About this guide?

This guide is for provider organisations whose staff and consultants already have an eSAM account with a user name and password. It shows how to link their accounts to their new digital identity, and allow them to authenticate into DESE online services on behalf of their provider from February 2022.

> **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

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 **Education, Skills and Employment**
6. **Send the authorisation** to the user

Step 2. Send a link request in eSAM

An Organisation or Site Security Contact from the Provider Organisation sends a link request in eSAM

1. Visit **https://ecsn.gov.au/ESAM**
2. Go to **Manage Link Requests**

> Before selecting a user, check their name is their **full formal name** as used in their digital identity (eg *Josephine Smith* not *Jo Smith*)
>
> *> If the name does not match, go back to the Home page, select Search People, update their account name, then return to this function*

3. **Select the user** in the list
4. **Send the link request** to the user

Actions for staff members

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 3. Link your digital identity in eSAM

Login to your existing eSAM account and link your new digital identity

1. Receive the **eSAM email request** to link your digital identity
2. Visit **https://ecsn.gov.au/ESAM**
3. Login with your current **username and password**
4. Select **Action Link Request** then select **Link**
5. Select **myGovID** as your digital provider
6. **Login with myGovID** to complete the linking

Help resources

- **myGovID help** - mygovid.gov.au
- **RAM help** - authorisationmanager.gov.au
- eSAM User Guide - Linking existing users to myGovID*

*Available from the Provider Portal https://ecsnaccess.gov.au/ProviderPortal