

# myID and RAM

## Step-by-Step Guide for NDIS Provider Portals

November 2025

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## Changes from the last version

As of November 2025, the following changes have been made:

- General formatting updates throughout the document
- Additional step in the Steps to set up myID and RAM section (Pages 5)
- Additional notes on enhancing provider set up experience (Pages 14 & 22)
- Hyperlink to RAM website added (Page 23)
- Additional steps added to the 'Log into the NDIS provider portals using myID and RAM' section (Page 26).
- Additional links included to provider portal resources on the NDIS website (Page 30)
- New section on reviewing and updating provider details (Pages 30)

## Introduction

myID is a whole-of-government digital identity solution which can be used by Australians to prove who they are online and provide an identity that can be used to access participating government online services.

Relationship Authorisation Manager (RAM) is an authorisation service that allows you to access government online services on behalf of a business.

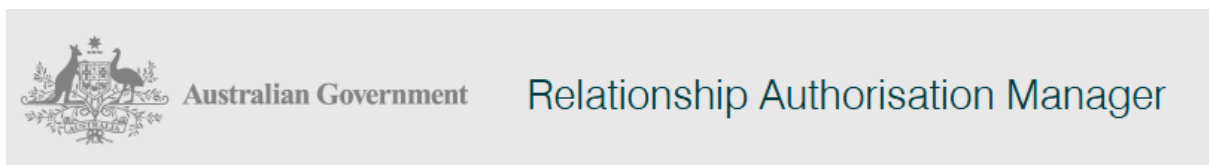
To gain access to the **NDIS provider portals**, you will need to have set up your identity in myID and authorisation(s) in RAM.

Using myID and RAM to log into the **NDIS provider portals** provides a high level of assurance that only the appropriately identified and authorised people are accessing NDIS systems.

This guide details the required steps to set up myID and RAM to access the **NDIS provider portals**.



If you need support with myID visit the Australian Government's [myID page](#).



If you need support with RAM visit the Australian Government's [RAM page](#).

## Steps to set up myID and RAM

- 1** Set up your Digital ID with [myID](#)  
*(all provider staff and principal authority)*
- 2** Link your [myID](#) to your business ABN in RAM  
*(principal authority)*
- 3** Create authorisations for your employees in RAM  
*(principal authority and authorisation administrators)*
- 4** Accept an authorisation request  
*(all provider staff)*
- 5** Log into the NDIS provider portals using [myID](#)  
*(all provider staff and principal authority)*
- 6** Review & update your contact information in the [myplace](#) provider portal  
*(optional - provider portal users)*

## Set up your myID

Detailed instructions on how to set myID can be found on the myID website.

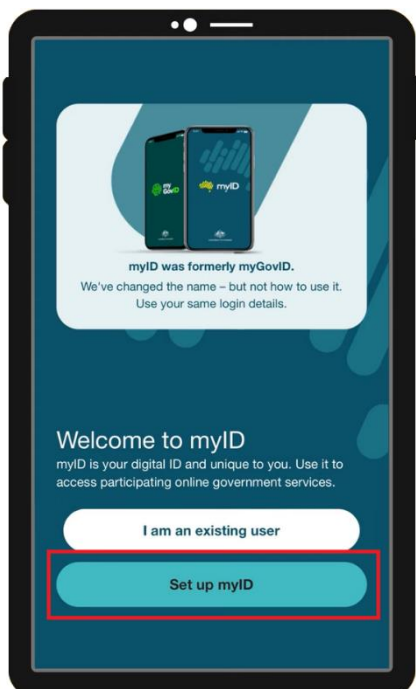
[How to set up myID | myID](#)

To access the **NDIS provider portals** you will need to set up your myID with an identity strength of at least **Standard**.

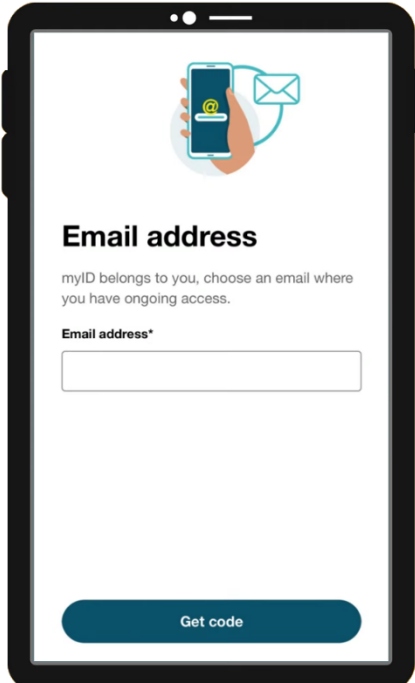
If you are a business owner, you will need to set up your myID with an identity strength of **Strong** to link to your business in RAM.

The required steps to set up your myID are:

1. **Download the myID app on your smart device**
2. **Enter your details**
  - Open the myID app on your smart device and follow the prompts to set up myID



- enter your email address – choose a personal email you have ongoing access to



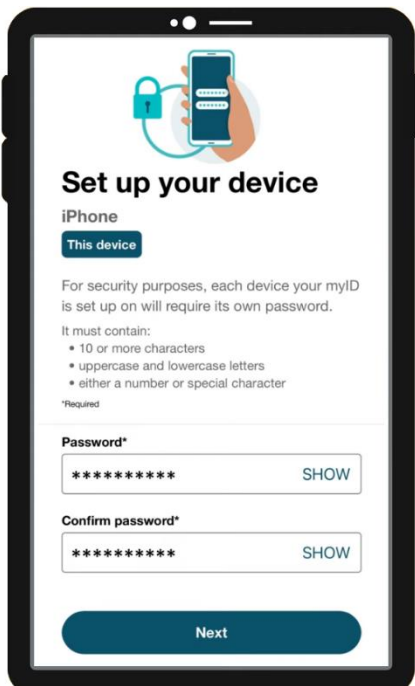
**Email address**

myID belongs to you, choose an email where you have ongoing access.

Email address\*

Get code

- create a password



**Set up your device**

iPhone

This device

For security purposes, each device your myID is set up on will require its own password.

It must contain:

- 10 or more characters
- uppercase and lowercase letters
- either a number or special character

\*Required

Password\*

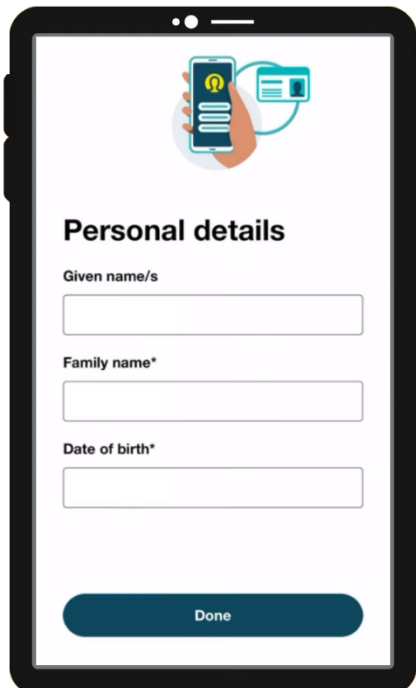
 SHOW

Confirm password\*

 SHOW

Next

- enter your full name and date of birth.



**Personal details**

Given name/s

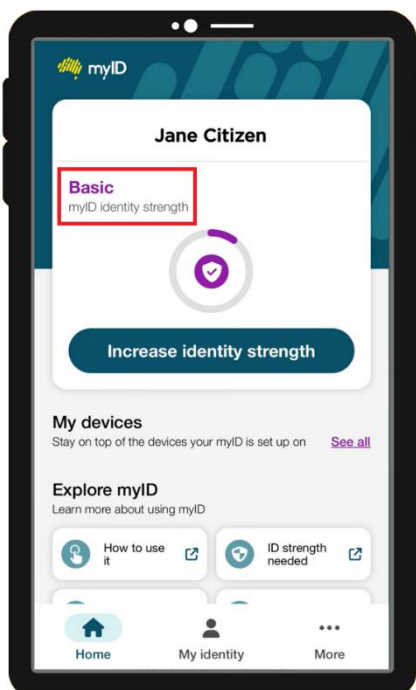
Family name\*

Date of birth\*

Done

### 3. Choose your identity strength

- After entering your details, you will have a **Basic** identity strength



myID

**Jane Citizen**

**Basic**  
myID identity strength

Increase identity strength

**My devices**  
Stay on top of the devices your myID is set up on [See all](#)

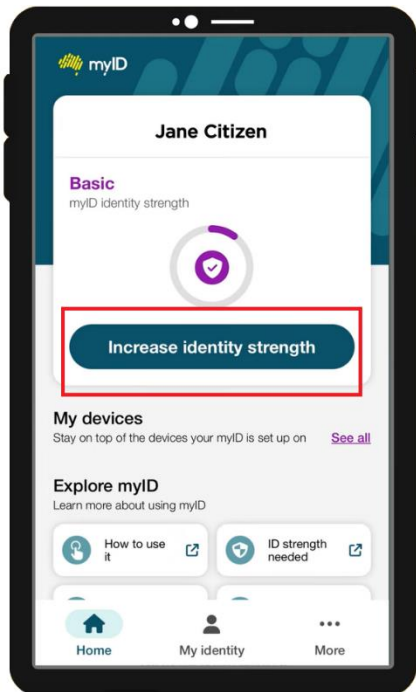
**Explore myID**  
Learn more about using myID

How to use it | ID strength needed

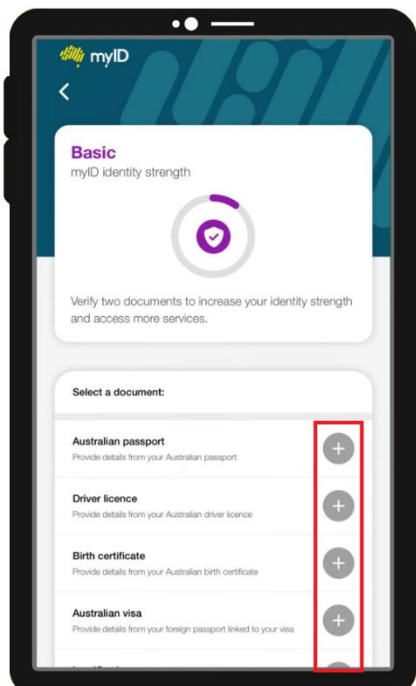
Home | My identity | More

You will need to upgrade your identity strength to at least **Standard**, or if you are a business owner who needs to link their business in RAM, an identity strength of **Strong**.

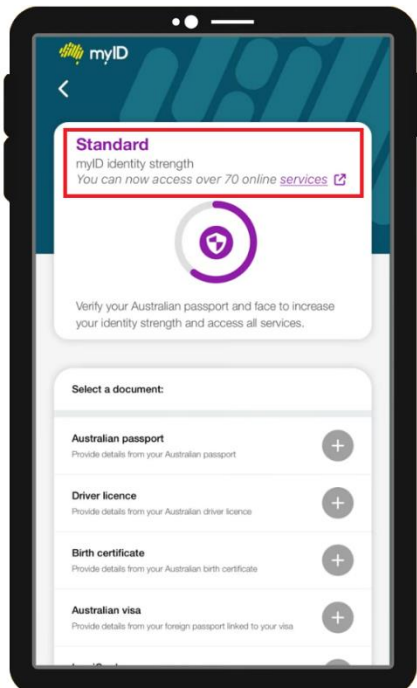
- Select Increase identity strength



- Click on the plus signs next to the documents you want to verify



- When you have verified the required documents to upgrade your identity strength you will see your identity strength has updated



**Once set up, you can use myID as your Digital ID to prove who you are when accessing government online services.**

## Link to your business or businesses in RAM

Detailed instructions on how to link to your business in RAM can be found on the RAM website under Get Started -> Principal Authority.

[Get started | Relationship Authorisation Manager](#)

To access the **NDIS provider portals** on behalf of a business, you need to link your Digital ID to the business's Australian business number (ABN) in RAM.

The principal authority needs to be the first link to the business in RAM and requires a **Strong** identity strength to do so.

To link to your business in RAM, you must:

- either be a sole trader or eligible individual associate
- have an Australian passport – it can be up to 3 years expired
- have a Digital ID, such as myID with a Strong identity strength.

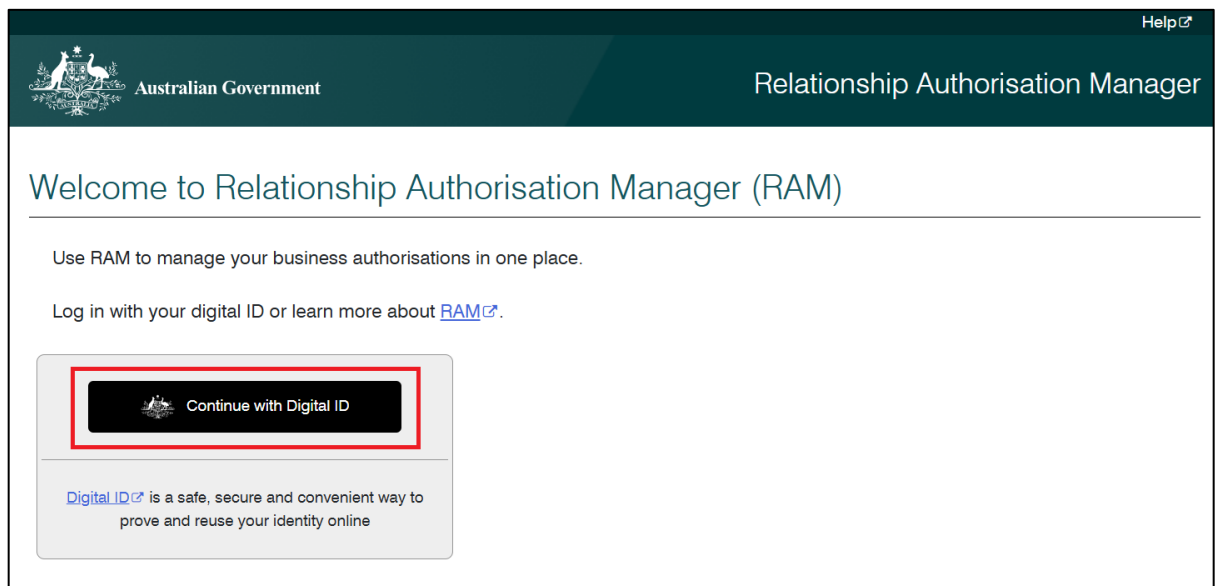
If you're unable to link online, there are [other ways you can link your business](#).

If you're a primary person, you'll need to contact the RAM help line to link your business. A primary person (where there are no individual associates listed in the ABR) is someone who holds one of the following roles:

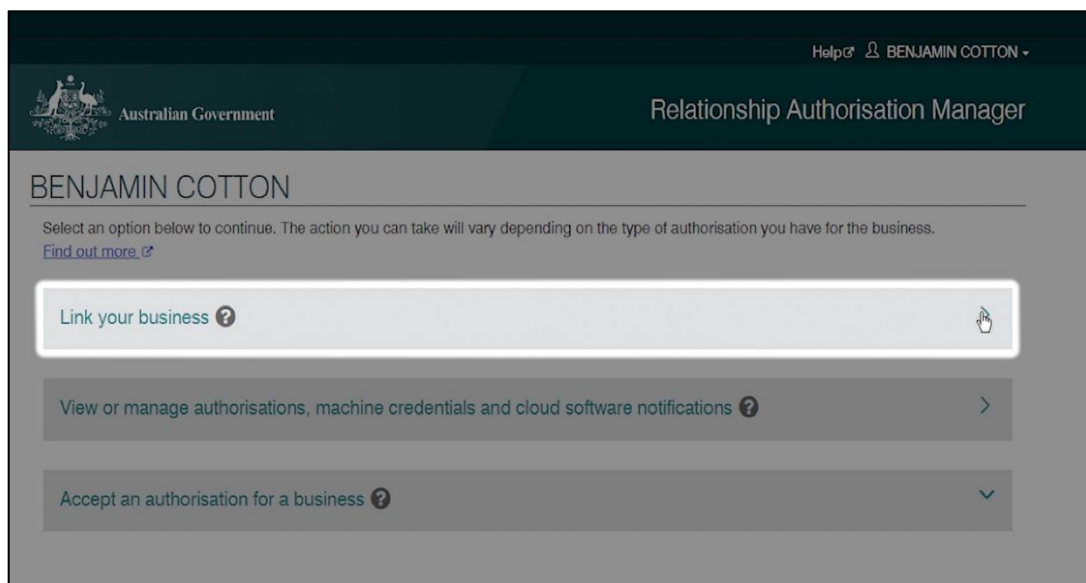
- director or public officer for the corporate trustee or subsidiary company
- authorised contact of a government entity
- director or public officer of the corporate trustee or subsidiary company or the responsible person of an Australian charity or not-for-profit organisation
- executor after probate is granted of a deceased estate
- office holder of an unincorporated association

To link online:

1. [Log in to RAM](#) using your Digital ID.



2. Select the option Link your business.



- Once you have read and understood, select the checkbox to provide your express consent to be redirected to the Australian Taxation Office (ATO) to find your business or businesses, then select Continue.

**Consent and Redirection to Australian Taxation Office** ✕

To enable linking you to your business, you will need to **provide your consent** to Relationship Authorisation Manager (RAM) sharing:

- your name, address, date of birth with the Australian Taxation Office (ATO)
- your name with the Australian Business Register (ABR)

in order to facilitate a search for businesses you may be eligible to link to. Ensure your business details on the ABR are up to date before attempting to link to your business.

**Yes, I provide my Express consent**

For more information on the collection and use of your personal information for RAM, you can view the [RAM privacy notice](#) and [RAM privacy policy](#). You can also view the [ATO privacy policy](#) for information on how ATO and ABR will use your personal information.

By clicking Cancel, you do not provide your consent to RAM sharing your personal information and will not be able to link your business.

- Add your personal postal or residential address (as held by the ATO) and select Continue.

Back to Relationship Authorisation Manager BENJAMIN COTTON -

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Australian Government  
Australian Taxation Office

BENJAMIN COTTON

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Establish your business relationship as an ABR associate

We will use your personal details to search for businesses that have you recorded as an eligible associate (responsible person) on the Australian Business Register. ⓘ

Your digital identity details

**Given name(s):** BENJAMIN  
**Family name:** COTTON  
**Date of birth:** 01/06/1994

Enter your personal address

Enter your residential or personal postal address as held by the ATO. Do not use a business address.

Fields marked with an \* are mandatory

Address line 1\*

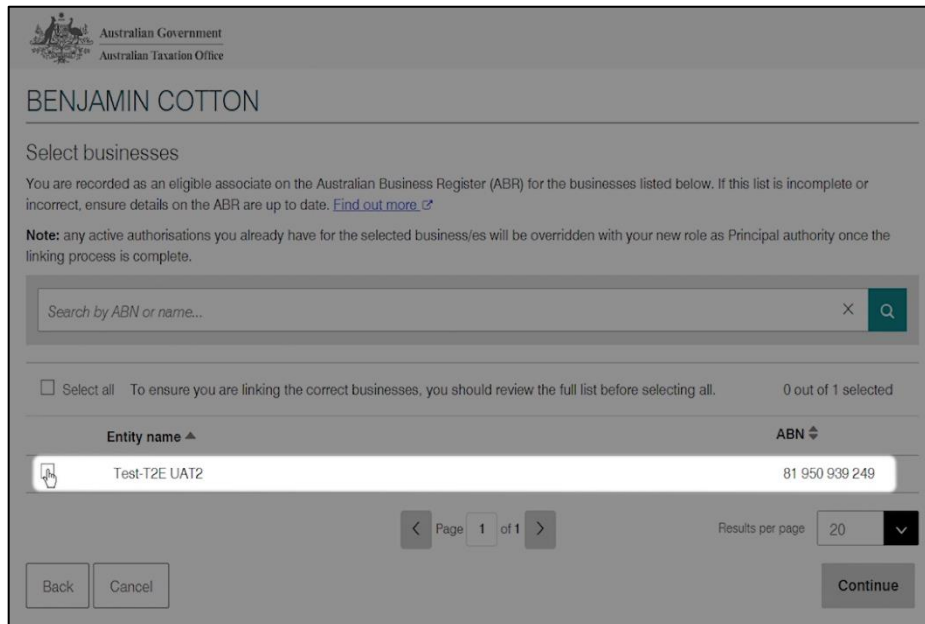
Address line 2

Suburb/town\*

State\*

Postcode\*

5. Select the business or businesses you want to link and select Continue – if you can't find your business, check and update your Australian Business Register (ABR) details.



Australian Government  
Australian Taxation Office

**BENJAMIN COTTON**

Select businesses

You are recorded as an eligible associate on the Australian Business Register (ABR) for the businesses listed below. If this list is incomplete or incorrect, ensure details on the ABR are up to date. [Find out more](#)

**Note:** any active authorisations you already have for the selected business/es will be overridden with your new role as Principal authority once the linking process is complete.

Search by ABN or name...

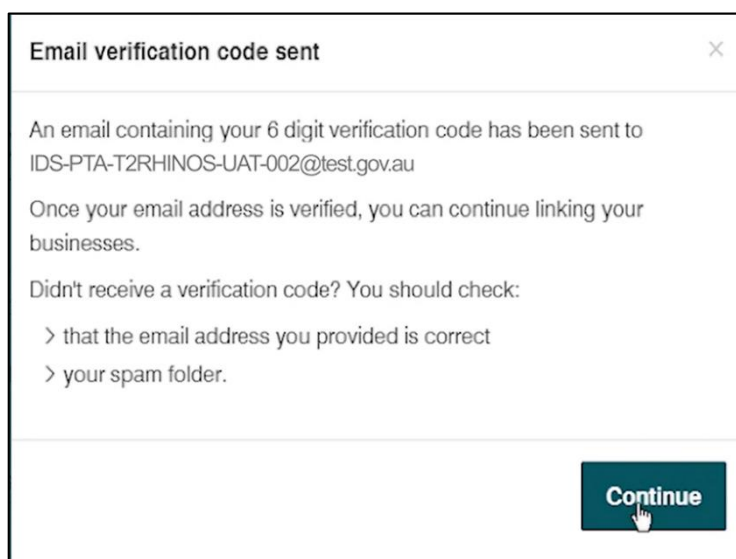
Select all To ensure you are linking the correct businesses, you should review the full list before selecting all. 0 out of 1 selected

Entity name ▲	ABN ▼
<input type="checkbox"/> Test-T2E UAT2	81 950 939 249

Page 1 of 1 Results per page 20

For registered providers: The ABN in RAM must match the ABN that is registered to the National Quality and Safeguards Commission.

6. Enter an email address (this can be different to the one used to set up your Digital ID) and select Send email to receive a verification code.



Email verification code sent

An email containing your 6 digit verification code has been sent to [IDS-PTA-T2RHINOS-UAT-002@test.gov.au](mailto:IDS-PTA-T2RHINOS-UAT-002@test.gov.au)

Once your email address is verified, you can continue linking your businesses.

Didn't receive a verification code? You should check:

- > that the email address you provided is correct
- > your spam folder.

7. Enter the verification code you received in your email, select Verify and then select Continue.

Australian Government  
Australian Taxation Office

BENJAMIN COTTON

Your email

To link your selected business/es, you need to provide and verify your business email address.  
**Note:** existing [principal authorities](#) linked to this business will be notified once you've linked.

Complete the two steps process below.

Step 1

Enter your email address to receive your 6 digit verification code [?](#)

IDS-PTA-T2RHINOS-UAT-002@test.gov.au **Send email**

Step 2

Enter the 6 digit verification code sent to your email. Didn't receive the email? [Resend](#)

283561 **Verify**

**Back** **Cancel** **Continue**

8. Review the summary of the selected business or businesses – select the checkboxes to declare you understand and accept the declaration as well as provide your express consent, then select Submit.

Australian Government  
Australian Taxation Office

BENJAMIN COTTON

Summary of businesses you selected

To link your selected business/es, read the declaration and consent. All the checkboxes, then click Submit.

Entity name	ADN 2
Tax ID: 81 903 628 246	81 903 628 246

Email address  
IDS-PTA-T2RHINOS-UAT-002@test.gov.au

Declaration

**I declare that:**

- I have read my own identity details to access the service
- For each business I have selected:
  - I am the individual listed on the Business Register as the eligible account for the business and I am entitled to access a myGov account for the business
  - I have not provided false or misleading information
  - I understand that the eligibility criteria applied for the business will remain active until I am no longer the eligible account for the business in the Australian Business Register, in which case I will end
  - I understand that the results for eligibility will have full access to services on behalf of the business will govern all agencies and services
  - I understand that the other entity on behalf of the business with Government my details are recorded and I am responsible for the correct information, and
  - I understand I will have the authority to delegate others to represent the business.

I understand and accept this declaration

Consent

Your personal information needs to enable this individual including your full name, email address and your relationship to the business may be shared with other agencies included in this request.

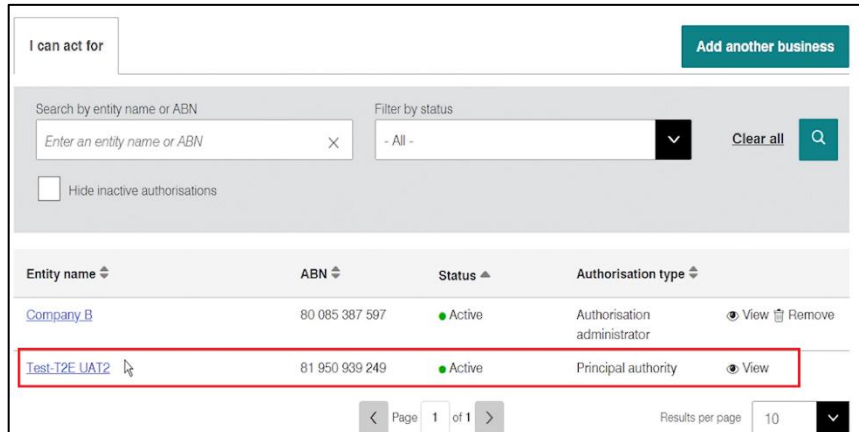
I confirm that I have read the [2024 Privacy Policy](#), [2024 Access Policy](#) and [2024 Terms and Conditions](#) and provide my Express consent to the above. I understand that my consent is processed by my relationship to the business. For more information on how to manage your relationship, visit [myGov - Access authorities](#).

**By clicking 'Consent' you have provided your express consent to NDIS sharing your personal information and will not be able to link your business.**

Yes, I provide my Express Consent

**Back** **Cancel** **Submit**

- A message will display confirming your business is successfully linked – you can then add another business by selecting Add another business or select Continue.



The screenshot shows a web interface for managing business authorisations. At the top, there is a search bar labeled 'I can act for' and a button 'Add another business'. Below this is a search section with a text input 'Enter an entity name or ABN', a dropdown menu for 'Filter by status' set to '- All -', and a 'Clear all' button. A checkbox for 'Hide inactive authorisations' is also present. The main content is a table with columns: Entity name, ABN, Status, and Authorisation type. Two rows are visible: 'Company B' (ABN: 80 085 387 597, Status: Active, Authorisation type: Authorisation administrator) and 'Test-T2E-UAT2' (ABN: 81 950 939 249, Status: Active, Authorisation type: Principal authority). The 'Test-T2E-UAT2' row is highlighted with a red border. At the bottom, there is a pagination control showing 'Page 1 of 1' and a 'Results per page' dropdown set to '10'.

Entity name	ABN	Status	Authorisation type
Company B	80 085 387 597	Active	Authorisation administrator
Test-T2E-UAT2	81 950 939 249	Active	Principal authority

- Once linked, you'll be authorised in RAM to act on behalf of the business and can set up authorisations for others to act on behalf of the business.

The RAM website contains further information and detailed instructions including a video demonstrating the process for a principal authority to link to a business.

If you require support to link to your business in RAM, contact the RAM support line on phone: **1300 287 539** (select option 3, then option 1 for RAM enquiries)

## Create authorisations in RAM

Detailed instructions on how to set up authorisations in RAM can be found on the RAM website.

[Set up authorisations | Relationship Authorisation Manager](#)

Once the principal authority has linked to the business in RAM, employees and other individuals can be authorised to work on behalf of the business.

To access the **NDIS provider portals** an authorisation needs to be created for the NDIS - Provider Portal service under the National Disability Insurance Scheme agency in RAM.

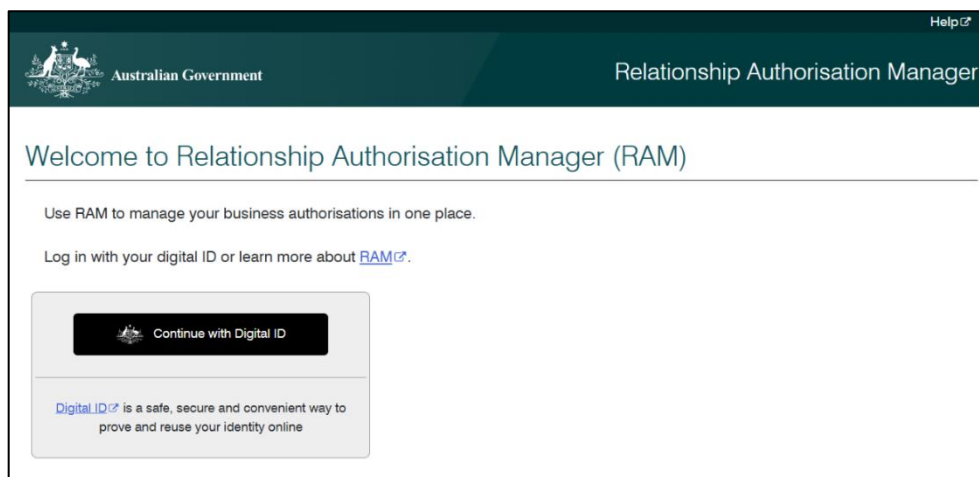
To authorise an employee or another individual to act on behalf of an entity in RAM, you need to be an authorising representative (e.g. a principal authority or authorisation administrator).

Before creating an authorisation for a user check that:

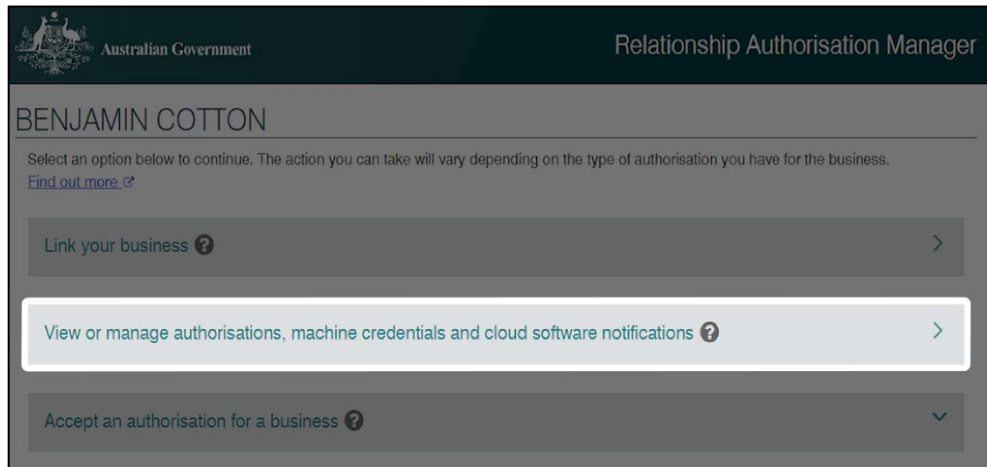
- They have set up their Digital ID, such as myID.
- Their full legal name matches the name used to set up their Digital ID.
- Their current business email address can only be accessed by them – this is where the authorisation request and future notifications are sent (it does not need to match the email address they used to set up their Digital ID).

To create an authorisation in RAM:

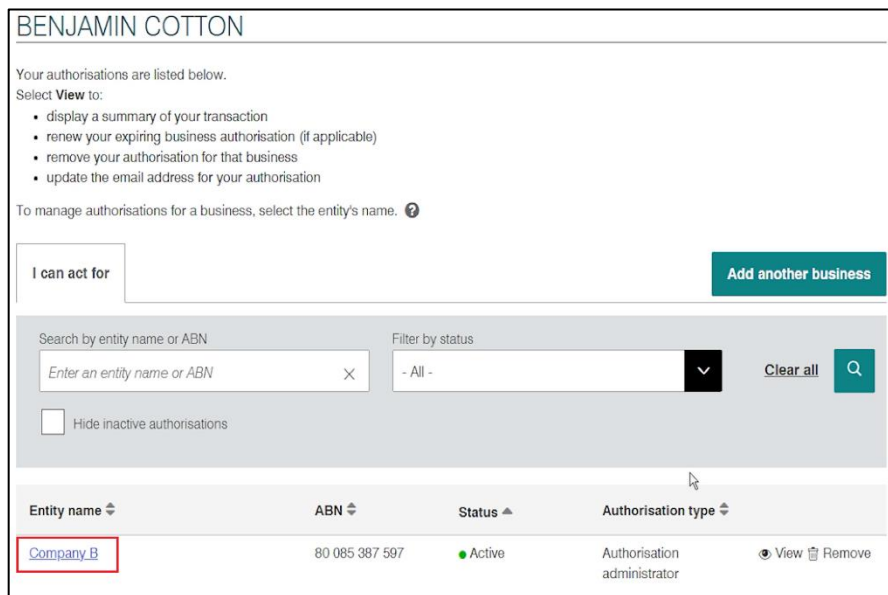
1. [Log in to RAM](#) using your Digital ID.



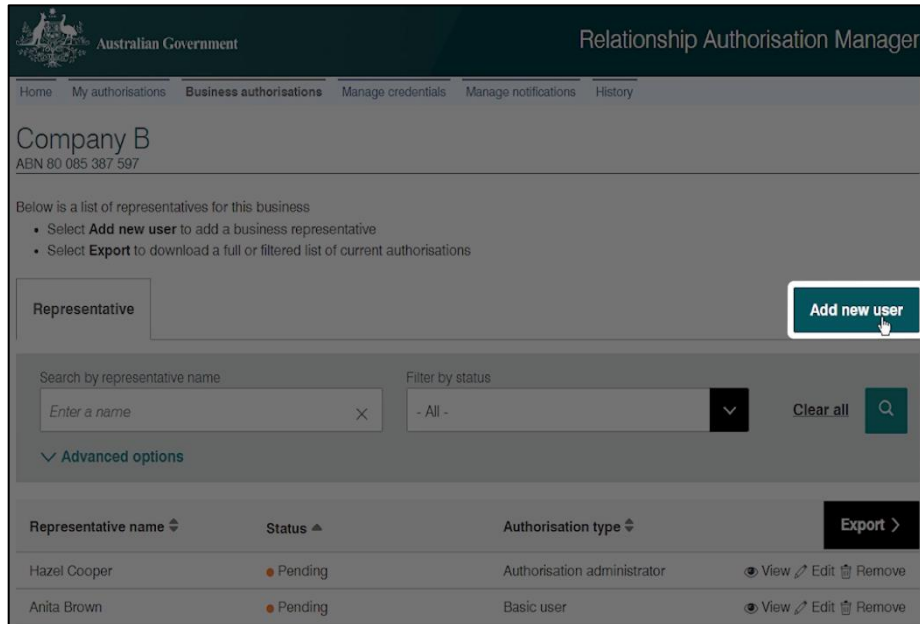
2. Select the option, View or manage authorisations, machine credentials and cloud software notifications.



3. Select the business you would like to add an authorisation to.



#### 4. Select Add new user.



Australian Government Relationship Authorisation Manager

Home My authorisations **Business authorisations** Manage credentials Manage notifications History

Company B  
ABN 80 085 387 597

Below is a list of representatives for this business

- Select **Add new user** to add a business representative
- Select **Export** to download a full or filtered list of current authorisations

Representative **Add new user**

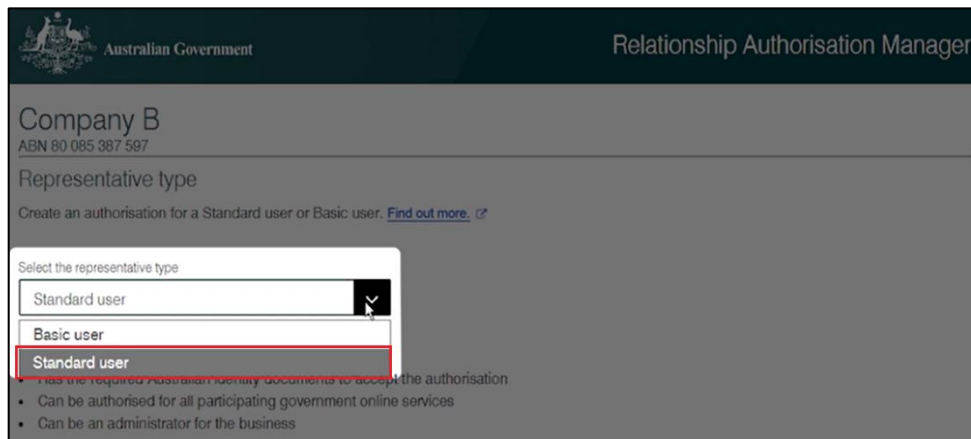
Search by representative name Filter by status

Enter a name   - All -

Advanced options

Representative name	Status	Authorisation type	Export
Hazel Cooper	Pending	Authorisation administrator	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Remove"/>
Anita Brown	Pending	Basic user	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Remove"/>

#### 5. Choose the Representative type – select Standard user.



Australian Government Relationship Authorisation Manager

Company B  
ABN 80 085 387 597

Representative type

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

Select the representative type

Standard user

Basic user

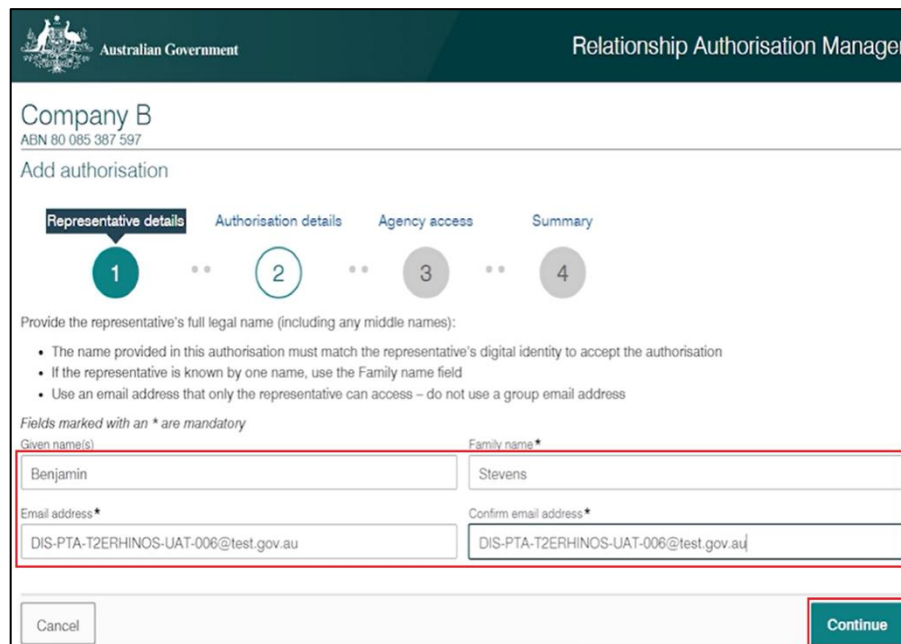
**Standard user**

- 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

Then complete the following labels:

1. Representative details – enter the user's full legal name and current business email address (it does not need to match the email address they used to set up their Digital ID).

**NOTE:** The user's full name entered here must match the name used to set up their myID.



Australian Government Relationship Authorisation Manager

Company B  
ABN 80 085 387 597

Add authorisation

Representative details Authorisation details Agency access Summary

1 2 3 4

Provide the representative's full legal name (including any middle names):

- 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
- Use an email address that only the representative can access – do not use a group email address

Fields marked with an \* are mandatory

Given name(s) Family name\*

Benjamin Stevens

Email address\* Confirm email address\*

DIS-PTA-T2ERHINOS-UAT-006@test.gov.au DIS-PTA-T2ERHINOS-UAT-006@test.gov.au

Cancel Continue

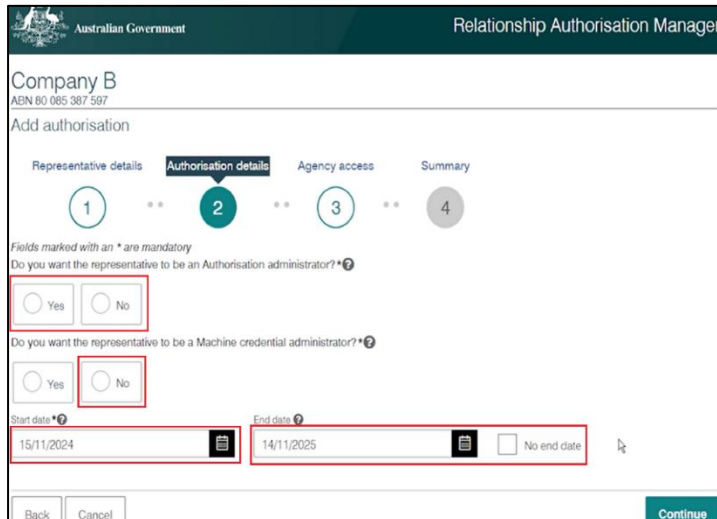
2. Authorisation details – select Yes or No for the user to be an authorisation administrator.

**Note:** Authorisation user – this role has access to represent the business, but no authority to create, edit or remove authorisations.

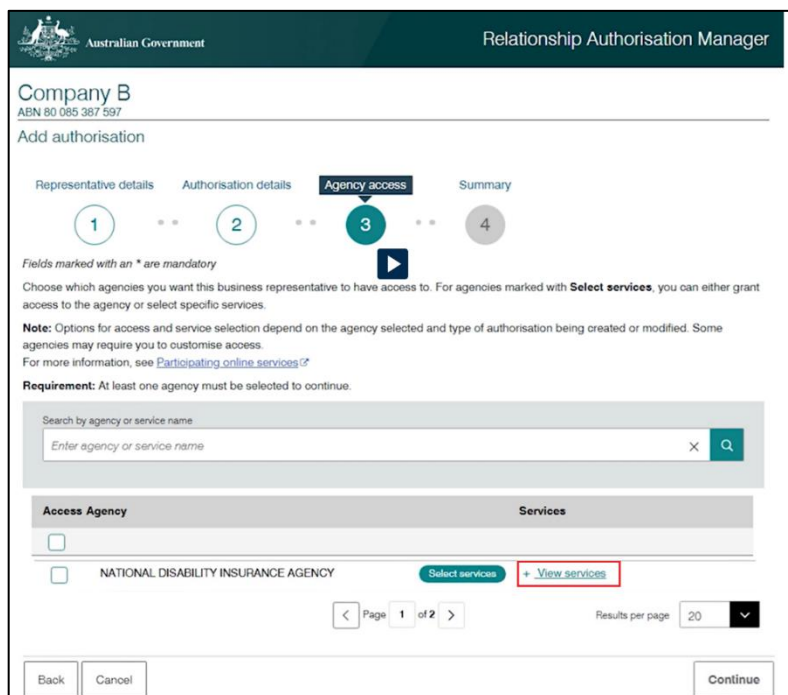
**Note:** Authorisation administrator – this role can create and manage authorisations for others.

**Note:** Machine credential administrator (MCA) – this role serves no function for the NDIS Provider Portals and No should be selected here to progress.

Enter a start and end date or it will default to no end date.



3. Agency access – find the National Disability Insurance Agency by scrolling or typing into the search bar. Select View services to expand the list of service checkboxes.



4. Service access – from the expanded services list, select the checkbox next to NDIS – Provider Portal.

Australian Government Relationship Authorisation Manager

Company B  
ABN 80 085 387 597

Add authorisation

Representative details    Authorisation details    **Agency access**    Summary

1    2    3    4

Fields marked with an \* are mandatory

Choose which agencies you want this business representative to have access to. For agencies marked with **Select services**, you can either grant access to the agency or select specific services.

**Note:** Options for access and service selection depend on the agency selected and type of authorisation being created or modified. Some agencies may require you to customise access.  
For more information, see [Participating online services](#)

**Requirement:** At least one agency must be selected to continue.

Search by agency or service name  
Enter agency or service name

Access Agency	Services
<input type="checkbox"/>	
<input type="checkbox"/> NATIONAL DISABILITY INSURANCE AGENCY	<input type="checkbox"/> - Hide services <input type="checkbox"/> NDIS - Guardian & Trustees Portal <input checked="" type="checkbox"/> NDIS - Provider Portal

Page 1 of 2    Results per page 20

Back    Cancel    Continue

Ensure you expand the select services chevron to select the service for “NDIS – Provider Portal” prior to sending the authorisation request. If this option is not ticked, the user will be unable to access the NDIS portals on behalf of your organisation.

5. Summary – review the details and select the checkbox if you understand and accept the Declaration. Select submit.

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.

understand and accept this declaration

Back    Cancel    Submit

**When you authorise someone, they will receive an authorisation request via email containing a code. The request must be accepted or declined within 7 days. If an authorisation code has expired (not accepted within 7 days) or is not working, a principal authority or authorisation administrator will need to re-issue a code.**

**See below for the details on how to accept the authorisation.**

The [RAM website](#) contains further information and detailed instructions on the process to create an authorisation.

If you require support to create an authorisation in RAM, contact the RAM support line on phone: **1300 287 539** (select option 3, then option 1 for RAM enquiries)

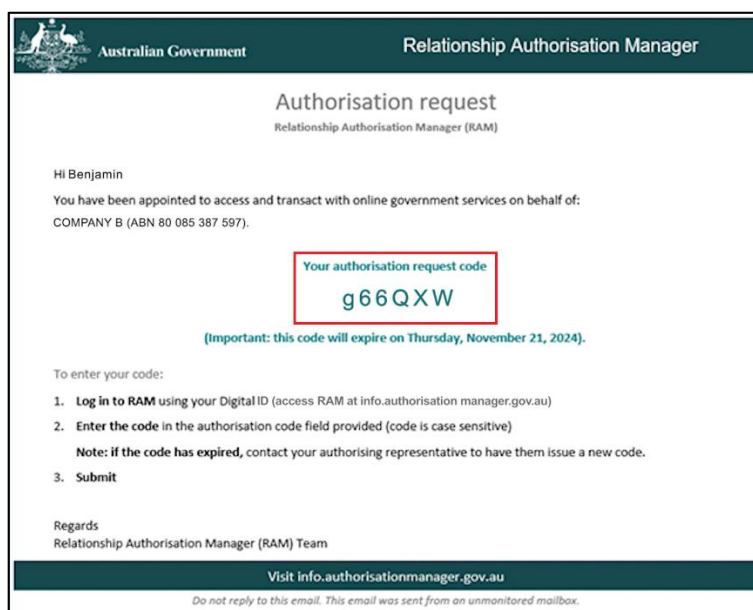
## Accept an authorisation request in RAM

Detailed instructions on how to accept authorisations in RAM can be found on the RAM website.

[Accepting an authorisation | Relationship Authorisation Manager](#)

**To complete the authorisation, the user must accept the authorisation request by following the instructions in the email they received.**

When a new authorisation request is submitted by the principal authority / authorisation administrator, an email is sent to the supplied email address of the new user. The email contains a unique six digit code and instructions on how to accept the authorisation invitation.



To accept the authorisation the provider staff need to:

1. [Log in to RAM](#) using your Digital ID.
2. Select the option, Accept an authorisation for a business.
3. Enter the six digit authorisation code, that was sent via email.

4. Review the authorisation summary – select the checkboxes to declare you understand and accept and provide your express consent, then select Accept.

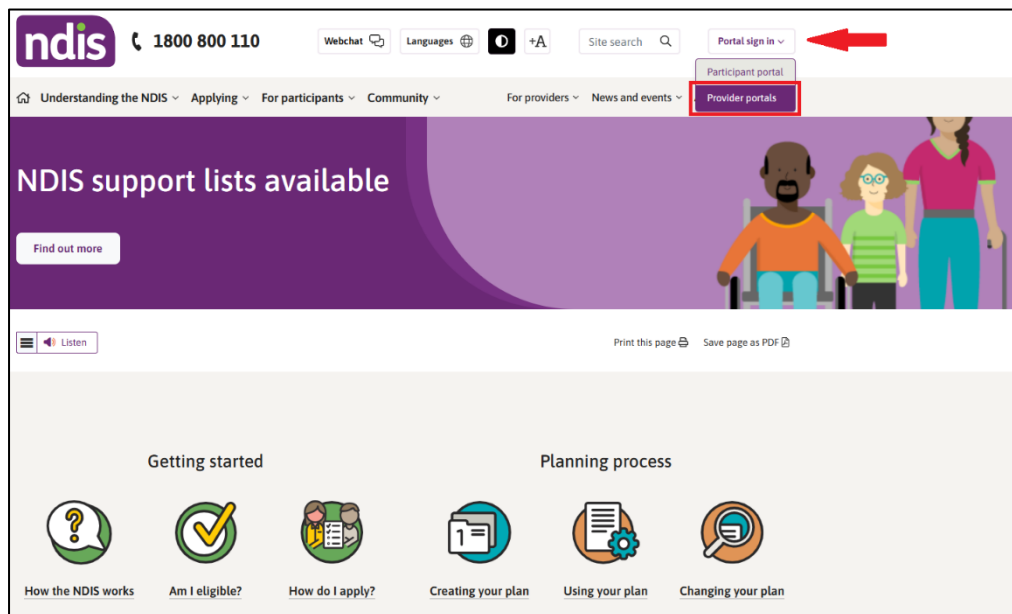
**You have now successfully accepted authorisations in RAM.**

Once the representative has accepted their authorisation and the authorisation status is updated to active, they can now use their digital ID to access the **NDIS provider portals**.

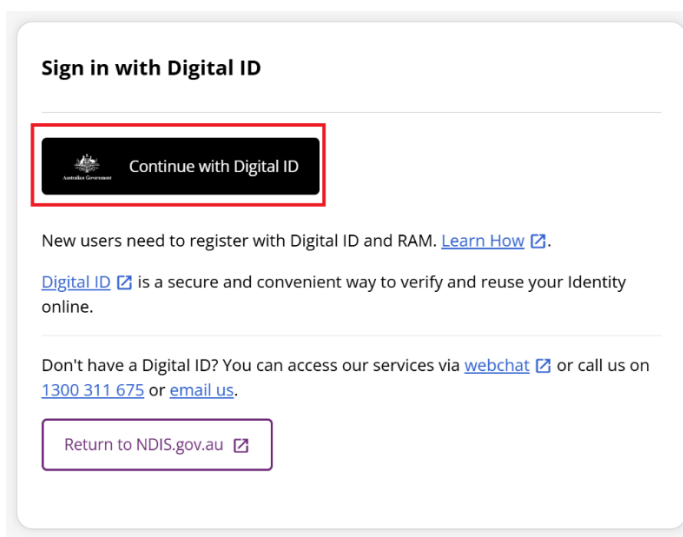
# Log into the NDIS provider portals using myID and RAM

Users can access NDIS provider portals from the link on the NDIS home page ([www.ndis.gov.au](http://www.ndis.gov.au)). If you encounter issues logging into the provider portals, please see the Provider portal system and error messages guide, downloadable from the [NDIS website](#).

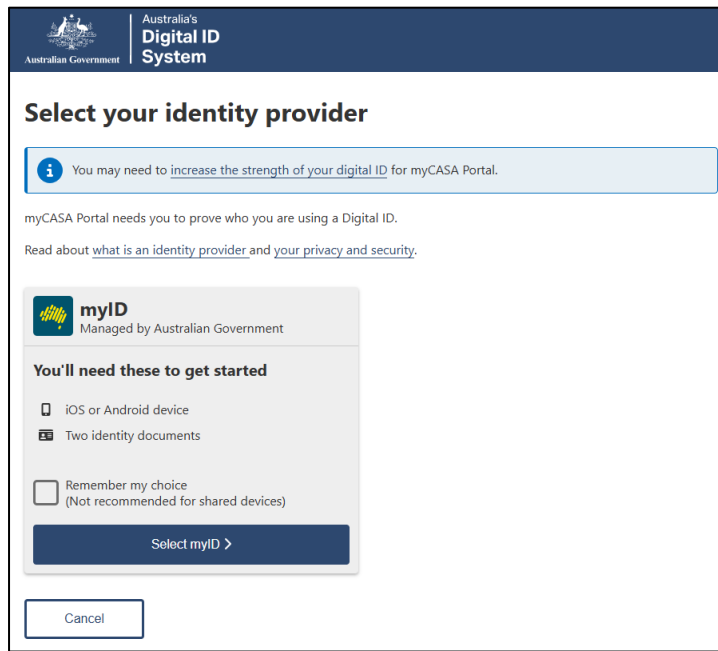
1. Access the NDIS provider portals using the “Portal sign in” button on the [NDIS website](#) and selecting "Provider portals" from the drop down menu.



2. Click on the ‘Continue with Digital ID’ button.



3. You will be navigated to a page where you can select your identity provider, which will be myID.



Australian Government | Australia's Digital ID System

### Select your identity provider

**i** You may need to [increase the strength of your digital ID](#) for myCASA Portal.

myCASA Portal needs you to prove who you are using a Digital ID.  
Read about [what is an identity provider](#) and [your privacy and security](#).

**myID**  
Managed by Australian Government

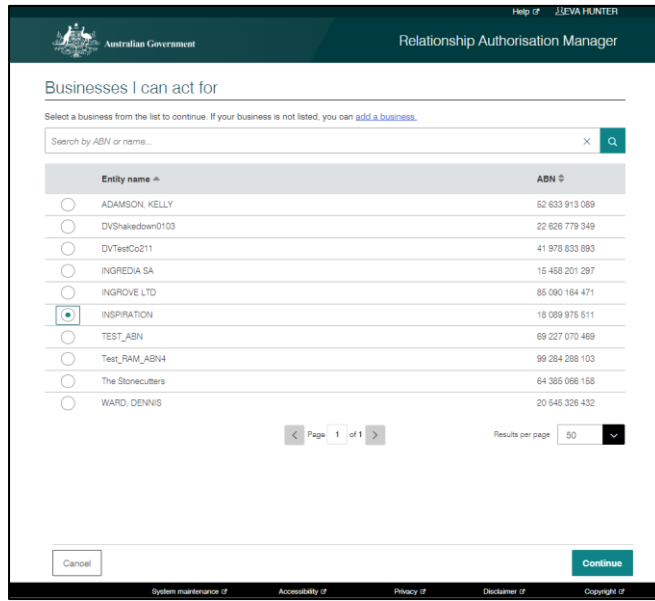
**You'll need these to get started**

- iOS or Android device
- Two identity documents
- Remember my choice  
(Not recommended for shared devices)

[Select myID >](#)

[Cancel](#)

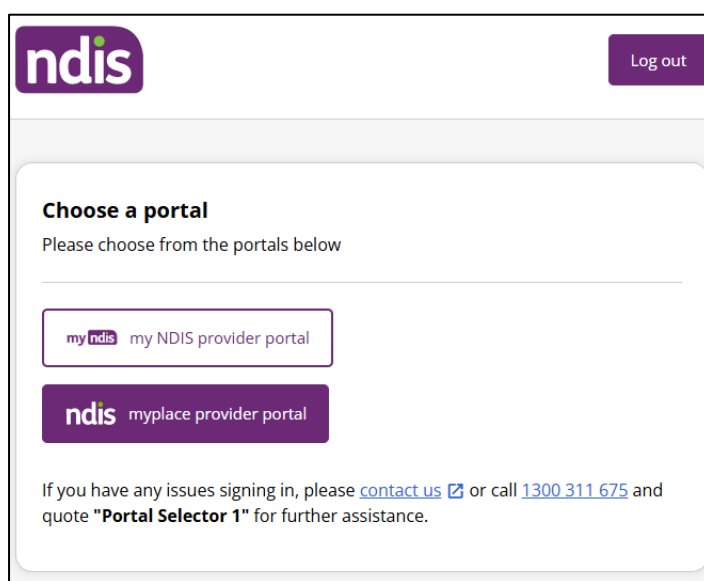
4. When you have selected myID, log in using your personal myID login details. Once you have successfully logged in to myID if you hold the authority for more than one provider organisation, you'll be directed to the RAM Australian Business Number (ABN) selection page where you will need to select which organisation you wish to act on behalf of in my NDIS provider portal. If you only hold authority to one provider organisation, this page will not appear.



Ensure you select the correct ABN for the business you wish to act on behalf of, or you will be unable to access the NDIS provider portals.

If you have selected the wrong ABN, you will receive an error.

- If you are authorised to access the NDIS provider portals for one provider organisation only, or once you have chosen an organisation from the RAM ABN selection page, the NDIS Provider Portals landing page will load.



**Note:** If you are a new user who has never accessed the NDIS provider portals before, you will need to wait until your account has been created.

**Choose a portal**  
Please choose from the portals below

① Your **my NDIS provider portal** account is being set up. Account creation may take up to **24 hours** to complete.  
For assistance, please [contact us](#) or call [1300.311.675](tel:1300311675) and quote "Digital ID Login 4".

① Your **myplace provider portal** account is being set up. Account creation may take **30 minutes to an hour**.  
For assistance, please [contact us](#) or call [1300.311.675](tel:1300311675) and quote "Digital ID Login 5".

If you have any issues signing in, please [contact us](#) or call [1300.311.675](tel:1300311675) and quote "Portal Selector 1" for further assistance.

Please wait 30 minutes before trying to access the myplace provider portal.

Please wait 24 hours before trying to access the my NDIS provider portal

**You can now access the NDIS provider portals using myID and RAM.**

Further information and step-by-step guides to navigate NDIS provider portals can be found [here](#).

## Review and update your contact details

As a new user to the NDIS provider portals, your myID email address will be used to populate your contact information.

It is important to check and update your contact email and phone to your preferred business contact information before continuing to access the NDIS services. Please see the Maintaining Your Information section of the Complete version - myplace provider portal step-by-step guide, downloadable from the [NDIS website](#) for more information