

Accessing the ACMA Assist Portal

By Justin Giles-Clark VK7TW

The ACMA Performance Survey in April 2025 highlighted that 57% of the amateurs who completed the survey have never accessed the ACMA Assist Portal. This prompted the Author to create this article and acknowledgment is given to ACMA staff who assisted in its development to ensure accuracy.

While the ACMA Assist Portal is designed to be a convenient way for amateurs to access key amateur radio information, amateurs can also contact the ACMA's Customer Service Centre (CSC). For example, amateurs can contact the CSC to reconfirm their call sign(s) and very importantly update their contact information to ensure the ACMA can contact them at critical junctions (such as ahead of call sign expiry). The ACMA is realistic that some users will chose to never create an ACMA Assist account.

Please note there are three ways that amateurs can confirm and update their licencing information with the ACMA:

- 1). Use the ACMA Assist Portal (<https://www.acma.gov.au/acma-assist>) or
- 2). Email info@acma.gov.au or
- 3). Ring ACMA CSC - 1300 850 115 (9am – 5pm AEST, Mon – Fri, except public holidays)

ACMA Assist is the preferred way for amateurs to access information about amateur radio licensing and call signs. If you are unable or do not want to use ACMA Assist you can contact the ACMA's Customer Service Centre instead. It is important to keep your information such as email address up to date so the ACMA can contact you if needed.

What can you do through the ACMA Assist Portal?:

- View your amateur radio call sign and qualification information
- View and pay your radio communications licensing invoices (including callsign and recognition certificate payments)
- Update and manage your contact details
- Reconfirm your call sign/s (2-letter and 3-letter call signs (except VK0 and VK9), and F-series call signs)
- For Assessors only - download and upload assessment material

All this without having to speak to anyone!

Contact Details Changes

The ACMA's preference is for amateurs to email info@acma.gov.au with changes to contact details. That way the ACMA can clarify whether those changed details should be replicated across all ACMA accounts for that client.

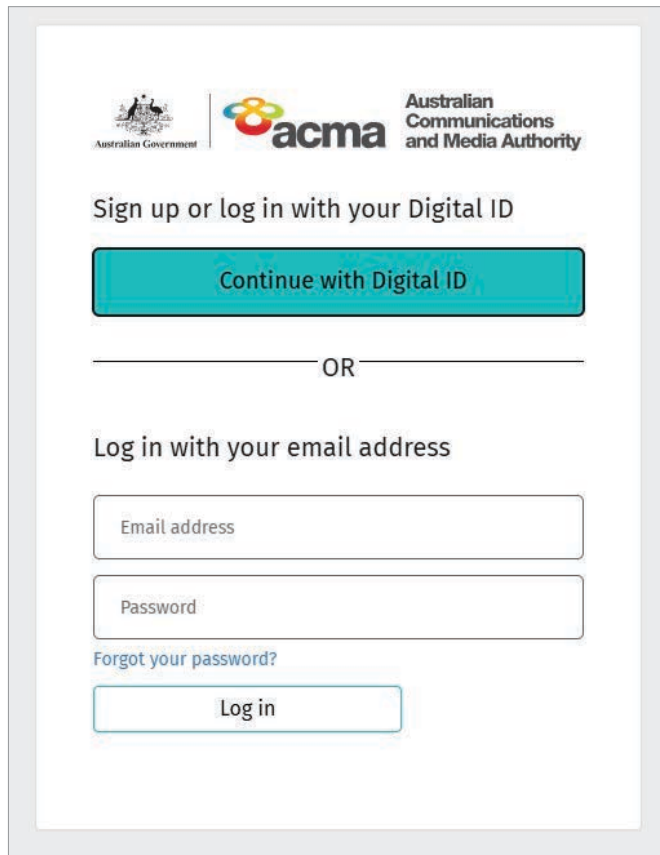
This article now takes you through the steps on how to get onto the ACMA Assist Portal.

Take the Plunge!

When you first head to the ACMA Assist Portal (<https://www.acma.gov.au/acma-assist>) you will see the following screen:

The screenshot shows the ACMA Assist Portal interface. At the top, there are logos for the Australian Government and ACMA (Australian Communications and Media Authority). A search bar is located in the top right corner. The main heading is 'ACMA Assist'. A large message box states: 'The ACMA now requires your myID identity strength to be Standard or higher. If you have a Basic identity strength (with no document check), you will need to open your myID app and upgrade to Standard. If you have already verified at Standard or higher, no action is required.' Below this, there is a link to 'Visit myID.gov.au for more information on upgrading your identity strength.' A list of services is provided: 'As an individual or organisation, you can use this online portal to: access the SMS Sender ID Register, apply for and manage amateur radio call signs and certifications, access your current and previous form submissions, view and renew your existing licences, update and manage your client information, and authorise users on behalf of your organisation.' At the bottom, there are links for 'Creating a new account' and 'Protecting your information', and a 'Log in' button.

When you click on the Log in button you get a choice of Digital ID or email:



If you already have a valid email / password with the ACMA then you can log in using that combination by completing the Email address and Password fields (or the Forgot your password? link) and clicking the Log In button. If you do not have an email address registered with the ACMA then you will have to use the Digital ID (myID) login and this article outlines how to do that.

From 1 October 2025 all new users must use myID to verify their identity. Users with previously existing email and password accounts may still log in using this method. Otherwise, you will be considered a new user and must use the myID verification process to create an account.

There is a comprehensive set of instructions on the ACMA website:

<https://www.acma.gov.au/instructions>

Please note you need to be 15 years or older and have a myID identity to use the ACMA Assist Portal. If you are younger than 15 years old then you will need to use manual forms <https://www.acma.gov.au/spectrum-forms> and it is suggested that you have your own email address.

The ACMA will contact you around 90 days prior to your call sign's expiration or re-confirmation date via your nominated contact method, using the contact information the ACMA has on file.

Forgotten or Cannot Access your Email Address?

If amateurs are unsure of which email address they have linked with the ACMA or no longer have access to that email address, the ACMA suggest you contact the ACMA's Customer Service Centre to clarify this information **before** setting up a myID account. A short phone call to the ACMA upfront can help prevent complications later.

ACMA CSC - 1300 850 115 (9am – 5pm AEST,
Mon – Fri, except public holidays)

The following instructions are for amateur radio operators who do not have an email address registered with the ACMA and want to access the ACMA Assist Portal.

STEP ONE

You will need a valid and secure email address. There are many free and paid email service providers available.

STEP TWO

Download the myID application onto your smart phone. This is available from the Apple Apps Store for iPhone or Google Play for Android - <https://www.myID.gov.au/>

myID is the Australian Government's Digital Identity (ID) application.



There are three levels of Identity Strength - Basic (one verified identity document), Standard (two verified identity documents) and Strong (two verified identity documents and realtime verified photo).

The types of identity documents are: Passport, drivers licence or learner's permit, birth certificate, visa (using your foreign passport), ImmiCard, citizen certificate or medicare card and others.

<https://www.myID.gov.au/how-to-set-up-myID>

From the 29 January 2026 you need your myID identity strength to be at least Standard to access the ACMA Assist Portal.

If you have already created a myID account for the ATO, Health, etc then you do not have to setup myID again. However you may need to increase the strength to a minimum of "Standard" to access the ACMA Assist Portal.

Once you have your myID setup then you are ready to access the ACMA Assist Portal.

STEP THREE


Open up your myID application on your smart phone and log in.

Goto the ACMA Assist Portal "Sign up or log in" - <https://www.acma.gov.au/acma-assist> and click on the "Continue with Digital ID" button. The myID process will confirm your identity and most likely ask you for a time-limited four digit number. Once you have entered that you will be asked for you consent to share your details (example below) with the ACMA Assist Portal.

Your consent

To prove your identity online, you need to consent to share the following details with **ACMA Individual Portal**.

Find out more about giving [your consent](#).

 Details provided by myID

Your details	
Family name	Dagg
Given name(s)	Fred
Date of birth	29 July 1948
Email	Frederick.M.Dagg@palmerstonnorth.vip

Remember my consent (optional)

Do you want us to remember your consent to share these details from myID with **ACMA Individual Portal**? If not, you will see this consent screen each time you want to share your details with **ACMA Individual Portal**.

We may ask you to provide consent again in the future.

Yes, remember my consent.



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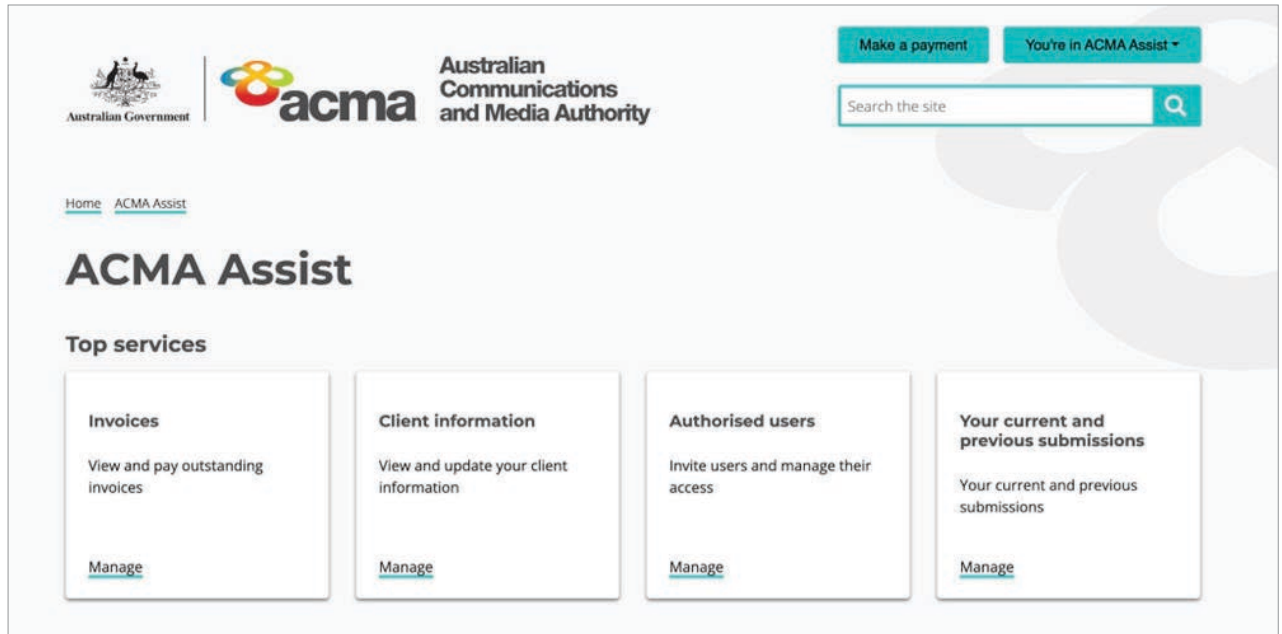


From \$695

Tools: cable loss and characteristic impedance measurement, Length & velocity factor, OSL calibration, Self-test, Stub tuner.

Features are license dependent.

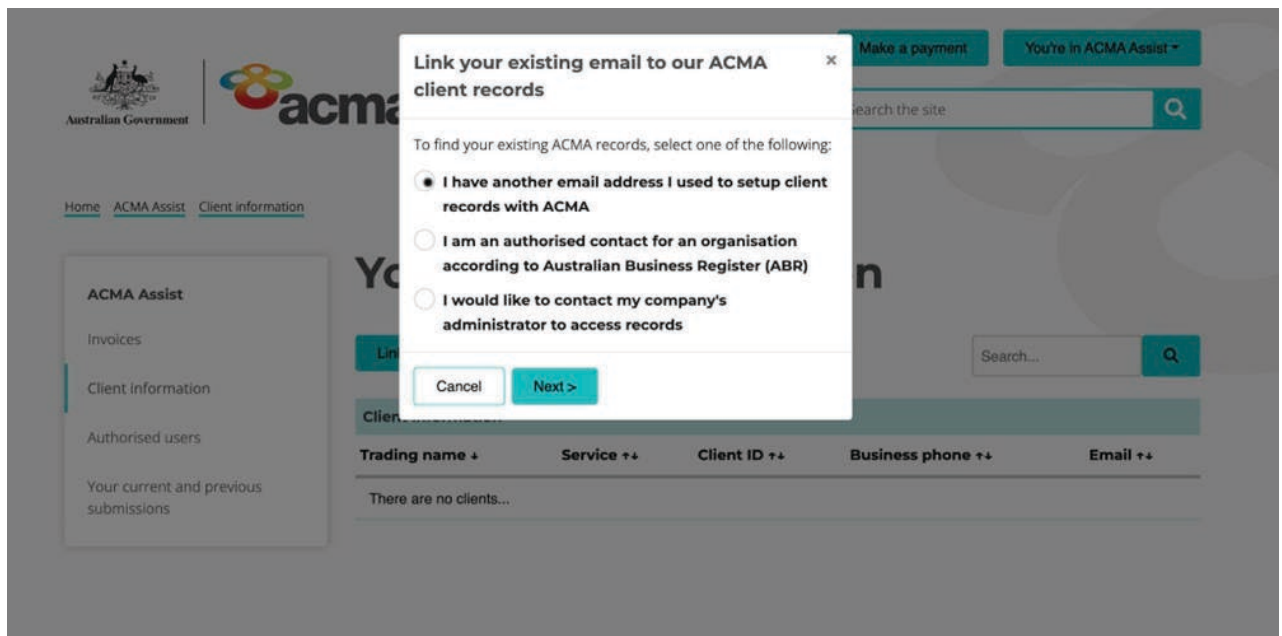
If it cannot match your email address with one you have provided to the ACMA previously then once you agree to consent you will be presented with a default ACMA Assist portal record (example below).



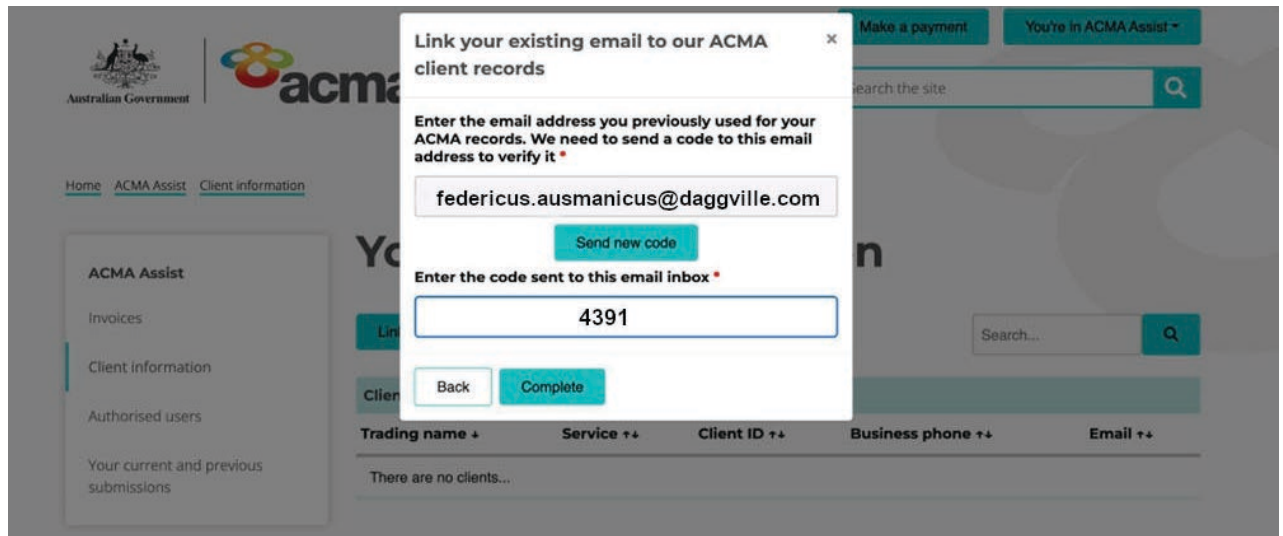
If amateurs are unsure of which email address you have used in the past, the ACMA suggest they contact the ACMA's Customer Service Centre to clarify this information **before proceeding**. A short phone call to the ACMA upfront can help prevent complications later.

ACMA CSC - 1300 850 115 (9am – 5pm AEST, Mon – Fri, except public holidays)

If you can remember the email address you provided the ACMA originally you can click on Client Information and the "Link to our client records" and then select "I have another email address I used to set up client records with ACMA" (see below)



Complete the email address and click "Send new Code" and then retrieve this code from your email mailbox and enter it into the code box (see below).



If this is still not the email address you originally supplied the ACMA, you will need to contact the ACMA by either email or phoning their helpdesk during business hours.

Email info@acma.gov.au or

ACMA CSC - 1300 850 115 (9am – 5pm AEST, Mon – Fri, except public holidays)



JUNE 7th 2026

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Australian Fox-Hunt Championship Sat 6th & Sun 7th***

Scout Hall, 3 Margaret St.



- ★ Huge trade displays
- ★ used equipment tables
- ★ home-brew competition
- ★ door prizes, raffle.

www.serg.org.au

Email bookings to - convention@serg.org.au

We suggest that you include in the email request or let the phone operator know your ACMA client number (from the last paper correspondence from the ACMA) and you will need to answer a series of identity questions that will be asked to ensure the person ringing matches the records that the ACMA have in the RadCom database.

STEP FOUR

Once your email has been linked to your client record in the ACMA Assist Portal you will see the following view when you log in:

The screenshot shows the ACMA Assist portal interface. At the top, there are logos for the Australian Government and ACMA (Australian Communications and Media Authority). Navigation links include 'Home' and 'ACMA Assist'. A search bar is present with the text 'Search the site'. The main heading is 'ACMA Assist'. Below this is a 'Top services' section with six service cards:

- Amateur radio**: Access amateur radio online services. [Manage](#)
- Radiocommunications licences**: View licences and pay or download licence invoices. [Manage](#)
- Invoices**: View and pay outstanding invoices. [Manage](#)
- Client information**: View and update your client information. [Manage](#)
- Authorised users**: Invite users and manage their access. [Manage](#)
- Your current and previous submissions**: Your current and previous submissions. [Manage](#)

If you hold or have previously held an amateur non-assigned apparatus licence the Radiocommunications licences box should contain details about that licence. This is also where you will see other apparatus licences like repeaters and beacons if you are the licensee (see below).

The screenshot shows the 'Radiocommunications licences' page. The breadcrumb trail is 'Home > ACMA Assist > Radiocommunications licences'. The page title is 'Radiocommunications licences'. There is a search bar on the right. Below the title is a table of licences:

Licence no. ↑↓	Sub service ↑↓	Date of expiry ↑↓	Status ↑↓	Client ID ↑↓	Trading name ↑↓	Outstanding invoice ↑↓
123456/7	Amateur - Ad...	12/11/2024	Expired	123456	Justin Giles-Clark	

Showing rows 1 to 1 of 1

Under the Amateur radio area it will show your Assigned Call Sign record and your completed examinations record (see below). If you are an assessor there will also be a tab included where you can access your assessor records.

Home ACMA Assist Amateur radio

Amateur radio

Assessor Operator Contact details

You can view complete list of callsigns on [ACMA Call Sign Register](#).

Assigned call signs [Apply for a call sign](#) [Locate missing call sign](#)

Call sign	Expires / reconfirm by	Reapply from
VK7TW	2/19/2029	Transfer Reconfirm Surrender

Completed examinations [Locate completed exams](#)

Level	Number	Received On
Advanced	12419	Issued

Please note if you are not seeing a callsign assignment that you have then the “Locate missing call sign” button will enable you to alert the ACMA to this error.

Accidentally Setup Two ACMA Assist Accounts?

Amateur radio information can only be linked to one ACMA Assist account.

If you have created a second ACMA Assist account, the account that doesn’t link to your amateur radio information will likely look like this:

Australian Government acma Australian Communications and Media Authority

Make a payment You're in ACMA Assist

Search the site

Home ACMA Assist

ACMA Assist

Top services

Invoices

View and pay outstanding invoices

[Manage](#)

Client information

View and update your client information

[Manage](#)

Authorised users

Invite users and manage their access

[Manage](#)

Your current and previous submissions

Your current and previous submissions

[Manage](#)

If you have created 2 ACMA Assist accounts, you should:

- Log in to both accounts
- Identify which account contains your amateur radio details
- Continue using the account that displays your amateur radio details, using the relevant login method
- Leave the account without amateur radio details inactive
- Email info@acma.gov.au outlining that you've accidentally created duplicate accounts.

Still having difficulty?

Please email or phone the ACMA helpdesk during business hours.

Email info@acma.gov.au or
ACMA CSC - 1300 850 115 (9am – 5pm AEST,
Mon – Fri, except public holidays)

Good luck.

