GovConnect STP FAQ

1. How do I access GovConnect STP?

To access to the GovConnect STP application you will need a Reckon Portal account. This can be obtained for free at https://portal.reckon.com/ GovConnect STP is a cloud application so you do not need to download anything, you simply log in.

- Reckon One: You already have a Reckon Portal account. Log in using your Reckon One credentials.
- Accounts Hosted: We've set up a Reckon Portal account for you. Log in using your Reckon Accounts Hosted credentials.
- Reckon Accounts/Payroll Premier: You need to create a free Reckon Portal account. Once you have signed up for Portal, you will need to select and enable GovConnect STP.

2. How do I set-up GovConnect STP?

Visit our help guide for step-by-step GovConnect STP instructions: https://help.reckon.com/customer-portal/products/govconnect/single-touch-payroll

3. Do you have specific help guides for every product?

Yes, these can be accessed at https://help.reckon.com specifically for each product:

Hosted/Reckon Accounts: https://help.reckon.com/reckon-accounts/payroll/single-touch-payroll/preparing-your-company-file

Reckon One: https://help.reckon.com/reckon-one/payroll/single-touch-payroll

Payroll premier: https://help.reckon.com/payroll-premier/single-touch-payroll

We also have recorded webinars which you can find under your product at STP Customer Hub.

4. How do I register my Software ID with the ATO?

You have two options, you can register your software ID via the ATO Access Manager or via phone:

- ATO access manager step-by-step instruction: https://help.reckon.com/payroll-premier/single-touch-payroll/faq
- You can also call the ATO to register your Software ID. The phone number is 1300 852 232. You will need Reckon Limited's ABN which his 14 003 348 730 and the Software ID which was generated in your GovConnect application.

5. Where do I find my software ID in GovConnect STP?

Open Reckon GovConnect, **open** the business you have registered, and **click** *Company & Adviser Info.* You will then see your Software ID listed.

6. Do I need an AUSkey to use GovConnect STP?

The only time you require a business or tax agent AUSkey to use Reckon GovConnect is to register the **Software ID** with the ATO – and only if you are doing this via the ATO access manager.

7. Can I have one GovConnect account with multiple ABNs/multiple entities.

Yes, you can have one GovConnect login with multiple ABNs/entities under the one account (add STP tiles to create a new entity). However, you must lodge them separately as the ATO requires only one ABN per lodgement.

8. Can you have more than one person accessing a single GovConnect STP account.

Yes, but you will need to have two separate logins due to MFA. One person can set it up and then share or revoke access to as many users as required.

9. I have inactive casual employees, what happens with them?

Nothing, they just won't be reported during that period in STP reporting.

10. How long does Reckon hold this STP reporting information?

We hold this information indefinitely our database because it's part of your audit reporting, reviewing past submissions etc. The sensitive nature of this information is why the ATO has enforced MFA on any STP products including GovConnect STP. We have been through the ATO security review and passed.

11. How many days do you have after you do a pay run to do STP reporting?

You need to do STP reporting on the same day you do a pay run.

12. My employee doesn't have a TFN yet, what do I do?

Enter the special code given by the ATO until the employee has a TFN. Once you enter the TFN the system will pick this up going forward.

13. Do we submit STP weekly or monthly?

You submit STP every time you do a pay run. So, the frequency of STP reporting is determined by your pay cycle.

14. Do I need employee numbers for STP?

Yes, this is a new requirement from the ATO. All employees must have an employee number as they need it for data matching purposes. This is an internal number and

separate to the TFN. You can assign employee numbers in your software in the employee profile sections.

15. What employee data is submitted via STP?

The minimum requirements for STP reporting can be found in our knowledge base article

RAH & RAB: http://kb.reckon.com.au/issue_view.asp?ID=5661

Reckon One: http://kb.reckon.com.au/issue_view.asp?ID=5663

In GovConnect STP you can see exactly what information needs to be submitted.

16. Do you have specific help guides for every product?

Yes, these can be accessed at help.reckon.com specifically for each product:

Hosted/Reckon Accounts: https://help.reckon.com/reckon-accounts/payroll/single-touch-payroll/preparing-your-company-file

Reckon One: https://help.reckon.com/reckon-one/payroll/single-touch-payroll

Payroll premier: https://help.reckon.com/payroll-premier/single-touch-payroll

17. Does STP affect my Super or PAYG payments?

No, STP reporting doesn't change any of these requirements or when you pay them. You just report on these figures every pay run.

18. Can my accountant or bookkeeper lodge STP reporting for me?

Yes, your tax agent will fill out their details and link to you in GovConnect STP then they will be able to submit on your behalf.

19. What is the company ID registration process?

The registration process needs to be done before you try and lodge to the ATO. You go to the "company and Advisor" area of GovConnect STP and get your unique company ID. The you provide this number to the ATP via the Access Manager or by calling them.

20. Is GovConnect STP free?

Yes, it is part of the Reckon product offering. There will be no additional cost for STP functionality.

21. Can GovConnect STP be set up on multiple workstations?

Yes. GovConnect is a cloud application meaning you don't have to install it on a workstation. You simply login in from your web browser.

22. What if I find a mistake in one employees pay after I've submitted STP report for that pay run?

You can create an update event which updates the reporting for that employee only. If it was in the last pay run you can also do a full file replacement to correct the whole file.

23. Do I have to report via GovConnect from 1 July?

This depends on how many employees you have:

- 20+ employees: STP is mandatory form 1 July 2018.
- 19 or less: STP is mandatory from 1 July 2019, however you can start reporting with STP any time before this date.

24. Can I access GovConnect STP from any location?

Yes, we have not geoblocked the application so you can access it from anywhere in the world.

25. Do I need to install GovConnect STP?

No, it's a cloud application. You don't need to login as it's accessed via your web browser.

26. The name of your business needs to be the same as your ABN, does this mean you need to change your file name?

Not in your filename but you will need to change the legal name in the company information preferences section of your software.

27. If I go over 20+ employees over the course of the year will I then have to report through STP?

No, the headcount was April 1 if you didn't have 20+ employees then you won't have to report through STP even if you go over during the next year.

28. If I start STP halfway through the year do I need to do all the previous pay runs from 1 July?

No, you don't have to back date pay run STP reporting.

29. Are we still required to send TFN declarations to the ATO?

Yes. This is on the product roadmap, but is not part of the software yet.

30. What is the Reckon ABN?

14003348730

Multi-Factor Authentication FAQ

1. What is MFA?

GovConnect STP uses a new ATO security requirement called Multi-factor authentication (MFA). It aims to improve the security of your data. You are probably familiar with MFA from

other services such as online banking or myGov that send a pin to your phone for you to verify before you log in. When you have MFA enabled you need to provide two authentication "factors" to login, plus your Reckon username. These factors are:

- Your Reckon password.
- A unique six-digit code that's generated by Google Authenticator app on your smartphone.

With MFA enabled, only a Reckon user with access to that trusted device will be able to log in. This makes it more difficult for unauthorised people to access your data.

2. How do I get the Google Authenticator app?

Android: Download from the Google Play store on your phone

https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator

Apple: Download from the App Store

https://itunes.apple.com/au/app/google-authenticator/

3. I don't want to use my mobile for MFA authentication?

You can download and install the PC version.

https://chrome.google.com/webstore/detail/authenticator/bhghoamapcdpbohphigoooaddinpkbai?hl=en

4. Does the MFA code change every time you use GovConnect STP.

Yes, the code changes every 60 seconds. So, you must use the current code at the time you login. Once you login you can uses that same code for 12 hours, which makes it easier if you take a break etc.

5. Can the MFA code be sent to an email address?

No, this is not an option for mutli-factor authentication. It is not deemed an acceptable method by the ATO.

6. What if someone else needs to do a pay run?

MFA is done at a user level, so if you log in it will prompt you to enter your authentication code. If someone else logs in it will prompt for their code. Multiple people can log in to same GovConnect STP account but you must have separate logins and this is enabled through our share functionality.