

Fact Sheet: Troubleshooting myGovID and RAM

You will need to log in to ADMS using a Digital Identity such as myGovID. myGovID is the Australian Government’s digital identity app. You will need to set up your myGovID and link it to your business using Relationship Authorisation Manager (RAM). This fact sheet provides troubleshooting advice for issues with myGovID and RAM and shows you where you can find further help.

myGovID

For guidance on how to create your Digital Identity (myGovID), please visit myGovID.gov.au.

Troubleshooting myGovID issues

Issue	Solution
You receive the error messages ‘Insufficient identity strength’ or ‘Your myGovID identity is not strong enough’	ADMS requires at least a Standard identity strength. Please see the myGovID set up guide for help with increasing the strength of your myGovID.
You’re experiencing slowness or issues when verifying your identity	If you are experiencing slowness or issues when verifying documents, please see the myGovID help page for guidance.
You receive the error message ‘Your name is different’	When setting up your myGovID, your name needs to match on both of your Australian identity documents . If you receive the error ‘Your name is different’ please the myGovID website for actions that may help fix your issue.
You receive an ‘Expired myGovID’ error	To protect your identity, myGovID expires after an extended period of inactivity. Your myGovID is still available, but you will need to re-verify your identity to continue using myGovID on a specific device. To continue to use myGovID on this device, you need to re-verify your identity in the myGovID app, select I am an existing user to begin the re-verification process. We recommend using the same identity documents you previously used. Further information can be found on the myGovID website .

If your issue is not listed, please visit mygovid.gov.au/need-help or see the support section below.

Relationship Authorisation Manager (RAM)

Please visit info.authorisationmanager.gov.au for help on linking your myGovID to a business using RAM and managing who can act on behalf of your business online.

Troubleshooting RAM issues

Issue	Solution
<p>You receive a 'No eligible businesses/records found' error message (error codes: REB.BR.0312, REB.DV.0010)</p>	<p>You need to be the principal authority to link a business in RAM. If you're the principal authority but can't find your business in RAM this may be because:</p> <ul style="list-style-type: none"> • your details need to be updated on the Australian Business Register (ABR). For example, you may not be listed against the Australian business number (ABN) or your name may not match the name you used to set up your myGovID, these details can be updated <ul style="list-style-type: none"> ○ by another principal authority in ABR online services if their myGovID is already linked to the business ○ through your registered tax agent ○ by contacting the ABR • you're a primary person. This is a principal authority who is not an individual associate, for example a director of a corporate trustee. You will need to contact us to link your business, see Primary person.
<p>You receive a 'The details used to establish your digital identity do not match' error message (error code: REB.BR.0040)</p>	<p>If you receive this error, you should check that:</p> <ul style="list-style-type: none"> ○ the name in the authorisation request email matches your name as it appears in the top right-hand corner when you log in to RAM. you've entered the authorisation code exactly as it appears in the authorisation email (it is case sensitive). <p>Contact your principal authority or authorisation administrator if:</p> <ul style="list-style-type: none"> ○ your name doesn't match, and ask them to send a new authorisation request using the name you used to set up your myGovID ○ you continue to experience issues and ask them to re-issue a new authorisation code.
<p>Your authorisation code has expired or is not working</p>	<p>If your authorisation code is not accepted, check:</p> <ul style="list-style-type: none"> • that you have entered it exactly as it appears – it is case sensitive • the name in the authorisation request email matches your name as it appears in the top right-hand corner when you log in to RAM. <p>After five incorrect attempts to enter your authorisation code, you'll be locked out for two hours before you can try again. If you continue to experience issues, contact a principal authority or authorisation administrator to re-issue a new authorisation code.</p>
<p>You are receiving a validation error or your details aren't accepted</p>	<p>If you've received this message, you need to check the information you've entered. You need to ensure you have supplied an active and valid email address. Check that the</p>

	<p>family and given name fields only include these types of characters:</p> <ul style="list-style-type: none">• upper and lowercase letters from the English alphabet• numbers zero to nine• single quote (')• comma (,)• hyphen (-)• space.
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If your issue is not listed, please visit info.authorisationmanager.gov.au or see the support section below.

Support

For assistance with ADMS, contact the National Customer Service Line (NCSL) on **1800 020 108**.

For feedback on this quick reference guide, contact ADMSEngagement@dese.gov.au.