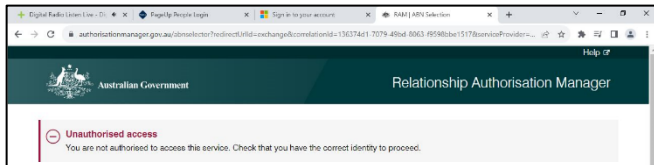




One of the main issues Health Data Portal users encounter when trying to log into the Data Portal, is the *Unauthorised access* error message. Although it may seem to the user to be a Health Data Portal issue, as it happens when trying to log into the Data Portal, it is a Relationship Authorisation Manager (RAM) issue caused by the user changing their phone and, therefore uninstalling their myID app from their phone.



When a user receives the above error message when trying to log in to the Health Data Portal after changing their phone and uninstalling their myID, the following steps will need to be completed to ensure the user can again log into the Data Portal.

1. Ensure the user has re-registered for their myID and installed the myID app on their new phone.

⚠ When the user re-registers for their myID, they should ensure they register as the same type of user they did when they originally registered for their myID – a *Standard* user registers for myID using 100 points of identification; a *Basic* user registers without identification – this registration only lasts for 12 months.

2. Your service’s Principal Authority will need to make any change to the user’s RAM profile to activate the **Submit** button, which needs to be selected to send the user an email with a RAM authorisation code in it. For more information see, <https://info.authorisationmanager.gov.au/manage-authorisations>
3. Once the user has received the authorisation email, they will need to log into the RAM and enter the code from the email to accept the authorisation and reconnect their myID to their RAM profile. For more information, see <https://info.authorisationmanager.gov.au/authorised-users-and-administrators>
4. Once this step has been completed, the user should then be able to log in to the Health Data Portal as normal at <https://dataportal.health.gov.au>.