

ACT Revenue Office

Guide to accessing the ACT's Business Self Service Portal

Welcome!

The ACT Revenue Office's Self Service Portal (SSP) is an online portal, which allows ACT Return Taxes taxpayers to view real-time information about their tax obligations and lodge returns online.

The SSP uses Digital ID to ensure private company information is only accessible to people who the company has authorised. Digital ID is a safe, secure and convenient way to prove who you are online and can be used to access government online services.

myID is the Australian Government's Digital ID app. You'll need to set up your Digital ID with a minimum Standard identity strength. For more information on DigitalID, visit digitalidsystem.gov.au

To start using the SSP and lodging returns, please follow the steps in this guide for:

1. Setting up myID
2. Getting authorised to lodge on behalf of a business
3. Logging into the Self Service Portal

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Step 1: Download and set up myID



What is myID?

It's an easy and secure way to prove who you are online.

myID is your Digital Identity and makes it easier to prove who you are online. Use your myID to access [participating government online services](#).

Your myID is your digital identity and is unique to you. The myID app lets you prove who you are and securely sign in to participating government online services.



myID App Requirements

The myID app is compatible with most smart devices, and performs best when using:

- iOS 15 or later Apple devices
- Android 12.0 or later. This excludes devices that use the Android Go operating systems, such as Android One

Steps

1. Download the myID app



2. Enter your details

Open the myID app on your smart device and follow the prompts. You need to enter your full name, date of birth and personal email address.

www.myID.gov.au/setup

Steps

3. Verify your ID documents and set up a Standard identity strength

For a **Standard** identity strength, you need to enter your personal details and verify at least two of the following **Australian** identity documents (your name must match on both):

- driver's licence or learner's permit
- passport (not more than three years expired)
- birth certificate
- visa (using your foreign passport)
- citizenship certificate
- ImmiCard

You'll have the option to verify your Medicare card once you verify one of the other identity documents in your app.

If your name doesn't match across your identity documents, you may be able to verify this using a [change of name certificate](#) (Tasmania, South Australia, Northern Territory and the Australian Capital Territory only) or [marriage certificate](#).

If you do not have these Australian ID documents and you are not able to set up myID, please contact our Office via [Contact us](#) form on our website.

www.myID.gov.au/setup

Need help with myID?

If you're having trouble, you can find support to help you:

- [verify your identity](#)
- [update your myID email address](#)

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Step 2: Link your myID to a business using RAM

Relationship Authorisation Manager (RAM) is an authorisation service that allows you to act on behalf of the business online when linked with your myID.

A principal authority needs to link to the business in Relationship Authorisation Manager (RAM) before others can be authorised to access government online services on behalf of the business.

A principal authority or authorisation administrator can create authorisations for employees and other individuals to work on behalf of the business.

How to link

How you link your myID to a business depends on your role:

- [Principal authority](#) - person responsible for the business. A principal authority needs to link to the business in RAM before others can be authorised to access government online services on behalf of the business.
- [Authorised user or administrator](#) - person who acts on behalf of a business online. Use your myID to log into RAM and accept an authorisation.

[https://info.authorisationmanager.gov.au/
get-started](https://info.authorisationmanager.gov.au/get-started)

Setting up

If you are a principal authority or authorisation administrator, you can create authorisations for employees and other individuals to work on behalf of the business.

Find out how to:

- [Create new authorisations](#)
- [How to manage authorisations](#)

You need to make sure that business representatives have access to “AUSTRALIAN CAPITAL TERRITORY REVENUE OFFICE” in order to use the ACT Revenue Office’s Self Service Portal.

Representative details Authorisation details **Agency access** Summary

1 .. 2 .. 3 .. 4

*Fields marked with an * are mandatory*

Choose which agencies you want this business representative to have access to. For agencies marked with **Select services**, you can either grant access to the agency or select specific services.

Note: Options for access and service selection depend on the agency selected and type of authorisation being created or modified. Some agencies may require you to customise access.
For more information, see [Participating online services](#)

Requirement: At least one agency must be selected to continue.

Search by agency or service name

Enter agency or service name × Q

Access Agency	Services
☐	
☐ ABR EXPLORER	+ View services
☒ AUSTRALIAN CAPITAL TERRITORY REVENUE OFFICE	+ View services

Accepting an Authorisation

- Once a principal authority or authorisation administrator has set up an authorisation for you, you'll receive an authorisation code and a summary of the authorisation request via email.
- Log in to RAM to accept or decline the request within seven days.
- Once accepted, you can act on behalf of the business when accessing government online services.

Need help with RAM?

If you're having trouble, you can find support to help you:

- [Help: Managing business links | Relationship Authorisation Manager](#)

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Step 3: Log into the Self Service Portal and start lodging returns

Steps

1. Log onto SSP through
<https://taxselfservice.revenue.act.gov.au/>

**ACT**
Government

ACT Revenue Office

Welcome to the ACT Revenue Office Self Service Portal. The portal provides businesses with the ability to meet their reporting obligations for Payroll Tax and the Ambulance Levy in the ACT

Use of the portal is subject to the ACT Revenue Office [Privacy Policy](#) and [Disclaimer](#).

For further information about the taxes we administer, please visit our [website](#).

 Continue with Digital ID

[Digital ID](#) is a safe, secure and convenient way to prove and reuse your identity online.

2. You will be redirected to Digital ID



You are being redirected to Digital Identity

Steps

3. Choose an Identity Provider

**myID**
Managed by Australian Government

You'll need these to get started

 iOS or Android device

☐ Remember my choice
(Not recommended for shared devices)

Select myID >

4. Input Code Generated from App



< Back

Log in with myID

myID email

☐ Remember me

Get code

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

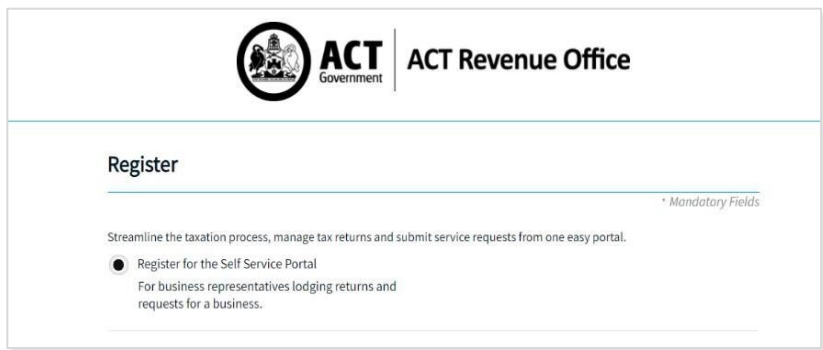
Create a myID to prove who you are and log in to online services.

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

Steps

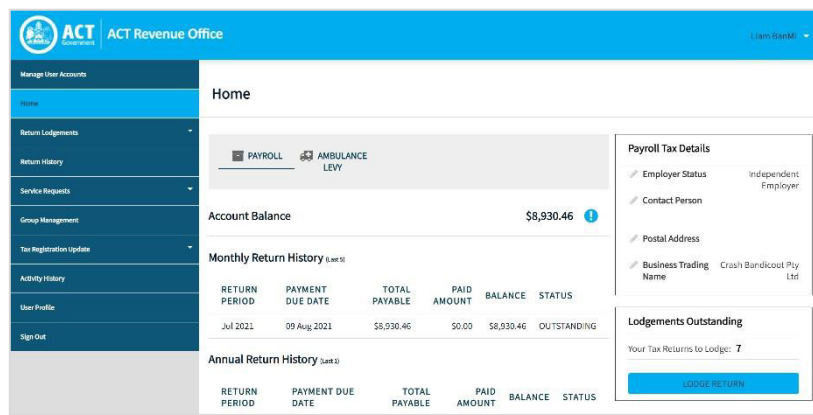
5. Register your details



The screenshot shows the ACT Revenue Office registration page. At the top, there is the ACT Government logo and the text "ACT Revenue Office". Below this, the heading "Register" is followed by a note: "* Mandatory Fields". A sub-header reads: "Streamline the taxation process, manage tax returns and submit service requests from one easy portal." There are two radio button options: "Register for the Self Service Portal" (which is selected) and "For business representatives lodging returns and requests for a business.".

If this is the first time logging into the Self Service Portal, or you have recently changed your details with myID, you will be asked to register your user details.

6. Start lodging returns



The screenshot shows the ACT Revenue Office user dashboard. The top navigation bar includes the ACT Revenue Office logo and the user's name "I am Banki". The left sidebar contains a menu with options: "Manage User Accounts", "Home", "Return Lodgements", "Return History", "Service Requests", "Group Management", "Tax Registration Update", "Activity History", "User Profile", and "Sign Out". The main content area is titled "Home" and displays the following information:

- PAYROLL** and **AMBULANCE LEVY** tabs.
- Account Balance**: \$8,930.46 (with a blue information icon).
- Monthly Return History** (Last 1):

RETURN PERIOD	PAYMENT DUE DATE	TOTAL PAYABLE	PAID AMOUNT	BALANCE	STATUS
Jul 2021	09 Aug 2021	\$8,930.46	50.00	\$8,930.46	OUTSTANDING

- Annual Return History** (Last 1):

RETURN PERIOD	PAYMENT DUE DATE	TOTAL PAYABLE	PAID AMOUNT	BALANCE	STATUS
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On the right side of the dashboard, there are two sections:

- Payroll Tax Details**: Includes "Employer Status" (Independent Employer), "Contact Person", "Postal Address", and "Business Trading Name" (Crash Bandicoot Pty Ltd).
- Lodgements Outstanding**: Shows "Your Tax Returns to Lodge: 7" and a "LODGE RETURN" button.

Need help with SSP?

For further assistance with the Self Service Portal, please contact us via the methods below:



www.revenue.act.gov.au



[Contact Us](#)



(02) 6207 0028