



## Log in to the Data Exchange web-based portal

### Task card

This task card discusses the following:

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#### KEY HIGHLIGHTS

- You should have a myGovID before you request access to the Data Exchange.
- The first person accessing the Data Exchange must complete a User Access Request form and send to the Helpdesk before they can create additional users in the Data Exchange web-based portal.
- The account activation process for the Data Exchange needs to be completed once by all users.

### Before accessing the Data Exchange

Before requesting a Data Exchange web-based portal user account, you must have a [myGovID](#) linked to your organisation through the [Relationship Authorisation Manager](#) (RAM).

The [principal authority](#) within the organisation needs to link your organisation to an Australian Business Number (ABN) in Relationship Authorisation Manager (RAM). Once linked, they can set up [authorisations for employees and others](#) to act on behalf of the business.

Once you have linked your myGovID to a business, you can access selected government online services, such as the Data Exchange, using myGovID.

### Accessing the Data Exchange for the first time

All users accessing the Data Exchange web-based portal for the first time with their myGovID must complete the following account activation steps. The account activation process only needs to be completed once. As a returning user, you will only need to complete steps **2, 3, 4** and **5**.

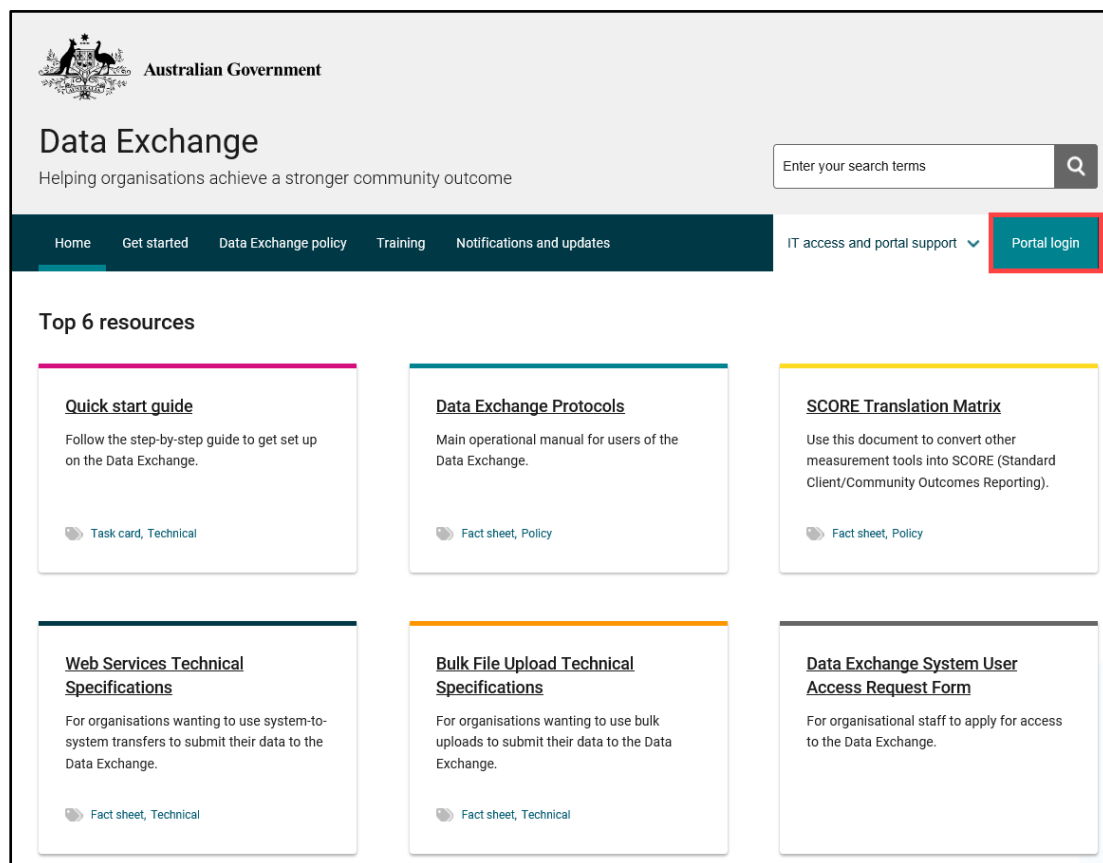
## Step 1 – Request access to the Data Exchange

The first person accessing the Data Exchange on behalf of an organisation must complete a [User access request form](#) and submit it to the [Data Exchange Helpdesk](#) before they can access the Data Exchange web-based portal. Organisation Administrators are then able to set up other staff in the Data Exchange as new users.

## Step 2 – Log in to the Data Exchange

Select the **Log In** button on the [Data Exchange website](#) home page. Refer to Figure 1.

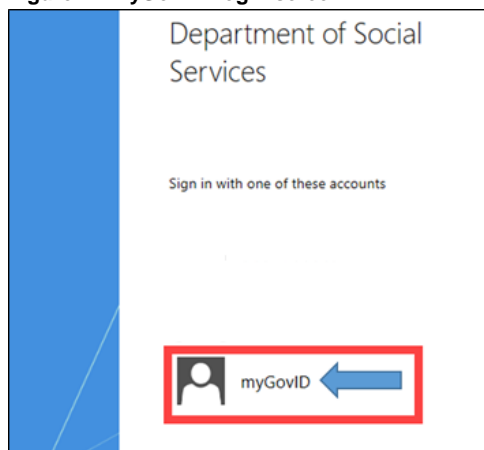
Figure 1 – The Data Exchange home page



## Step 3 – myGovID Login screen

The myGovID **Login** screen will display. Select your **myGovID**. Refer to Figure 2.

Figure 2 - myGovID Login screen

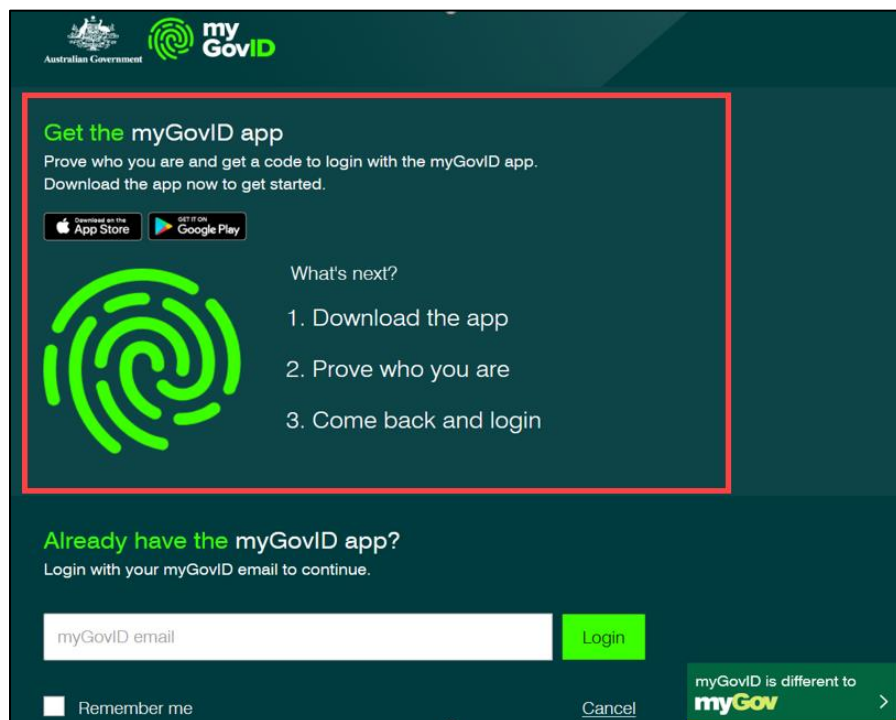


## Step 4 – Login for first time

The first time you do this process you will need to enter your email address and a code.

You can follow the link to download the myGovID app from this page or if you have already done this step, enter your myGovID email address.

You can also click the 'remember me' option if you are using a computer that you often use.

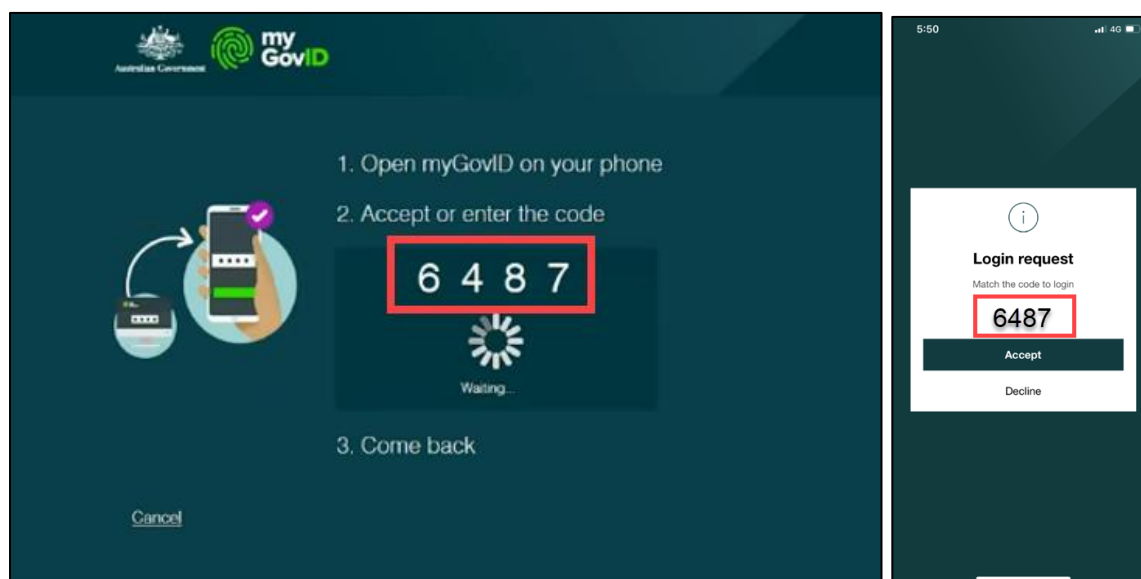


The screenshot shows the myGovID login interface. At the top, it says 'Australian Government' and 'myGovID'. A red box highlights the 'Get the myGovID app' section, which includes instructions to prove identity and download the app. Below this, a green fingerprint icon is shown next to a list of steps: 'What's next? 1. Download the app, 2. Prove who you are, 3. Come back and login'. Below the red box, the 'Already have the myGovID app?' section is visible, with a text input field for 'myGovID email', a green 'Login' button, and a 'Remember me' checkbox. A 'Cancel' link is also present. At the bottom right, there is a link that says 'myGovID is different to myGov'.

## Step 5 – Accept the code

A code will appear on your phone and computer – if the codes match, accept the code on your phone.

Remember, the code only lasts for 60 seconds.



The image shows two side-by-side screenshots. The left screenshot is from a computer, showing the 'Accept the code' step. It lists three steps: '1. Open myGovID on your phone', '2. Accept or enter the code', and '3. Come back'. A red box highlights the code '6 4 8 7' displayed on the screen, with a 'Waiting...' indicator below it. The right screenshot is from a mobile phone, showing a 'Login request' dialog. It says 'Match the code to login' and displays the code '6487' in a red box. Below the code are 'Accept' and 'Decline' buttons.

## Step 6 – Request activation code

The **Request activation code for the Data Exchange** will display. Refer to Figure 3.

Figure 3 - Request activation code for Data Exchange screen

Australian Government  
Department of Social Services

1 Request activation code 2 Confirm activation code 3 Finish

### Request activation code for DSS Data Exchange

Please enter the email address that was provided in your user access request form. An activation code will be sent to this email address with instructions on how to complete the account activation process.

All fields marked with an asterisk ( \* ) are required

Email Address: \*

[Cancel](#) [Continue](#)

[Back to content top](#)

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Type in your email address that **matches** your Data Exchange User Account and select **Continue**.

You will be sent an email containing your activation code.

## Step 7 – Confirm activation code

The **Confirm activation code for Data Exchange** screen will display. Refer to Figure 4.

Figure 4 – Confirm activation code screen

Australian Government  
Department of Social Services

1 Request activation code 2 Confirm activation code 3 Finish

### Request activation code for DSS Data Exchange

Please enter the email address that was provided in your user access request form. An activation code will be sent to this email address with instructions on how to complete the account activation process.

All fields marked with an asterisk ( \* ) are required

Activation Code \*

[Cancel](#) [Continue](#)

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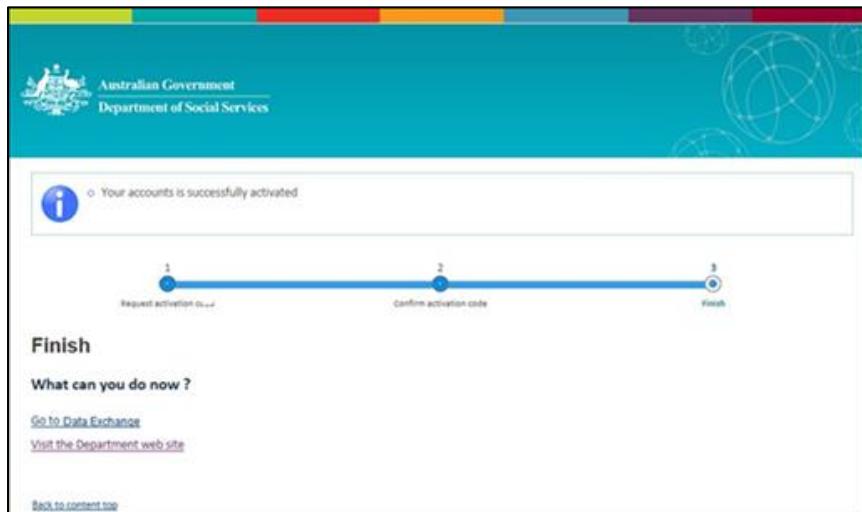
Enter the **activation code** contained in the email and select **Confirm**.

## Step 8 – Finish screen

When you have confirmed your activation code the **Finish** screen will display. Refer to Figure 5.

This confirms that you have successfully completed the account activation process. Select the Go to Data Exchange link to access the portal. Refer to figure 5.

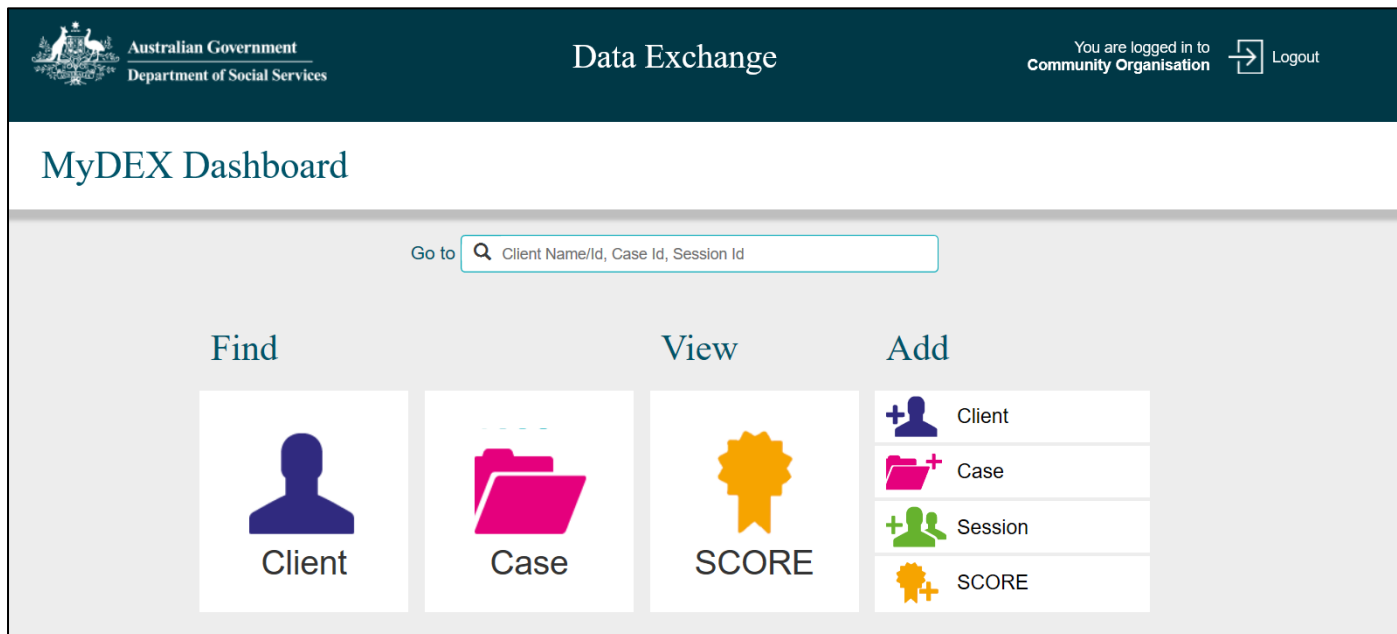
Figure 5 – Finish screen



## Step 9 – Data Exchange web-based portal home page

The Data Exchange web-based portal **home page** will display and you are ready to start entering data. Refer to Figure 6.

Figure 6 - Data Exchange web-based portal home screen



More information on the Data Exchange can be found in the [Data Exchange Protocols](#) and the [Training](#) page.

For technical support; contact the Data Exchange Helpdesk by email [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) or on 1800 020 283 between 08.30am - 5.30pm (AEST/AEDT) Monday to Friday.