



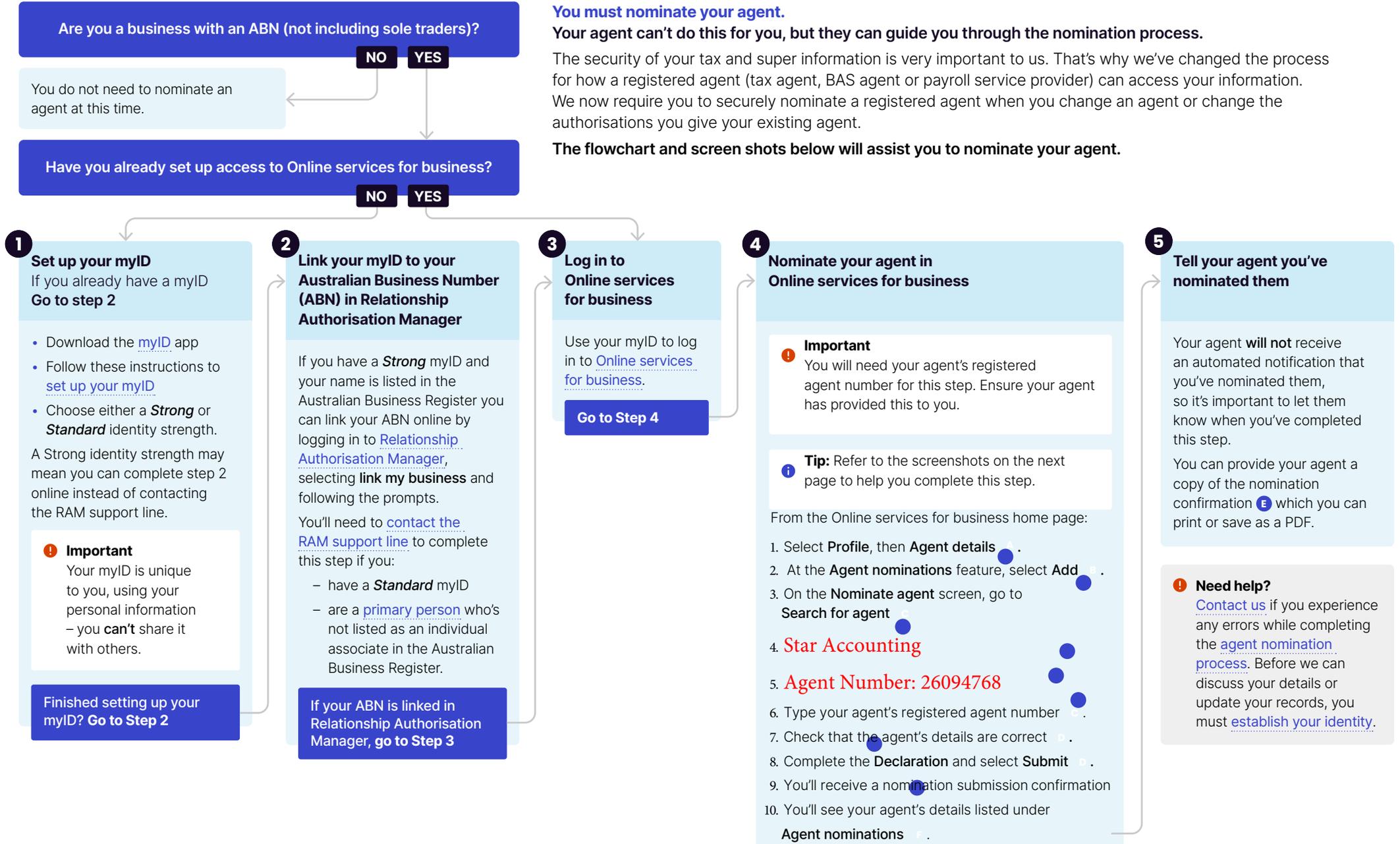
How to nominate an agent in Online services for business

You must nominate your agent.

Your agent can't do this for you, but they can guide you through the nomination process.

The security of your tax and super information is very important to us. That's why we've changed the process for how a registered agent (tax agent, BAS agent or payroll service provider) can access your information. We now require you to securely nominate a registered agent when you change an agent or change the authorisations you give your existing agent.

The flowchart and screen shots below will assist you to nominate your agent.

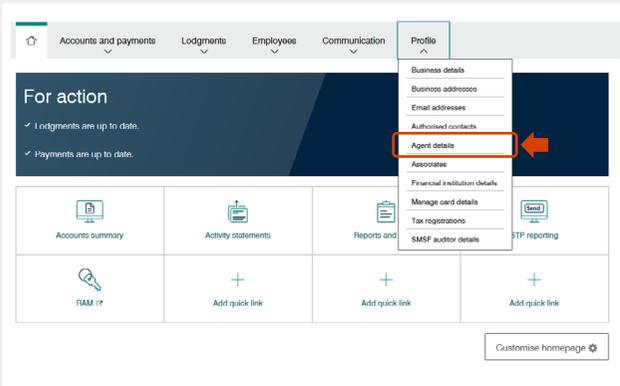


How to nominate an agent in Online services for business

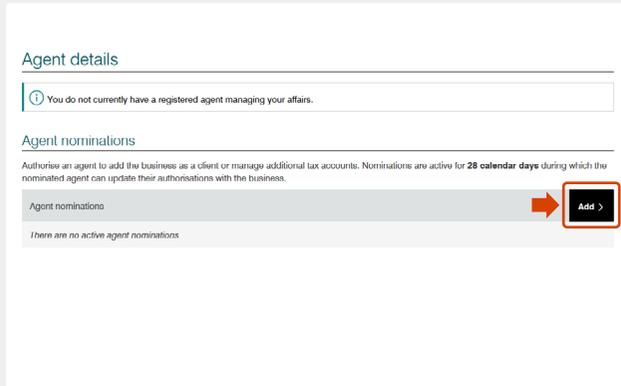


The following screenshots will assist you to nominate your agent in Online services for business.

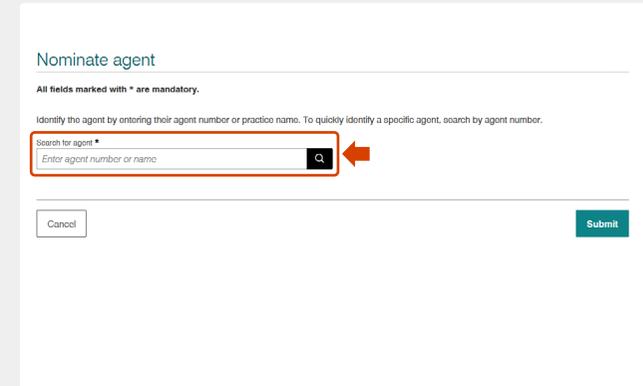
A Online services for business home page.



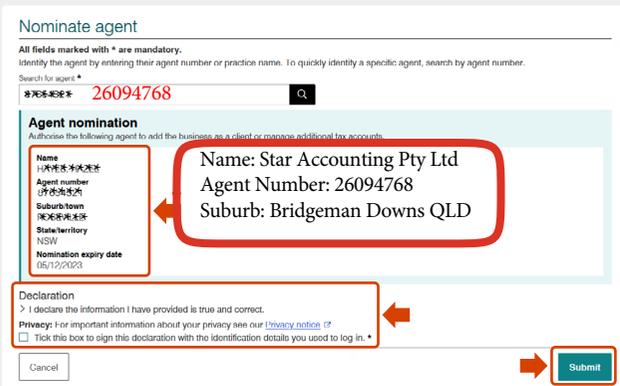
B Add agent nomination.



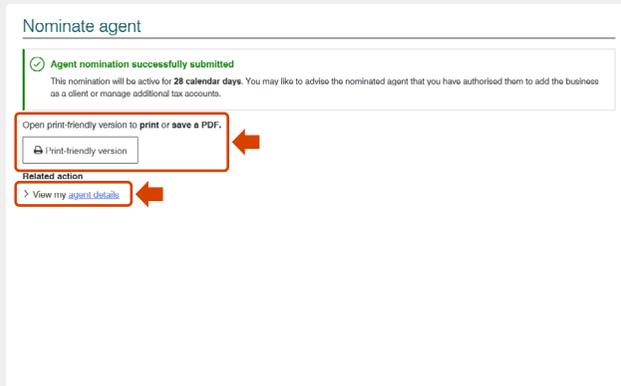
C Search for your agent. The easiest way to search for them is with their registered agent number.



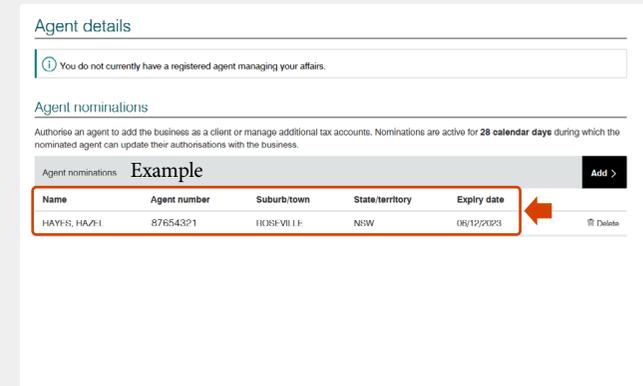
D Confirm details are correct, complete declaration and submit.



E Nomination submission confirmation. Notify your agent you have successfully nominated them.



F Agent details now listed under agent nominations.



i This is a general summary only.
For more information go to ato.gov.au/CALsteps



Agent nomination

Information for entities required to nominate a registered agent as part of the client-to-agent linking process.

Does client-to-agent linking apply to you?

Work out if you are required to nominate an agent as part of client-to-agent linking.

How to nominate your registered agent

Agent nomination (client-to-agent linking) instructions, including a downloadable PDF guide with screenshots.

Common questions about nominating a registered agent

Find answers to common questions about nominating a registered agent as part of the client-to-agent linking process.

Why client-to-agent linking?

Why client-to-agent linking is required and how it protects clients and agents.

Does client-to-agent linking apply to you?

Work out if you are required to nominate an agent as part of client-to-agent linking.

Published 26 November 2024

Who needs to nominate an agent

All entities **with an ABN (excluding sole traders)** must [nominate](#) an agent when:

- engaging a new registered agent (that is, a tax or BAS agent, or payroll service provider)
- changing the authorisations they give their existing registered agent; for example, when an agent starts representing an entity for a new obligation (such as income tax or a new entity within a group).

These entities include:

- companies (including strata title bodies)
- partnerships
- trusts
- not-for-profits
- joint ventures
- cooperatives
- self-managed superannuation funds (SMSFs)
- APRA-regulated superannuation funds.

You don't need to do anything if:

- your entity is already represented by a registered agent, and
- you don't make any changes.

Who doesn't need to nominate an agent

At this stage, you **do not** need to nominate an agent as part of client-to-agent linking if:

- you are a sole trader
- you are an individual
- your entity **does not** have an ABN (except for a very small number of public and multinational entities that were included in the client-to-agent linking [pilot program](#)).

Why client-to-agent linking is required

We take the security of your personal information seriously.

Client-to-agent linking helps keep your personal information safe and protects you against identity-related fraud and theft. It ensures only your nominated agent can access your information and act on your behalf for your tax and super affairs.

For more information, see [Why client-to-agent linking?](#)

The client-to-agent linking timeline

We have implemented client-to-agent linking progressively, as follows:

- From 19 June 2022 – a pilot program which included Top 100 and Top 1,000 public and multinational businesses.
- From 13 December 2022 – remaining public and multinational businesses and businesses in the Top 500 privately-owned wealthy groups.
- From 24 February 2023 – government entities (including schools).
- From 13 November 2023 – all types of entities with an ABN (**excluding sole traders**).

Client-to-agent linking will eventually include individuals, sole traders, and entities without an ABN. We will consult with those affected before this happens.

For further information on the client-to-agent linking process, see [Agent nomination](#).

QC 103413

How to nominate your registered agent

Agent nomination (client-to-agent linking) instructions, including a downloadable PDF guide with screenshots.

Last updated 14 November 2025

Agent nomination instructions

Client-to-agent linking requires all types of entities with an ABN (**excluding sole traders**) to nominate a registered agent when:

- engaging a new registered agent (that is, a tax or BAS agent, or payroll service provider)
- changing the authorisations given to an existing registered agent; for example, when they start representing you for a new obligation, such as income tax or a new entity in your group.

Your agent **cannot** complete the nomination process for you. However, they can help you understand what you need to do.

Follow the instructions on this page to nominate your registered agent. You can print these instructions directly from your web browser. Use the print icon on the top right of your screen and select **Print this page**.

Downloadable guide including screenshots

You can also download a guide with screenshots: [How to nominate an agent in Online services for business \(PDF, 380KB\)](#) .

Have you accessed Online services for business before?

- [Yes](#) – go to **Step 3**.
- [No](#) – go to **Step 1**.

Before you start steps 1 and 2

To complete steps 1 and 2, you must be the [principal authority](#) .

This is the person responsible for the business and must be the first person to [set up access to Online services for business](#). If you're not sure what role you have, see [Link to a business in RAM](#) .

Step 1: Set up your Digital ID

myID is the Australian Government's [Digital ID](#)  app. To begin:

- download the [myID app](#)  onto your smart device from the Apple App Store or Google Play
- follow the instructions on [how to set up your myID](#) .

Choose your identity strength. If you choose a:

- **Strong** myID identity strength, you'll need to verify
 - your Australian passport and photo, and
 - one of the following documents
 - citizenship certificate
 - drivers licence, or
 - Medicare card.

If you hold a Western Australian drivers licence, you also have the option to use it to verify your photo and achieve a Strong identity strength – when combined with other identity documents.

- **Standard** myID identity strength, you'll need to
 - verify 2 Australian identity documents
 - [contact the RAM support line](#)  to complete Step 2.

Note: Your Digital ID is unique to you, using your personal information. You **cannot** share it with others.

Step 2: Link your Digital ID to your ABN

You'll need to link your myID to your Australian business number (ABN) using [Relationship Authorisation Manager \(RAM\)](#) .

If you have a **Strong** myID:

- go to [Relationship Authorisation Manager](#) and log in with your Digital ID
- select **Link my business** and follow the prompts.

You'll need to [contact the RAM support line](#) to complete this step if you:

- have a **Standard** myID
- are a [primary person](#) – this is a type of principal authority not listed as an individual associate in the Australian Business Register; for example, the authorised contact of a government entity.

You should only need to set up your myID and link it to a business ABN in RAM once.

For more information, see [Set up a business in RAM](#).

Step 3: Log in to Online services for business

[Log in to Online services for business](#)

Step 4: Nominate your authorised agent in Online services for business

You'll need your agent's registered agent number to complete this step.

From the [Online services for business](#) home page:

- select **Profile**, then **Agent details**
- at the **Agent nominations** feature, select **Add**
- on the **Nominate agent** screen, go to **Search for agent**
- type in your agent's registered agent number and select **Search**
- **Star Accounting Pty Ltd**
- **Agent Number: 26094768**

Select the agent you want to nominate

check that the agent's details are correct

- complete the **Declaration**
- select **Submit**.

You'll now see your agent's details listed under **Agent nominations**.

Step 5: Let your agent know you have nominated them

The agent you nominate **won't** be automatically notified that you have nominated them. It's important to let them know when you've completed the nomination step.

Your agent has **28 days** from when you nominated them to add you as a client. After that, the nomination expires.

Extending a nomination

If the agent you've nominated needs more time to add you as a client, you can use the **Extend** feature. This will add another **28 days** to your nomination from the day you extend.

The **Extend** feature will become available the day after submitting a nomination. It will remain available to select anytime during the 28 calendar days of the original nomination period.

To extend a nomination:

- select **Extend** from the **Agent nomination screen** in Online services for business. You can find this next to your agent's name
- check the agent's details are correct at the **Extend agent nomination** screen. If not, you can delete an agent nomination by selecting **Delete**
- complete the declaration and select **Submit**
- let your agent know when you have completed the extension.

If a nomination has expired, you won't be able to extend it. You'll need to submit a new nomination.

Videos about myID and RAM

You can watch these videos to learn more about myID and RAM.

Find out about the Australian Government's Digital ID app, myID

Media: myID

<https://publish.viostream.com/play/bd1bdiunohi1pa> (**Duration:** 01:45)

Streamline your business with RAM

Media: Streamline your business with RAM

<https://tv.ato.gov.au/ato-tv/media?v=bd1bdiunw8unkp>  (**Duration:** 01:56)

How to link your business in RAM

Media: How to link your business in RAM

<https://tv.ato.gov.au/ato-tv/media?v=nixx79jdp1xw3>  (**Duration:** 03:37)

Support

If you experience any errors while completing the agent nomination process, you can [contact us](#) on **13 28 66** or your agent for help.

Before we can discuss your details or update your records, you must [establish your identity](#). Have your agent's registered agent number ready so that we can search for their details.

For help with your Digital ID and linking your business, see:

- [myID Help: Top enquiries](#) 
- [RAM Help: Link a business](#) 

If you don't have a smart device, phone us on **13 28 66** and we'll assist you to nominate your agent. Ensure you know what information you will need to have on hand during the call to [establish your identity](#).

For entities that need to nominate a registered agent, see [Agent nomination](#).

QC 71015

Common questions about nominating a registered agent

Find answers to common questions about nominating a registered agent as part of the client-to-agent linking process.

Last updated 17 November 2025

Why do I have to nominate a registered agent?

- To protect your information and so you have control over who accesses **your** information.
- To have confidence that only your nominated agent will have access to your information and perform tasks on your behalf, such as lodging an income tax return.

For further information on why the ATO has introduced client-to-agent linking, refer to [Why client-to agent linking?](#)

Can my agent do the nomination process in Online service for business on my behalf?

No. You must complete the agent nomination yourself. Your agent can assist you through the steps if you need help.

To log in to Online services for business, you need to link your Digital ID (myID) to your business's Australian business number (ABN) in Relationship Authorisation Manager (RAM).

Your myID belongs to you. You **must not** share it with others.

Where can I find screenshots of the nomination process in Online services for business?

Refer to the flowchart [How to nominate an agent in Online services for business \(PDF, 380KB\)](#) . This is also available in our [Agent nomination instructions](#).

What Digital ID identity strength do I need to nominate an agent in Online services for business?

Online services for business can be accessed with a [Standard or Strong](#)  Digital ID (myID).

Do I need a Strong Digital ID to nominate my agent?

No. You don't need a Strong Digital ID to nominate your agent. To access Online services for business, the minimum identity strength required is Standard.

However, when linking your Digital ID to your business in [Relationship Authorisation Manager](#)  (RAM), a Strong Digital ID may mean you can link your business online instead of contacting the RAM support line.

How do I link my Digital ID to the ABN of a business in RAM with a Standard identity strength?

You'll need to [contact the RAM support line](#)  on **1300 287 539** (select option **3**, then option **1**) during operating hours to obtain an authorisation code.

We'll need to establish your identity and complete checks to confirm your association to the business. So that we can help you, ensure you're familiar with what you may be required to provide to [establish your identity](#).

I need help setting up my myID. What do I do?

- Refer to [myID Help](#)  for the most common myID enquiries.
- Phone the [myID support line](#)  on **1300 287 539** (select option **2**, then option **1**) between 8:00 am and 6:00 pm, Australian local time, Monday to Friday.

I need help linking my business in RAM. What do I do?

- For general support, refer to [RAM Help](#) . This page is updated regularly.
- Phone the [RAM support line](#)  on **1300 287 539** (select option **3**, then option **1**) between 8:00 am and 6:00 pm, Australian local time, Monday to Friday.

Why should I keep details up to date on the ABR?

It's your responsibility to maintain your Australian business number (ABN) details. You must update your details within 28 days of becoming aware of changes.

Keeping details up to date on the Australian Business Register (ABR) ensures:

- the right people have the right permissions to act on behalf of a business
- government agencies have current information – for example, if emergency services need to contact businesses during natural disasters
- businesses are ready for new government services when they become available.

How do I update my details on the ABR?

If you've set up your Digital ID (myID) and linked it to your business in Relationship Authorisation Manager (RAM), the fastest way to [update your details](#) [↗](#) is through ABR online services.

If you haven't set up your myID and RAM, you'll need to do one of the following to update your details:

- [Contact the ABR](#) [↗](#) on **13 92 26** between 8:00 am and 6:00 pm. You will be required to [prove your identity](#) [↗](#) to confirm who you are and prevent identity theft.
- If you have an existing tax agent, you can ask them to update ABR details on your behalf.
- Complete and mail in the [Change of registration details](#) [↗](#) (NAT 2943) form. To obtain a copy of this form, use the [ATO Publication Ordering Service](#) to request the form to be mailed to you.

My tax agent has asked for my business TFN so they can complete the link. I don't know what it is. How can I find it?

You can find your business tax file number (TFN) in Online services for business by following these steps:

- Navigate to the [Profile](#) menu
- Select [Business details](#)

My question is not here

For further information, see [Agent nomination](#).

QC 103414

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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