



**Australian
Communications
and Media Authority**

ACMA Assist Registration Guide

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Canberra

Level 3
40 Cameron Avenue
Belconnen ACT

PO Box 78
Belconnen ACT 2616

T +61 2 6219 5555
F +61 2 6219 5353

Melbourne

Level 32
Melbourne Central Tower
360 Elizabeth Street
Melbourne VIC

PO Box 13112
Law Courts
Melbourne VIC 8010

T +61 3 9963 6800
F +61 3 9963 6899

Sydney

Level 5
The Bay Centre
65 Pirrama Road
Pymont NSW

PO Box Q500
Queen Victoria Building
NSW 1230

T +61 2 9334 7700
F +61 2 9334 7799

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1. Introduction

ACMA Assist is the ACMA's online portal where licensees and organisations can:

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

To create an ACMA Assist account, you'll need to verify your email address and prove your identity. This helps keep your information secure. There are 3 ways that you can prove your identity:

1. Using the **myID** app – this option requires you to download the **myID** app to your phone and verify your identity. Once you have verified your identity, you can use the app to access a range of other [participating government online services](#) without having to enter your personal information again.
2. Using Australia Post's **Digital iD** app – this option requires you to download the Australia post's **Digital iD** app to your phone and verify your identity. Once you have verified your identity, you can use the app to prove your identity at Australia Post and their partner organisations both in person and online.
3. Using Australia Post's **Digital iD** as a guest user online – this option does not require you to download an app. You will verify your identity directly in your web browser and your details will not be saved.

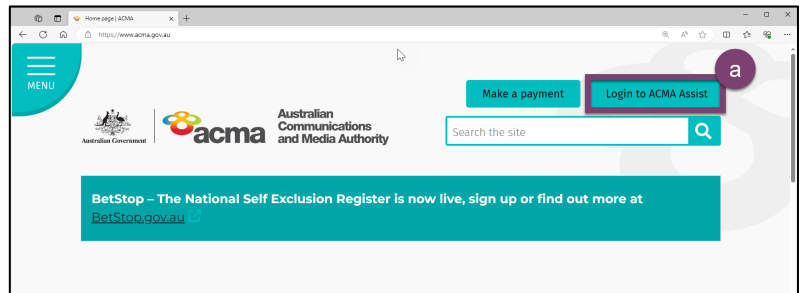
For more information on how to set up an account, visit the [myID website](#) or the [Australia Post Digital iD website](#).

2. Instructions

2.1 Go to the ACMA Assist online portal

To access the portal as a new or registered user, either:


- a. Click the **Login to ACMA Assist** button on the top right corner of the [ACMA website homepage](#)
or
- b. Click this link <https://www.acma.gov.au/acma-assist> to be taken directly to the ACMA Assist portal.

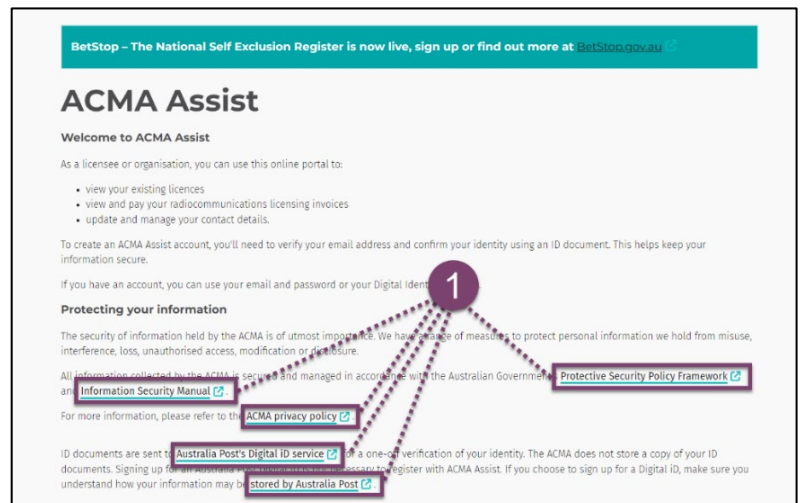


2.2 Read the privacy information

Read about how your personal information is managed by the ACMA and Australia Post by following the links on the welcome page. For myID privacy information, visit [myID Privacy Policy | myID](#).

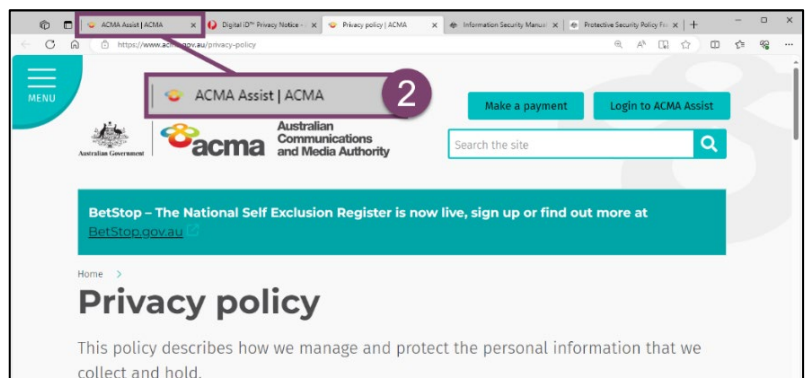
To find out more:

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** tab to return to the ACMA Assist webpage.

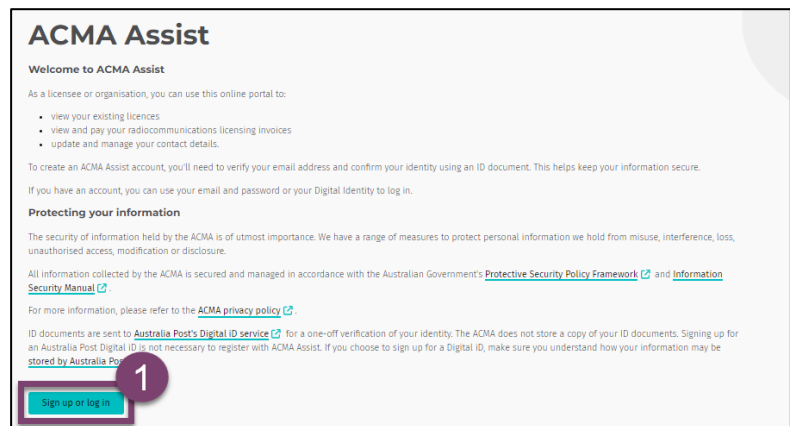


2.3 Choose how you want to verify your identity

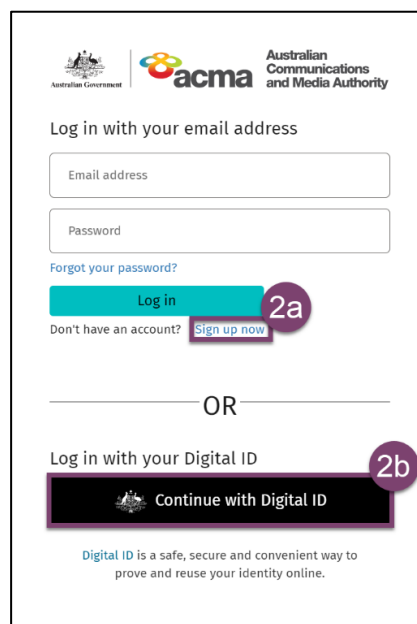
Once you are back on the Welcome page, scroll to the bottom of the page.

Note: If you plan on using the Australia Post **Digital ID** app or **myID** app to verify your identity and don't already have an account, you will need to set one up before continuing. More information about the options for verifying your identity and links to set up a **Digital ID** or **myID** account can be found in section [1.2 Background and Context](#). You do not need to setup an account to verify your identity as a guest.

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



2.
 - a. Click **Sign up now** to sign up using the Australia Post's **Digital ID** through the app or as a guest.
 - or
 - b. Click **Continue with Digital Identity** to sign up using the **myID** app.

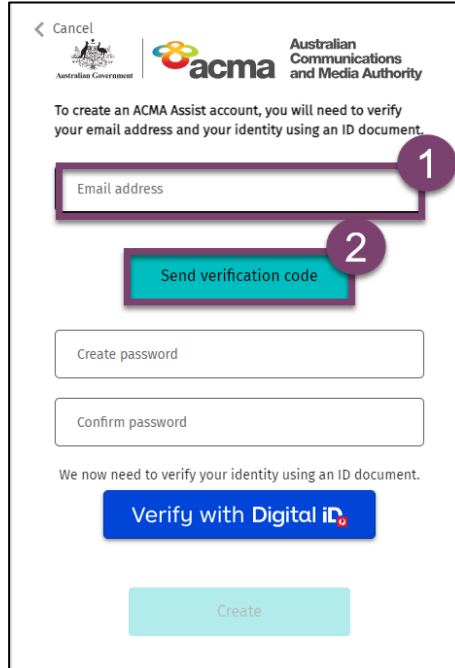


2.4 Sign up using Australia Post's Digital ID

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 2.5](#) if you want to prove your identity using **myID**.

2.4.1 Verify your email address

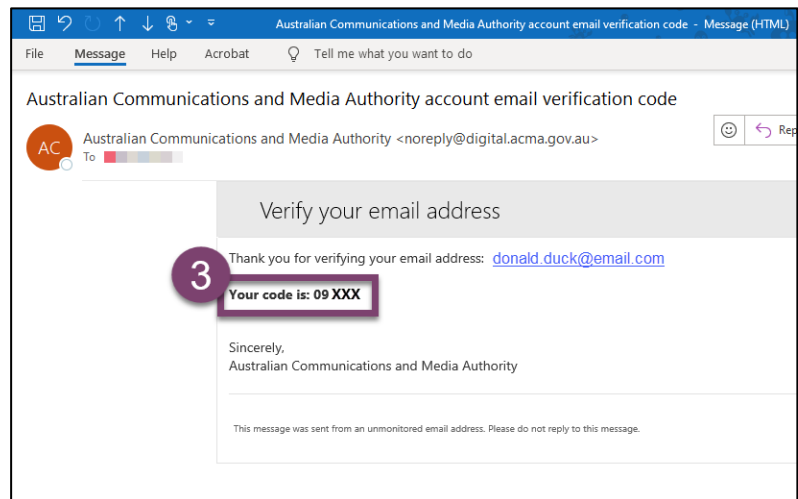
1. Enter your email address in the text box.
2. Click the **Send verification code** button.



The screenshot shows the ACMA Assist account creation verification screen. At the top, there is a 'Cancel' button and the ACMA logo. Below the logo, the text reads: 'To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document.' There are three main input areas: 1. An 'Email address' text box with a purple circle '1' next to it. 2. A 'Send verification code' button with a purple circle '2' next to it. 3. Two 'Create password' and 'Confirm password' text boxes. Below these, there is a blue button labeled 'Verify with Digital ID' and a light blue 'Create' button at the bottom.

You will receive an email from 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 the **Verify code** button.

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

The screenshot shows the ACMA Assist account creation process. It includes a 'Verification Code' input field, a 'Verify code' button, and a 'Send new code' button. The 'Verify code' button is highlighted with a purple box and the number '5'. The 'Verification Code' input field is also highlighted with a purple box and the number '4'. Below these are 'Create password' and 'Confirm password' input fields. At the bottom, there is a 'Verify with Digital ID' button and a 'Create' button.

2.4.2 Create a password

Create a password of 8–16 characters 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 textbox.
2. Confirm your password by re-entering it in the next textbox.

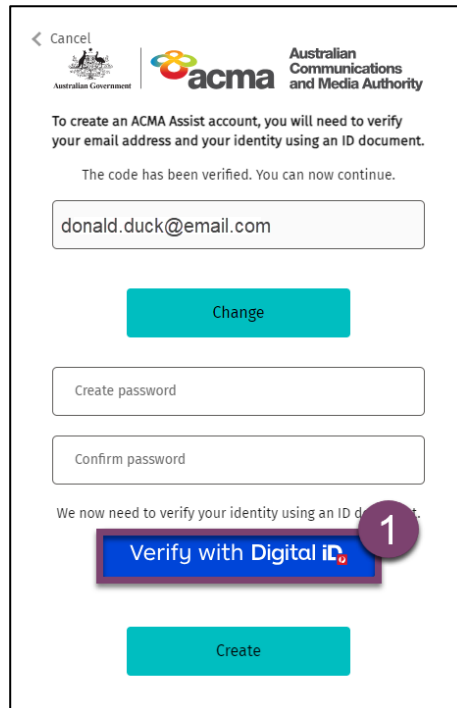
The screenshot shows the ACMA Assist account creation process. It includes a 'Create password' input field, a 'Confirm password' input field, and a 'Change' button. The 'Create password' input field is highlighted with a purple box and the number '1'. The 'Confirm password' input field is also highlighted with a purple box and the number '2'. Below these are 'Verify with Digital ID' and 'Create' buttons.

2.4.3 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 2.4.4](#) if you want to use the **Digital iD** phone app to prove your identity.

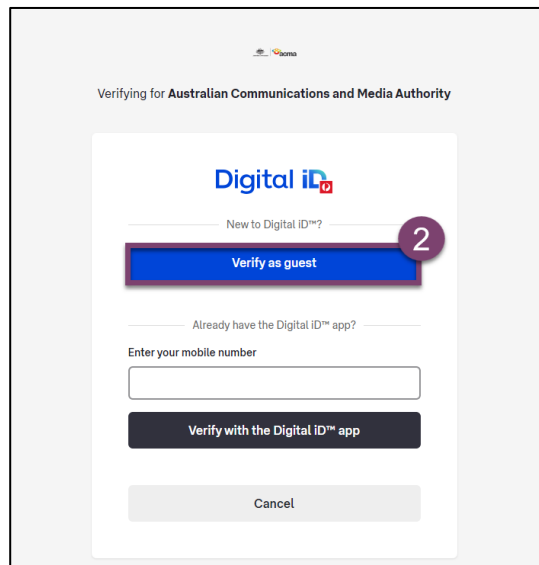
Once you have verified your email [section 2.4.1](#) and created your password [section 2.4.2](#), follow the steps below to verify your identity as a guest.

1. Click the **Verify with Digital iD** button.



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

2. Click the **Verify as guest** button.



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

Digital ID Verifying for Australian Communications and Media Authority

Choose a document from this list

- Australian driver licence
- Australian passport
- Foreign passport with Australian visa
- Australian birth certificate
- Australian citizenship certificate
- ImmiCard

Continue

Consent and submit

5. Enter your identity document details into the textboxes.
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**.

Australian passport

Change ID type

Expired Australian passports can be checked online up to 3 years past the expiry date.

Passport number

Exactly as it appears on your passport (e.g. PA1048572)

Surname

Exactly as it appears on your passport (e.g. Smith)

Given name

Exactly as it appears on your passport (e.g. John)

Middle name(s)

Only if it appears on your passport

Date of birth

For example: 25 04 1970

DD MM YYYY

Day Month

Continue

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

Note: If you change your mind and wish and setup 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 and you will be asked to confirm that you want to share limited information (*confirmation of verification, name, date of birth*) with the ACMA.

- Click the **Allow** button.

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

- Click the **Create** button.

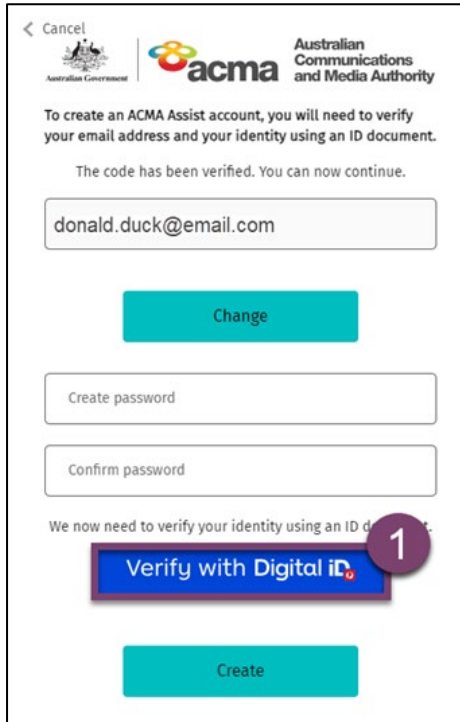
Your ACMA assist account is now set up and ready to use, you will be taken directly to the ACMA Assist homepage. You can skip the additional steps below.

2.4.4 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 setup the app visit [Digital iD™ - ID on Your Phone - Australia Post](#)

Once you have verified your email [section 2.4.1](#) and created your password [section 2.4.2](#), follow the steps below to verify your identity using the Australia Post **Digital iD** app.

1. Click the **Verify with Digital iD** button.



< 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

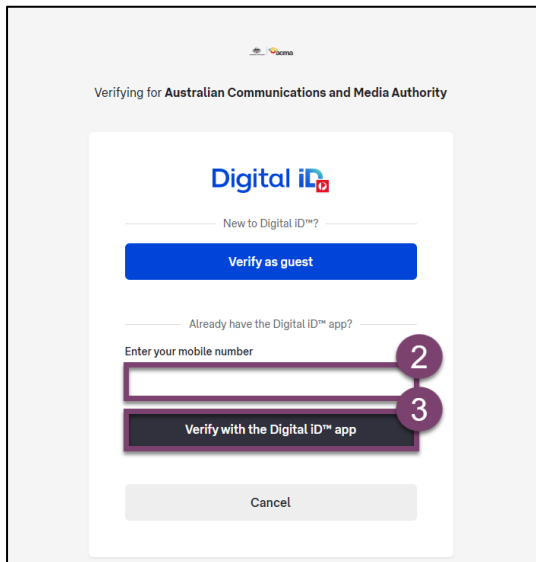
We now need to verify your identity using an ID document.

Verify with Digital iD

Create

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

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



Verifying for Australian Communications and Media Authority

Digital iD

New to Digital iD™?

Verify as guest

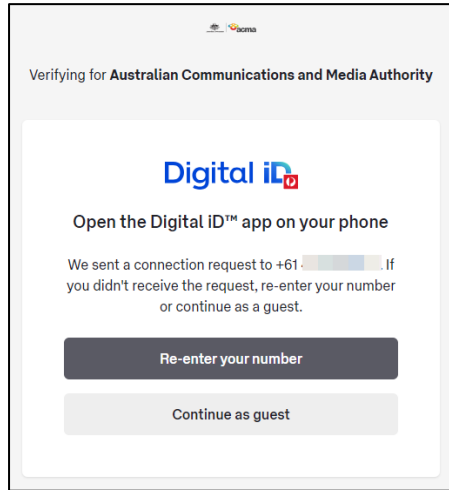
Already have the Digital iD™ app?

Enter your mobile number

Verify with the Digital iD™ app

Cancel

You will see this pop up; you don't have to click anything at this stage.



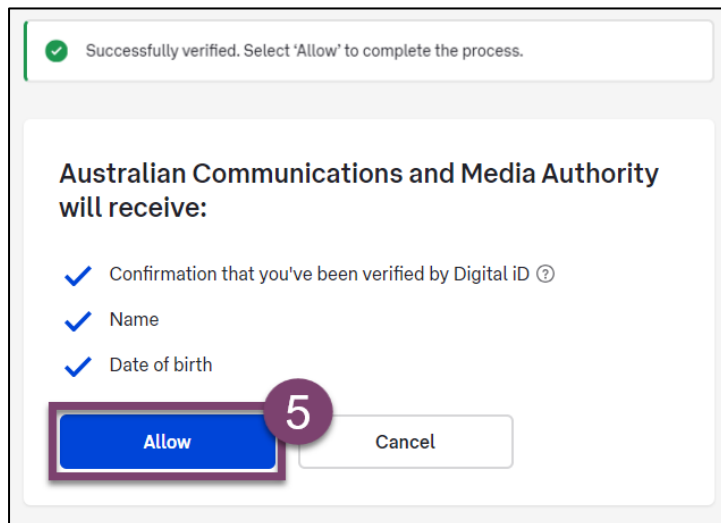
Open the app on your phone. You will see a notification asking you if you want to Connect with Australian Communication and Media Authority.

4. Click the **Connect** button.



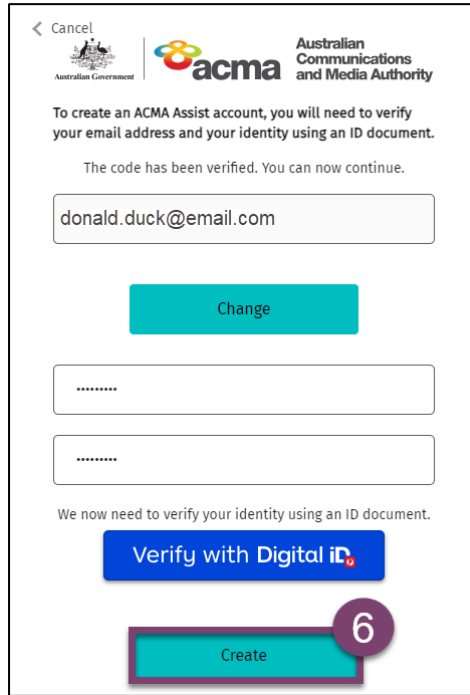
You will now see a pop up letting you know that your identity has been successfully verified and you will be asked to confirm that you want to share limited information (confirmation of verification, name, date of birth) with the ACMA.

5. Click the **Allow** button.



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

6. Click the **Create** button.



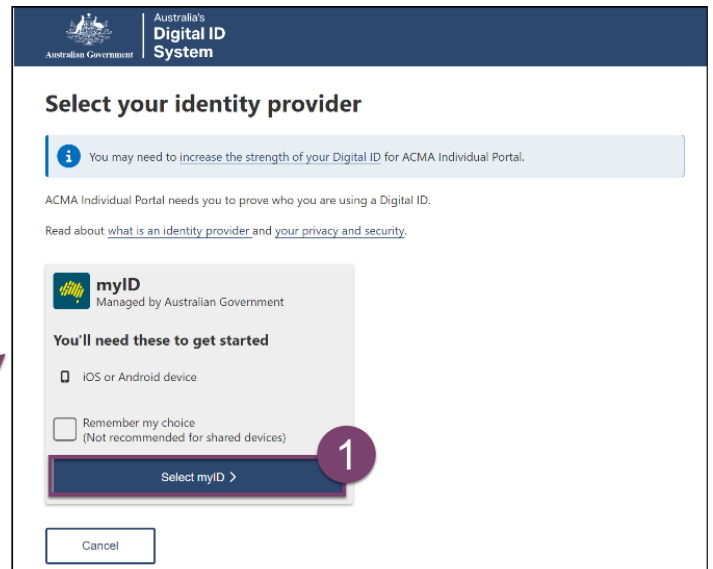
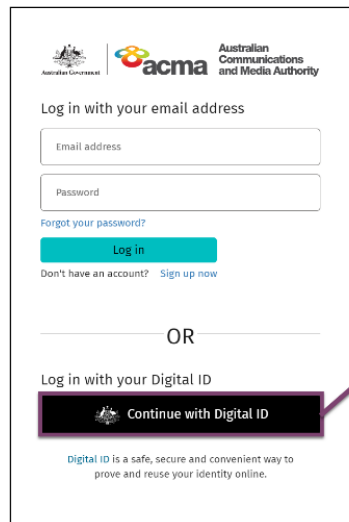
Your ACMA assist account is now set up and ready to use, you will be taken directly to the ACMA Assist homepage. You can skip the additional steps below.

2.5 Sign up using myID

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

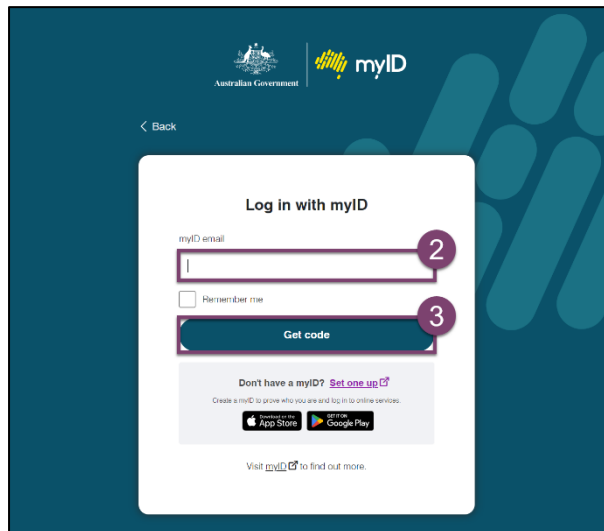
When you click the **Continue with Digital Identity** you will be taken to the **myID** website.

1. Click **Select myID**.



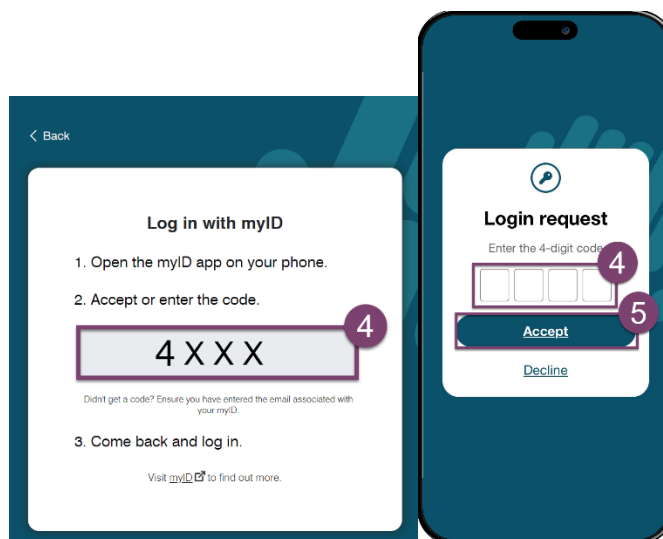
2. Enter your email address that you used to setup your **myID** in the textbox.
3. Click **Get code**.

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



Open the **myID** app on your phone.

4. Enter the 4-digit code into the textboxes on your phone.
5. Click the **Accept** button.



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

Note: You will not have a username and password for ACMA Assist and will need to login using the **myID** app each time you use the portal.

Support and feedback

For help or to provide feedback, please email info@acma.gov.au.