

Fact Sheet: Troubleshooting myGovID and RAM

When you log on to ADMS, you will use the Australian Government’s myGovID and Relationship Authorisation Manager (RAM) platforms to securely connect. This fact sheet provides troubleshooting advice for issues with myGovID and RAM and shows you where you can find further help.

myGovID

myGovID is the Australian Government’s digital identity platform. For guidance on how to create your myGovID Digital Identity, please visit mygovid.gov.au.

Troubleshooting myGovID issues

Issue	Solution
You receive an ‘Insufficient identity strength’ or ‘Your myGovID identity is not strong enough’ error	ADMS requires Standard identity strength at a minimum. Please see the myGovID set up guide for help with upgrading the strength of your myGovID digital identity.
You are experiencing slowness or issues when verifying your identity	If you are experiencing slowness or issues when verifying documents, please see the myGovID help page for guidance.
You receive a ‘Your name is different’ error	Your name needs to match the name on the identity documents you use to set up your myGovID. Please see the myGovID website for further help with verifying your identity.
You receive an ‘Expired myGovID’ error	To protect your identity, myGovID expires after an extended period of inactivity. Your myGovID is still available, but you will need to re-verify your identity to continue using myGovID on your device. To re-verify your identity in the myGovID app, select I am an existing user to begin the re-verification process. Further information can be found on the myGovID website .

If your issue is not listed, please visit mygovid.gov.au/need-help or see the support section below.

Relationship Authorisation Manager (RAM)

RAM allows businesses to authorise employees to act on their behalf when engaging with the Australian Government. For example, a business owner can authorise an employee to raise and process a wage subsidy claim on their behalf. Please visit info.authorisationmanager.gov.au for help with linking myGovID to RAM and authorising employees.

Troubleshooting RAM issues

Issue	Solution
You receive a 'No eligible businesses/records found' error	You need to be the Principal Authority to link a business in RAM. Please see the Get Started Guide on the RAM website for assistance with setting up RAM.
You receive a 'The details used to establish your digital identity do not match' error	Check that the name in the authorisation request email matches your name as it appears in the top right-hand corner of RAM. Ensure you have entered the authorisation code exactly as it appears in the authorisation email (it is case sensitive). Further help with this error can be found on the RAM website .
Your authorisation code has expired or is not working	If your authorisation code is not accepted, check: <ul style="list-style-type: none">• that you have entered it exactly as it appears – it is case sensitive• the name in the authorisation request email matches your name as it appears in the top right-hand corner of RAM. Further help can be found on the RAM website .
You are receiving a validation error or your details aren't accepted	Check the information you have entered. You need to ensure you have supplied a valid email address. Check that the family and given name fields only include these types of characters: <ul style="list-style-type: none">• upper and lowercase letters from the English alphabet• numbers zero to nine• single quote (')• comma (,)• hyphen (-)• space.

If your issue is not listed, please visit info.authorisationmanager.gov.au or see the support section below.

Support

For assistance with ADMS, contact the National Customer Service Line (NCSL) on **1800 020 108**.

For feedback on this quick reference guide, contact ADMSEngagement@dese.gov.au.