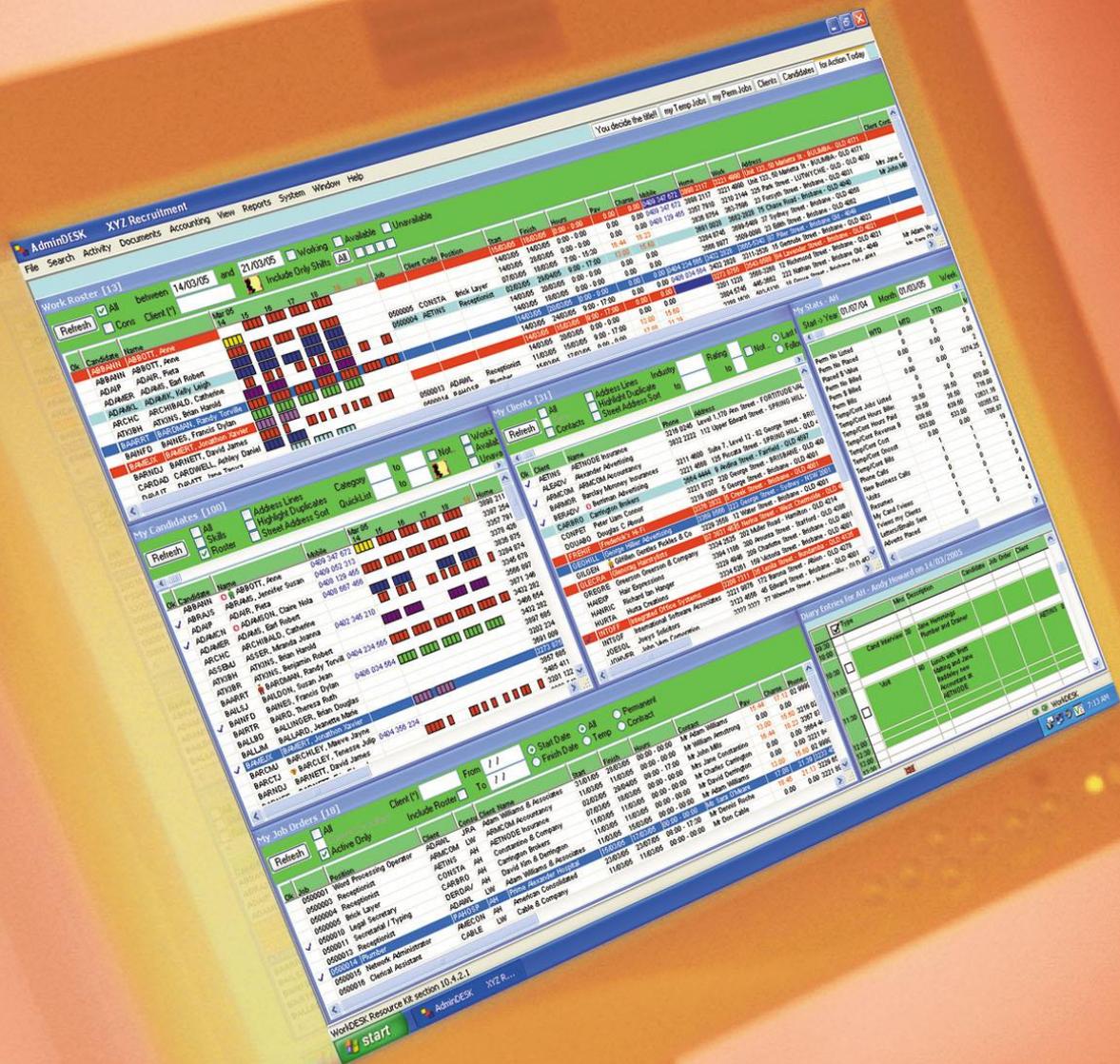


# WorkDESK

software



# WorkDESK Manual

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YOU REQUIRE SOFTWARE VERSION 12.5011+ or HIGHER TO USE M2M (THE AUSKEY REPLACEMENT SOFTWARE)

CHECK THE WORKDESK WEBSITE FOR THE LATEST SOFTWARE UPDATES BEFORE CARRYING OUT AN EXPORT

**IF YOU DO NOT HAVE A CURRENT SOFTWARE SUBSCRIPTION YOU WILL NOT BE GRANTED ACCESS TO CRITICAL UPDATES.**

Document Version 1/001  
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# WorkDESK

## User Manual

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# WorkDESK

## Introduction

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### INTRODUCTION

These notes are designed to assist you in setting up WorkDESK for the new AUSkey replacement 'Machine Credential'.

The Machine Credential is very similar to an AUSkey but the process to generate it is different.

The ATO is decommissioning the AUSkey service in March 2020. You use this service with your password to sign and submit payroll data to the ATO through STP.

AUSkey will be replaced by a 'Machine Credential' that is generated through a myGovID (this is different to myGov).

There are a few steps involved:

- 1) Create a myGovID
- 2) Link this myGovID to your businesses
- 3) Add users as authorisations (e.g. add John or payroll staff you may wish to have authorisations)
- 4) Create the Machine Credential & install it on the PC or machine you are running payroll from. This Machine Credential will replace the AUSkey.

5) Then in WorkDESK you can Activate M2M – this tells WorkDESK to use the Machine Credential service instead of the AUSkey service.

6) On your consultant code where you existing AUSkey is, replace the path with your newly installed machine key (the same path you used when generating the machine key in step 4).

Once this is completed you process payroll in WorkDESK the same way you previously had.

# WorkDESK

## Prerequisites

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### Upgrade Installation Checklist

A notice for this was sent in November 2019 – if you have completed this installation then you may skip this page.

#### VC\_Redist 2015

To keep WorkDESK up to date with the latest Windows patches/ updates and development maintenance low, we are now using the latest Microsoft Compile environment.

As a result some older builds of current operating systems may not have the required support components installed.

The next WorkDESK upgrade release will require the 'Microsoft Visual C++ 2015 Redistributable Update 3 RC' to be installed first, for all WorkDESK users before they can run WorkDESK version 12.5010 or later.

This must be downloaded and installed for each machine running WorkDESK. If you do not have high enough Windows permissions to install this, please contact your system administrator or IT administrator to install for you.

This is only required to be installed once for each Server or PC running WorkDESK.

#### How to Install:

Download from [https://www.workdesk.com.au/downloads/vc\\_redist.x86\\_2015.exe](https://www.workdesk.com.au/downloads/vc_redist.x86_2015.exe) link and 'run'.

Tick 'I Agree to the terms and conditions' and press 'Install'.

Confirm it has installed successful and press 'close'

#### NOTE:

You may find that this is already installed on your PC or server due to a requirement from other software you are running, or that it was pre-installed with your Windows Build. If this is the case then you are not required to install, un-install or re-install this software and you can continue with the WorkDESK upgrade. Your IT support may have documentation if this was already installed for you.

An error while installing "Setup Failed: Another version of this product is already installed" would appear if it is already installed, you are not required to reinstall & can continue with the WorkDESK upgrade.

#### After the 12.5011 Upgrade is installed:

If VC\_Redist 2015 is not installed users will receive an error opening WorkDESK:

*WD123.exe – System Error*

*The program can't start because **VCRUNTIME140.dll** is missing from your computer. Try reinstalling the program to fix this problem. or*

*The program can't start because **mfc140.dll** is missing from your computer. Try reinstalling the program to fix this problem.*

If these errors appear, users or IT Administrators should attempt to install the above components first.

## Creating and setting up a myGovID with a Machine Credential

The Principle Authority of the Business will need to create and link their businesses to their myGovID :  
<https://info.authorisationmanager.gov.au/principal-authority>

1) Here is a link on how to create a myGovID if you do not have one setup:  
<https://www.mygovid.gov.au/how-do-i-get-set-up>

2) After the myGovID is setup (or if one is setup already) you will need to link your business in RAM to your myGovID. RAM is the Relationship Authorisation Manager which is used to link your business from the Australian Business Register to your myGovID.  
These terms are explained in the ATO's links provided throughout this document.

Login to the RAM with your myGovID to link the business:  
<https://authorisationmanager.gov.au/#/login>

Here is a video on how to link her business  
<https://publish.viostream.com/play/bd1bdiuni9z7zg>

If your business doesn't show up to link, you may be required to ring the ATO on 1300 287 539 so they can link it manually.

3) Once the business is linked you can then add other users called 'Authorisations' e.g. add your payroll staff so they can setup and manage the credentials (to link in WorkDESK) – this allows other users to generate the file that will replace the AUSkey. If you don't add any additional users, only the Principle Authority can delegate Machine Credentials.  
<https://info.authorisationmanager.gov.au/set-up-authorisations>

You can set up other staff (e.g. payroll staff) as 'Machine Credential Administrators' so they have the ability to create a Machine Key for WorkDESK (to replace their AUSkey) otherwise another authorised user or the Principle Authority would need to setup and delegate Machine Keys.

Here is a video on how you can create new authorisations (users)  
<https://publish.viostream.com/play/bd1bdiuni9z7s9>

There are other user types you can delegate e.g. Authorisation Administrator who is someone that can add in other users/ authorisations. It is up to the principle authority to decide who they want to delegate those roles also.

4) Create & Install/ Download the Machine Credential – once you have a myGovID, linked to a business and access to create a machine credential follow this link to generate the Machine Credential for any PC/ or Server (machine) that will be processing STP in WorkDESK (any machine that has an AUSkey used for WorkDESK STP processing).

Information on how to create a Machine Credential:  
<https://info.authorisationmanager.gov.au/business-software-user-or-provider#How%20to%20create%20a%20machine%20credential>  
Video Tutorial: <https://publish.viostream.com/play/bd1bdiuni9z7sw>

Information on how to Install a Machine Credential:  
<https://info.authorisationmanager.gov.au/guide-how-to-install-a-machine-credential>

During the installation take note of the field: Keystore Password and Keystore path –  
The Keystore path will be pre-filled but can be changed if required. This is where the machine credential will be created and stored. This will be the path you select to update your consultant code in WorkDESK to replace the AUSkey.

## Activating & Configure WorkDESK with a Machine Credential

### 5) Activate M2M in WorkDESK

After installing the 12.5011 upgrade you can Activate M2M in WorkDESK at any time.

This should only be done after you have generated and installed or downloaded a Machine Credential ready to replace in WorkDESK.

Activation M2M under System -> System Control -> Maintain System Control File > GST Information

The screenshot shows the 'System - System Control' window with the 'GST Information' tab selected. The window contains the following fields and values:

GST Inputs Account	730.00	GST on Purchases	
GST Outputs Account	790.00	GST on Sales	
GST % Rate	10.00		
Default Rate for Supplier without ABN	48.50		
GST Basis	Accrual		
Activate	<input checked="" type="checkbox"/>		
WIC Multiplier	0.000000		

At the bottom of the window, there is a checkbox labeled 'M2M' which is checked, and two buttons labeled 'Save' and 'Exit'.

Tick 'M2M' in the bottom and press 'Save'.

Repeat this step for all your STP Activated WorkDESK Databases/ Companies.

If you need to change back to using an AUSkey for any reason you can come back into this screen and Un-tick the M2M box, however the ATO will be turning off their AUSkey servers from March 2020.

### 6) Configure your consultant or consultants to point to the new Machine Credential

Log into WorkDESK on the PC/ Machine you've replaced the AUSkey & login with your consultant code Go into System -> Miscellaneous Maintenance -> Consultant -> Single Touch

The screenshot shows the 'System - Miscellaneous Maintenance' window with the 'Single Touch' tab selected. The window contains the following fields and values:

Consultant	AH	Andy Howard
Machine Credential Path	Roaming\AUSkey\KeyStore.xml	...
Credential Name	YALACT129	

At the bottom of the window, there are two buttons labeled 'Save' and 'Cancel'.

In the Browse box [...] browse to the Keystore path of your new Machine Credential from step 4  
In the Machine Credential ID you should see your name as the Machine Credential Custodian  
And press 'Save'.

You are now ready to run your payroll and submit any information via STP as normal.

**Notes:**

You can Activate M2M in WorkDESK at any time if you have a Machine Credential ready.

If you have outstanding submissions or any STP files with errors, you can still generate & install a machine credential and activate M2M. You are not required to have everything 'sent' and up to date prior to activating.

Your new Machine Credential should allow you to retrieve any outstanding files or re-send any files from the same STP screens.