



Overview of AUSkey and STS Online – Fact Sheet

STS Online is a secure portal for Registered Training Organisations (RTOs) to do business with Training Services NSW. It includes areas such as Smart and Skilled, Approved Providers List (APL), and Apprenticeships and Traineeships.

To access *STS Online*, RTOs must first have an AUSkey. This fact sheet contains information about AUSkey and how to obtain one.

What is an AUSkey?

AUSkey is way of authenticating and validating users of Government online services. As AUSkey allows access to all participating Government online services, you will not require a different user ID and password for each Government online service. Some RTOs may already have an AUSkey for engaging with other Government departments such as the Australian Tax Office.

AUSkeys are linked to Australian Business Numbers (ABNs). If your business has more than one ABN, you will need a separate AUSkey for each ABN.

Why do I need an AUSkey?

RTOs wishing to access *STS Online* and conduct business with Training Services NSW must have an AUSkey.

For example, an RTO that does not have an AUSkey will not be able to:

- log in to *STS Online*
- notify the Department of Smart and Skilled student enrolments
- submit training activity data with Training Services NSW
- search for approved training contracts where they are the nominated RTO
- report completion data for non-funded apprenticeships and traineeships

The security of AUSkey means that each RTO will only be able to access information on *STS Online* relevant to their RTO.

Please note:

If your RTO does not have an AUSkey, you are advised to register for one as soon as possible.

Who is eligible for an AUSKey?

AUSKeys are issued to people who work for or who are associated with businesses in Australia. Your business must have an ABN for your staff to be eligible for an AUSKey.

Who should get an AUSKey?

An AUSKey is required for each member of an RTO's staff who needs to access *STS Online*.

Types of AUSKey

RTO staff requesting an AUSKey will be required to register for one of two types:

- Administrator AUSKey
- Standard AUSKey

Administrator AUSKey

Administrator AUSKeys are suitable for individuals who are responsible for managing and registering other AUSKeys for the RTO. These should be restricted to a small number of individuals who are in a position of authority within each RTO.

Administrator AUSKeys are also required for staff who are responsible for managing staff access to *STS Online*, including registering other members of staff with Standard AUSKeys, and updating staff profiles in *STS Online*.

For the purpose of accessing *STS Online* each RTO must have at least one, but a maximum of two, Administrator AUSKeys

Standard AUSKey

Standard AUSKeys are general access roles. This role will be suitable for most individuals within an RTO.

Check if your RTO already has an Administrator AUSKey

First, you should check if your RTO has previously registered an Administrator AUSKey. This is important for large RTOs where the AUSKey holder may be in another business unit or section of the RTO, for example, a finance unit.

If your current Administrator AUSKey does not meet the criteria outlined under *Administrator AUSKey* (see above on this page), you will need to register another Administrator AUSKey.

How do we get an Administrator AUSKey?

To register for an AUSKey, go to the Australian Government's Australian Business Register website at <https://abr.gov.au/AUSKey/>.

The AUSKey website includes detailed information about AUSKey features and eligibility, and registering, setting up and managing your AUSKey. It also includes a section on troubleshooting AUSKey issues.

How do we register additional AUSKeys?

Once an RTO's Administrator AUSKey has been registered, this staff member must then register other staff members who need to access *STS Online*.

To do this, the Administrator AUSKey must:

- Access the ABR's AUSKey website: <https://abr.gov.au/AUSKey/>
- Select **Registering for AUSKey > Register someone else for an AUSKey** from the menu at the top of the page
- Follow the instructions provided. This webpage provides instructions on how to register another Administrator AUSKey, and how to register individual or multiple Standard AUSKeys

The staff members who are registered for an AUSKey will receive an email with instructions on how to set up their AUSKey.

How long does it take to get an AUSKey?

In most cases, you will receive an email with activation details on the same day as your register for an AUSKey.

How do I install an AUSKey?

AUSKeys may be installed on a computer or on a USB drive. The AUSKey website provides detailed instructions for both types of installation.

- Access the ABR's AUSKey website:
<https://abr.gov.au/AUSKey/>
- Select **Setting up your AUSKey > Set up an AUSKey on a computer** or **Set up an AUSKey on a USB stick** from the menu at the top of the page
- Follow the instructions provided

Once you have installed your AUSKey, you will be able to access *STS Online*.

Please note:

Staff **MUST NOT** share their AUSKey. If multiple staff use the same computer, each individual staff member must establish their own profile or account.

How long are AUSkeys valid?

An AUSKey will not expire as long as it is used once every 12 months.

Logging in to *STS Online*

The first person in your RTO to log into *STS Online* should have an Administrator AUSKey. On log in, this person will automatically be assigned the STS Online Administrator profile. They can then assign access rights to other staff members who use *STS Online*.

Any staff member who logs in to *STS Online* subsequently, regardless of whether they have an Administrator or Standard AUSKey, will automatically be assigned Apprenticeship and Traineeship access. If they require access to other areas in *STS Online*, they will need to request the STS Online Administrator to update their access.

For more information, refer to the *STS Online user profiles and access* fact sheet at:
www.training.nsw.gov.au/about_us/login/index.html.

Updating email addresses

Email addresses cannot be updated in *STS Online*. They must be updated in AUSKey Manager.

For information on how to update your email address:

- Access the ABR's AUSKey website:
<https://abr.gov.au/AUSKey/>
- Select **Managing AUSkeys > Update your AUSKey details** from the menu at the top of the page
- Follow the instructions provided

What happens if a staff member leaves the RTO?

Two things need to happen when a staff member with *STS Online* access leaves the RTO:

- their AUSKey must be cancelled, and
- their access to *STS Online* must be de-activated.

Cancelling your own AUSKey and requesting *STS Online* access de-activation

For information on how to cancel your own AUSKey:

- Access the ABR's AUSKey website:
<https://abr.gov.au/AUSKey/>
- Select **Managing AUSkeys > Cancel your AUSKey** from the menu at the top of the page
- Follow the instructions provided

Contact the STS Online Administrator to request that they de-activate your access to *STS Online*.

Cancelling someone else's AUSKey and de-activating their STS Online access

Please note:

Only an Administrator AUSKey can cancel another person's AUSKey.

Only an STS Online Administrator can de-activate another person's access to *STS Online*.

For information on how to cancel someone else's AUSKey:

- Access the ABR's AUSKey website: <https://abr.gov.au/AUSKey/>
- Select **Managing AUSKeys > Approve, manage or cancel someone else's AUSKey** from the menu at the top of the page
- Follow the instructions provided

De-activate the staff member's access to *STS Online*.

For more information, refer to *STS Online user profiles and access* at:

www.training.nsw.gov.au/about_us/login/index.html.

Please note:

If the person who has left had an Administrator AUSKey and they did not cancel it before leaving, you need to call the AUSKey helpline 1300 AUSKEY (1300 287 539) as soon as possible.

For more information

For more information about AUSKey, please refer to the AUSKey section of the Australian Business Register website at <https://abr.gov.au/AUSKey/>.

For information about *STS Online*, please refer to the *STS Online Help* webpage at www.training.nsw.gov.au/about_us/login/index.html:

Contact

Training Market Customer Support at: training.market@industry.nsw.gov.au or call (02) 9266 8008.

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