



Tax agents

The online services available to tax agent including Online services for agents and the practitioner lodgment service.

Last updated 13 November 2024

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Most of your business reporting and transactions with us can be done online using:

- Online services for agents
- the practitioner lodgment service (PLS)
- Standard Business Reporting (SBR)
- Australian Business Register (ABR).

To access our online services, you'll need to use Digital ID and Relationship Authorisation Manager (RAM).

The functions available to you will depend on your Access Manager permissions.

Online services for agents

Online services for agents is our main channel for you to interact with us online.

You can use it to:

- view and update your clients' registration details
- prepare, lodge, view and print activity statements for your clients
- view client account information
- request refunds and credit transfers on behalf of your clients
- communicate with us using secure practice mail
- view payment options, make and view payment plans and print payment slips
- test, lodge and download certain files using the file transfer function.

[Log in to Online services for agents](#)

For more information see [Online services for agents](#).

Standard Business Reporting (SBR) and the practitioner lodgment service (PLS)



SBR is a standard approach to digital record keeping and simplifies reporting to government. The PLS is a service accessed by your practice management software and operates on the SBR platform. This service enables you to interact digitally with us through your SBR-enabled software.

You can prepare reports directly from your SBR-enabled practice software and lodge using the PLS for a wide range of tax returns, forms, statements and reports. You can also use it to report Single Touch Payroll, request reports and to prepare and revise activity statements.



If your SBR-enabled software is cloud based (online) you won't need to install a machine credential to interact with us. Instead, your digital service provider will build it into your software.

If you use desktop or locally hosted SBR-enabled software you will need to install a machine credential.

See also

- [Standard Business Reporting \(SBR\)](#) 
- [Machine credentials](#) 
- Practitioner lodgment service
- Cloud software authentication and authorisation
- Single Touch Payroll
- Access Manager
- Online security
- Technical support

Australian Business Register

You can access your clients' Australian business number (ABN) details online using the [Australian Business Register](#) . Use your Digital ID, such as myID to log in to the [Tax professional services](#)  and:

- change secure ABN information (for example, postal address and public officer) and receive confirmation of the change in the same internet session
- apply for a tax file number (TFN)
- register for pay as you go (PAYG) or goods and services tax (GST).

See also

- Access Manager
- Online security
- Technical support

Departing Australia superannuation payments (DASP) online system

You can use the DASP online intermediary application to claim superannuation on behalf of your temporary resident clients who have departed Australia and no longer have active visas.

[Log in to the DASP online intermediary application system](#)

For more information see DASP online intermediary application system.

Digital ID and RAM for tax professionals



How tax and BAS agents can use Digital ID and Relationship Authorisation Manager (RAM) to access our online services.

QC 40975

Digital ID and RAM for tax professionals

How tax and BAS agents can use Digital ID and Relationship Authorisation Manager (RAM) to access our online services.

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Accessing Online services for agents

To access Online services for agents, Access Manager, the Australian Business Register (ABR) and other government online services, you'll


need to use:

- **myID** – the Australian Government's Digital ID app. Download it to your smart device to prove who you are when logging into government online services.
- **Relationship Authorisation Manager (RAM)** – an authorisation service that allows you to act on behalf of a practice online when linked with your Digital ID, such as myID. You'll use your myID to log in to RAM.

Setting up Digital ID and RAM


Each person acting on behalf of a practice needs their own Digital ID, such as myID, and to be authorised in RAM.

Set up your myID


myID is your Digital ID and unique to you. To access our online services, you'll need to [set up your myID](#)  with at least a **Standard** identity strength.


When setting up your myID use a **personal** email address. myID is your personal Digital ID and your identity documents will be linked to the email you choose. Once set up, your myID can be used for both personal and business matters, and you'll continue to use the same myID even if you change jobs.


The myID app uses the security features in your device, like fingerprint or face recognition, to protect your personal information. Your information is protected, including from your employer, who cannot access, use or cancel your myID.

To set up your myID on multiple devices, or to change to a new device, see [Setting up your myID again](#) .

Link your myID to a practice using RAM

Before anyone can act on behalf of a practice, a [principal authority](#)  (person responsible for the practice) needs to link their Digital ID, such as myID, to the practice in RAM.

You must be [authorised](#)  in RAM by a principal authority or authorisation administrator to act on behalf of the practice. A principal authority or authorisation administrator will issue an [authorisation](#)

[request](#)  to your email. This does not need to go to your myID email address – it can be sent to your work email address.

Once you've accepted the authorisation request, you can use your myID to log in to our online services on behalf of your practice.

Using Digital ID and RAM

Logging in with myID

When logging into an online service with your myID, you'll be directed to enter the email address you used to set up your myID. A four-digit code will appear in your browser and you'll need to enter the code in your myID app.

Tip: select **Remember me** when you enter your email address on the myID login page. When using the same browser, you won't need to enter your email address each time you log in, you'll only need to accept the code in your myID app.

Responsible use of myID, RAM and online services


Using a Digital ID, such as myID, and RAM makes it easy for authorised persons to access relevant government online services anywhere and at any time. This doesn't change your obligation to interact professionally when using our online services.

You're responsible for using your myID to log in to Online services for agents and other government online services. You should never let anyone else use your myID, provide your log in code or enter your log in code for anyone. Each employee of a practice must set up their myID on a unique device; staff cannot share a myID or device.

You should only access records and transact where authorised to do so. Your principal authority and authorisation administrator can track your access to **Online services for agents** on behalf of the practice. Consult your practice policies for guidance on accessing and using government online services.

Your ongoing access to our systems is dependent on appropriate use of myID.



It's important you keep your myID, and your device, secure. Enable security features in your device such as fingerprint or face recognition and avoid leaving your device unattended.

If you suspect someone has inappropriately accessed your myID, your device has been stolen or misplaced, or you've received an unprompted notification or email, [report it straight away](#) .

There is more information available on myID [terms](#)  of use.

Help using online services for tax professionals

If you're experiencing issues, support is available:

- [myID Help](#) 
- [RAM Help](#) 
- Troubleshooting for businesses and tax practitioners
- Technical support – for known system issues
- System maintenance – for scheduled maintenance information
- Online services for agents user guide – complements the Help section in Online services for agents
- Digital education resources – are designed to help you optimise your use of Online services for agents

If you continue to experience issues, you can **phone us** for assistance.

QC 60632

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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