

# ACMA Assist registration guide

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# Introduction

## About this guide

The Australian Communications and Media Authority (ACMA) has developed this guide to help you verify your identity and create an account in ACMA Assist.

## About ACMA Assist

ACMA Assist is an online system for licensees, organisations and other users to:

- > view existing licences
- > view and pay radiocommunications licensing invoices
- > apply for and manage amateur radio call signs and qualifications
- > update and manage contact details.

## Verifying your identity

To create an ACMA Assist account, you'll need to verify your email address and prove your identity. This helps keep your information secure.

You can verify your identity using Australia Post's **Digital iD** service or the Australian Government **myGovID app**. You will need an identity document such as a passport, driver's licence, birth or citizenship certificate to verify your identity.

### Option 1: Australia Post Digital iD

You can choose to:

- > download the [Digital iD](#) app to your phone and verify your identity. Once verified, you can use the app to prove your identity at Australia Post and their partner organisations in person and online. **Please create your account before accessing ACMA Assist.**
- > use Digital iD as a guest user online. You do not need to download an app. You can verify your identity directly in your web browser and your details will not be saved.

View more information at [digitalid.com](https://digitalid.com).

### Option 2: myGovID app

You will need to download the [myGovID](#) app to your smartphone and verify your identity. Once verified, you can use the app to access a range of other [participating government online services](#) without having to enter your personal information again. **Please create your account before accessing ACMA Assist.**

View more information at [mygovid.gov.au](https://mygovid.gov.au).



Using the **myGovID app** means you will need to log in to ACMA Assist using the app each time you use the portal. **You will not be given a username and password for ACMA Assist.**

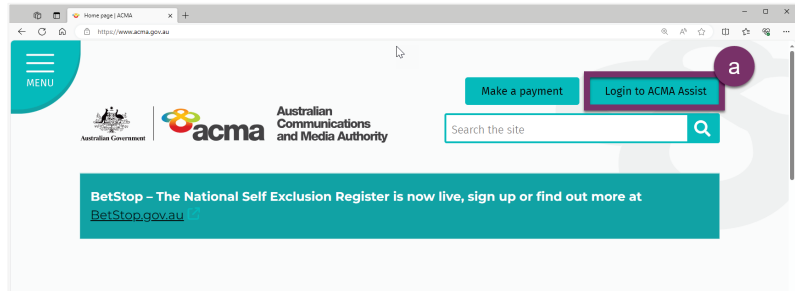
# Instructions

## 1. Go to the ACMA Assist online portal

You can access ACMA Assist from [acma.gov.au](https://www.acma.gov.au).

Either:


- a. click **Login to ACMA Assist** on the top right corner of the ACMA homepage  
OR
- b. use this link to go directly to ACMA Assist:  
<https://www.acma.gov.au/acma-assist>

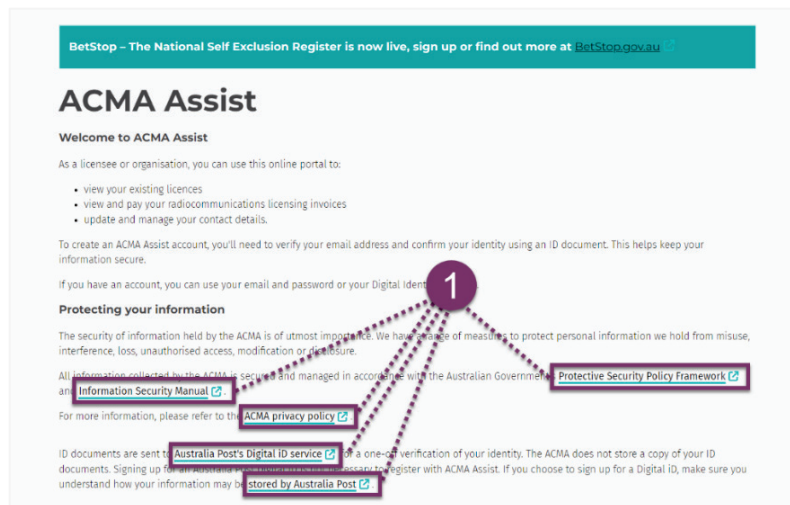


## 2. Read the privacy information

Read about how the ACMA and Australia Post manage your personal information by following the links on the welcome page. For myGovID privacy information, view the [myGovID privacy policy](#).

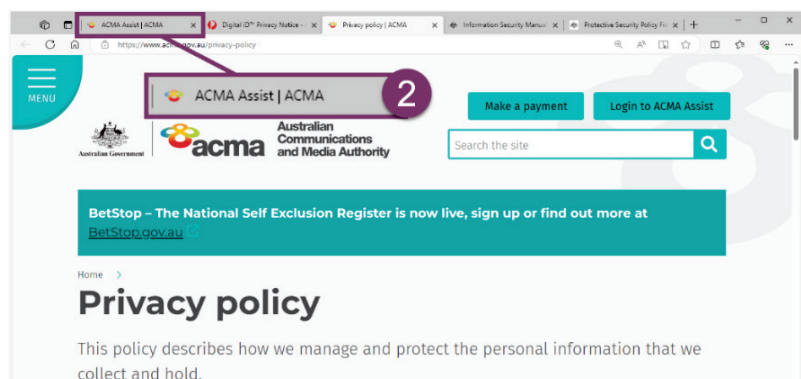
To find out more:

1. click on the links  to open the documents in a new tab



Once you have read the information:

2. click on the **ACMA Assist | ACMA** tab to return to the ACMA Assist welcome page

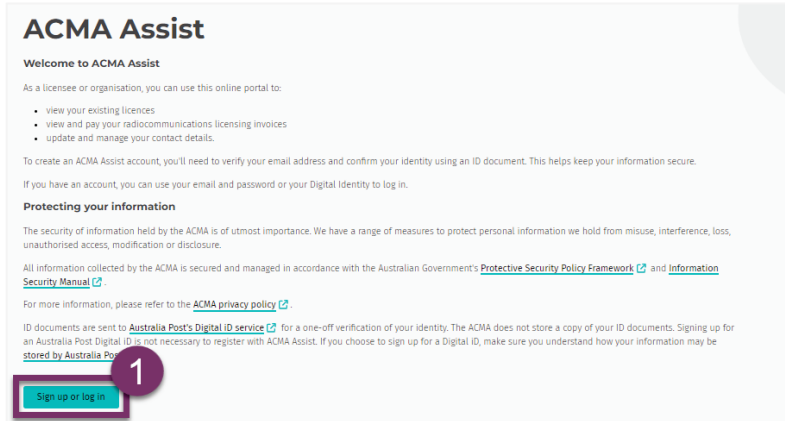


### 3. Choose how you want to verify your identity

To use the Australia Post [Digital ID](#) app or [myGovID](#) app, you will need to set up an account before continuing. You do not need to set up an account to verify your identity using Digital ID in a web browser as a guest.

When you are ready, scroll to the bottom of the ACMA Assist welcome page.

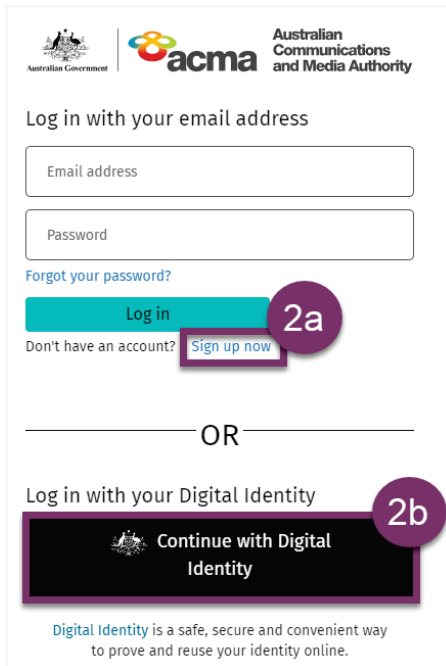
**1. Click Sign up or log in**



**2. a. Click Sign up now to sign up using the Australia Post's Digital ID through the app or as a guest. See [section 4](#).**

OR

**b. Click Continue with Digital Identity to sign up using the myGovID app. See [section 5](#).**



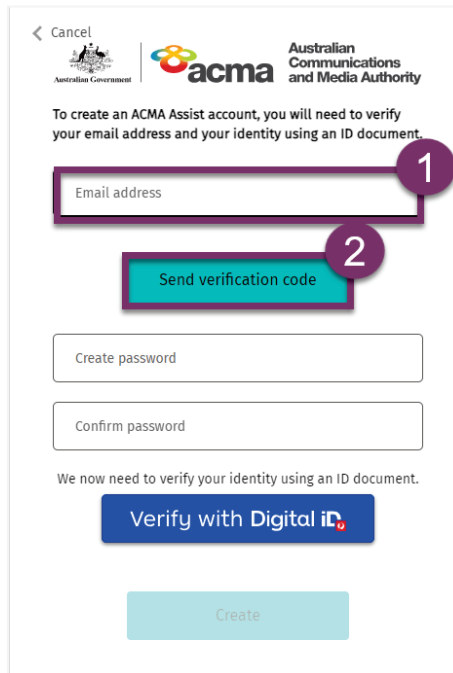
## 4. Sign up using Australia Post's Digital ID

This section provides instructions for how to prove your identity using Australia Post's Digital ID, either as a guest or using the app.

Skip to [section 5](#) if you want to prove your identity using *myGovID*.

### 4.1 Verify your email address

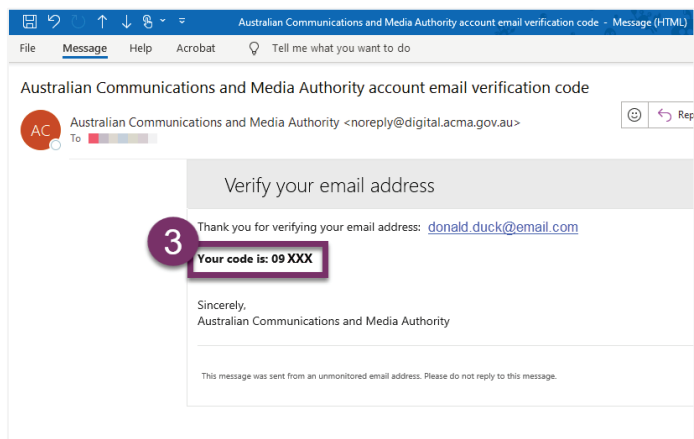
1. Enter your email address in the text box
2. Click **Send verification code**



The screenshot shows the ACMA account creation verification page. At the top, there is a navigation bar with a back arrow and the text 'Cancel'. Below this, the Australian Government logo and the ACMA logo are displayed. The main heading reads 'Australian Communications and Media Authority'. The text below the heading states: 'To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document.' There are three input fields: 'Email address', 'Create password', and 'Confirm password'. A blue button labeled 'Send verification code' is positioned below the 'Email address' field. A red circle with the number '1' is placed over the 'Email address' field, and a red circle with the number '2' is placed over the 'Send verification code' button. Below the password fields, there is a blue button labeled 'Verify with Digital ID' and a light blue button labeled 'Create'.

You will receive an email from [noreply@digital.acma.gov.au](mailto:noreply@digital.acma.gov.au)

3. Copy or make a note of the verification code





4. Paste or type the verification code in the textbox
5. Click **Verify code**

**Note:** If you don't receive an email within a few minutes, check your junk folder. If it is not there, click **Send new code**.

#### 4.2 Create a password

Create an 8–16 character password that contains at least 3 of the following:

- > lowercase characters: a–z
- > uppercase characters: A–Z
- > digits: 0–9
- > symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? ` ~ " ( ) ; .

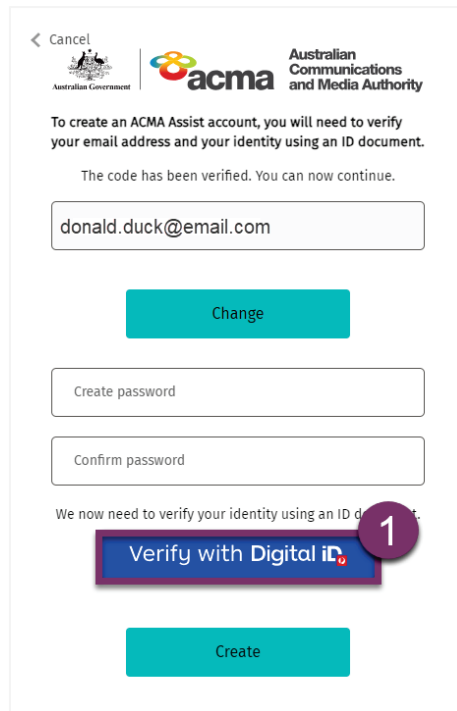
1. Enter your password in the text box
2. Confirm your password by re-entering it in the next text box

### 4.3 Verify your identity as a guest using Australia Post Digital iD

This section provides instructions for how to prove your identity using Australia Post's **Digital iD** as a guest in your web browser.

Skip to [section 4.4](#) if you want to use the **Digital iD app** to prove your identity.

#### 1. Click **Verify with Digital iD**



< Cancel

Australian Government | **acma** Australian Communications and Media Authority

To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document.

The code has been verified. You can now continue.

donald.duck@email.com

Change

Create password

Confirm password

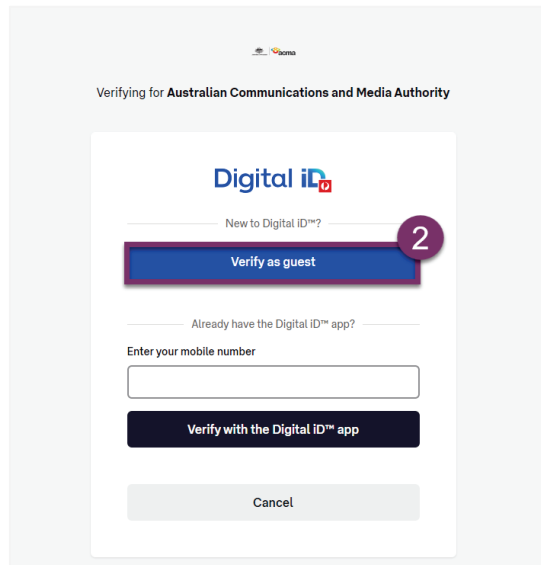
We now need to verify your identity using an ID document.

**Verify with Digital iD**

Create

The Digital iD pop up screen will appear.

#### 2. Click **Verify as guest**



Verifying for Australian Communications and Media Authority

**Digital iD**

New to Digital iD™?

**Verify as guest**

Already have the Digital iD™ app?

Enter your mobile number

Verify with the Digital iD™ app

Cancel

3. Select the document type you want to use to prove your identity
4. Click **Continue**

5. Enter your identity document details into the text boxes
6. Click **Continue**

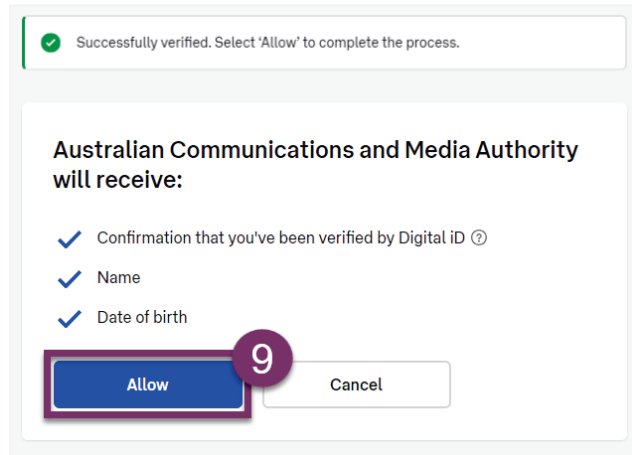
**Note:** if you change your mind and want to use a different document to verify your identity, click the **Change ID type** button

7. Click on the links to read the **Terms of Use** and **Privacy Notice** and click on the checkbox to agree
8. Click **Submit**

**Note:** If you change your mind and wish to set up an Australia Post **Digital ID** account rather than proceed as a guest, click the drop down arrow in the **Get a Digital ID (optional)** tab, enter your mobile number and follow the prompts.

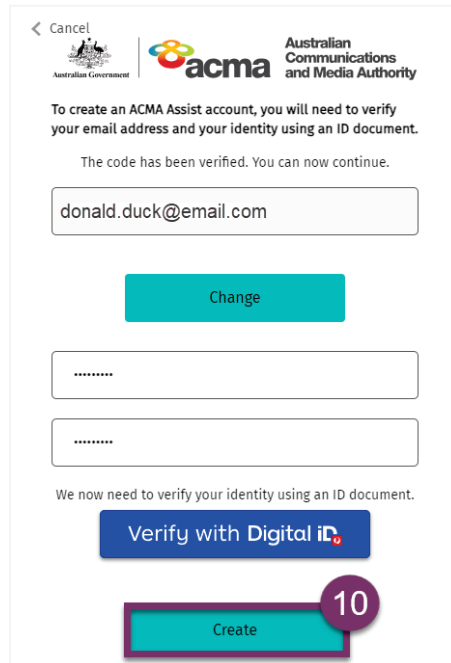
You will now see a pop up letting you know that your identity has been successfully verified. You will be asked to confirm that you want to share limited information (confirmation of verification, name, date of birth) with the ACMA.

**9. Click Allow**



You will be taken back to the ACMA assist sign up screen

**10. Click Create**



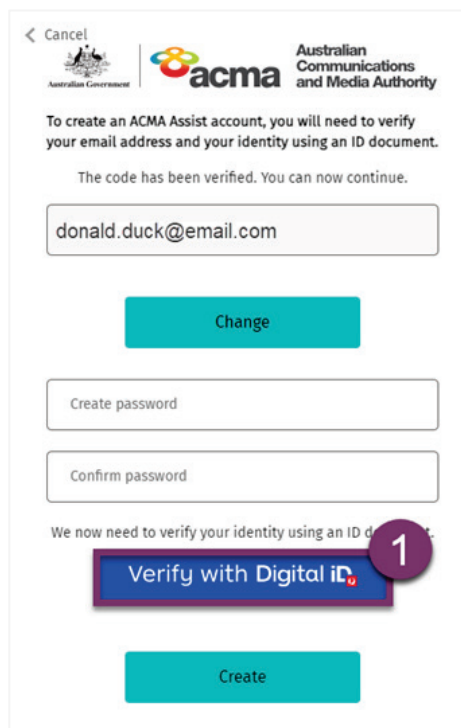
Your ACMA assist account is now set up and ready to use. You will be taken directly to the ACMA Assist homepage. You can skip the additional steps below.

#### 4.4 Verify your identity using the Australia Post Digital iD app

You will need to download and set up the Australia Post **Digital iD** app on your phone before completing the following steps. For more information on how to download and set up the app visit the [Digital iD website](#).

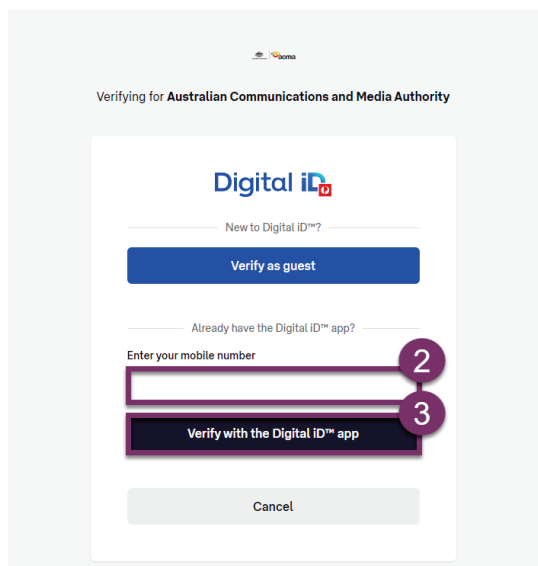
Once you have verified your email and created your password, follow the steps below to verify your identity using the app.

1. Click **Verify with Digital iD**

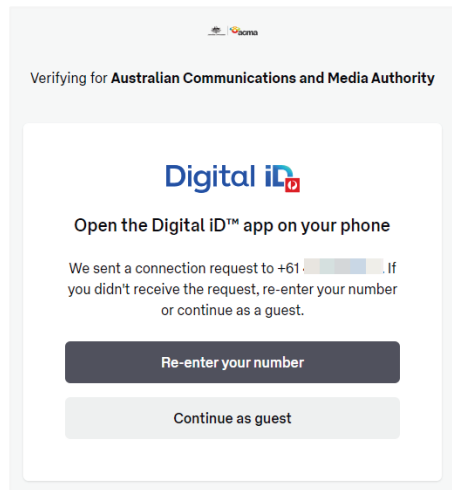


The **Digital iD** pop up screen will appear

2. Enter your mobile phone number
3. Click **Verify with the Digital iD app**



You will see this pop up. **Do not click anything at this stage.**



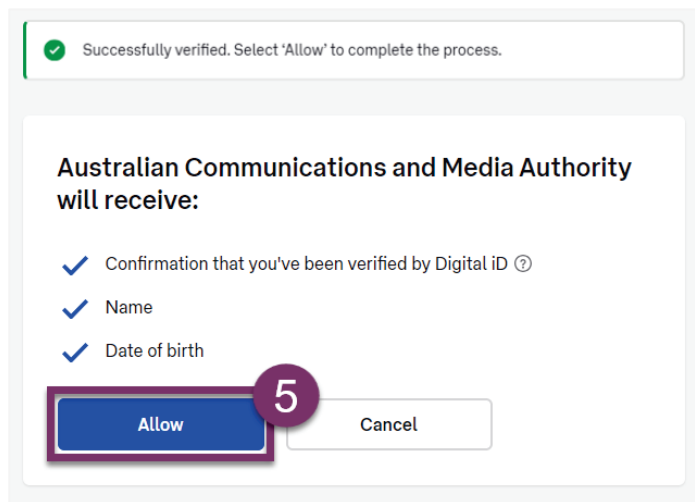
Open the app on your phone. As soon as you open the app you will see a notification asking you if you want to 'Connect with Australian Communication and Media Authority'.

**4. Click Connect**



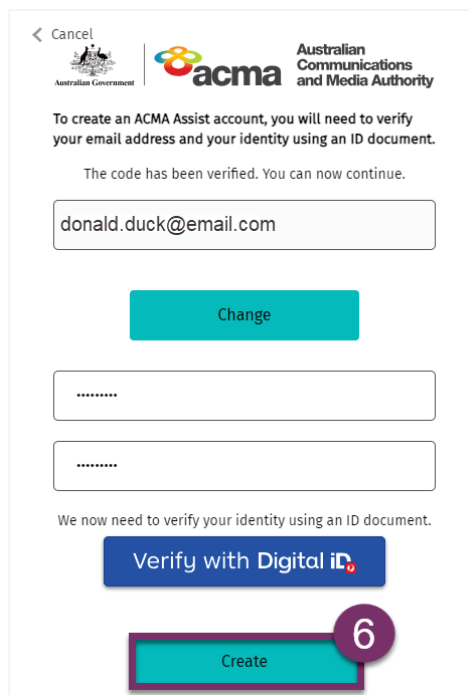
You will now see a pop up letting you know that your identity has been successfully verified and you will be asked to confirm that you want to share limited information (confirmation of verification, name, date of birth) with the ACMA.

5. Click **Allow**



You will be taken back to the ACMA Assist sign-up screen

6. Click **Create**



Your ACMA assist account is now set up and ready to use. You will be taken directly to the ACMA Assist homepage. You can skip the additional steps below.

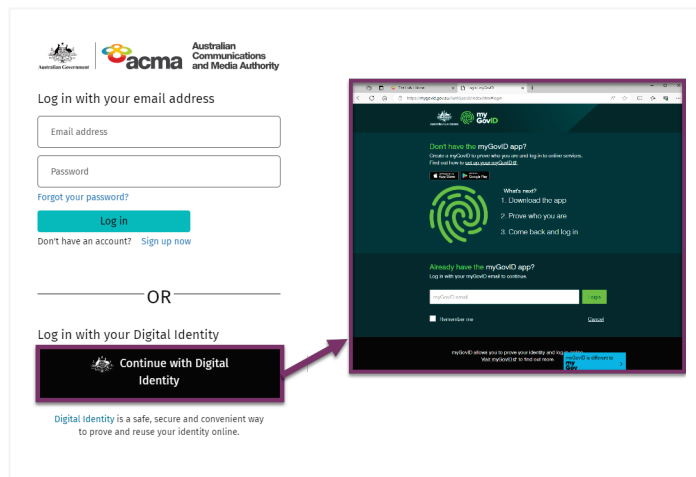
## 5. Sign up using myGovID

You will need to download and set up the **myGovID** app on your phone before completing the following steps. For more information on how to download and set up the app, visit [How to set up](#) on the myGovID website.

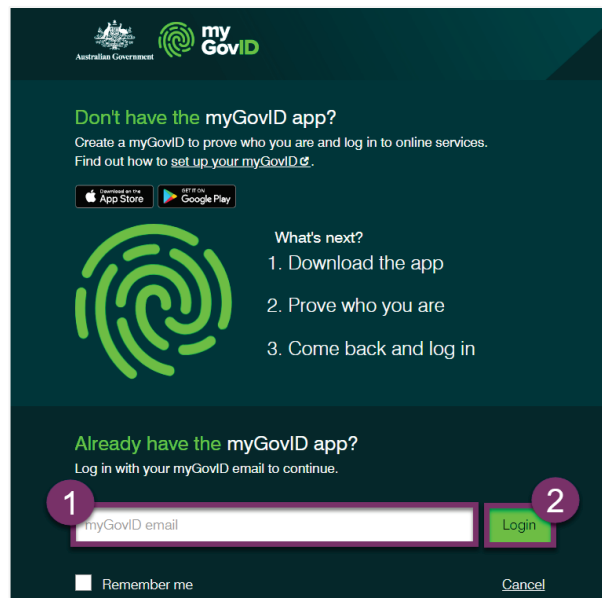


Using the **myGovID app** means you will need to log in to ACMA Assist using the app each time you use the portal. **You will not be given a username and password for ACMA Assist.**

When you click **Continue with Digital Identity**, you will be taken to the **myGovID** website



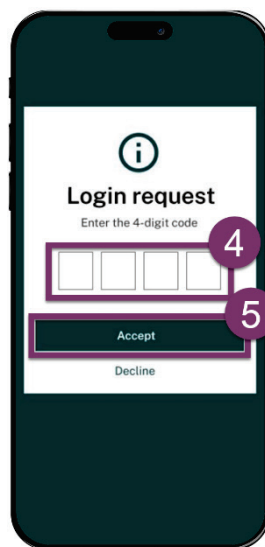
1. Enter the email address you used to set up your **myGovID** in the text box
2. Click **Login**





You will be taken to a screen showing you a 4-digit code.

3. Open the **myGovID** app on your phone
4. Enter the 4-digit code into the text boxes on your phone
5. Click **Accept**



Your ACMA assist account is now set up and ready to use. You will be taken directly to the ACMA Assist homepage.

# Support

If you need further support, or to provide feedback, please email [info@acma.gov.au](mailto:info@acma.gov.au).