

# ATO Client - Agent Linking

The ATO are further strengthening the security of their online services to help protect you and your business against fraud and identity-related theft. You will need to nominate us as your tax agent before we can add your business to our tax agent list.

In order to allow us to do this, please follow the steps below.

Please note that this is something, as tax agents, we cannot action on your behalf.

## Client-Agent linking steps

Have you already set up access to ATO Online Services for Business?

- Yes, Please go to step 4.
- No, Please go to step 1.

### Step 1: Set up your Digital Identity (myID)

Remember that myID is different to myGov. myID is the Australian Government's Digital Identity app. It allows you to prove who you are and log in to [online services](#).

For instructions on setting up your myID, see ATO website: [How to set up myID](#).

### Step 2: Link your myID to your ABN

[Relationship Authorisation Manager \(RAM\)](#) is an authorisation service that allows you to access online services on behalf of a business. You will need to use RAM to link your myID to your Australian business number (ABN).

The [principal authority](#) is the person responsible for the business, and must be the first person to link the ABN in RAM.

The way you link your myID to your ABN depends on your role in the business:

You can [link online](#) if:

- you have a Strong myID identity strength; and
- your name is listed in the ABR.

You'll need to call the [Australian Taxation Office](#) to link your myID to your ABN if you either:

- do not have a Strong myID identity strength
- are not an individual associate listed in the ABR.

### Step 3: Authorise others to act on your behalf (optional)

You can authorise others to act on behalf of your business (for example, employees) in RAM.

For instructions on how to authorise others, see [set up authorisations](#).

### Step 4: Log in to Online Services for Business

Use your myID to log in to [Online Services for Business](#).

## Tip

You'll need at least Standard identity strength to set up your business for online services.

### Step 5: Nominate us as your authorised agent in Online Services for Business

You will need our agent details. Registered agent number (RAN): **269 530 09**

From the Online Services for Business home page:

- select **profile**, then **agent details**
- at the **agent nominations feature**, select **add**
- on the **nominate agent screen**, go to **search** for agent
- type our agent's RAN (26953009) or practice name and select **search**
- select us as the agent you want to nominate (if multiple results are returned, select the correct agent)
- check that our agent's details are correct
- complete the **declaration**
- select **submit**.

You will now see our agent details listed under agent nominations.

For more information, go to [Agent Nomination](#).

### Step 6: Let us know you have completed the nomination step above

We have 7 days to action the nomination before it expires. We do not receive an automated notification so it is important to let us know when you have completed the nomination step.

## Troubleshooting

Are you unable to nominate us using Online Services for Business?

If you experience any errors while completing the agent nomination process, please contact the [Australian Taxation Office](#) (ATO) (on 13 28 66).

Before the ATO can discuss your details or update your records, you must [establish your identity](#). Have our RAN (26953009) ready, so that the ATO can search for us.

For more information please refer to the [ATO website](#).

### Extending a nomination

If we need more time we may ask you to use the extend feature. This will add another 7 days to your nomination from the day you extend. The extend feature will become available the day after submitting a nomination and remain available for seven days after the original nomination period.

To extend a nomination:

- from the agent nomination screen in Online Services for Business, select extend. Tip: You can find this next to our name.
- at the extend agent nomination screen, check the details of the agent are correct. If they are not correct, you can delete an agent nomination by selecting delete.
- complete the declaration and select submit
- Let us know when you have completed the extension.

If a nomination has expired, you won't be able to extend it. You'll need to submit a [new nomination](#), by following from step 5 above.

## Contact us

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