



# My Aged Care–AUSkey Questions and Answers

This information is to help service providers and assessors understand AUSkey.

AUSkey is an electronic authentication tool used by the Australian Government for organisations seeking to access a number of Government online services. AUSkey is being utilised as the individual authentication tool for assessor and provider staff to access the My Aged Care portals.

AUSkey is provided and managed by the Australian Business Register (ABR).

## What is AUSkey?

AUSkey is a secure login that identifies an individual when they use participating government online services on behalf of a business. AUSkeys are obtained from the ABR and registration is free. Many organisations, including some in the aged care sector, already use AUSkey to interact with online government services. Each AUSkey is linked to an Australian Business Number (ABN) and a unique email address of the person being issued the AUSkey. The AUSkey can be stored on a computer or, for those staff that use multiple windows-based computers, on a USB stick.

## What can an AUSkey Administrator do?

The AUSkey administrator can assign standard AUSkeys to users. Following registration, a link will be sent to the nominated email address for that person. It is important to note that each user must have a unique email address. AUSkey will not allow a separate user if the same email address is already registered for an AUSkey.

## Does everyone in my organisation need an AUSkey?

No. Only those staff who will use the My Aged Care provider or assessor portals will need an individual AUSkey.

## When do we need an AUSkey?

You will need your AUSkey before you access the My Aged Care provider or assessor portal.

From 18 May 2015, service providers and assessors can access the My Aged Care portal if they have submitted their My Aged Care Organisation Administrator Registration Form to the Department (nominating a staff member as the first organisational representative to access the portal) and the nominated staff member has an AUSkey linked to the business.

[Information about the first time login process](http://dss.gov.au/MyAgedCare) for the My Aged Care portals is available at [dss.gov.au/MyAgedCare](http://dss.gov.au/MyAgedCare).

Assessor and provider organisation administrators can start organising access for other staff at any time. It is important that all relevant staff have access from 1 July 2015. However, we would recommend organising access earlier to allow staff members to become familiar with the portal. Your organisation administrator can use the portal to set up the details of staff members who you wish to access the portal. The final step in providing access is to ensure each staff member has an AUSkey.

## If my organisation hasn't previously used AUSkey, can anyone from the organisation register for the first Administrator AUSkey?

No. To register for the first AUSkey for your organisation the ABR advises that the person must be an eligible associate recorded on the ABR for that ABN. For further advice, please refer to the [ABR website](http://abr.gov.au/auskey/) at <http://abr.gov.au/auskey/> or ring their support number **1300 2875 39**.

### **Can more than one person use the same AUSKey?**

No. The AUSKey is linked to an individual. Each individual who will use the My Aged Care portals must have their own AUSKey.

### **Do I need to provide AUSKeys and email addresses to my subcontractors?**

No. A subcontractor can use the AUSKey(s) issued by their own organisation if you would prefer not to issue them one, and subcontractors can use their own organisation email address(es) to access the My Aged Care provider and assessor portals.

### **Does each staff member need their own email address to register for AUSKey?**

Yes. Each AUSKey needs to be linked to a unique email address. Accordingly each staff member that will access the My Aged Care portals will require their own unique email address, to be issued an AUSKey.

### **Can I access the My Aged Care portals from multiple computers?**

Yes. If an organisation has implemented "Roaming Profiles" on their IT network users will find that their AUSKey follows them to each desktop, or Citrix can also be used (see question below). Alternatively, AUSKey can be installed to a USB stick to access the portal from any Microsoft Windows based computer.

### **Will AUSKey work on a Citrix System?**

Yes. If you use a remote desktop connection via Citrix to a Windows desktop, you will be able to use AUSKey to authenticate to the My Aged Care portals. We would recommend you notify your IT Department/Systems Administrator as they will need to ensure you have a compatible web browser available and that the correct version of Java is available on the system.

### **Is an AUSKey allocated to a device?**

No. AUSKey is allocated to an individual, not to a device.

### **If I am not a Commonwealth funded organisation can I get an AUSKey?**

Yes. Any company or business that has an ABN can register for an AUSKey. However, at this stage, non-Commonwealth funded organisations will not have access to the My Aged Care portals.

### **Can I prevent access to the My Aged Care portals for staff in my organisation who have AUSKeys, but do not require access to the portals?**

Yes. Your nominated Administrator controls staff access through adding or removing staff members within the portal. The Administrator can also assign roles to individual staff members for the purposes of the tasks they will undertake within the portal.

If a staff member has an AUSKey and attempts to login to the portal, they will not be able to gain access unless their Organisation Administrator has specifically provided them with access through the portal. To gain access to the portal each staff member needs an AUSKey and must have been added as a staff member and assigned a role within the portal by their Organisation Administrator.

### **Will providing AUSKeys to my staff allow them to access company information from other department's websites?**

No. It is recommended that AUSKey Administrators familiarise themselves with AUSKey permissions and administration tools provided by other departments (such as the Australian Taxation Office) to ensure appropriate access to company information via AUSKeys.

### **Where can I go for more information?**

For more information about AUSKey, you can:

- Visit the [Australian Business Register \(ABR\) website](https://abr.gov.au/auskey/) at <https://abr.gov.au/auskey/>
- Call the ABR national service desk (**1300 287539**)
- Email the [Australian Taxation Office \(ATO\) technical helpdesk](mailto:technical.help@ato.gov.au) at [technical.help@ato.gov.au](mailto:technical.help@ato.gov.au).