

**eSAM QUICK REFERENCE GUIDE - LINKING EXISTING PROVIDER STAFF TO A NEW DIGITAL IDENTITY**

**About this guide?**

This guide is for provider organisations whose staff and consultants already have an eSAM account with a username 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**

**myGovID help:** [mygovid.gov.au](https://www.mygovid.gov.au/)

**RAM help:** [authorisationmanager.gov.au](https://authorisationmanager.gov.au)

**DESE IT Support**:

Web: https://dese.service-now.com/digitalsolutions I

Email: digitalsolutionssupport@dese.gov.au

Phone: 1300 305 520