

AUSKey Frequently Asked Questions

Question: What is AUSKey?

Answer: AUSKey is a secure login that allows you to access online government services on behalf of a business. Each AUSKey is linked to an individual and a business.

Question: Is there technical support available for AUSKey issues?

Answer: Yes, if you are experiencing problems, or have any questions regarding AUSKey, contact 1300 AUSKEY (1300 287 539) or visit the [Australian Business Register website](#).

Question: How do I get an AUSKey?

Answer: To get an AUSKey, visit the [Australian Business Register website](#) and register using the online registration process.

Question: There are two types of AUSkeys available – Administrator AUSKey and Standard AUSKey. Which type should I get to access the Prostheses List Management System (PLMS)?

Answer: To access the PLMS, you will need a Standard AUSKey.

Question: When do I need to get an AUSKey?

Answer: You will need to get an AUSKey before you register for the PLMS.

Question: Do AUSkeys expire?

Answer: Yes, your AUSKey will expire if you do not use it at least once in a 12 month period. If your AUSKey does expire you will need to register for a new AUSKey.

Question: Can I use a generic or group email to get an AUSKey?

Answer: No, you cannot use a generic or group email to get an AUSKey. Each user must have their own valid email address.

Question: Do all PLMS users need to have their own AUSKey?

Answer: Yes, an AUSKey is linked to an individual user and cannot be shared.

Question: Do staff that job share need their own AUSKey?

Answer: Yes, each staff member will need their own AUSKey. An AUSKey is linked to an individual user and cannot be shared.

Question: Do I need to manage AUSKeys registered to my organisation?

Answer: Yes, managing AUSKeys linked to an organisation is important to protect business information. You can approve, manage or cancel AUSKeys registered to your organisation using the [Australian Business Register website](#).

Question: Will I need a different AUSKey for each different business I work for?

Answer: Yes, you will need an AUSKey for each business you work for. AUSKeys are linked to both the individual and the business ABN.

Question: Can I use my AUSKey on multiple computers?

Answer: Yes, you will need to download your AUSKey to a USB device or network server if you want to use it on multiple computers within your organisation.

Question: Can I store multiple AUSKeys on the one computer?

Answer: Yes, you can store multiple AUSKeys on the same computer.

Question: Am I able to download an AUSKey onto my laptop?

Answer: Yes, you can either download AUSKey straight to your laptop, or download it to a USB device or network server if you want to use it on multiple computers within your organisation.