



About this guide

This guide assists provider organisations to set up access for new staff and consultants, and allow them to authenticate into DEWR online services on behalf of the organisation using their digital identity.

Use formal names in your authorisations

This will ensure a staff member's name matches so they can accept their authorisation with their digital identity.

Actions for authorisers

Actions for staff members

Step 1. Authorise staff in RAM

An Authorisation Administrator from the Provider Organisation authorises staff in the Relationship Authorisation Manager

1. Visit authorisationmanager.gov.au
2. Add a new user in **Manage Authorisations**
3. Enter their **full formal name** as used in their digital identity (eg Christopher Smith not Chris Smith)
4. Consider using their **business email address** for delivery of their **authorisation request**
5. Select **Custom** access for **Department of Employment and Workplace Relations**
6. Send the **authorisation** to the user

Step 1. Create a Digital Identity

An existing staff member sets up a myGovID (skip this step if myGovID is already set up)

1. Download **myGovID** on your smart device
2. Use your **full formal name** (eg same as your Medicare card, and ensure your manager uses this name for your authorisations)
3. Use your **personal email address**
4. Prove your identity up to **Standard Identity Strength**

Step 2. Accept RAM authorisation

Use your myGovID to accept your RAM Authorisation

1. Receive the **RAM authorisation request** by email
2. Visit authorisationmanager.gov.au
3. **Login with myGovID**
4. Accept the **Authorisation** using the **Authorisation Code**

Step 2. Invite staff in eSAM

An Organisation or Site Security Contact from the Provider Organisation invites staff in eSAM

1. Visit <https://ecsn.gov.au/ESAM>
2. Invite a **new user**
3. Enter their **full formal name** as used in their digital identity (eg Josephine Smith not Jo Smith)
4. Consider using their **business email address** for delivery of their **eSAM invitation**
5. Assign **Access Roles**
6. Send the **invitation** and **confirmation key** to the user

Step 3. Register eSAM account with myGovID

Complete your eSAM account setup and link to your Digital Identity

1. Receive the **eSAM invitation** by email and open **the link** to start the registration
2. Unlock it with the **Confirmation Key**
3. Login with **myGovID** to link your **digital identity**
4. Choose **the correct organisation** in RAM (if more than one displays)
5. When the registration is finalised, you can access **DEWR online services**

Help resources

- **myGovID help** - mygovid.gov.au
- **RAM help** - authorisationmanager.gov.au
- [OSCs] - Invite new users and Manage Invite
- [All users] - Register an eSAM account with your digital identity *

* All eSAM User Guides are available from the Provider Portal <https://providers.workforceaustralia.gov.au/provider>