

Step-by-step guide

Onboarding to the Export Service

Get your business ready to use **TRACE** in the [Export Service](#) so you're prepared for upcoming changes.

Before you start, find out who is a Principal Authority for your business in **Relationship Authorisation Manager (RAM)**. This is someone authorised to act for the business with the ATO. They are often the owner or a company director.

For more information, go to [Principal authority | Relationship Authorisation Manager](#).

There are **7 steps** to onboard a business:

- the Principal Authority needs to do **steps 1-5**
 - employees do **step 6**
 - everyone is advised to do **step 7**
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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, **not** a shared or work email. Your identity documents are linked to the email you use.

You can use a different email in the Export Service. Once your Export Service account is set up, you can choose your work email to sign in with or receive notifications from us.

Further help: [How to set up myID | myID](#)

Step 2: Check and strengthen your myID

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

Further help: [Identity strength | myID](#)



Step 3: Link your business in ATO RAM

Sign into [RAM](#) with your myID. Check if your business is already linked by selecting 'View or manage authorisations'. If it isn't:

1. Select **Link your business**.
2. Follow the steps to link your **myID** and **ABN**.

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

Further help: visit [RAM support](#) or call RAM support on **1300 287 539**.

Step 4: Set up your Export Service account

1. Go to the [Export Service](#).
2. Create an account using your **myID**.
3. Enter your preferred business email for **Export Service** communications.
4. Add a business that is linked in **RAM**.

Further help: [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 your business in the **Export Service**. From your **Export Service dashboard**:

1. Select '**Access Overview**'.
2. **Invite** a person. Use their individual business email address if they have one.
3. Assign them a **role** based on the tasks and information they need to access.

Further help: [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.
- Create their own Export Service account.
- 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 Authority, you'll need to:

1. Be invited to the business by the Principal Authority.
2. **Accept** the email invitation. It is valid for 7 days.
3. Set up your own **Export Service** account.

Further help: [Accept an invite to act for a business](#)

FOR EVERYONE

Step 7: Set up email sign-in as backup option

Add an email sign-in option so you can access your account if myID is not available:

1. Sign into your **Export Service** account with **myID**.
2. Go to **Profile and settings** and **Sign-in options**.
3. Follow the steps to **Add email sign-in**.

Further help: [Add email sign-in to your account](#)

Once these steps are complete, you're ready to access **TRACE** through the Export Service when it goes live.

When the new service launches:

- You'll get an email asking you to sign into the Export Service.
 - You might need to enter your current TRACE login to connect your account.
 - Bookmark the new TRACE page so you can always sign in easily.
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Need help? Look out for tooltips and help links inside the **Export Service** or

- check the [TRACE onboarding FAQs](#)
- find a help article [Help using the Export Service](#)
- call **1800 571 125** Monday to Friday 9 am to 5pm AEST
- email exportservice@aff.gov.au