

Troubleshooting Guide: Confirming the Apprentice Identity

Below is some troubleshooting advice for instances where the Apprentice name details in ADMS do not match their myGov profile. When the details do not match, the Apprentice will receive an error message preventing them from logging in to ADMS.

Scenario	Solution
<p>myGov does not accurately reflect the Apprentice's legal name</p> <p><i>e.g. the 'First Name' data field is blank, or the full legal name appears entirely in the 'Last Name' field in their myGov Profile.</i></p>	<p>Apprentices can check their myGov details by logging in to myGov and opening their Profile.</p> <p>The Apprentice must update their myGov details to reflect their legal name. The Services Australia website provides advice on how to update personal details.</p>
<p>The ADMS Apprentice Profile does not accurately reflect the Apprentice's legal name</p> <p><i>e.g. the Apprentice changed their legal name, registered this change with the ATO which updated their myGov Profile, but their Apprentice Profile has not been updated.</i></p>	<p>The Australian Apprenticeship Support Network provider (AASN) has the Apprentice Profile updated and seeks evidence from the Apprentice to ensure it matches.</p> <p>Once updated, the Apprentice will be able to confirm their identity in ADMS.</p>
<p>The Apprentice's legal name cannot be accurately reflected in ADMS</p> <p><i>e.g. the Apprentice only has one legal name, like Madonna.</i></p>	<p>The AASN raises a ticket in the Digital Solutions Support Portal.</p>

Support

For assistance with ADMS, raise a ticket with the [Digital Solutions Support Portal](#)