Lightning Payroll Christmas Newsletter

Merry Christmas from Lightning Payroll!

The Lightning Payroll team hopes that you and your staff have a fantastic holiday season.

We will be available Monday to Friday (8:00am-4:30pm QLD time) throughout the Christmas and New Year period to answer your queries, with the exception of the following dates:

- **Friday December 20th - Closed from 12pm**
- **Wednesday December 25th - Closed**
- **Thursday December 26th - Closed**
- **Wednesday January 1st - Closed**

If you have any questions, our friendly customer support staff are here to help on (07) 3051 5895.

Say Goodbye to AUSkeys

AUSkeys are being replaced by the new ATO machine credential in the new year and will stop working by the end of March 2020. You will need to ensure you have a new machine credential by then to continue meeting STP obligations.

Machine credentials are obtained from the ATO using their myGovID app and RAM (Relationship Authorisation Manager) website. They also work in the same way as AUSkeys, so your Single Touch Payroll process will remain the same.

myGovID is the Australian Government's digital identity provider to prove who you are online. It's like the 100 point ID check, but on your smart device. It is different to a myGov account.

RAM is a new Australian Government authorisation service that allows you to manage who can act on behalf of your entity online.

Set up myGovID and RAM in a few steps:

- Download the **myGovID app** to your smart device and set up your myGovID using your identity documents. (Available on the App Store for Apple, or on Google Play for Android).

- Login to **RAM** using your myGovID and link your ABN. Only the ABN's principal authority can claim the ABN. **Update your ABN details** with the Australian Business Register if your ABN is not linkable in the RAM website.
- Once your ABN is linked, you can **create a machine credential**.

Tips:

- If the RAM webpage keeps giving a **'Software required'** error, even after you've installed their ATOBE browser extension software, make sure you **enable the extension**.
- When creating your machine credential, try not to change the filepath as Lightning won't be able to automatically detect it.

To learn more visit **https://info.authorisationmanager.gov.au/business-software-user-or-provider**

Or, watch the government's video about the transition **here**.

Update Your Software

Please ensure you update to Lightning Payroll version **2020.3.8** or above for the latest security and feature updates.

Clicking 'Check for updates now?' in the program works most of the time. Some older versions (2020.2.0p1 or below) will have to manually update by reinstalling the software using the appropriate link below. After that, your auto-updates will reactivate.

Download for Windows (Win 7, 8 and 10)

Download for Mac (OS X Sierra and above)

Windows users, please note: Windows XP and Windows Server editions are unsupported. Also, if your program does not open after updating it is very likely that your Windows OS requires system updates. Newer versions of Lightning Payroll (2020.3 or above) will only run on properly updated Windows 7, 8 or 10 operating systems.

Single Touch Outages Over Holidays

Feel free to send any STP messages you need to over this holiday period, however the ATO will not be processing them in the regular timeframe. This is due to scheduled server maintenance between 24/12 - 2/1.

From the ATO's website:

"Single Touch Payroll (STP) reports and business responses received up until 12.00 noon AEDT on Tuesday 24 December 2019 will be processed as normal and made available to retrieve. After this time, the ATO will still receive STP reports, however they will not be processed until after the closedown period from 6.00am AEDT on 2 January 2020."

Additional Support Options

If you find yourself stuck on one of the days we're closed, we have a fantastic Virtual Assistant in the lower right corner of our **website**. It can get you to the right support info fast, and let you print out instructions directly. If you prefer to browse through our FAQs, **click here**.

Our website also has a new **Current Support Issues** page where you can get info on any important topics or server outages live.

We wish you all the best for 2020. Merry Christmas!