



**Australian Government**

**Australian Financial Security Authority**

# **AFSA Online Services Guide**

## **AAR Online User Management myGovID users**

**v1.1**

Version	Release Date	Description of Changes
1.0	05/02/2020	Version 1 released
1.1	18/10/2021	Link account option removed

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## About AFSA Online Services

AFSA Online Services provides Registered Trustees, Controlling Trustees and Debt Agreement Administrators and their employees with access to details of their administrations for the purpose of complying with their Annual Administration Return (AAR) lodgement obligations to AFSA.

Online Services AAR Online enables practitioners to:

- View summary details of AAR submissions and their status
- View summary details of administrations that have been administered by the practitioner
- Obtain a list of administrations requiring AAR submission
- Submit AAR and be notified immediately of errors or issues
- View a history of AAR submissions for the practitioner
- Finalise or reactivate an administration
- Grant access for practitioner personnel to perform certain functions on their behalf
- Generate a Certificate of Appointment for an administration that has been administered by the practitioner
- View payments and Realisations and Interest Charge liabilities and the practitioner's running balance
- Obtain the practitioner's Payment Advice
- Make payments by credit card.

## AAR Support

- For change of practitioner contact details, missing or incorrect administrations listed as requiring an AAR, overpayment/refund requests, joint trustee payments, amendments to previous year returns, late lodgement, extensions, compliance, and calculations please complete the [AAR Support online form](#).
- To request a refund of Realisations or Interest Charge complete a [Form 23 Request for Refund](#) and submit via the [AAR Support online form](#).
- For queries about accessing AAR Online, system issues, [Report an Online Services incident](#).
- Contact [AFSA Service Centre](#) with other queries.

## Set up and Log in

This user guide will assist users who have chosen to access AAR Online using their myGovID.

### AFSA Online Services account types

AFSA will complete pre-registration of practitioner firms and their associated trustees, persons with overall management responsibility (POMR) and debt agreement administrators. AFSA will also pre-register the nominated practitioner firm's Admin User, if supplied, if the firm is not intending on using myGovID to access AAR Online.

Once AFSA completes the initial set up of practitioners and their firms, their AAR Online user accounts can be self-managed.

#### 1. Admin User

- A practitioner firm must have at least one **Admin User** account holder.
- An AFSA Online Services account will have Admin User permissions if:
  - AFSA has pre-registered the account with this authorisation
  - It was created using myGovID (only for the first user of the organisation)
- An Admin User account for a practitioner firm can:
  - Create username and password employee accounts and manage these accounts, that is: unlock user accounts that have been automatically locked because of excessive fail login attempts; lock user accounts to force the user to reset password; disable user accounts that are no longer required; re-enable user accounts if required; manage contact details
  - Delegate authority to employee accounts to also manage/create accounts
  - Allocate access to users to perform non-AAR functions on behalf of a practitioner firm/organisation such as manage billing accounts, make payments, perform online Bankruptcy Register Searches (BRS), manage other user accounts
- An Admin User account cannot:
  - Grant permission for employee user accounts to perform certain online services functions (e.g., view practitioner's AAR data or lodge AARs on their behalf) unless they are also a Practitioner User.

#### 2. Staff / Employee User

- Admin Users can create staff/employee AAR Online accounts for practitioner firms
- A Staff / Employee User account can:
  - View / amend their username and password employee account
  - View other accounts associated to their employer
  - Be authorised to create / manage other employee accounts for the practitioner firm they are employed by (delegated by an Admin User)

- Be authorised to perform certain AAR Online functions, such as view or lodge AARs on behalf of a practitioner (delegated by the practitioner)

### 3. Practitioner User

- Practitioner Users are pre-registered by AFSA with an AAR Online account
- A trustee, person with overall management responsibility (POMR) or debt agreement administrator (practitioner) can:
  - Perform all AAR Online functions for their own practitioner registration
  - Authorise accounts associated to their employer to perform certain AAR Online functions, such as view or lodge AARs on behalf of a practitioner
  - Also be an Admin User who can create staff/employee accounts for the practitioner firm to which they are associated.

## Access AAR Online

AAR Online can be accessed by way of:

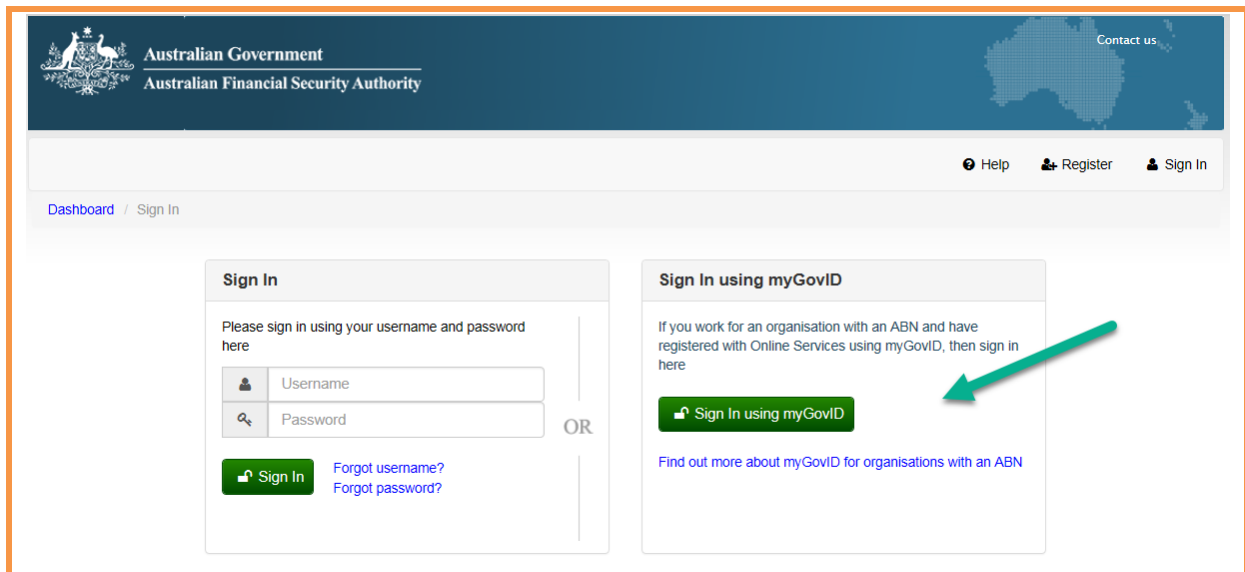
- A username and password combination; or
  - AFSA will pre-register each practitioner firm (name, ABN and email) and their associated trustees/practitioners and nominated Admin User, if supplied.
  - The Admin User can create additional employee user accounts (with username and password) for the practitioner firm
  - The Practitioner User must select and authorise the user accounts created by the Admin User to perform AAR Online functions on their behalf.
  - Please see the [AAR Online User Management Guide for Username and Password Account Users](#)
- [myGovID](#)
  - myGovID, when linked to an ABN in Relationship Authorisation Manager, is a secure login that identifies persons acting on behalf of a business when using government online services. It reduces the number of usernames and passwords.
  - AFSA will pre-register each practitioner firm (name, ABN and email), if supplied.
  - To enable trustees, POMRs and debt agreement administrators and their employees to log in with myGovID the ABN associated to the myGovID in Relationship Authorisation Manager must match the ABN recorded for your practitioner firm in AFSA Online Services.
  - When practitioners and employees associated to your practitioner firm use myGovID new AFSA Online Services accounts will be created and automatically associated to your firm.

## Log in with your myGovID

AAR Online allows you and employees of a firm linked to an ABN to log in with myGovID. Your firm may already be registered for myGovID. If not, find out more about [myGovID](#).

AFSA's Online Services must first pre-register your firm and its ABN so you can use your myGovID. The ABN associated with your myGovID must match the ABN held by AFSA Online Services for your practitioner firm. If you are unsure whether AFSA has pre-registered your firm or are having difficulty logging in with your myGovID, please contact [onlineservices@afsa.gov.au](mailto:onlineservices@afsa.gov.au).

1. Log in to [www.afsa.gov.au/aar](http://www.afsa.gov.au/aar) by selecting **Sign in using myGovID**.



The screenshot shows the login interface for the Australian Financial Security Authority (AFSA) AAR. At the top, there is a dark blue header with the Australian Government logo and the text 'Australian Government' and 'Australian Financial Security Authority'. A 'Contact us' link is visible in the top right corner. Below the header, there is a navigation bar with 'Help', 'Register', and 'Sign In' links. The main content area is titled 'Dashboard / Sign In'. There are two primary sign-in options: 'Sign In' (with a standard username and password form) and 'Sign In using myGovID'. The 'Sign In using myGovID' option is highlighted with a green arrow pointing to a green button labeled 'Sign In using myGovID'. Below this button is a link: 'Find out more about myGovID for organisations with an ABN'.

**Figure 1: Sign in using myGovID**

2. You will be directed to the myGovID to enter your myGovID email and select your organisation.

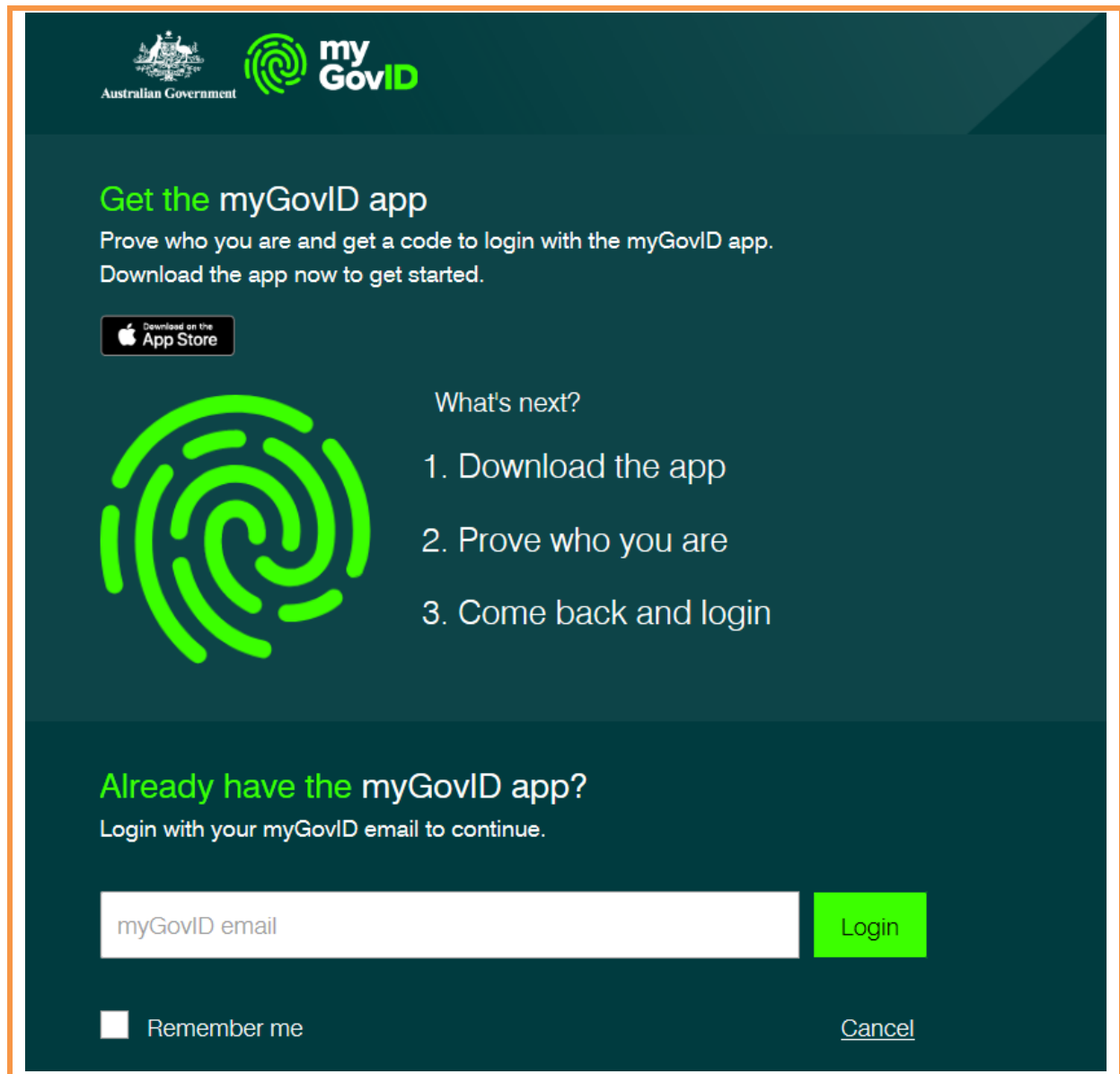


Figure 2: myGovID login page

**Note:** Should you have authentication issues, refer to [myGovID](#) for more information.

3. After myGovID authenticating, if AFSA Online Services has pre-registered your firm and its ABN for which the myGovID is associated, you will have successfully created and be logged in to your AFSA's online services account.

First time	
Practitioner	<p><b>You are a trustee, POMR or debt agreement administrator</b></p> <ul style="list-style-type: none"> <li>Logging in with your myGovID for the first time will create a user account. However, your account must be first linked with your AFSA practitioner registration details in AAR Online. This will allow you to view your administrations requiring AAR</li> </ul>

	<p>submission and authorise employee user accounts of your practitioner firm to act on your behalf.</p> <ul style="list-style-type: none"> <li>To link your new myGovID Online Services Account to your AFSA practitioner registration, please contact <a href="mailto:onlineservices@afsa.gov.au">onlineservices@afsa.gov.au</a>.</li> </ul>
<p><b>Staff / Employees</b></p>	<p><b>You are NOT a trustee, POMR or debt agreement administrator</b></p> <ul style="list-style-type: none"> <li>Logging in with your myGovID for the first time will create a user account linked to your employer. However, you will not yet have permissions linked to your account to select a practitioner to complete functions in AAR Online on their behalf.</li> <li>You will need your employer’s practitioner/s to log in with their own myGovID user account and authorise your account to perform functions in AAR Online, such as lodge or view AARs on their behalf.</li> </ul>



## Allocate user access

Practitioner Users and Admin Users can authorise other users to perform certain functions in AAR online.

- Practitioner Users can authorise other users to perform AAR functions on behalf of their practitioner registration, including lodge and manage Official Receiver forms and view/lodge AARs.
- Admin Users can authorise users to perform other functions on behalf of a practitioner firm/organisation. For example, manage billing accounts, make payments, perform online Bankruptcy Register Searches (BRS), manage other user accounts. Note that if an Admin User can also be a practitioner. In this case, the Admin User can authorise other users to perform AAR functions as well.

Additionally, user access allocation can be delegated to a staff/employee user in some instances. For instance:

- A Practitioner User can authorise a staff/employee user to allocate the manage access to the Official Receiver forms to other users.
- An Admin User can authorise a staff/employee user to create and manage other users accounts.

Therefore, if you are a Practitioner User, Admin User, or an authorised standard user, you can allocate access to other users by following the steps below.

1. Access [www.afsa.gov.au/aar](http://www.afsa.gov.au/aar).
2. If your user account is linked to more than one individual/organisation, select one of them:
  - From the options provided upon login; or

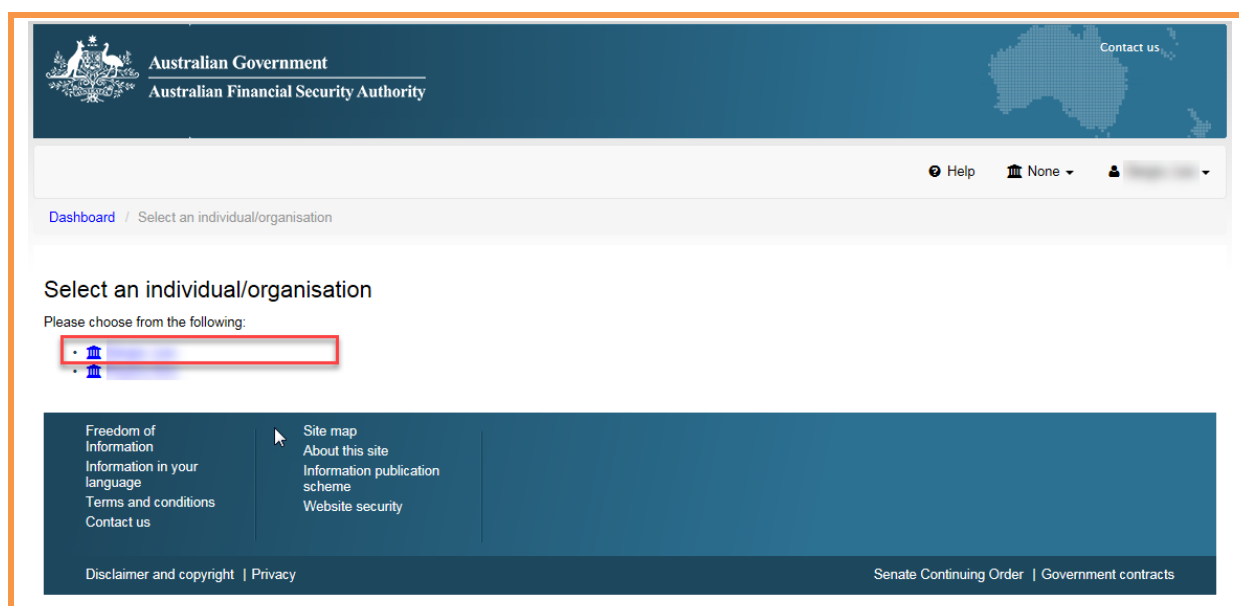


Figure 3: Select an individual/organisation

- From the practitioner/organisation menu.

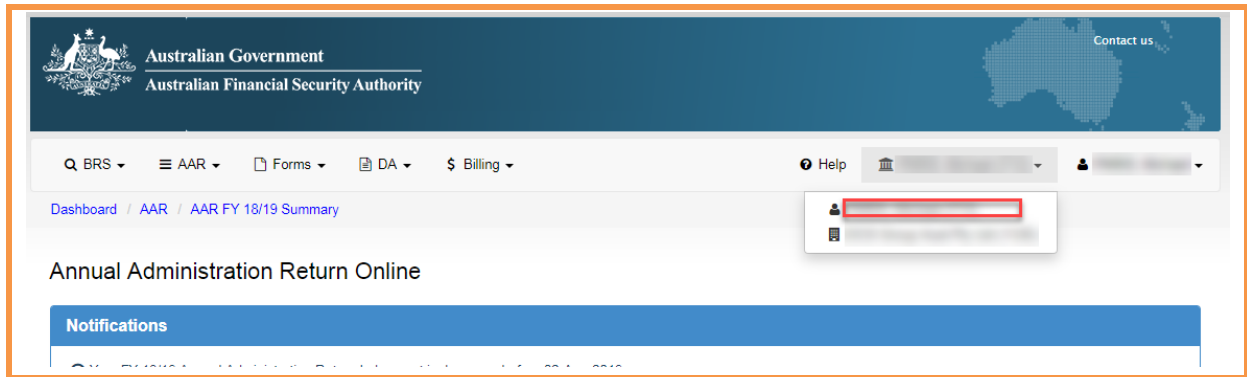


Figure 4: Select an individual/organisation from the menu

3. Select **Search users** from your user profile menu.

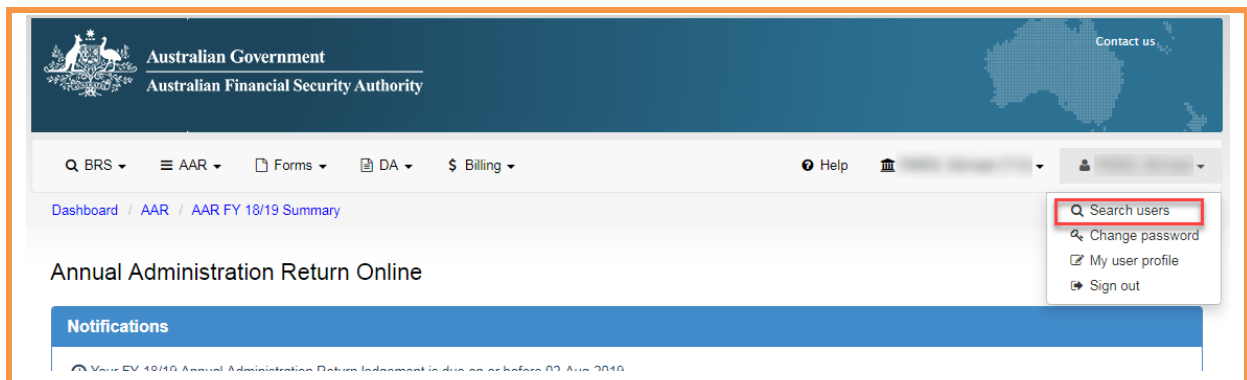


Figure 5: Search users

- The users associated with your employer will be displayed. Search or select the user for whom user access is to be allocated.

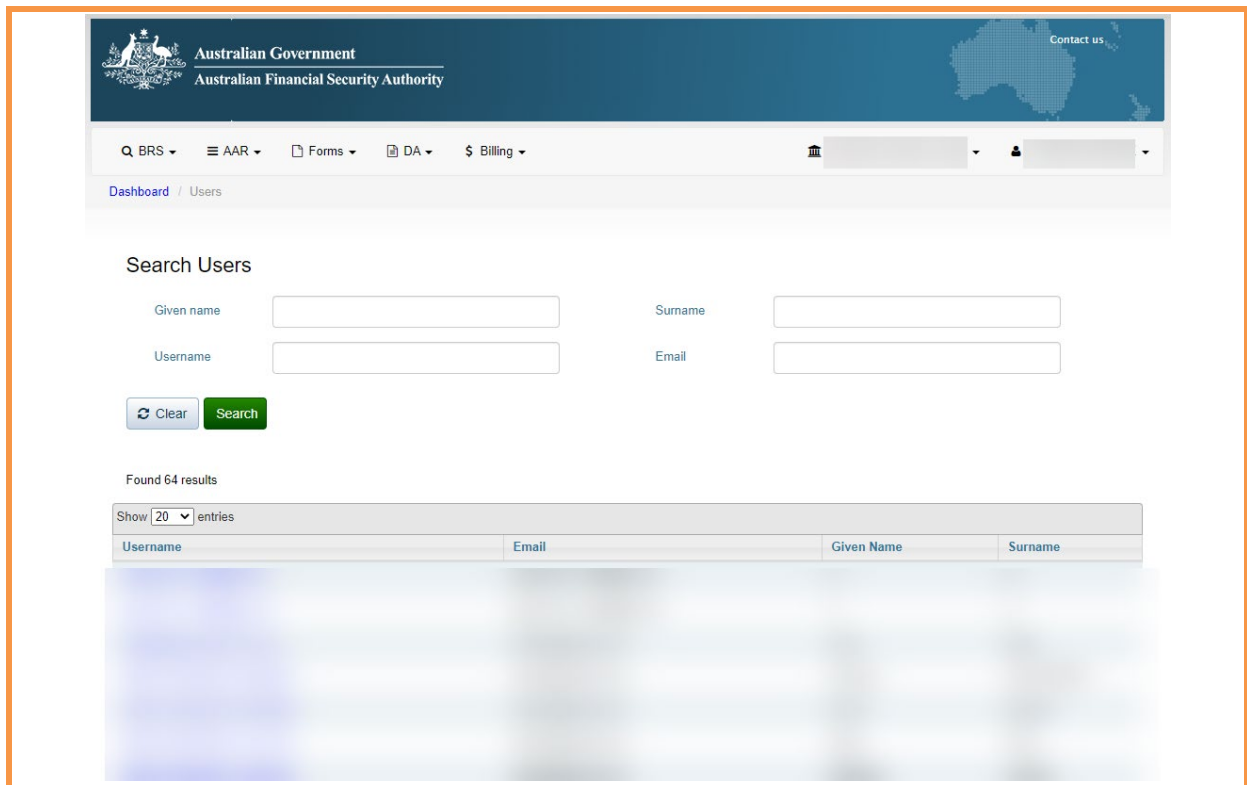


Figure 6: Search results (users)

- You will see the details of the selected user account.

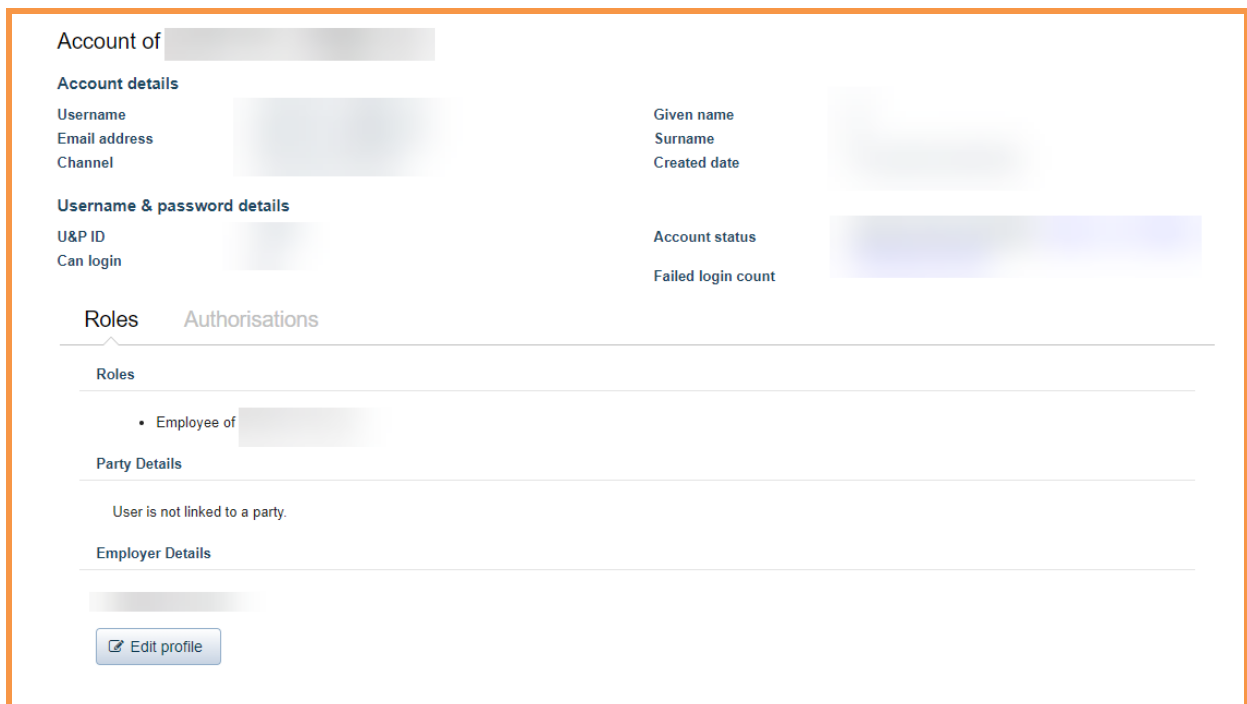
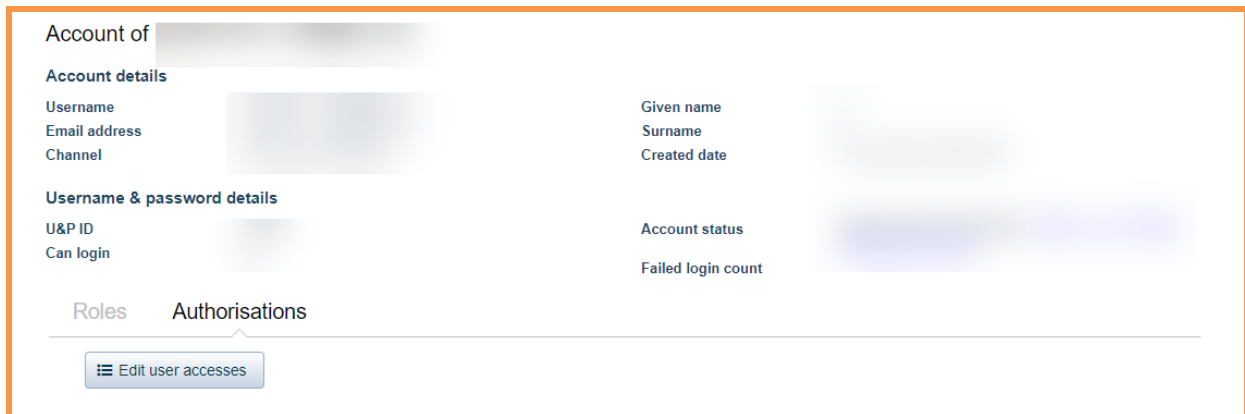


Figure 7: Account details



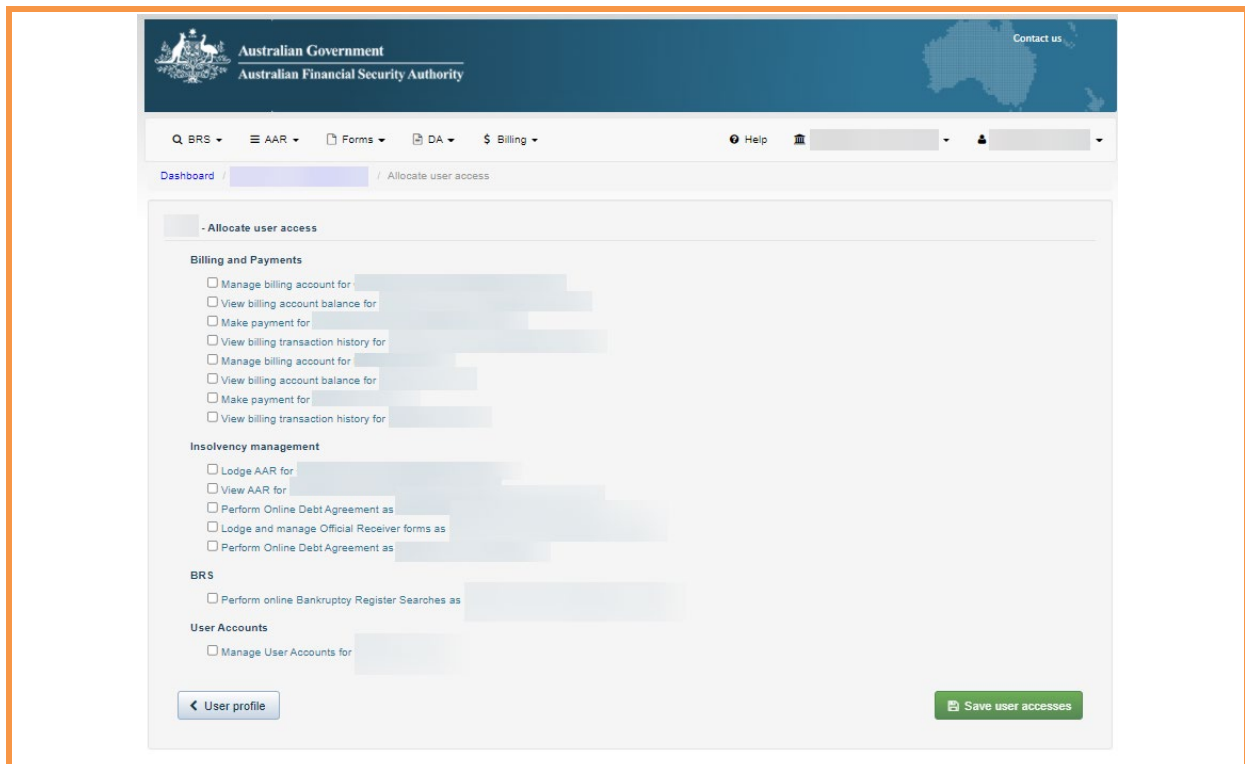
6. Navigate to the Authorisations tab and select **Edit user accesses**.



*Figure 8: Authorisations tab*

7. Select the appropriate user access and press **Save user accesses**. The user's profile will be updated to show the allocated accesses.

**Note:** If you are permitted to remove a user access permission, click on the bin icon displayed against the applicable user access.



**Figure 9: Allocate user access**

The new employee user will now be able to log in and perform the specified functions in AAR Online on behalf of the practitioner. For example, an employee who has been authorised to View AAR will see the options highlighted below in their dashboard after signing in.



*Figure 10: View AAR options*

## Log in Issues

If you access AAR Online using your myGovID and are also having password or access issues, please refer to your myGovID and Relationship Authorisation Manager Administrator to troubleshoot or refer to [myGovID](#) for more information.