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Technical support

Get help and support for common errors and known issues with online services.

Last updated 15 June 2023

Troubleshooting common errors and issues
Check what you can do to troubleshoot common errors and issues you may experience when accessing our online services.

Troubleshooting for businesses and tax practitioners
Check if your error or system issue is a known issue and what you can do to resolve the problem.

Minimum system requirements
Find out if there are system requirements you need to meet to use our online services.

Online services help
If you are having trouble accessing or using our online services.

Help and support for online services - individuals
Technical support for ATO online services, the ATO app, myTax and applying for a TFN using myGovID.

Troubleshooting for businesses and tax practitioners ⟩

This page contains updates on the availability of ATO systems for businesses and tax practitioners.

Minimum system requirements ⟩

Check the minimum system requirements for using our online services.

Online services help ⟩

If you're having trouble with our online services we can support you.

Troubleshooting common errors and issues ⟩

Check what you can do to troubleshoot common errors and issues you may experience when accessing our online services.

QC 40959

Troubleshooting for businesses and tax practitioners

This page contains updates on the availability of ATO systems for businesses and tax practitioners.

Last updated 25 September 2023

Further information is available on the following dashboards:

- [Online services for agents dashboard](#) ⧉
- [Practitioner lodgment service dashboard](#) ⧉
- [Superannuation dashboard](#) ⧉
- [Online services for business dashboard](#) ⧉

Further information for technical assistance:

- Troubleshooting common errors and issues

Online services for agents

Refer to the **Online services for agents user guide** for more information on Online services for agents.

Summary	Action required
Super fund transactions are not displaying the same amount as the clients Super fund Updated 15/09/2023	This is occurring intermittently and is a display issue only. We are working to resolve this as a priority.
Error 32 received when attempting to view a Practice Mail message Added 09/06/2023	Confirm your access permissions with a system access administrator in your practice. If your accesses are confirmed, try again later.
Agent practice address and other details updated when attempting to update client details from the hyperlinks in the remove client screen Added 22/05/2023	This occurs intermittently when using the **My Practice** drop down menu and selecting the **Remove client** menu item. Then selecting the hyperlinks in the 'Have you updated all the client information?' section which will open a new tab. If the Agent business details are visible and they are updated, they will be applied to the Agents practice. The changes will not be applied to the client's tax records. To update the client's details, use the client summary menu. We are working to resolve this as a priority.
Submitted deferral form request in deferral history shows 'Failed' status for	This is a known issue that we are manually remediating. We are

Annual GST return for clients registered for GST since 1 July 2022 Added 28/04/2023	working to resolve this as a priority.
Error message 'An error exists on this page. Acrobat may not display the page correctly. Please contact the person who created the PDF document to correct the problem.' received when attempting to open correspondence Added 18/04/2023	To open the PDF correspondence with correct formatting: • set your PDF file default application to open using internet browser or a different PDF viewing software, or • if you are opening the PDF file from your local storage, right click on the mouse and open using internet browser or a different PDF viewing software.
Error message 'This XML file does not appear to have any style information associated with it. The document tree is shown below' received when attempting to open a Notice of assessment from Lodgments Income Tax history Updated 18/04/2023	To view the Notice of assessment: • ensure you have a client in focus • select **Profile** then **Communication history** • results for the last 5 years will be displayed • select the **Notice of assessment** and open to view.
Notice of assessment issued with an incorrect payment due date Added 03/04/2023	This only affects some 2022 individual and trust tax returns with a 15 May 2023 lodgment due date that were lodged on either 13 February, 13 March or 14 March 2023. To verify the correct payment due date:

	- log in to Online services for agents - refer to the effective date of your client's 2022 income tax return that is displayed in their income tax account.
Error received when attempting to access My Details in the My Practice menu Added 13/02/2023	Your practice details are maintained as per the Tax Practitioners Board register. If your details do not reflect the register, phone **13 72 86** Fast Key Code **3 2 2**.
Error message 'The attachment service is currently unavailable. Try again later' received when attaching an ATO PDF form in Practice Mail Updated 25/07/2023	To prevent this error, use the **Save form** button that is in the form. Then attach the PDF to your practice mail message.
Error message received when attempting to update Financial Institution Account (FIA) details Added 28/07/2022	If you receive this error phone **13 72 86** Fast Key Code **1 2 5 2** to update the financial institution account details.
Quick links not responding when clicked Updated 17/05/2022	The quick links redirect you to the Online services for agents menu item, your anti-virus or anti-malware software may be interpreting this as redirecting you to an untrusted location. What you need to do:

	• Whitelist the ato.gov.au domain in your anti-virus and anti-malware software. Your anti-virus and anti-malware software may also require exceptions specifically for onlineservices.ato.gov.au ↗ If you need further support, please visit **Troubleshooting common errors and issues**. Ensure you have at hand details of the problem, internet browser and anti-virus and anti-malware software you are using.
On-demand income tax lodgment status report missing clients that don't have due lodgments Updated 10/03/2022	Clients not obligated to submit tax returns, are no longer included in this report. For more information go to Client list. To obtain your client list data use **Advanced search** or **View client list**.
On-demand activity statement outstanding lodgment report displaying incorrect withholding payer number (WPN) Updated 03/04/2023	This is a known issue that we are working to resolve.
On-demand income tax lodgment status report; missing middle initial in client's names for sole traders and individuals	This is a known issue that we are working to resolve.

Updated 10/03/2022	
Lodged attribution managed investment trust (AMIT) tax return, not appearing under the income tax 'history' tab Added 03/03/2022	If the trust return does not appear as outstanding under the 'not lodged' tab, you can confirm lodgment has been processed by reviewing the income tax account transactions. The income tax lodgment status report (current year + previous 3 years) will display the status of your clients not lodged, lodged and not necessary Income tax returns including AMIT returns. To download: • go to **Agent** homepage • select **Reports and forms** then **Reports** • scroll to the relevant report type • scroll to 'Income tax lodgment status report' (current year + previous 3 years) • select **Request**.
Outstanding activity statements On-demand report may provide an incorrect registered agent number (RAN) for some clients Updated 07/03/2022	RANs in the activity statement outstanding lodgment report may display incorrectly. To confirm the registered agent linked to the account, refer to the client level menu 'profile' and then select **Maintain authorisations**.
Outstanding activity statements on-demand report is providing incorrect payment reference numbers (PRN)	To ensure the PRN displays correctly you will need to **Download** and then **Import** the csv file into Excel. If the data is not imported, it could provide

for activity statement and income tax instalment for non-ABN clients when opened in Excel Updated 21/01/2022	incorrect PRNs and result in misallocated payments. To import: • Open Microsoft Excel • Select **Data menu** > **Get data** > **From file** > **From text or csv** • Choose the downloaded report csv file and select **Import** • Set the data type detection to **Do not detect data types** • Select the **Transform** button • When the data has loaded, select **Close and load** to add the data into an Excel workbook. Refer to Excel help search for instructions on how to use this function by searching import csv. All other fields will appear correctly. Refer to payment options in the client level accounts summary to check the correct activity statement and income tax instalment PRN for non-ABN clients.
Payment reference number displays as a formula on activity statement On-demand report Updated 21/01/2022	To access the correct values for all PRNs in the report: • Open the downloaded report csv via Excel 'get data' import function for txt or csv • Set the data type detection to **Do not detect data types** • Select the **Transform** button.

Error message 'No Australian business number (ABN) found' received when logging into Online services for agents Updated 20/03/2023	Check your myGovID is linked to the relevant practice in RAM. If not, find out how to get started with RAM ☑. If your myGovID is already linked to the practice, log in to your myGovID app and check your identity strength at the top of your dashboard or by selecting **My identity**. If your identity strength is: • Basic, you'll need to verify your identity to at least a Standard identity strength ☑ – where you're unable to achieve a Standard identity strength you may be able to access Online services for agents with a **Basic myGovID** • Standard or Strong, you'll need to set up your myGovID again ☑ – where you've transferred your app to another device, select **Reset app** within your myGovID app's **Settings** before you set up your myGovID again.
Family trust elections (FTE) and interposed entity elections (IEE) report **The FTE and IEE report may not be displaying for some clients as expected** Added 04/03/2021	Some client FTE and IEE elections or revocations may not be displaying as expected on the FTE and IEE report in Online services for agents. You should continue to lodge these forms. Elections and revocations will continue to process as expected against the intended client record.

	If you need to confirm the FTE and IEE request has been received due to information not present on the FTE and IEE report, phone **13 72 86** Fast Key Code **2 1 3**. ATO operatives can validate the receipt and status of an election or revocation received by checking internal systems.
On-demand income tax lodgment status report Added 10/08/2020	If, after we have updated the current year lodgment dates, your client has a 'not lodged' status for the current year and does not have a lodgment due date displayed, they may no longer have an obligation to lodge. Refer to the 'for action 'screen to determine if lodgments are up to date.
5A and T9 instalment amount on activity statement adjusted **Online services for agents and PLS and SBR** Added 25/03/2020	This occurs when the varied amount at label **T9** does not equal the system calculated value that is based on the amount you have provided at label **T8**. You may be required to report an amount at label **T9** that is greater than 25%, 50% or 75% of the estimated tax for the income year. To ensure accurate reporting of PAYG, review the instalment amount before lodging or resubmitting the form. To work out the correct **T8** amount to use in each quarter refer to the information below: • For the first quarter in the income year that you are liable to pay an instalment, multiply **T9** by 4

	- For the second quarter in the income year, add quarter 1 and 2 instalment amounts then multiply by 2 - For the third quarter in the income year, add quarter 1, 2 and 3 instalment amounts, divide by 3 then multiply by 4 - For the fourth quarter in the income year add quarter 1, 2, 3 and 4 instalment amounts. This does not take into account any **5B** credits that may have been claimed in previous quarters. For assistance phone **13 72 86** Fast Key Code **1 4 1**.
Practice mail – Unable to access the practice mail in AUSkey mailbox Updated 20/03/2023	While AUSkey can no longer be used, the associated mailboxes still exist for reference purposes. To access practice mail in these mailboxes, it needs to be transferred to the mailbox associated with your myGovID. If you: - have not been given access to other mailboxes in Access Manager, an administrator (principal authority or authorisation administrator) needs to allocate the mail to you - have been given access to other mailboxes in Access manager, you can transfer the mail yourself. To transfer the mail: - navigate to practice mail from the communication drop-down menu

	• select the **Inbox** tab - If required, expand the list using the 'results per page' drop-down menu at the bottom right of the screen
	• select records to allocate
	• select **Allocate** button from the bottom left of the screen
	• select myGovID name from the **Allocate to** drop-down box
	• press **Allocate** button on the bottom right of the screen.
	Once transferred, the mail will appear as unread.
Error received when sending mail attachments with '.xlsx' file type Added 18/02/2020	Some users may receive an error message when attempting to send attachments with '.xlsx' file type via practice mail. This may include deferral requests. We suggest that you save the file as 'Excel 97-2003 Workbook (*.xls)' before attaching to your practice mail message.
General interest charge (GIC) null display on statement of account debit and credit Updated 29/12/2019	If a GIC charge has been applied and reversed, a null result is displayed on the activity statement account transaction screen under the debit and credit headers. To review the debit and credit transactions, simply expand the transaction. Sighted users can do this by clicking on the chevron at the end of the transaction line. **Note:** This is the same for the print friendly version of this report.

Authorisation issues – client account **Do not have authorisation to act on behalf of a client for all relevant accounts** Updated 07/02/2019	To update the client accounts that you are currently authorised for, go to: • the client's client summary page • select **Profile** then **Maintain authorisations** • select appropriate account.
Authorisation issues – income tax account • **Using an ABN as the unique client identifier, can only access specific accounts, not including the income tax accounts** • **Receive error message 'This client is already in your client list' when attempting to add the client again using the TFN** • **How do I add the client for income tax?** Updated 07/02/2019	To update the accounts that you are currently authorised for, go to: • the Client's **Client summary** page • select **Profile** then **Maintain authorisations** • select **Income tax**. This will allow you to view and act on behalf of your client for all accounts. **Note:** Tax agents who are authorised to act on behalf of the client for all accounts must use the TFN as an identifier when adding the client in Online services for agents.
No response when selecting 'print friendly version' on some pages Updated 07/02/2019	This issue may be related to your browser, browser settings or add-ons. Try using an alternative browser such as Chrome or Firefox. Turn off or disable browser ad blockers or add-ons that may be blocking this function.

Practitioner lodgment service (PLS) and Standard business reporting (SBR)

Refer to the PLS user guide for more information on PLS.

*   [Authentication errors](#)

List of PLS and SBR issues

Summary	Action required
Error message received when attempting to lodge a tax return with a salary and wage occupation code Pre-filled through PLS Added 07/07/2023	This is an intermittent issue that occurs when attempting to lodge a return using PLS pre-fill which is returning internally generated ATO salary and wage occupation codes. If you receive an error, you can overwrite the salary and wage occupation with: • the salary and wage occupation code available for selection in your software, which align to our approved Income Tax Form salary and wage occupation codes used for lodgment or • by entering a valid salary and wage occupation code listed on our website. We are working to resolve this as a priority.
Tax return lodgment status progress Added 22/05/2023	There are different ways to view the lodgment progress on your client's tax return, depending on which system (or software) you use. For Online services for agents; • have a client in focus

- select Lodgment
- then Income Tax
- History tab.

For PLS, check with your Digital Service Provider (DSP) for availability of lodgment and lodgment progress services available to purchase.

General information on checking the status of tax returns and their processing times can be found on **After you lodge**. For more information on the expected level of service, refer to **Current year commitments**.

The best way you can reduce delays in processing is to ensure you've included all the required information on the return. Check out how to **prevent delays in lodging returns**.

If a return has exceeded the ATO service standard and you're unable to get a status update in Online services for agents or your PLS (or chosen) software, phone **13 72 86** with Fast Key Code **1 3 1 1**.

| **Error CMN.ATO.AS.EM170 received when attempting to electronically lodge a revised Activity Statement**

Updated 13/04/2023 | This occurs when a value is not valid for the type of Activity Statement being lodged. For example, a revision to Business Activity Statement F (Quarterly Activity Statement) where a value is included at 8B will return the |

	error 'CMN.ATO.AS.EM170. 8B is not valid for the summary of this activity statement. The value reported will be removed from the summary'.
	To resolve:
	• remove the value
	• re-validate/submit.
	If you are unable to remove the value from, for example, 8B, lodge via Online services for agents. See Activity statement lodgment.
CMN.ATO.IITR.EM000378 received when attempting to electronically lodge Individual income tax return Added 04/11/2022	This error is received when a WPN is provided as an identifier at either employment termination payment (ETP) or Australian Superannuation Lump sum payments. To resolve: • Remove the WPN • Enter '10000000001' in the ABN • Submit the return.
Notice of assessment 'Other information relevant to your assessment' section shows labels being adjusted from 0 to 0 Added 27/05/2022	No further action required; this is a display issue only and does not impact the clients tax assessment.
Medicare Levy Surcharge commencement and finalisation dates for client	This information is available in pre-fill that is accessible

health funds (multiple funds within the financial year) are not available via SBR pre-fill service Updated 29/03/2022	through Online services for agents.
Unable to electronically progress income tax returns for client's aged between 35–39 years old, who received 'working holiday maker' income Added 24/03/2022	If you receive this error lodge a paper income tax return.
Error CMN.ATO.CTR.428057 received when attempting to electronically lodge company tax return Added 15/02/2022	This error occurs when the total salary and wages expense at 'financial and other information' (label 8D) is greater than 'total expenses at profit and loss' (6Q) due to negative cost of sales (label 6A). If you receive this error lodge a paper Company tax return.
Error message received when managed fund distribution values at item 13 are left blank Added 21/01/2022	To resolve this error input zero into the values at item 13.
I have received refunds in my trust account, but I have not received an electronic funds transfer (EFT) reconciliation report via my practitioner lodgment service (PLS) Added 10/12/2021	If you have received refunds and you have not received your EFT reports phone **13 72 86** Fast Key Code **3 1 2**.

Duplicate checking error message 'CMN.ATO.GEN.DUPLICATE ENTRY' received when lodging company tax returns (CTR) with substituted accounting period (SAP) Added 27/09/2021	If you receive this error remove the ABN from the return and attempt to lodge again. If you have attempted to relodge and still receive the error phone **13 72 86** Fast Key Code **3 1 2**.
Validation error VR.ATO.IITR.300101 received when attempting to lodge individual income tax return Added 16/07/2021	It has been identified that this validation rule incorrectly includes assessable first home super saver (FHSS) released amount – Category 3. Ensure any of these assessable account released amount – Category 3 income is **included in the total entered at estimated total income**. Including the assessable account release amount in the estimated total income will **not** affect the calculation or determination of a client's entitlement to government super contributions. This is determined internally, based on the income information provided in the individual income tax return including responses to **A3** government super contributions.
Validation errors VR.ATO.IITR.730259 and VR.ATO.IITR.730260 received when attempting to lodge individual income tax returns	These errors can occur when income from a financial investment has not been included elsewhere in the return.

Updated 08/09/2022	If you receive these errors, and you believe the errors are incorrect, we suggest that you lodge the return by paper. Then send a message through Online services for agents with supporting information. To do this: • select **Practice mail** • select **New** • choose **Topic** 'debt and lodgment' • choose **Subject** 'managed lodgment program'. In the message, you must include the following: • advice that a deferral is required and the reason why you are unable to lodge • the client name and their TFN • the date the return was posted to the ATO. **Note:** You can't lodge a tax return via practice mail.
When pre-lodging the individual income tax return you are returned with error message 'CMN.ATO.GEN.0002 Lodgment failed. Contact the ATO. Error code 50137' Added 05/05/2021	Determine if the return contains exempt foreign income in the income details schedule. If so, ensure that foreign income deductible expenses are not greater than exempt

	foreign income and attempt to lodge the return again.
Delay in processing of tax return if inputting an amount at 'Net foreign rent from a managed fund' Added 01/03/2021	This will create an error in ATO systems which will require manual intervention and delay the processing of an individual tax return. To ensure that this error does not occur do not input any figures at 'Net foreign rent from a managed fund'. If the 'Net foreign rent from a managed fund' amount is known, then record the information in 'Total other foreign income from managed fund' and 'Your share of other foreign income from managed fund' at label **20M** on the tax return.
CMN.ATO.IITR.730053 and CMN.ATO.IITR.730061 **Agents completing individual client tax returns. Error specifically relates to taxpayers:** • **who are in receipt of a capped defined benefit income stream (reported at label 7M of the main IITR)** • **who are over 60 years old** • **where the benefit is made up only of taxed elements, they have had tax withheld.**	Validation rule VR.ATO.INCDTLS.000014 requires a value greater than 0 at any of the fields: • Superannuation income stream taxable component taxed element • Superannuation income stream taxable component untaxed element • Superannuation income stream tax-free component • Superannuation income stream lump sum in arrears taxable component taxed element • Superannuation income stream lump sum in arrears taxable component untaxed element

Updated 08/09/2022	• Superannuation income stream lump sum in arrears tax-free component. In this specific scenario agents should: • include a single dollar ($1) in the 'superannuation income stream tax-free component' field, and • place a $0 in all other fields identified in validation rule VR.ATO.INCDTLS.000014. On the main IITR agents should ensure the correct amount is reported at label **7M**.
5A and T9 instalment amount on activity statement adjusted **Online services for agents and PLS and SBR** Added 24/03/2020	This occurs when the varied amount at label **T9** does not equal the system calculated value that is based on the amount you have provided at Label **T8**. You may be required to report an amount at label **T9** that is greater than 25%, 50% or 75% of the estimated tax for the income year. To ensure accurate reporting of PAYG, review the instalment amount before lodging or resubmitting the form. To work out the correct **T8** amount to use in each quarter: • For the first quarter in the income year that you are liable to pay an instalment, multiply **T9** by 4

	- For the second quarter in the income year, add quarter 1 and 2 instalment amounts then multiply by 2 - For the third quarter in the income year, add quarter 1, 2 and 3 instalment amounts, divide by 3 then multiply by 4 - For the fourth quarter in the income year add quarter 1, 2, 3 and 4 instalment amounts. This does not take into account any **5B** credits that may have been claimed in previous quarters. For assistance phone **13 72 86** Fast Key Code **1 4 1**.
CMN.ATO.IITR.000224 – Tax withheld from Australian Government pensions and allowances incorrect **Tax withheld amounts from Australian Government pensions or allowances are greater than or equal to the amount of Australian Government pensions. Both amounts must be correct** Updated 02/08/2019	There are circumstances where Centrelink clients may have payment summaries that include a tax withheld amount greater than the taxable amount. This can be the result of changing payment types during the year or repaying payments that had tax withheld. If you experience this issue, phone **13 72 86** Fast Key Code **3 1 2** for further support.
Unable to lodge company tax return due to incorrect duplication error Updated 16/10/2018	Some users may receive an incorrect duplication error when lodging company returns using practitioner lodgment service (PLS). This is occurring in limited circumstances.

	We have found in many cases removing the ABN from the return you are trying to lodge will resolve this error.
CMN.ATO.AS.EM005 – .is a mandatory field **When attempting to lodge activity statement, 'CMN.ATO.AS.EM005 - .is a mandatory field' error is returned that does not specify which field is mandatory** Updated 15/08/2018	'Does G1 include GST' Y/N indicator at field G1 is mandatory if entry exists at G1. Update **Y** or **N** indicator and resubmit.
Non-individual income tax return (ITR) produces error: **'GENERALERRORINCORE' and/or 'CMN.ATO.GEN.200001'**	Determine if the ABN being used has a status of cancelled. If: • yes, remove the ABN and resubmit the ITR, or • no, contact your software developer.
CMN.ATO.AUTH.007 **You do not have the correct permission to submit this request or retrieve this file** Updated 30/03/2020	Desktop software users: • review your permissions in Access Manager, or • contact your authorisation administrator. Desktop and cloud software users: • check that the client ABN has not been cancelled. If cancelled – remove the ABN from the form for lodgment and resubmit, or

	— remove the ABN from your practice management software and the form for lodgment and resubmit.
	• Check that the client identifiers in your practice management software are correct — Is the ABN correct for the TFN? — Is the TFN correct for the client name? — Is the ABN correct for the client name?
	If necessary, set up your permissions in Access Manager.
	If you have confirmed your Access Manager settings are correct but the error persists, phone **13 72 86** Fast Key Code **3 1 2**.

Authentication errors

List of authentication errors

Summary	Action required
SBR.GEN.AUTH.001 **Mandatory information missing from the transmission. Contact your software provider**	Inform your digital service provider that the following element or attribute {AttributeName} was not found in the transmission.

Added 27/08/2021	
SBR.GEN.AUTH.002 **Mandatory information provided in the transmission is invalid** Updated 27/08/2021	Check that you have correctly entered identifiers in your software (as examples, the ABN and TFN.). Contact your digital service provider for assistance.
SBR.GEN.AUTH.003 **Reporting party identifier information is missing from the lodgment** Updated 27/08/2021	Check that you have included the reporting party identifier (TFN or ABN) in the lodgment.
SBR.GEN.AUTH.004 **Check the credential details match the details of the business/agent submitting the information** Updated 27/08/2021	Check the ABN in the credential matches the business or registered agent details (for example, ABN or RAN) in the transmission. If necessary, contact your authorisation administrator. If you still need help, phone the technical help desk on **1300 287 539**.
SBR.GEN.AUTH.005 **Misalignment of identifying information** Updated 19/07/2019	Check that the client identifier (TFN or ABN) is entered into the practice software match the client identifiers used for the lodgment.

SBR.GEN.AUTH.006 **A notification does not exist for your software provider for sending your online (cloud) transactions** Updated 27/08/2021	A notification must exist in Access Manager for your digital service provider before attempting to transact. Phone **1300 852 232** or use Access Manager to notify us of a hosted SBR software service. You will need to provide the following details: • digital service provider name • their ABN and software ID. See **Cloud software authentication and authorisation** for more information on hosted SBR services.
SBR.GEN.AUTH.007 **Contact your software provider** Updated 27/08/2021	The digital service provider has not been accredited as an online (cloud) software provider. Contact your digital service provider.
SBR.GEN.AUTH.008 **Your notification for the online (cloud) software provider does not contain the correct software ID** Updated 27/08/2021	Check and update your hosted SBR software ID through Access Manager or by phoning us on **1300 852 232**.

SBR.GEN.AUTH.009 **You may not have the correct permission to submit this lodgment** Updated 27/08/2021	You may not have the correct permission for this transaction. Contact the authorisation administrator for your business or practice to update your permissions in Access Manager and then try again.
SBR.GEN.AUTH.010 **Your transaction failed due to a problem with the online (cloud) software provider's system** Updated 27/08/2021	The credential used by the digital service provider for securing online (cloud) transmissions made by the business is not enabled for these services. To resolve, contact your digital service provider.
SBR.GEN.AUTH.011 **Contact your software provider** Updated 27/08/2021	The digital service provider has disabled your nomination. Contact your digital service provider or nominate a new hosted software service on **1300 852 232**.
SBR.GEN.AUTH.012 **Intermediary identifier information is missing from the lodgment** Updated 27/08/2021	Ensure that the TFN, ABN or ARN of the intermediary is in the appropriate field.
SBR.GEN.AUTH.013 **The ABN of the business being acted on behalf of is required**	Attempt to correct the field.

Updated 27/08/2021	
SBR.GEN.AUTH.014	Attempt to correct the field.
A client's Australian business number, withholding payer number or ATO reference number is required for this request	
Updated 27/08/2021	
SBR.GEN.AUTH.015	You may not have the correct permission for this transaction.
You are not authorised to submit this request. Review permissions in Access Manager and try again	Contact the authorisation administrator for your business or practice to update your permissions in Access Manager and then try again.
Updated 27/08/2021	
SBR.GEN.AUTH.016	Information required for authorisation processing is missing from the lodgment.
Mandatory information missing from the lodgment	Review and update required information.
Added 27/08/2021	

Online services for business

List of Online services for business issues

Summary	Action required

Error message received when attempting to update Financial Institution Account (FIA) details Added 28/07/2022	If you receive this error, **contact the ATO** directly to update these details.
Error message 'No Australian business number (ABN) found' received when logging into Online services for business Updated 20/03/2023	Check your myGovID is linked to the relevant business in RAM. If not, find out how to get started with RAM 🔗. If your myGovID is already linked to the business, log in to your myGovID app and check your identity strength at the top of your dashboard or by selecting **My identity**. If your identity strength is: • Basic, you'll need to verify your identity to at least a Standard identity strength 🔗 – where you're unable to achieve a Standard identity strength you may be able to access Online services for business with a **Basic myGovID** • Standard or Strong, you'll need to set up your myGovID again 🔗 – where you've transferred your app to another device, select **Reset app** within your myGovID app's **Settings** before you set up your myGovID again.

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Single Touch Payroll

List of Single Touch Payroll issues

Summary	Action required
Single Touch Payroll (STP) troubleshooting for employers and intermediaries Updated 15/08/2018	STP troubleshooting
Lodgment of duplicate amounts in Single Touch Payroll (STP) and payment summary annual reports (PSAR) are creating duplicates. This may impact employee's pre-fill Updated 16/07/2018	If you finalise your employees via STP do not send a PSAR or file generated from your software with the same information. Only additional disclosures that are not captured in STP, should be reported via PSAR or file generated from your software. Lodgment of duplicate amounts may impact the employee's pre-fill.

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Other

List of other issues

Summary	Action required
Superannuation guarantee charge (SGC) statement **Online services for business**	To be able to successfully submit the SGC statement or statements you will need to:

If you have resumed a saved SGC statement and are experiencing issues with the OTR and/or late payment offset fields Updated 09/05/2023	• delete the quarter that previously included a late payment offset amount • re-enter the quarterly period and late payment information • ensure that you **do not** select 'Save and exit' before submitting. If this is unsuccessful you will need to lodge using the [Spreadsheet version (XLS, 747KB)](#) ⬇ and attach it to a new secure mail message. To do this: • select **Communication** from top menu • then **Secure mail** • select **New message** • choose **Superannuation** as the mail topic • choose **Lodge SGC statement** as the mail subject.
Superannuation guarantee charge (SGC) statement **Online services for business** **If you are lodging an amendment for 31 or more employees, use the spreadsheet**	If you intend to lodge an amended SGC statement for 31 or more employees , lodge using the [spreadsheet version (XLS, 747KB)](#) ⬇ and attach it to a new secure mail message. To do this: • select **Communication** from top menu • then **Secure mail** • select **New message**

Updated 09/09/2021	- choose **Superannuation** as the mail topic - **Lodge SGC statement** as the mail subject.
Departing Australia superannuation payment (DASP) – unable to confirm identity	When entering the DASP online system you must enter the client's **current** passport number however if your client has used the DASP online system previously you need to ensure you use the same passport number that was used in the original application. Ensure your client gives you details of their current passport number in addition to any old passport numbers that may have been used previously to access DASP.
Departing Australia superannuation payment (DASP) – unable to claim unclaimed super money on behalf of a client	When accessing DASP online on behalf of a client, a search for unclaimed super money (USM) will only be conducted where the client's temporary visa has been cancelled and the client is no longer in Australia. Intermediaries are unable to claim USM via DASP online if these conditions are not currently true. Individual clients can access DASP Online or tax agents can lodge a paper claim form.
Unable to open forms from ato.gov.au – for example, objection form Updated 13/09/2022	Try any of the following: - Update to the latest PDF viewer version - Follow prompts provided by browser to move past

warning messages or to open in an alternate viewer

- Download the form to your device by right clicking the form hyperlink and selecting **Save link as**

  - Open file directly from saved file location (do not run or open from browser prompt)

  - Click **OK** to close any java script warning messages and open form.

IOS devices will not support downloads containing java script.

Unable to see the early stage innovation companies (ESIC) report Updated 20/01/2023	Users must have the correct permissions set by their administrator in Access Manager to view and lodge the form. To set the required permissions in Access Manager: • under My Business select **Manage permissions** • select the user to be modified • select the **Client** tab • under ATO Transactions tick both the **Prepare** and **Lodge** check boxes next to 'Early stage innovation companies reporting form' • save changes. The ESIC report is located under **Client forms**, which are in the **Lodgments** drop-down menu.

General purpose financial statements (GPFS) **How to update and revise a lodged GPFS form** **Online services for agents and Online services for business** Updated 09/09/2021	To update or revise a lodged GPFS form: • navigate to **Lodgments** menu • select **General purpose financial statements** • select **Update** for the year that you want to update • select the 'X' next to the link and answer **Yes** to delete the statement • attach the updated and revised GPFS.
General purpose financial statements (GPFS) **How to lodge** **Online services for agents and Online services for business** Updated 09/09/2021	The only method to lodge a GPFS is via the form located in the lodgments drop-down menu in Online services for agents, or Online services for business. If you are unable to access the report, ensure that: • you have the correct permission in **Access Manager** to prepare and lodge a GPFS • your administrator can grant you permission • the ABN of the entity is valid and has not been cancelled.
Email not delivered – Microsoft office 365 user	In some limited instances you may have an issue with new Microsoft office 365 installations where some emails sent to an official and current ATO email address may not have been delivered. The problem could be related to the

| | configuration of the sender policy framework (SPF) and domain key identified mail (DKIM) services.

If you suspect this problem is impacting emails sent from your practice, it will require a correction to your Office 365 configuration (unfortunately there is nothing the ATO can do to fix this). Consult your software service provider or contact your software vendor for more information and guidance. |
| --- | --- |

[Back to top](#)

If you cannot find a reference for the system issue you are experiencing, **contact us**.

QC 41616

Minimum system requirements

Check the minimum system requirements for using our online services.

Last updated 15 June 2023

Online services with minimum system requirements

For the best experience when using our online services, your device should meet our minimum system requirements.

These minimum system requirements apply to our online services for:

- individuals and sole traders (accessed through myGov)
- foreign investors

- business

- tax and BAS agents

- non-resident businesses using our simplified online GST registration system.

Check your system

You can quickly check your system and settings using our online services minimum requirements system check.

When accessing our online services using **myGovID and Relationship Authorisation Manager (RAM)** or **AUSid**, additional requirements may apply.

Check your system ⧉

Supported browsers

For the best experience and improved online security, we recommend using one of the supported browsers:

- [Table 1 – for supported desktop browsers](#)

- [Table 2 – for supported mobile browsers](#)

Changes to supported browsers

Table 1: Online services – supported desktop browsers

Browser	Version
[Google Chrome](#) ⧉	Current stable version and current Extended Stable Release (ESR) version
[Firefox](#) ⧉	Current stable version and current Extended Stable Release (ESR) version
Safari	Current public version and prior two versions

Microsoft Edge	Current stable version and current Extended Stable Release (ESR) version

Table 2: Online services – supported mobile browsers

Browser	Version
Mobile Safari (iOS)	Current public version and prior 2 versions
Chrome for Android	Current public version and prior 2 versions

Other system requirements

You may also need to check the following settings on your device when accessing our online services.

Table 3: Online services – other system requirements

Setting	Requirement	Notes
JavaScript	Enabled	Update this in your browser settings.
Cookies	Enabled	Update this in your browser settings.
Internet speed	Download > 0.5Mbps	Slow internet speeds may result in services running slowly or timing out.
Ad-blocker software Anti-virus software	You may need to adjust the settings of your software or browser add-ons to allow our online services to load correctly.	This may involve whitelisting or adding an exception for the ato.gov.au domain.

Browser add-ons		
Network settings (for example, firewalls)	Ensure the ato.gov.au domain is not blocked.	If you don't have access to update these settings (for example, you're using a public computer or wi-fi network), try a different device or a different network.

For help or support meeting these minimum requirements see Troubleshooting common errors and issues ⬀.

Using browser add-ons

Browser add-ons that block ads or trackers may have an unintentional impact on our online services.

For example, some ad-blockers block content based on certain key words (such as 'ad' or 'advertising'). MyTax references occupation types that contain these words for example, 'advertising manager'. This means that the ad-blocker may misinterpret 'advertising manager' as advertising content and prevent myTax from loading.

Your browser add-on may also identify components of our online services as trackers. Common components we use include:

- **Google analytics/Google tag manager** – we use Google analytics to understand how our online services are being used so we can make improvements as needed. No identifying information is collected (see Web browsing records – ATO privacy policy).

- **Qualtrics Site Intercept** – we use this to ask you to complete surveys and submit feedback about our online services.

- **Atoonlinecdnstream.azurenet.net** – this is not a tracker and is required for our online services. You won't be able to use our online services if this is blocked.

- **Omnichannel.ato.gov.au** – this is used to support the webchat feature in myTax.

QC 56067

Online services help

If you're having trouble with our online services we can support you.

Last updated 9 June 2023

> ### Online Services for Individuals
>
> Demand for our online services is high at the moment so we've implemented a waiting room to help manage traffic and try to improve your online experience. We apologise for any inconvenience caused and thank you for your patience.

If you are experiencing difficulty accessing or using our online services, check the following links.

- **Technical support** – for known system issues.

- **System maintenance** – for scheduled and unscheduled outage information.

- **Troubleshooting common errors and issues** – for information on what you can do to resolve them.

If you are still experiencing difficulties, you can **Contact us**.

QC 40970

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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