



AUSkeys and the Data Exchange

Task card

This task card discusses the following:

- [What is an AUSKey?](#)
- [Who needs an AUSKey?](#)
- [Requesting access to the Data Exchange](#)
- [AUSKey compatible browsers](#)
- [Clearing your browser's cache](#)
- [Errors](#)
- [Troubleshooting](#)
- [Lost or forgotten passwords](#)
- [Stay Smart Online](#)

KEY HIGHLIGHTS

- AUSKey is managed by the Australian Business Register (ABR).
- You must be registered with an AUSKey before you can request access to the Data Exchange.
- Your AUSKey certificate and password will be provided to you via email by your AUSKey Administrator.
- An AUSKey Administrator is different to a Data Exchange Organisation Administrator.
- A Data Exchange Organisation Administrator must complete a User access request form and they can then create additional users.
- Data Exchange Organisation Administrators can create another Data Exchange Organisation Administrator for their organisation.
- Ensure you have an up to date browser.
- You will need to apply for a new AUSKey if you lose or forget your AUSKey or get 'locked out'.
- Steps should be taken to protect online personal and financial information.

What is an AUSKey?

An AUSKey is a secure login that identifies you when using some online government services on behalf of an organisation, including the Data Exchange. The [Australian Business Register](#) (ABR) manages the oversight and issuing of AUSKeys. The [AUSKey Registration Guide](#) provides useful information on AUSKeys.

Who needs an AUSKey?

Prior to requesting a Data Exchange web-based portal user account, your organisation should be registered with an AUSKey, and individual account holders within your organisation should be issued an AUSKey certificate. You cannot share your AUSKeys with other staff. There are two types of AUSKey available – an Administrator or Standard AUSKey. It is recommended that an organisation has at least two AUSKey Administrators.

More information on AUSkey and setting up an Administrator AUSkey can be found on the [Australian Business Register](http://www.abr.gov.au) website www.abr.gov.au or speak to your IT Administrator.

For AUSkey enquiries call 1300 287 539 or for technical enquires call 1300 139 373, Monday to Friday 7.00am to midnight (AEST/AEDT) and Saturday 10.00am to 4.00pm (AEST/AEDT).

Requesting access to the Data Exchange

To alleviate the need to submit multiple access request forms to the Department, it is recommended that the first person to access the Data Exchange within an organisation should be the designated Data Exchange Organisation Administrator. The Data Exchange Organisation Administrator will be able to manage user access for the organisation.

Anyone requesting Organisation Administrator access for the Data Exchange will need to complete a [User access request form](#) and submit this to the Data Exchange Helpdesk. An organisation will need only one Data Exchange Organisation Administrator; however it is recommended that multiple Data Exchange Organisation Administrators be set up for the organisation. Once the Data Exchange Organisation Administrator account has been created, they can create additional users, outlets and activities.

If a Data Exchange Organisation Administrator requires access to multiple organisations, they will need to obtain a **separate AUSkey** and email address for each account. A Data Exchange Organisation Administrator can create another Data Exchange Organisation Administrator. Refer to the [Add and edit a user](#) task card > Editing a user section, for more information.

AUSkey compatible browsers

In order to access, view and edit the Data Exchange web-based portal, your internet browser needs to meet certain minimum requirements. AUSkey is managed by the Australian Business Register (ABR) and more information is located on the [Australian Business Register](http://www.abr.gov.au) website www.abr.gov.au

More information on common operating systems and minimum requirements for browsers can be located on the [AUSkey compatibility](#) page on the ABR website.

Clearing your browser's cache

If you are having difficulty accessing any online government services using a supported browser, please ensure you have cleared the browser cache. More information can be found on the following websites:

- [Internet Explorer](http://support.microsoft.com/kb/260897) (<http://support.microsoft.com/kb/260897>)
- [Mozilla Firefox](https://support.mozilla.org/en-US/kb/how-clear-firefox-cache) (<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>)
- [Apple Safari](http://support.apple.com/en-us/HT204098) (<http://support.apple.com/en-us/HT204098>)
- [Google Chrome](http://https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en) (<http://https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>)

Errors

If you are using an older browser you may see the following errors:

- Graphics not displaying
- Jumbled home screen
- Visible elements that are not relevant to your program area and do not require reporting e.g. CHSP screen
- Inability to access case records when accessed through the client record.

Troubleshooting

Some common problems experienced when trying to manage AUSKey are:

- Lost or stolen computer or USB
- Forgotten password
- Limited print functionality using AUSKey on a USB

For troubleshooting advice in regards to browser installation refer to www.technicalhelpdesk.com.au and search for '[General Installation Guide for AUSKey Software and Browser extension](#)'.

More information on managing issues can be found on the [Registering for AUSKey Troubleshooting](#), [Setting up AUSKey troubleshooting](#) and [Managing AUSKey troubleshooting](#) pages on the ABR website.

Lost or forgotten passwords

Keep your AUSKey password safe and secure. You will need to apply for a new AUSKey if you:

- lose your AUSKey password
- forget your AUSKey password
- get locked out of your AUSKey password
- have no activity on your AUSKey for more than 12 months.

Stay Smart Online

[Stay Smart Online](#) is the Australian Government's online safety and security website. It is designed to help everyone understand the risks of using online services and the simple steps that can be taken to protect online personal and financial information.

More information on outlets, clients, cases and sessions can be found in the [Data Exchange Protocols](#) and the [Training resources](#) tab.

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