



Partner Portal – Registering Authorised Users

A guide for the Principal Authority / Authorisation Administrator
on how to register authorised users for Partner Portal access



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1. OVERVIEW OF PARTNER PORTAL

The Partner Portal provides a secure way for eligible organisations to access Department of Employment, Small Business and Training services including:

- Apprenticeships Info Self Service (AISS) – a search facility for:
 - Contractual information for organisations registering apprentices and trainees in Queensland, to retrieve and calculate the previous training credit available to the apprentice or trainee.
 - Award information for Skills Assure Supplier (SAS) Registered Training Organisations (RTO's) to assess student eligibility for funding under VET Investment programs.
- AVETMISS Training Activity (ATA) – for RTO's to electronically lodge AVETMISS data submissions, access validation error reports and view submitted NAT file data.
- Training Downloads – to enable organisations to download information from departmental databases relevant to their organisation only, including information on apprentice/trainee training contracts, RTO registrations, contract information (User Choice, SAS, etc)
- Travel and Accommodation RTO Summary (TRACC) – to enable supervising RTOs (SRTOs) to electronically verify the attendance of an apprentice or trainee once a claim has been submitted by an apprentice or trainee into our Travel and Accommodation Online.
- Purchasing OnLine (POL) – to enable RTOs access to apply for funded programs and variations to their existing agreements.

2. REGISTRATION PRE-REQUISITES

Prior to registering for the Partner Portal, an organisation must ensure the following steps have been completed:

1. [Principal Authority](#) must have created their Digital Identity in [myGovID](#) with a minimum identity strength of 'Standard'.
2. Principal Authority's 'Digital Identity' must be linked to the business in the federal governments [Relationship Authorisation Manager](#) (RAM).
3. Once linked, the Principal Authority can [set up authorisations](#) for others to act on behalf of the business.



**Any instructions in this document involving specific myGovID and RAMs processes are subject to change, you should always refer to the links throughout for current processes.*

3. REGISTERING AUTHORISED USERS FOR YOUR ORGANISATION IN RAM

If you are a **principal authority** or **authorisation administrator**, you can create authorisations for employees and other individuals to work on behalf of the business in RAM. It is your responsibility to maintain the integrity of your business records. This is to ensure:

- employees can easily identify who can authorise them.
- the correct people have been authorised to access government online services on behalf of your business.

Before you start

Check with the user you are authorising that:

- they have set up their digital identity (myGovID)
- their full legal name matches the name used to set up their digital identity
- their current business email address can only be accessed by them – this is where the authorisation request and future notifications are sent (it does not need to match the email address they used to set up their digital identity)

Creating a New Authorisation in RAM

To create a new authorisation in RAM:

1. select **'View or manage authorisations, machine credentials and cloud software notifications'**.
2. select the business you would like to add an authorisation to
3. click **'Add new user'**
4. Select Representative type **Standard User**, and click **Continue**

(NB: the new users digital identity strength needs to be 'Standard' or 'Strong' to be selected as a 'Standard User')

Representative type
Create an authorisation for a Standard user or Basic user. [Find out more.](#)

Select the representative type

Standard user
Basic user
Standard user

- Has the required Australian identity documents to accept the authorisation
- Can be authorised for all participating government online services
- Can be an administrator for the business

Back Continue

5. Enter the new User's details, and click **Continue**

The screenshot shows the 'Add authorisation' form with five steps: 1. Representative details, 2. Authorisation details, 3. Agency access, 4. Summary, and 5. Customise access. Step 1 is active. Below the progress indicator, there is a text prompt: 'Provide the representative's full legal name (including any middle names):'. This is followed by three bullet points: 'The name provided in this authorisation must match the representative's digital identity to accept the authorisation', 'If the representative is known by one name, use the Family name field', and 'Use an email address that only the representative can access – do not use a group email address'. Below this, there are four text input fields: 'Given name(s)', 'Family name*', 'Email address*', and 'Confirm email address*'. A red box highlights these four fields. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Continue' button, also highlighted with a red box.

6. Select **No** for **Authorisation Administrator** and **Machine Credential Administrator**, select **No End Date** and click **Continue**

The screenshot shows the 'Add authorisation' form with five steps: 1. Representative details, 2. Authorisation details, 3. Agency access, 4. Summary, and 5. Customise access. Step 2 is active. Below the progress indicator, there is a text prompt: 'Fields marked with an * are mandatory'. This is followed by two questions: 'Do you want the representative to be an Authorisation administrator? *?' and 'Do you want the representative to be a Machine credential administrator? *?'. Each question has two radio button options: 'Yes' and 'No'. The 'No' options are selected and highlighted with red boxes. Below these questions, there are two date input fields: 'Start date *?' and 'End date ?'. The 'Start date' field contains '24/06/2022'. The 'End date' field contains 'dd/mm/yyyy'. To the right of the 'End date' field, there is a checkbox labeled 'No end date', which is checked and highlighted with a red box. At the bottom left are 'Back' and 'Cancel' buttons, and at the bottom right is a 'Continue' button, highlighted with a red box.

**** THIS IS THE MOST IMPORTANT STEP ****

7. Select **QUEENSLAND GOVERNMENT**, **QLD Digital Identity login**, and select **Full**. Click **Continue**

NOTE: without this selected users will not be able to access Partner Portal even if they register with myGovID

Add authorisation

Representative details Authorisation details **Agency access** Summary Customise access

1 .. 2 .. **3** .. 4 .. 5

Fields marked with an * are mandatory

Choose the agencies you want the selected business representative/s to access. Levels of access available for selection may vary depending on the type of authorisation you are creating/modifying. ?

Note: at least one agency must have a level of access of either Full or Custom to continue.

Agency	Level of access*		
Select one to apply to all agencies	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> QUEENSLAND GOVERNMENT	<input checked="" type="radio"/> Full	<input type="radio"/> Custom	<input type="radio"/> None
QLD Digital Identity login			
<input type="radio"/> REVENUE OFFICE - ACT (CMTEDD ACT TREASURY TERRITORIAL)	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> REVENUE OFFICE - NORTHERN TERRITORY (NT)	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> REVENUE OFFICE - TASMANIA	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> REVENUE OFFICE - VICTORIA	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> REVENUE OFFICE - WA	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> SERVICE WA	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> SMART SERVICE QUEENSLAND	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> SOUTH AUSTRALIAN GOVERNMENT	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None
<input type="radio"/> WORKPLACE GENDER EQUALITY AGENCY	<input type="radio"/> Full	<input type="radio"/> Custom	<input checked="" type="radio"/> None

Back Cancel **Continue**

8. Review the details (to make amendments click **Back** to find the section that needs amending), click **I understand and accept the declaration**, and click **Submit**

Add authorisation

Representative details Authorisation details Agency access **Summary** Customise access

1 2 3 4 5

Representative details

Given name: [text] Family name: [text]
Authorisation code email address: [text]

Authorisation details

Start date: 24/06/2022 End date: Not specified
Authorisation type: Authorised user Machine credential administrator: No

Agency access details

▼ Show details

Declaration

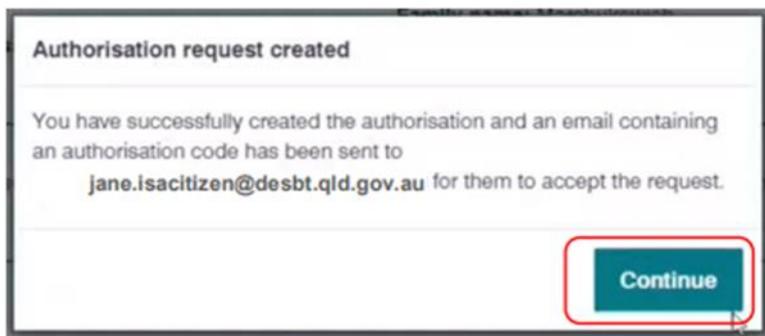
I declare that:

- I have used my own identity credential to access this service.
- I am authorised to create this relationship on behalf of the business identified above.
- I am creating a relationship between the individual named above and the business.
- I understand that by creating this relationship, the individual named above will be authorised to transact on behalf of the business with the government agencies and services I have selected, and all decisions and actions taken by the named individual with these agencies and services will be treated as approved by the business.
- I have reviewed the agencies and services I have selected for the individual named above to transact with on behalf of the business and these correctly reflect my intent.
- I understand that I will not be notified when the person whom I have authorised chooses to exercise this authorisation by accessing a Government service on behalf of the business I have authorised them to act for.
- I understand that the email address used to create this authorisation may be shared with agencies included in this request, on behalf of the individual named above.
- I understand that the individual I am authorising may be required to complete further proof of identity (POI) for particular government services and they will not be able to transact with that government service until the POI requirements have been met.

I understand and accept this declaration

Back Cancel **Submit**

9. A Confirmation message will appear click **Continue**



After authorising, the new user will receive an authorisation request via email containing a code. To accept the authorisation, the new user needs to log into RAM with their digital identity and enter the 6 digit authorisation code. The request must be accepted or declined within seven days.

4.FURTHER ASSISTANCE

myGovID Registrations and Enquiries: [myGovID](#)

RAMs Registrations and Enquiries: [Relationship Authorisation Manager](#)

Partner Portal Registration and Application Enquiries: [Partner Portal - Contact Us](#)

Purchasing Online (POL) Enquiries: purchasingonline@desbt.qld.gov.au

