



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

### Task card

This task card discusses the following:

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#### KEY HIGHLIGHTS

- You must have a Digital ID (myID) 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 Date Exchange web-based portal.
- The account activation process for the Data Exchange needs to be completed once by all users.
- **Please Note:** Internet Explorer is no longer a supported browser for logging into the Data Exchange. Please choose an alternative web browser such as Microsoft Edge, Chrome etc.

### Before accessing the Data Exchange

Before requesting a Data Exchange web-based portal user account, you must have a Digital ID ([myID](#)) 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 Digital ID (myID) to a business, you can access selected government online services, such as the Data Exchange, using Digital ID (myID).

## Accessing the Data Exchange for the first time

All users accessing the Data Exchange web-based portal for the first time with their Digital ID (myID) 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

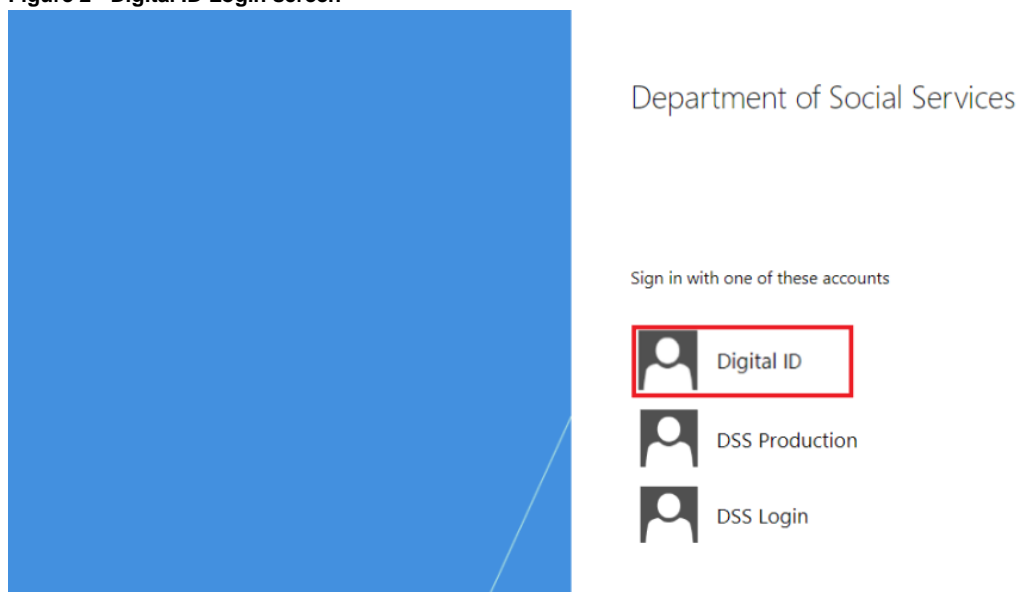
The screenshot shows the Australian Government Data Exchange home page. At the top left is the Australian Government logo. Below it is the title 'Data Exchange' and the tagline 'Helping organisations achieve a stronger community outcome'. A search bar is located on the right side of the header. The navigation menu includes 'Home', 'Get started', 'Data Exchange policy', 'Training', 'Notifications and updates', 'IT access and portal support', and 'Portal login', which is highlighted with a red box. Below the navigation menu is a section titled 'Top 6 resources' containing six resource cards:

- Quick start guide**: Follow the step-by-step guide to get set up on the Data Exchange. (Task card, Technical)
- Data Exchange Protocols**: Main operational manual for users of the Data Exchange. (Fact sheet, Policy)
- SCORE Translation Matrix**: Use this document to convert other measurement tools into SCORE (Standard Client/Community Outcomes Reporting). (Fact sheet, Policy)
- Web Services Technical Specifications**: For organisations wanting to use system-to-system transfers to submit their data to the Data Exchange. (Fact sheet, Technical)
- Bulk File Upload Technical Specifications**: For organisations wanting to use bulk uploads to submit their data to the Data Exchange. (Fact sheet, Technical)
- Data Exchange System User Access Request Form**: For organisational staff to apply for access to the Data Exchange.

### Step 3 –Digital ID Login screen

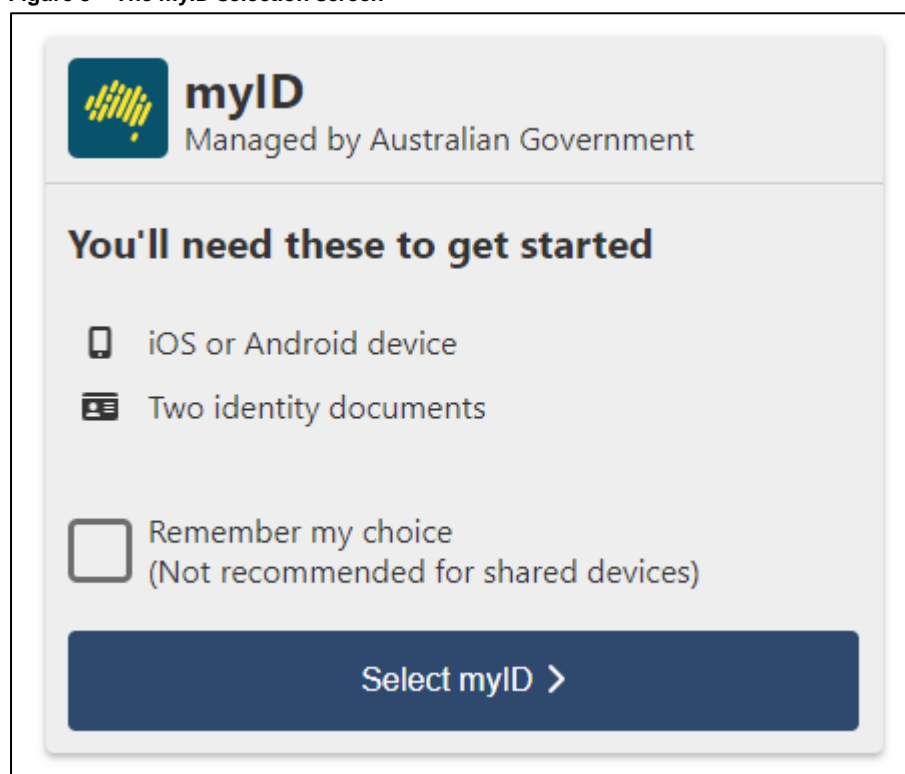
The Digital ID **Login** screen will display. Select **Digital ID**. Refer to Figure 2.

Figure 2 - Digital ID Login screen



You will be redirected to the 'Select your identity provider' webpage where you can choose the myID Digital ID option. Refer to Figure 3.

Figure 3 – The myID selection screen



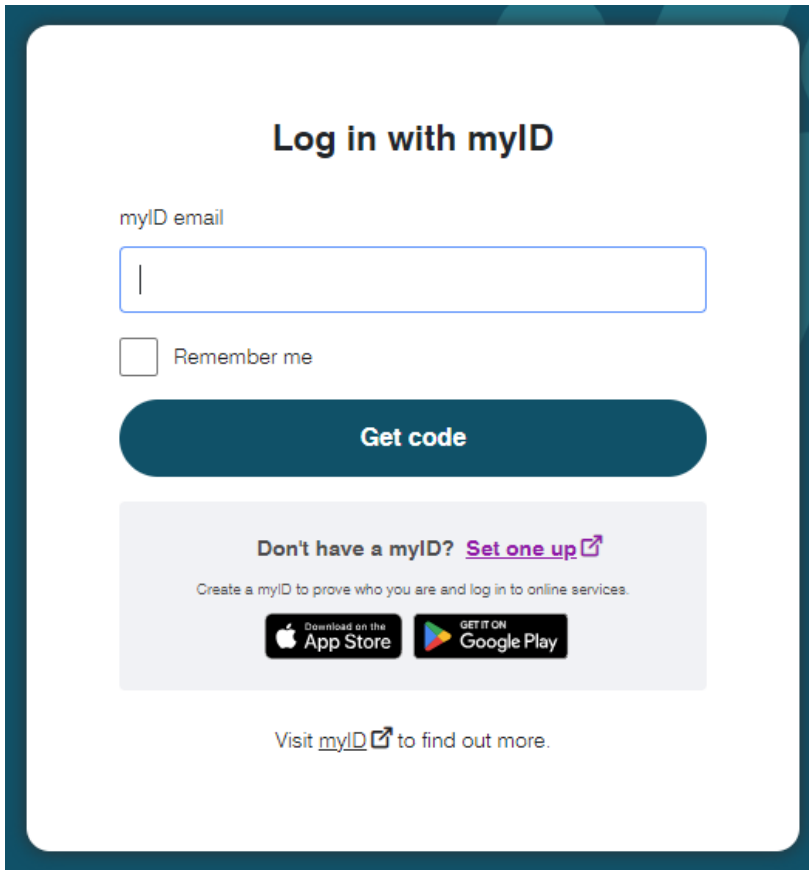
## Step 4 – Login for first time

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 myID app from this page or if you have already done this step, enter your myID email address.

You can also click the 'remember me' option if you are using a computer that you often use. Refer to Figure 4.

FIGURE 4 - THE MYID EMAIL ADDRESS ENTRY SCREEN



**Log in with myID**



myID email

Remember me

**Get code**

**Don't have a myID? [Set one up](#)**

Create a myID to prove who you are and log in to online services.

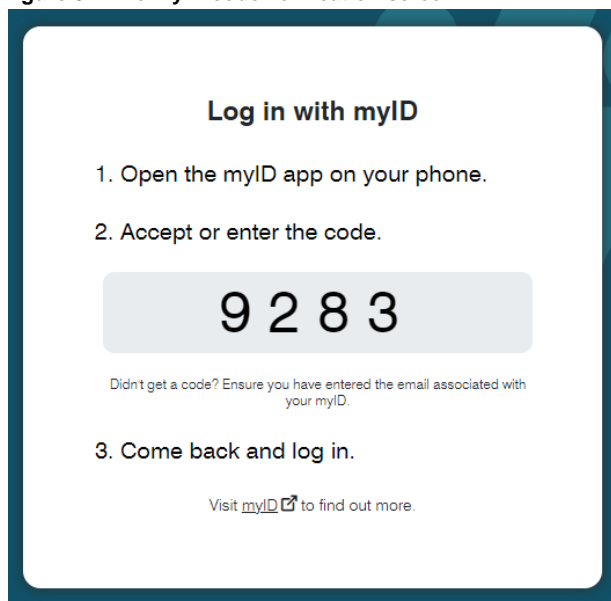
 

Visit [myID](#) to find out more.

## 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. Refer to Figure 5.

Figure 5 – The myID code verification screen



## Step 6 – Provide consent

The Provide consent screen will appear. Refer to Figure 6.

Figure 6 – The Consent to share details with DSS screen

## Step 7 – Request activation code

The **Request activation code for the Data Exchange** will display. Refer to Figure 7.

Figure 7 – 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 8 – Confirm activation code

The **Confirm activation code for Data Exchange** screen will display. Refer to Figure 8.

Figure 8 – 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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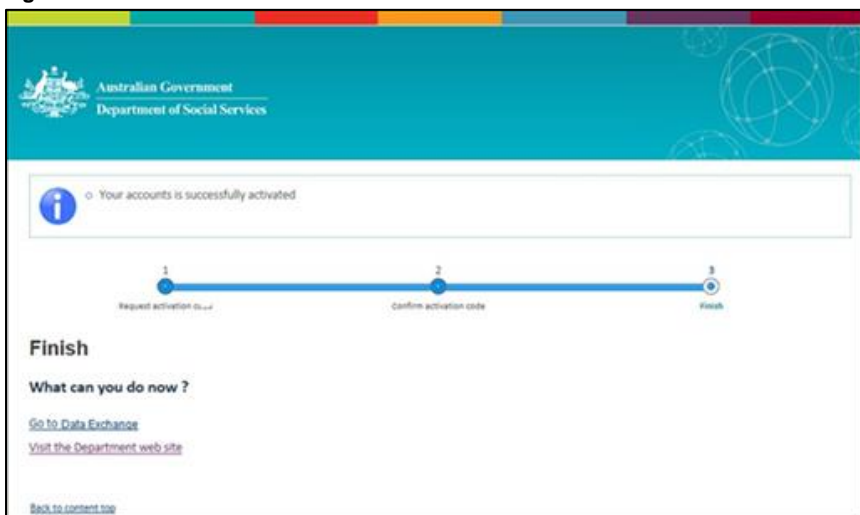
Enter the **activation code** contained in the email and select **Confirm**.

## Step 9 – Finish screen

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

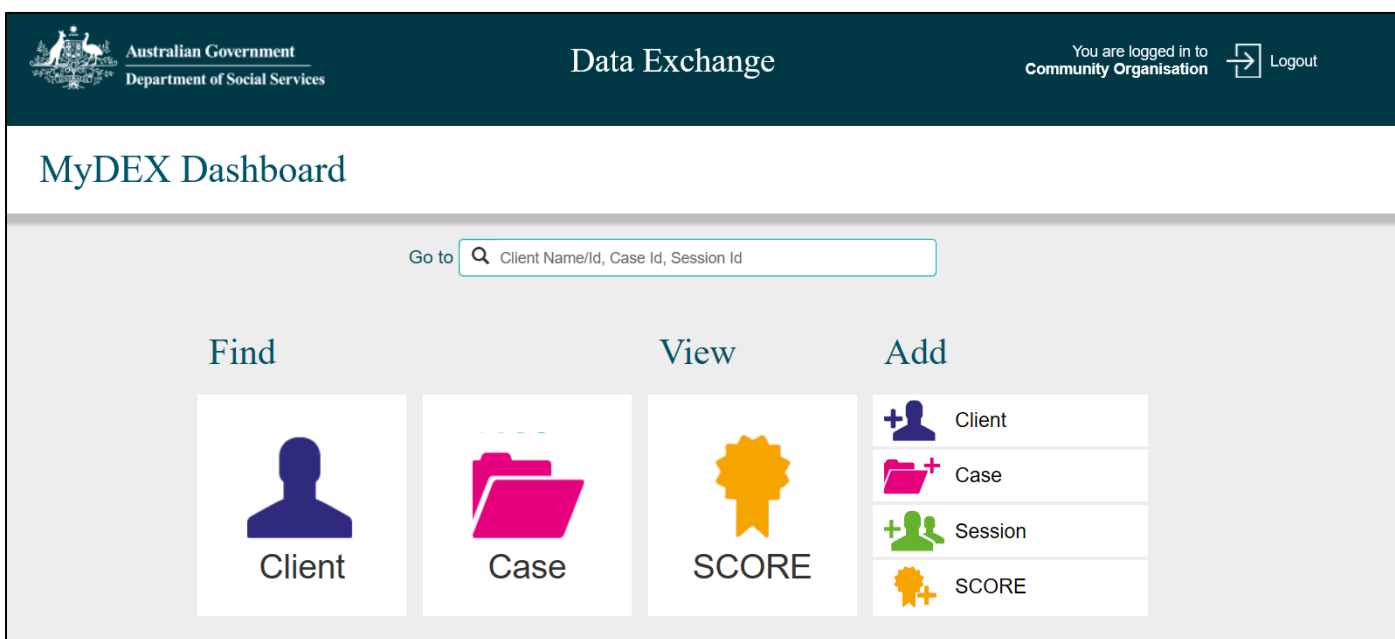
This confirms that you have successfully completed the account activation process. Select the Go to Data Exchange link to access the portal. Refer to Figure 9.

Figure 9 – Finish screen



## Step 10 – 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.



You can visit the [myID](#) and [RAM](#) websites for further information, or assistance.

For system support, contact the Data Exchange Helpdesk by email at [dssdataexchange.helpdesk@dss.gov.au](mailto:dssdataexchange.helpdesk@dss.gov.au) or on 1800 020 283.