

## FAQs re: AusKey

**Question:** Is there technical support for AUSKey issues?

**Answer:** Yes, help is provided by the Australian Tax Office by calling 1300 287 539 or by visiting <https://abr.gov.au/AUSkey/>

**Question:** What is AUSKey?

**Answer:** AUSKey is a whole of government approach that enables an organisation to easily and securely access online government services. It is a way to identify you, or a representative of your organisation online.

**Question:** How does AUSKey work?

**Answer:** The AUSKey process comprises a digital certificate and a password that checks reference tables of users in VANGuard and the portal. If there is a successful match, access to the portal is granted.

**Question:** How do I obtain an AUSKey?

**Answer:** Through the Australian Tax Office, you can do this on an individual or multiple user basis.

**Question:** How do I manage my organisation's AUSkeys?

**Answer:** Through the Australian Tax Office.

**Question:** When do I need to get an AUSKey?

**Answer:** Before you login to the portal for the first time.

**Question:** Do AUSkeys expire?

**Answer:** Yes, if you do not use your AUSKey at least once in a 12 month period. If your AUSKey does expire you will need to register for a new AUSKey with the Australian Tax Office.

**Question:** Can I use a generic email to obtain an AUSKey?

**Answer:** No, a generic email cannot be used. You must have a valid email address for each user.

**Question:** Do all portal users need to have their own AUSKey?

**Answer:** Yes, an AUSKey is linked to an individual user and cannot be shared.

**Question:** Do staff that job share need their own AUSKey?

**Answer:** Yes, an AUSKey is linked to an individual user and cannot be shared.

**Question:** Do I need to manage AUSkeys registered to my organisation?

**Answer:** Yes, you will need to manage new users and when staff change and no longer need access to the portal.

**Question:** Will I need a different AUSKey for each different business I work for?  
**Answer:** Yes, you will need an AUSKey for each business you work in. AUSKeys are linked to an individual and the business's ABN.

**Question:** Can I use my AUSKey on multiple computers?  
**Answer:** Yes, you will need to download your AUSKey to a USB device or network server.

**Question:** Can I store multiple AUSKeys on the one computer?  
**Answer:** Yes, multiple AUSKeys are able to be stored on the same computer.

**Question:** Am I able to download an AUSKey onto my laptop?  
**Answer:** Yes or you can download the AUSKey to a USB device and use it with the laptop.