUSKey Registration Guide](#)^{PDF} provides step-by-step instructions on how to register for and install an AUSKey authentication credential.

Last modified: 13 Feb 2018

QC 270

You can choose either an Administrator or Standard AUSKey. Both versions will give the same level of access on the Forms Administration portal, once you have completed and returned the "Request for Access" form.

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. The latest version of Java requires additional security levels and you will need to make some changes to the configuration of Java in order for your AUSKey to work correctly.

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 and one of our helpdesk staff will endeavour to get you logged into the portal.

Please include a “Screen Shot” of the error message in your email to Forms Administration.

Using Internet Explorer

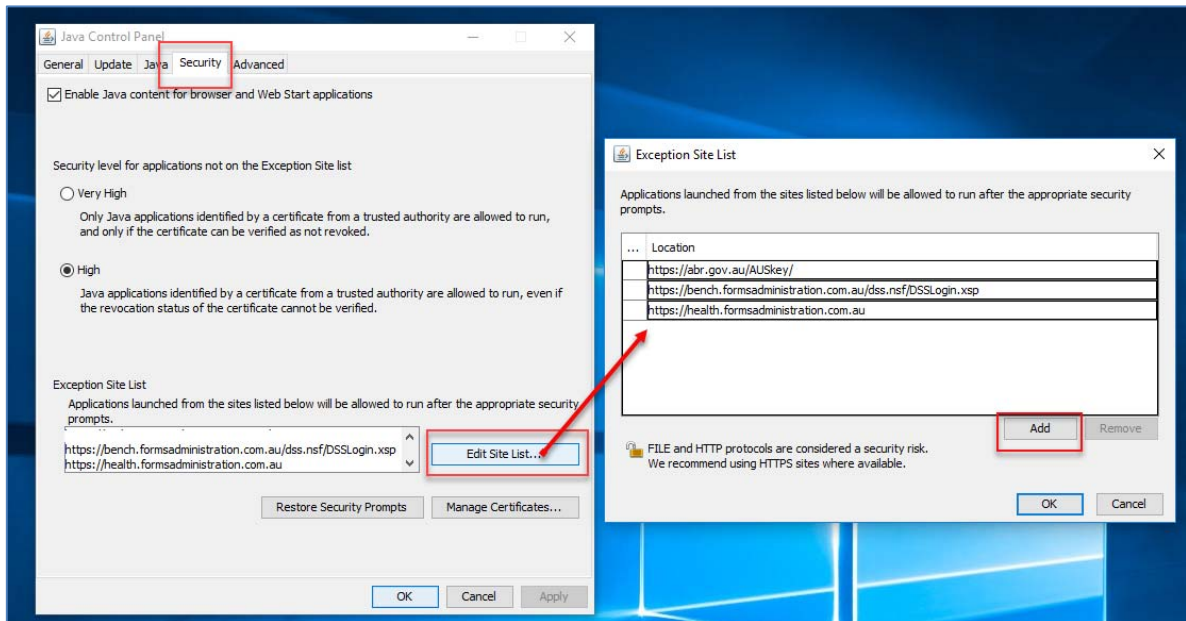
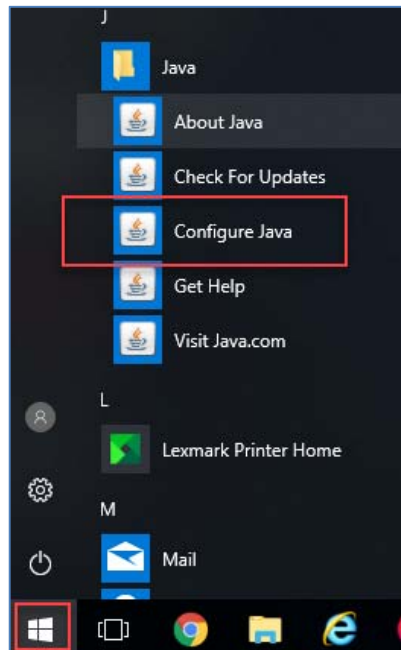
Is your Java up to date?

AUSKey requires you to have the most current version of Java in order to run the authentication. It will ask you to install an upgrade if your computer does not have the latest version running. You can check your version of Java anytime by visiting the Java Website at: www.java.com/en



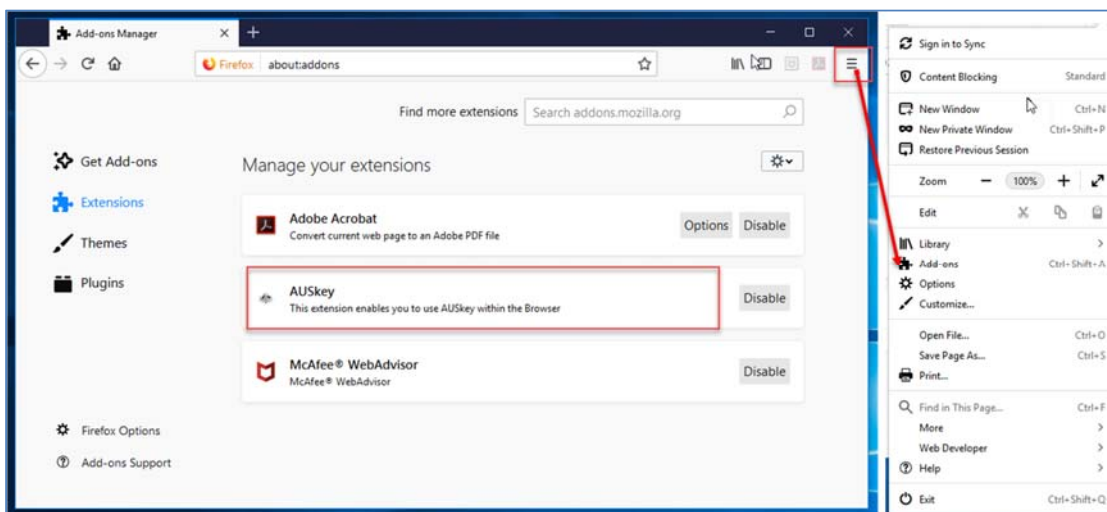
Version 8 Update 201 requires some additional security, and you will need to make some adjustments to the default settings once you have upgraded. If you are having problems getting your AUSKey to work, you may need to check the following:

Windows Button – find “Configure Java”. Select the “Security” tab and ensure the following websites are listed on your “Exception Site List”. If not, then add them by selecting “Edit Site List”, then “Add”. This will ensure that your AUSKey authenticates with both Forms Administration and the AUSKey Manager sites.



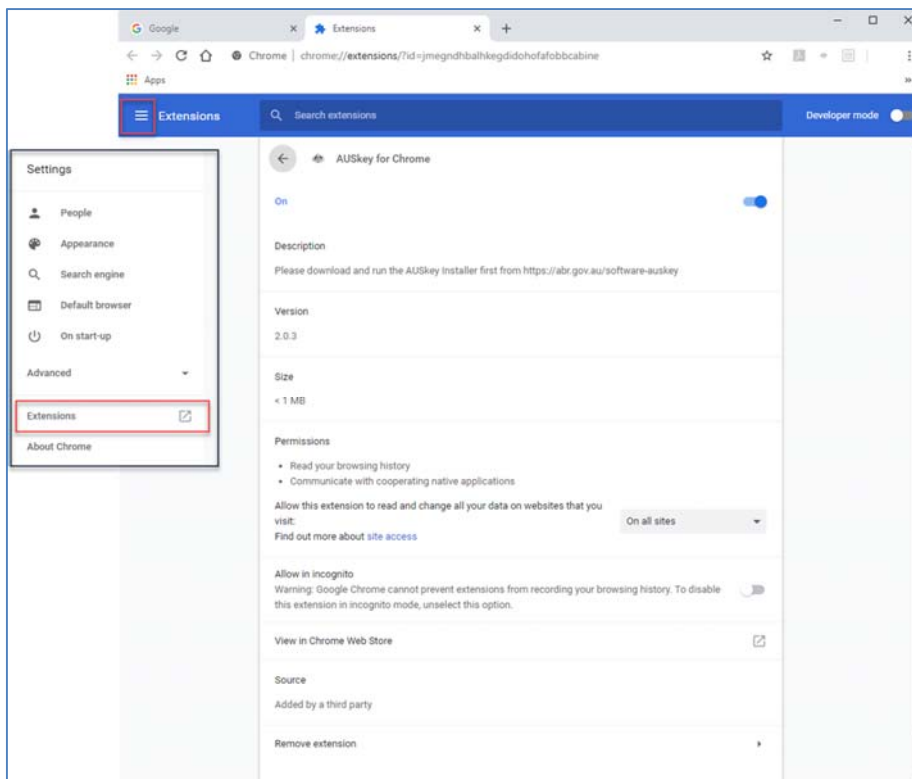
Firefox Browser Extension

Ensure that you have enabled the AUSKey extension software (auskeyinstaller.exe) that you downloaded from the AUSKey site (www.auskey.abr.gov.au).



Chrome Browser Extension

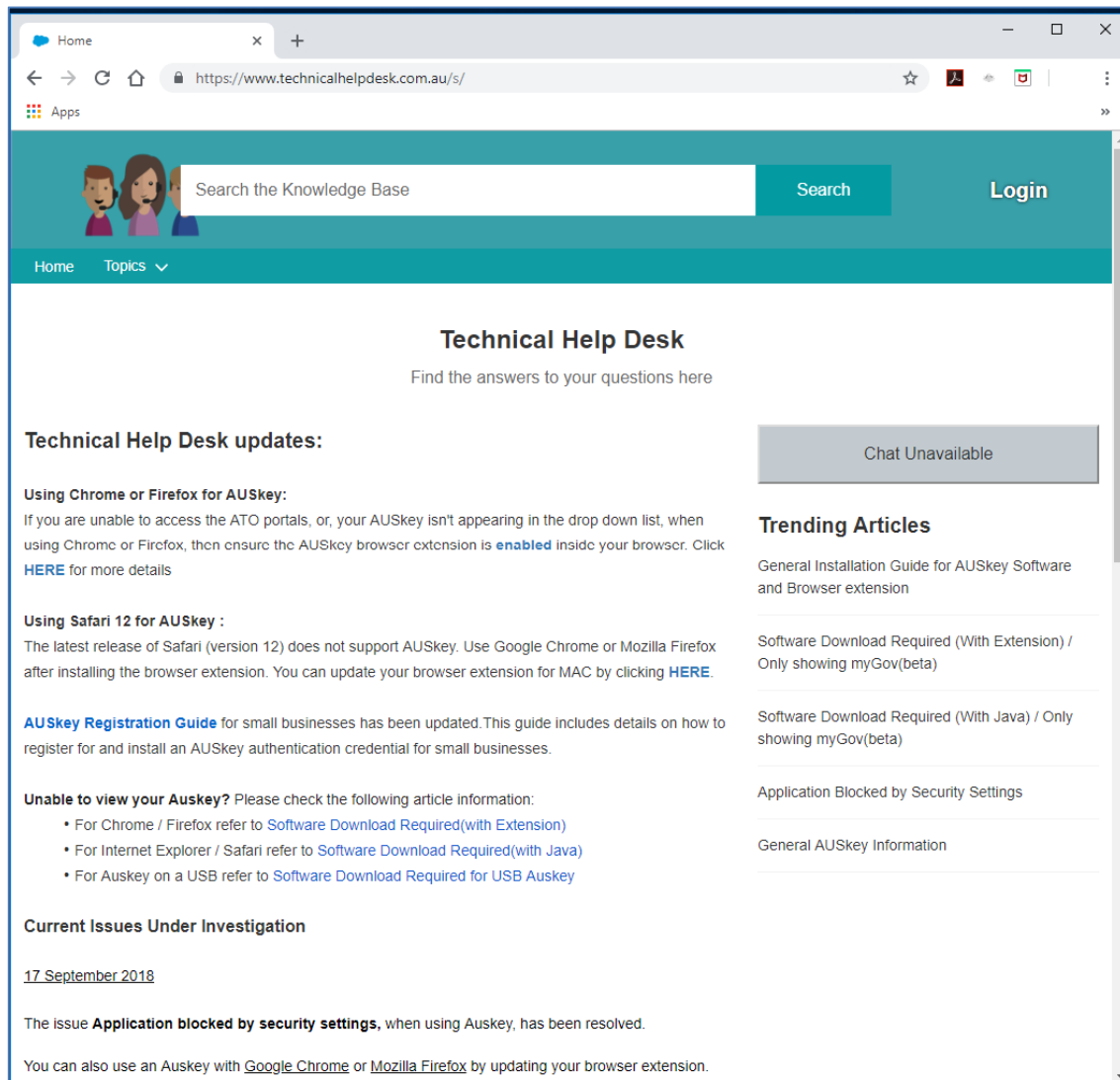
Ensure that you have enabled the AUSKey extension software (auskeyinstaller.exe) that you downloaded from the AUSKey site (www.auskey.abr.gov.au).



AUSKey Technical Help Desk website

AUSKey has a website that has online chat available, or a multitude of fixes for AUSKey problems. Please use their website if you continue to experience problems with your AUSKey. www.technicalhelpdesk.com.au

Please note, this site is continually being updated, so it is possible you will be able to find a fix for your problem.



Home

Search the Knowledge Base

Search

Login

Home Topics

Technical Help Desk

Find the answers to your questions here

Technical Help Desk updates:

Using Chrome or Firefox for AUSKey:
If you are unable to access the ATO portals, or, your AUSKey isn't appearing in the drop down list, when using Chrome or Firefox, then ensure the AUSKey browser extension is **enabled** inside your browser. Click [HERE](#) for more details

Using Safari 12 for AUSKey :
The latest release of Safari (version 12) does not support AUSKey. Use Google Chrome or Mozilla Firefox after installing the browser extension. You can update your browser extension for MAC by clicking [HERE](#).

AUSKey Registration Guide for small businesses has been updated. This guide includes details on how to register for and install an AUSKey authentication credential for small businesses.

Unable to view your Auskey? Please check the following article information:

- For Chrome / Firefox refer to [Software Download Required\(with Extension\)](#)
- For Internet Explorer / Safari refer to [Software Download Required\(with Java\)](#)
- For Auskey on a USB refer to [Software Download Required for USB Auskey](#)

Current Issues Under Investigation

17 September 2018


The issue **Application blocked by security settings**, when using Auskey, has been resolved.

You can also use an Auskey with [Google Chrome](#) or [Mozilla Firefox](#) by updating your browser extension.

Chat Unavailable

Trending Articles

- General Installation Guide for AUSKey Software and Browser extension
- Software Download Required (With Extension) / Only showing myGov(beta)
- Software Download Required (With Java) / Only showing myGov(beta)
- Application Blocked by Security Settings
- General AUSKey Information



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

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).

Issue - Login page - Can see the myGov option, but can't see your AUSKey details

To use your myGov username and password to login, you will need to [connect the ABN](#) to your [myGov](#) account.

If you need to use an AUSKey and cannot see your AUSKey details on the login screen, follow the general troubleshooting steps below.

General troubleshooting

To get AUSKey working on your computer, follow these steps:

1. Check your operating system and internet browser are [compatible with AUSKey](#).
2. Check you are using the [latest software for AUSKey](#).

[AUSKey compatibility](#)

AUSKey has been tested against operating systems and browsers.

[Download software for AUSKey](#)

Download the right version of the AUSKey software for your computer or USB stick.

Compatibility 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

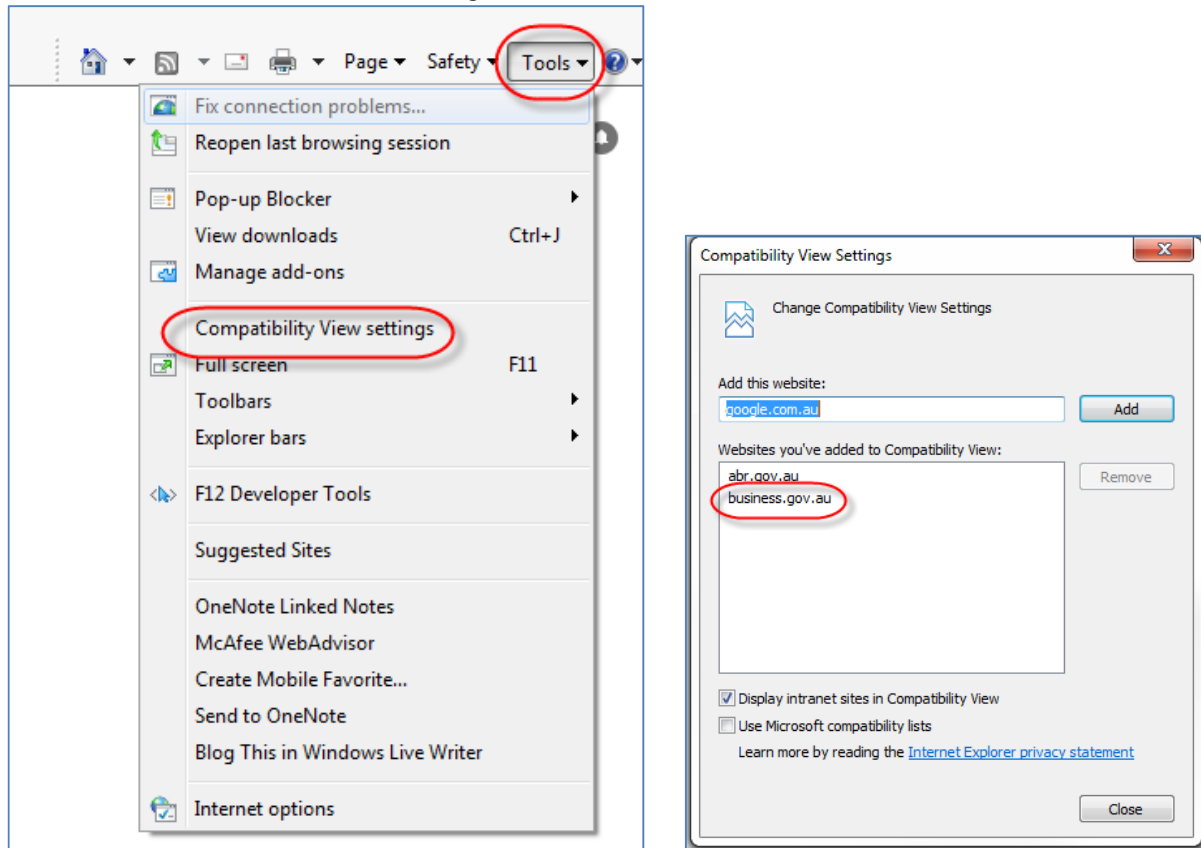
AUSKey is compatible with the following browser versions:

- 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;

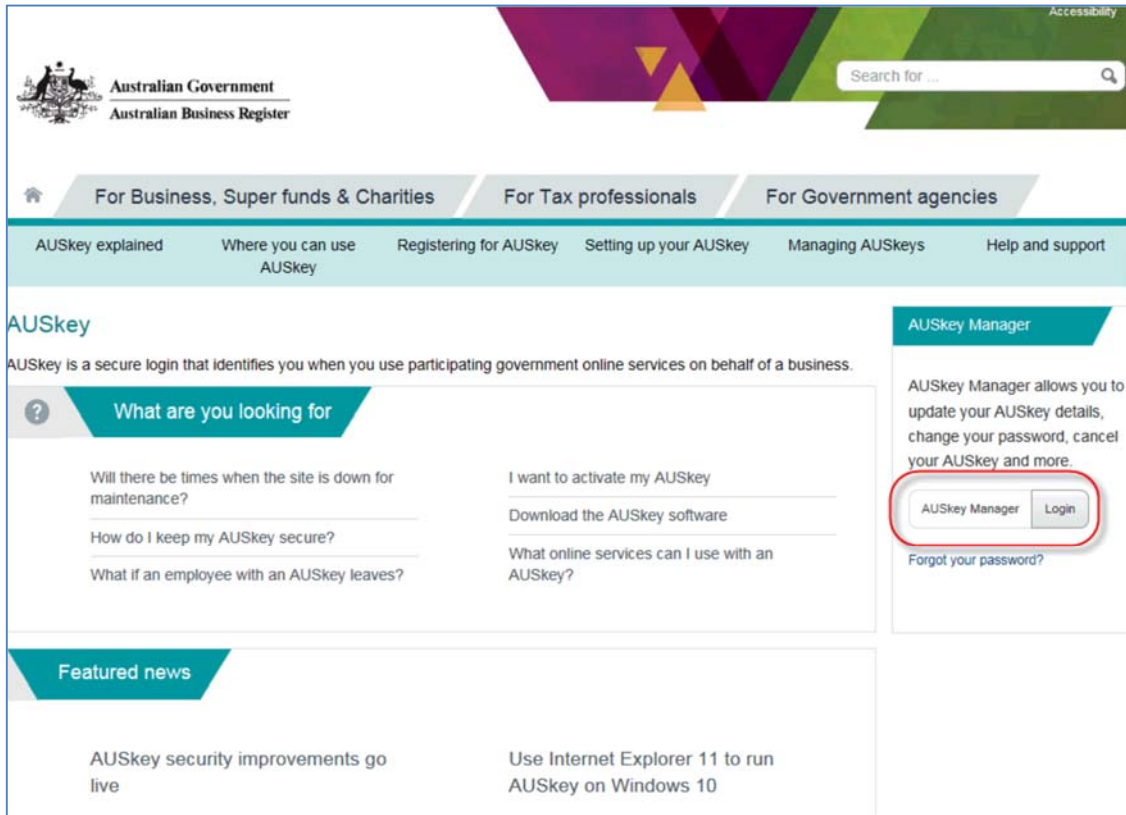
Internet Explorer – Compatibility View Settings are found under “Tools” on the menu bar, in order for AUSKey to work correctly, make sure that “business.gov.au” appears in the list. Do not add Forms Administration website to these settings.



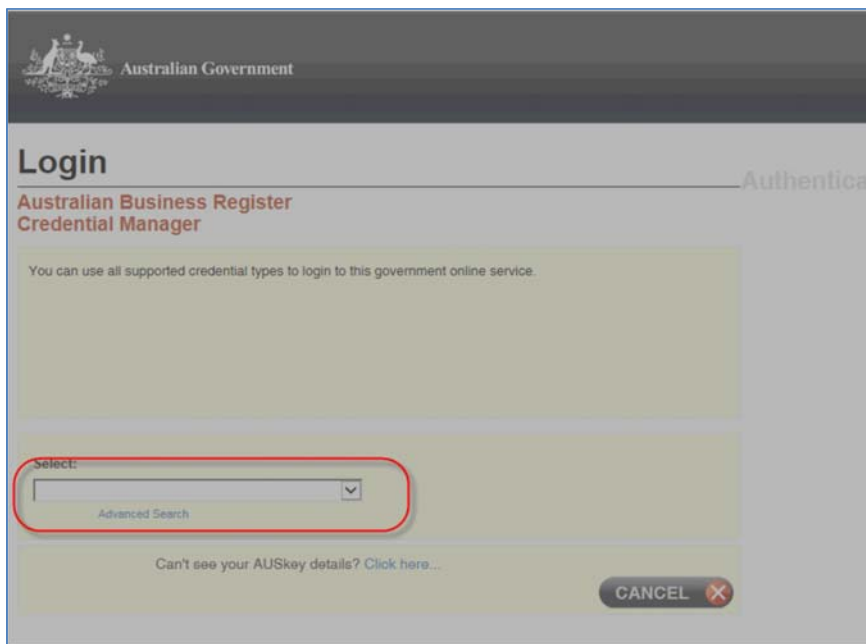
Firefox and Chrome – see downloading the browser extension software above.

AUSKey Manager

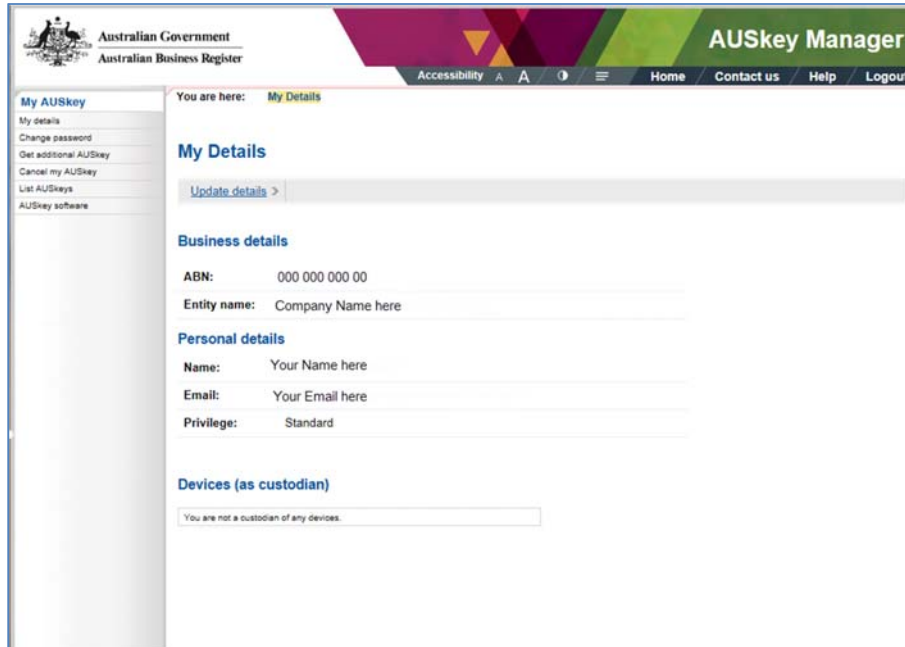
You can check to make sure your AUSKey is working correctly by logging into the AUSKey Manager on the Australian Business Register's website at: www.auskey.abr.gov.au



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 (1300 287 539) and AUSKey software will need to be reinstalled).



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



Requesting Access to Forms Administration portal

Once you have an AUSKey, it will need to be registered with Forms Administration. In order to do this, you need to email the following “Request for Access” to: health@formsadministration.com.au

Depending on the type of access you require, please advise when requesting access, the specific form (ie. Aged Care Financial Report (ACFR) / Higher Accommodation Supplement (HAS) or General).

Request for Access – Online Forms (name of form)

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 (ie Director/Board Member/CEO/CFO/etc) to do so.

My name as it appears on my AUSKey is:

My position is:

My ABN as it appears on my AUSKey is:

My NAPS Id is:

My Contact Number is:

My Contact Email is:

Name of authorising Key Personnel is:

Position of authorising Key Personnel is:

Email of authorising Key Personnel is:

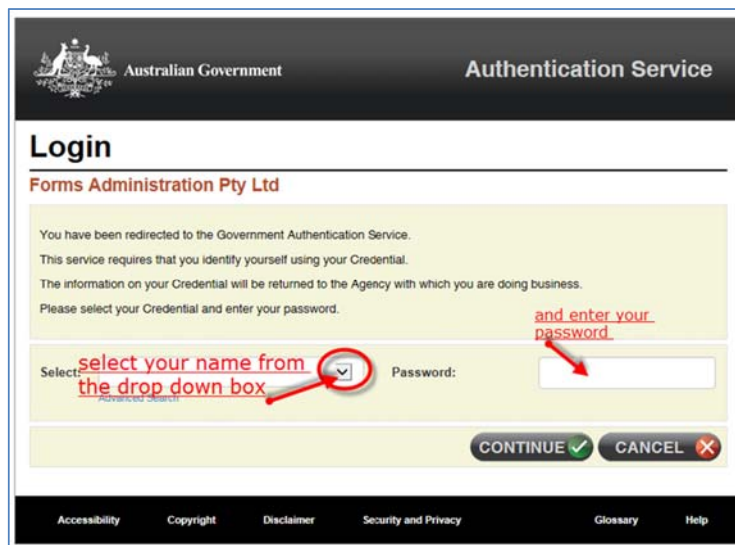
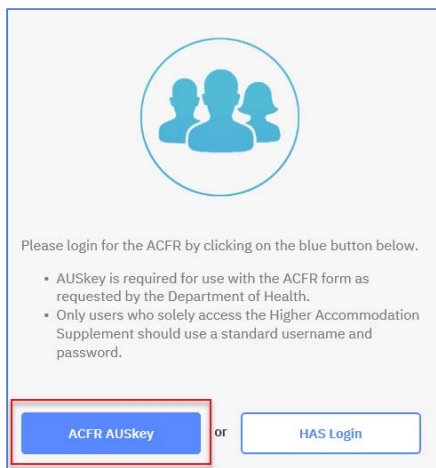
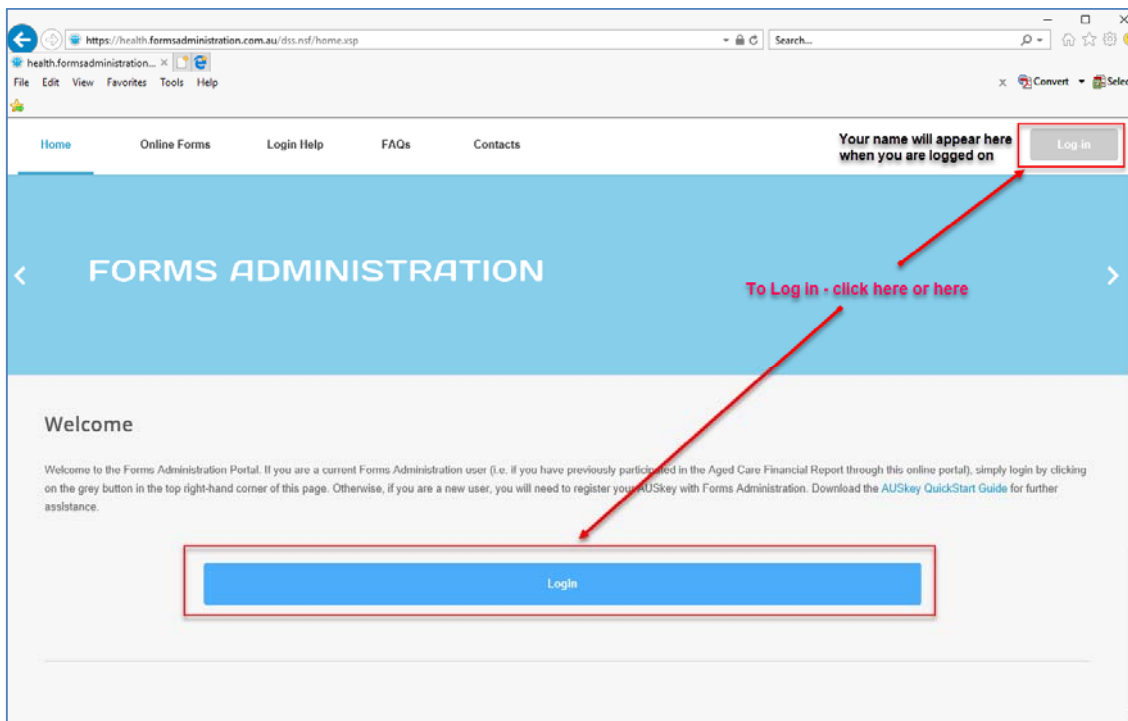
Contact phone number of authorising Key Personnel is:.....

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

Please note: If you wish to access the ACFR portal, you must specifically request access to this form, otherwise you will only be granted General access.

Log in via AUSKey – Forms Administration online forms portal.

Click "Log-in" and then "AUSKey Login" 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 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.

Taking a Screen Shot

Depending on your keyboard, you should see a button similar to the picture below. In this instance you need to hold the Shift Key and the Print Screen Key (Prt Sc) simultaneously to “copy” the image, you then need to open a blank word document and paste the image by holding the “Ctrl and V”(short-cut keys to paste).

There are many different types of keyboards, so you will need to look at yours to determine where your print screen key is located and which keys you need to press in order to take a copy of your screen. You could have your Print Screen as a different colour on your keyboard, if this is the case, you should have a function key (Fn) that is also the same colour that you would hold down simultaneously with the print screen instead of the Shift key.



Forms Administration Help Desk: helpdesk@formsadministration.com.au

Phone: (02) 4403 0640