

New ATO Client-to-Agent linking regime

Thank you for choosing Collins Hume as your trusted taxation advice partner. Your cyber security is a priority to our team.

To protect taxpayers from potential fraud and identity-related theft, the Australian Taxation Office (ATO) has strengthened the security of their online services.

What does this mean for you?

From 13 November 2023, as a new client to our firm you will need to nominate Collins Hume as your Agent. This is called Client-to-Agent Linking and is done via your **Online Services for Business** account. If you have multiple entities, you must nominate us for each entity.

Why Linking is Important

Collins Hume will be unable to review any of your ATO accounts or deal with the ATO on your behalf until you have nominated us as your Agent, and we have accepted the nomination.

Connecting Your Business(es) to Collins Hume — if you do not have Online Services for Business set up

Before you start Step 1 & 2

To complete Steps 1-2 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 [Get started](#).

Step 1. **Set up your Digital ID (myGovID):** Download the myGovID app, available from the App Store or Google and follow the instructions on how to set up your myGovID.

Choose your identity strength: Strong myGovID – by verifying your Australian passport and either birth certificate, citizenship certificate, driver's licence or Medicare card.

Step 2. **Link your myGovID to your ABN:** You'll need to link your myGovID to your Australian business number (ABN) using [Relationship Authorisation Manager \(RAM\)](#):

- If you have a strong myGovID go to [RAM](#) and log in — Select **Link your business** and follow the prompts
- You'll need to [contact RAM](#) to complete this step if you have a Standard myGovID. For more information see [How to link your business online](#).

Step 3. Log into **Online Services for Business**. If you have not previously set up **Online Services for Business**, do this first at onlineservices.ato.gov.au/business/.

Step 4. **Nominate your authorised Agent** from the **Online Services for Business** homepage:

- Select **Profile** from the navigation tabs, then dropdown menu to **Agent** details
- Select **Add** under the **Agent Nominations** feature. If you are unable to see the **Add** function, contact the ATO for assistance to nominate an Agent ato.gov.au/contact
- From the **Nominate Agent** screen, select **Search for Agent**. Enter the registered Agent number (RAN) or the name of your accounting firm: **Collins Hume RAN 36307002**
- If multiple results are displayed, select your Agent, then check that the Agent's details are correct
- Complete the **Declaration** and submit the nomination. Once completed, you will be able to see the Agent's details under the **Agent** details section.

Step 5. **Notify Collins Hume:** Once linked, inform Collins Hume about the connection by emailing client@collinshume.com.au with your business details and confirmation. Please note: as Agents we only have 28 days to accept the nomination, so prompt notification is essential.

Need help?

We know there may be clients who can't get a myGovID or whose business doesn't have an ABN. If you encounter any issues, please call the ATO on 13 28 66 to speak to a customer service representative.