

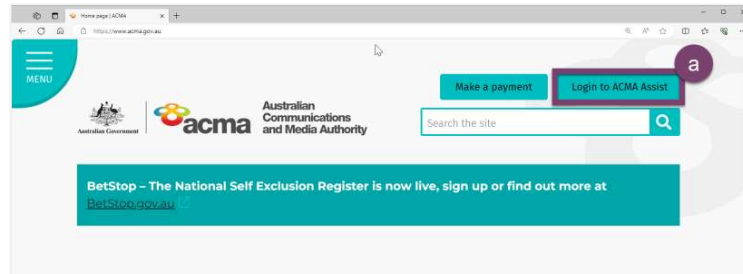
# Instructions

## 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>.

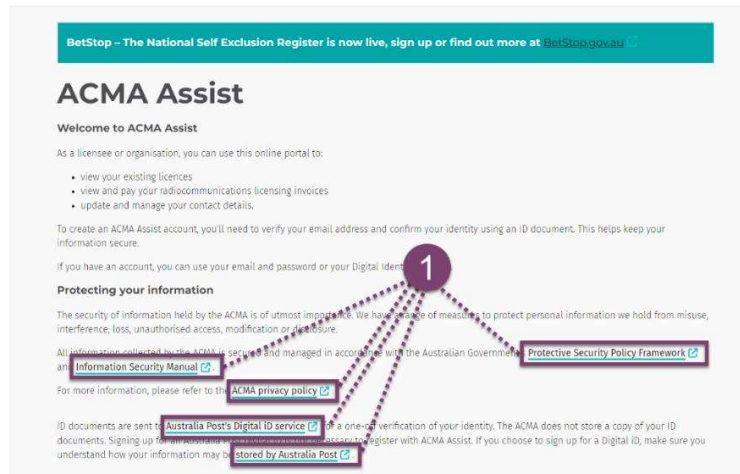


## 2. Read the privacy information

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](#).

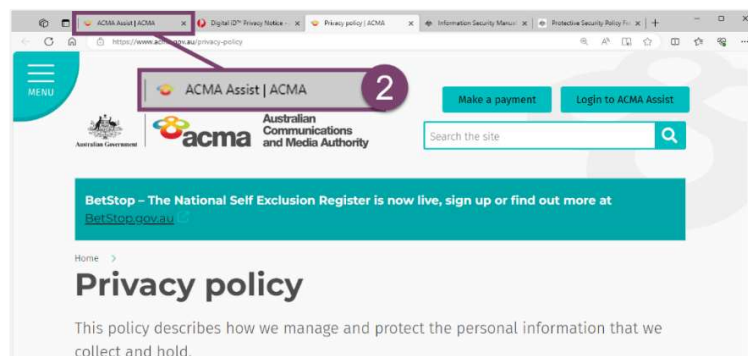
To find out more:

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.

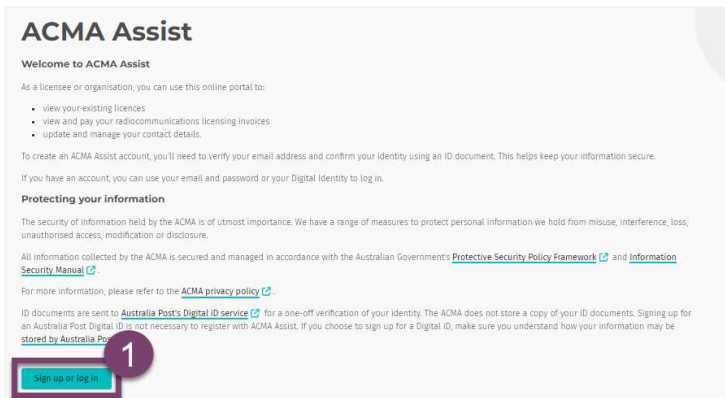


### 3. Choose how you want to verify your identity

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](#).

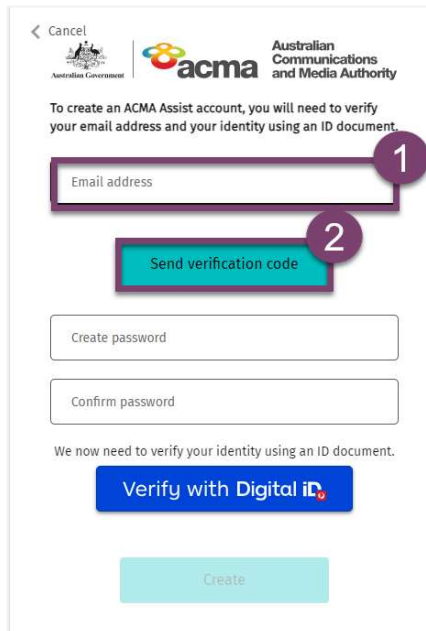
## 4. Sign up using Australia Post's Digital iD

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

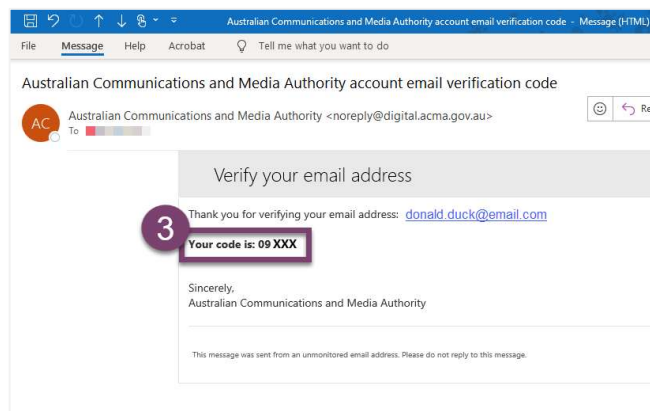
1. Enter your email address in the text box
2. Click **Send verification code**



The screenshot shows the ACMA Assist account creation form. At the top, there are logos for the Australian Government and ACMA (Australian Communications and Media Authority). The text reads: "To create an ACMA Assist account, you will need to verify your email address and your identity using an ID document." Below this, there is a text box labeled "Email address" with a purple circle containing the number "1" next to it. Below the text box is a blue button labeled "Send verification code" with a purple circle containing the number "2" next to it. Below the button are two more text boxes: "Create password" and "Confirm password". At the bottom, there is a blue button labeled "Verify with Digital iD" and a light blue button labeled "Create". Below the "Verify with Digital iD" button, there is a text box labeled "We now need to verify your identity using an ID document."

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**.

< Cancel

**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.

Verification code has been sent. Please copy it to the input box below.

donald.duck@email.com

Verification Code

Verify code Send new code

Create password

Confirm password

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

Verify with Digital ID

Create

## 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.

< Cancel

**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

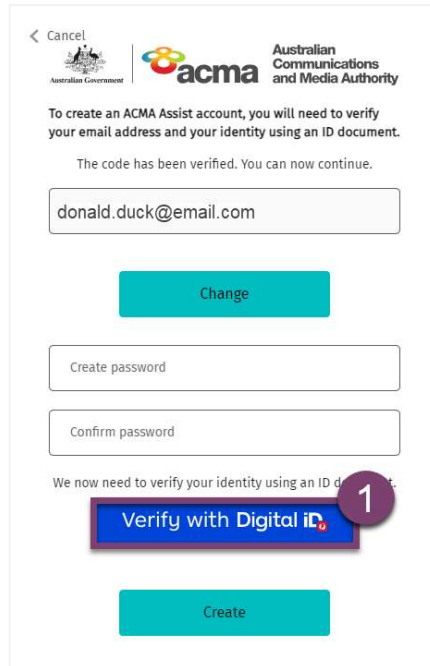
Create

### 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.

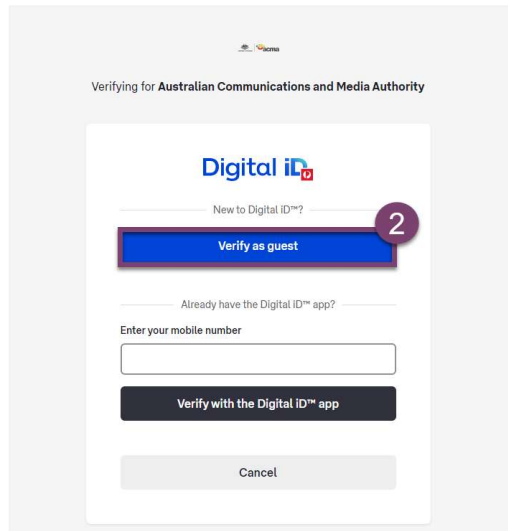
Skip to [section 4.4](#) if you want to use the **Digital iD app** to prove your identity.

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



The Digital iD pop up screen will appear.

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



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

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 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

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

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.

Get a Digital ID™ (optional)

Consent and submit

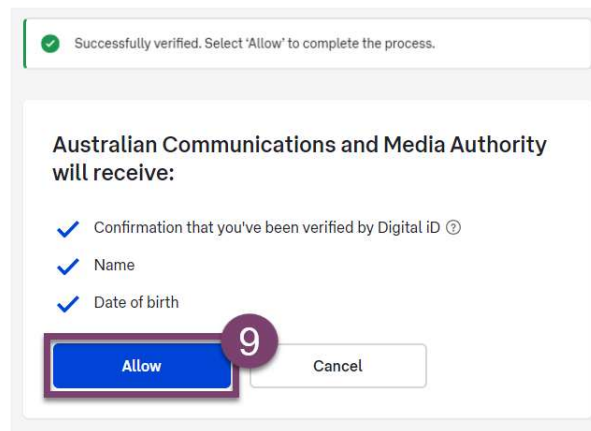
I am the individual named in the documents, and have authority to provide the information in them for identity check purposes. I agree Australia Post and its suppliers can collect and use this information to confirm my identity with the document issuer.

☐ I agree to the [Terms of Use](#) and the [Privacy Notice](#).

Submit Cancel

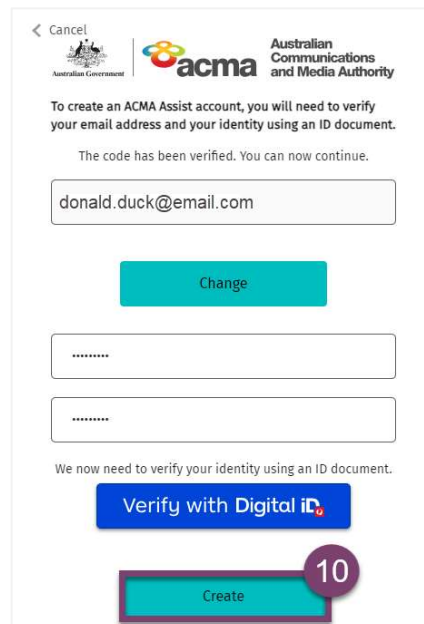
You will now see a pop up letting you know that your identity has been successfully verified. You will be asked to confirm that you want to share limited information (confirmation of verification, name, date of birth) with the ACMA.

**9. Click Allow**



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

**10. Click Create.**



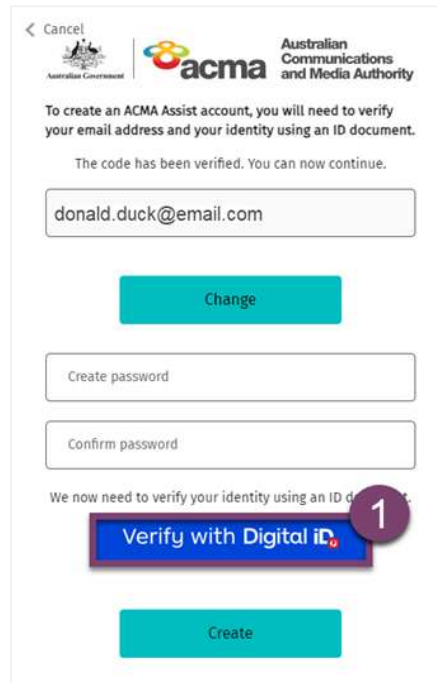
Your ACMA assist account is now set up and ready to use. You will be taken directly to the ACMA Assist homepage. You can skip the additional steps below.

#### 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**



< 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

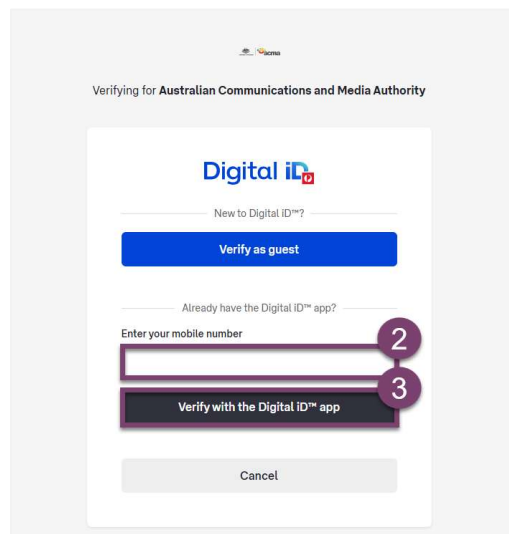
We now need to verify your identity using an ID document.

**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?

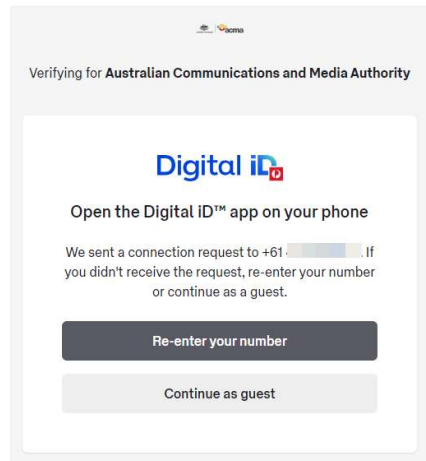
Enter your mobile number

**Verify with the Digital iD™ app**

Cancel



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



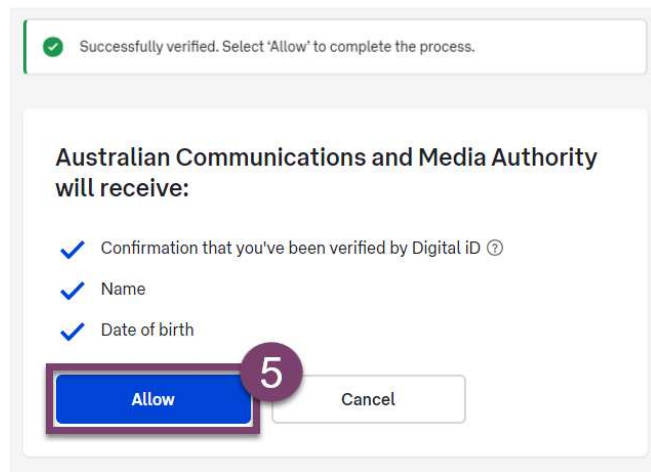
Open the app on your phone. As soon as you open the app you will see a notification asking you if you want to 'Connect with Australian Communication and Media Authority'.

**4.** Click **Connect**



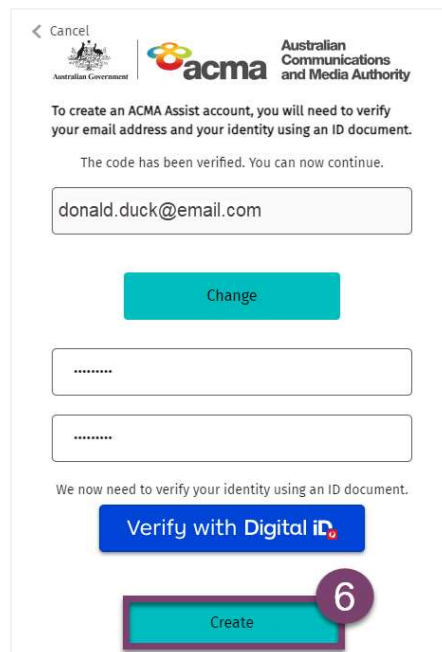
You will now see a pop up letting you know that your identity has been successfully verified and you will be asked to confirm that you want to share limited information (confirmation of verification, name, date of birth) with the ACMA.

**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.

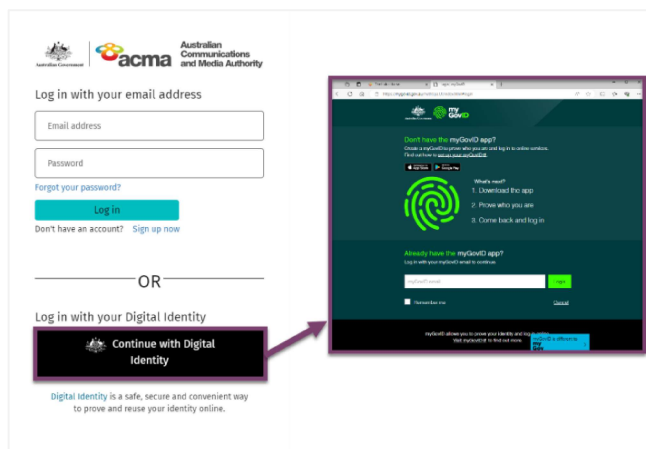
## 5. Sign up using myGovID

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.

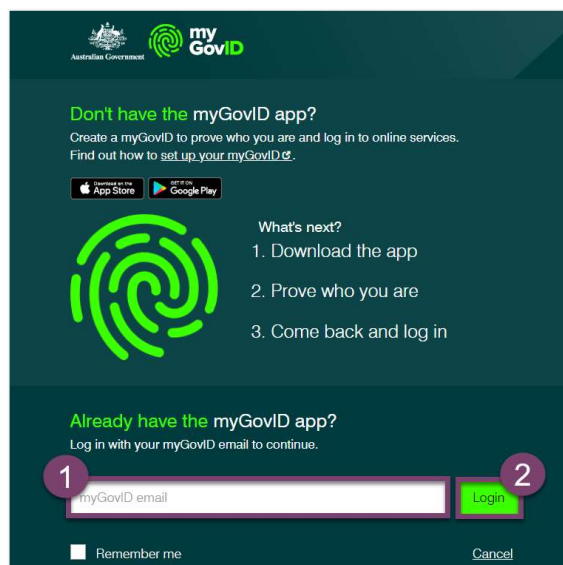


Using the **myGovID app** means you will need to log in to ACMA Assist using the app each time you use the portal. **You will not be given a username and password for ACMA Assist.**

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

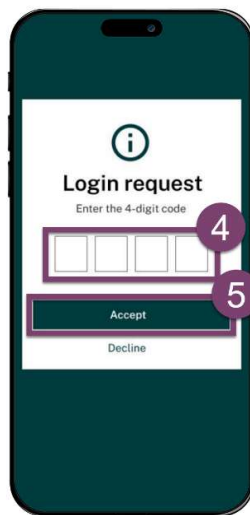


1. Enter the email address you used to set up your **myGovID** in the text box
2. Click **Login**



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.

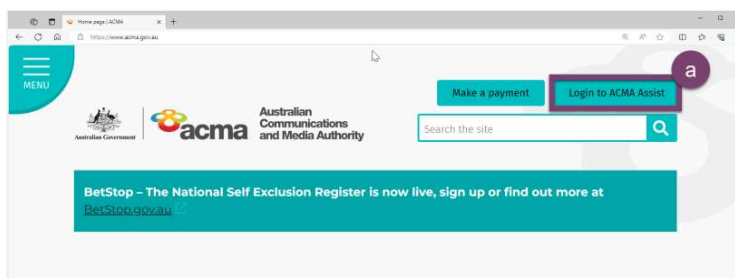
## 6. Access the amateur radio portal

Once you have verified your identity using the above instructions, you will need to access the amateur radio portal on [ACMA Assist](#). You can report examination results and download examination papers using the Assessor function in the amateur radio portal.

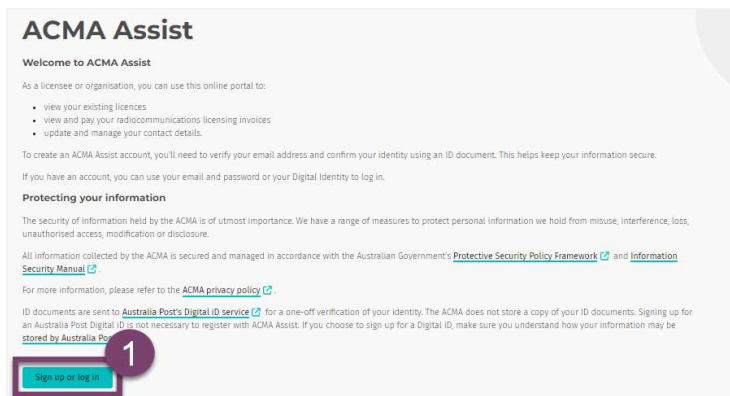
### 6.1 How to access the amateur radio portal

To access the amateur radio portal as a registered user, either:

- a. Click **Login to ACMA Assist** 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 ACMA Assist.



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



- a. Log in by typing your ACMA Assist account email address and password.
- b. Click **Log in**



You will be sent an SMS verification code to the mobile phone number with which you registered your ACMA Assist account



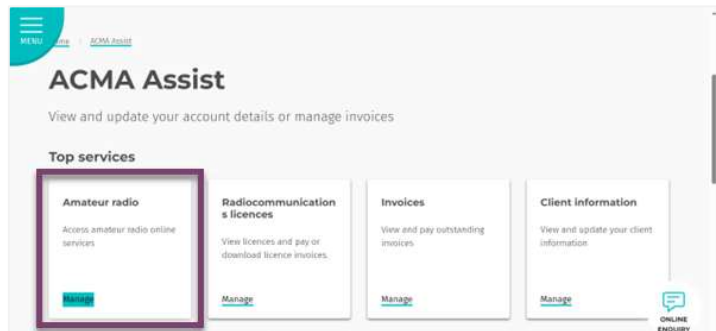
The screenshot shows the 'SMS code verification' screen in the ACMA Assist app. At the top, there is a 'Cancel' button and the ACMA logo. Below the logo, the text 'SMS code verification' is displayed. A 'Mobile number' field is shown with a masked number 'XXX-XXX-XXXX'. A 'Continue' button is at the bottom.

- a. Type in the SMS code sent to your mobile number
- b. Click **Verify code**



This screenshot is identical to the previous one but includes annotations. A purple box labeled 'a' highlights the input field for the SMS code, which contains the text '16284'. Another purple box labeled 'b' highlights the 'Verify code' button. The 'Continue' button remains at the bottom.

Click on the **Amateur radio** box to access the amateur radio portal.



The screenshot shows the ACMA Assist dashboard. At the top, there is a 'MENU' button and the 'ACMA Assist' title. Below the title, the text 'View and update your account details or manage invoices' is displayed. Under the 'Top services' section, there are four boxes: 'Amateur radio' (with a 'Manage' button highlighted by a purple box), 'Radiocommunications licences' (with a 'Manage' button), 'Invoices' (with a 'Manage' button), and 'Client information' (with a 'Manage' button). An 'ONLINE ENQUIRY' button is located at the bottom right.