

Step-by-step guide

Onboarding to the Export Service

Get your business ready to use the [Export Service](#).

Before you start, find out who is a principal authority for your business in **Relationship Authorisation Manager (RAM)**. This is someone listed on the Australian Business Register (ABR) as a responsible person for the business. They are often the owner or a company director.

For more information, go to [Who can set up | Relationship Authorisation Manager](#).

There are **7 steps** to onboard a business to the Export Service:

- the principal authority does **steps 1 to 5**
 - employees do **step 6**
 - everyone is advised to do **step 7**.
-

For the principal authority

Step 1: Set up your myID if you don't have one

[myID](#) is your personal Digital ID with the Australian Government. Set up your myID with your personal email address, **not** a shared or work email. The identity documents you provide to set up myID are linked to the email you use.

For more information, go to [How to set up myID | myID](#).

You won't need to use a personal email address for the Export Service. You can use your work email address to receive Export Service notifications or set up email sign-in.

Step 2: Check and strengthen your myID if you need to

Before linking your business in RAM, make sure your **myID** strength is 'Strong':

1. Open the myID app on your phone.
2. Follow the steps to check or upgrade your identity strength.

If you only have a 'Standard' myID, you can link your business by calling RAM support on **1300 287 539**.

For more information, go to [What identity strength do I need?](#).

Step 3: Link your business in RAM

You must now link the business to your myID in RAM:

1. Sign in to [RAM](#).
2. Select 'View or manage authorisations' to check if your business is linked.
3. If your business is not linked, select 'Link your business'.
4. Follow the steps to link your myID and ABN.

For more information, go to [RAM support](#) or call **1300 287 539**.

When your business shows a status of 'active' you can leave RAM and go to the [Export Service](#).

Step 4: Set up your Export Service account

1. Go to the [Export Service](#).
2. Follow the steps to create an account using your myID.
3. Confirm your email and notification preferences. You can use your work email address for this.
4. Add a business that is linked in RAM.

If your business has an authorisation administrator assigned in RAM, they can also create the Export Service account.

For more information, go to [Create an Export Service account using Digital ID](#).

Step 5: Invite others to act for your business

Invite other people, such as your export manager or office staff, to act for the business in the Export Service:

1. [Sign in](#) to your Export Service account.
2. Select the business you want to invite the person to.
3. Select 'Manage people'.
4. Select 'Invite a person'. Use their individual business email address if they have one.
5. Follow the steps to enter their details and assign them a role based on the tasks and information they need to access.

For more information, go to [Invite someone to act for a business](#).

If you don't manage exports yourself, you can now hand over tasks to the person who does. Once they're invited, they'll:

- receive an email with a code
 - create their own Export Service account if they don't already have one
 - accept your invitation to act for the business.
-

For employees

Step 6: Accept an invitation to act for a business

If you work for an export business but are not the principal or an authorisation administrator, you'll need to:

1. [Sign in](#) to your Export Service account or create an account if you don't already have one.
2. Select 'Accept an invite'.
3. Enter the code you received via email.
4. Review and accept the invite.

For more information, go to [Accept an invite to act for a business](#).

For everyone

Step 7: Set up email sign-in (optional)

Email sign-in is an alternative way to access your Export Service account. You can use it as a back-up option if myID isn't available. We recommend you set it up now:

1. [Sign in](#) to your Export Service account with myID.
2. Go to 'Profile and settings' and select 'Sign-in options.'
3. Follow the steps to add email sign-in.

Email sign-in gives you fewer permissions than myID. For example, you may not be able to manage establishments or apply for licences.

For more information, go to [Add email sign-in to your account](#).

Next steps

Once you've completed these steps, you can [sign in](#) to the Export Service to carry out tasks.

Need more help?

Email exportservice@aff.gov.au

Call **1800 571 125**, Monday to Friday, 9 am to 5 pm AEST