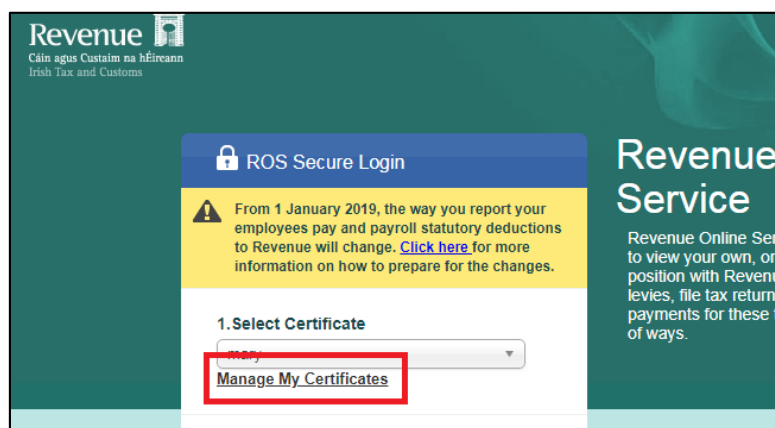


Issues using ROS certificates in payroll packages

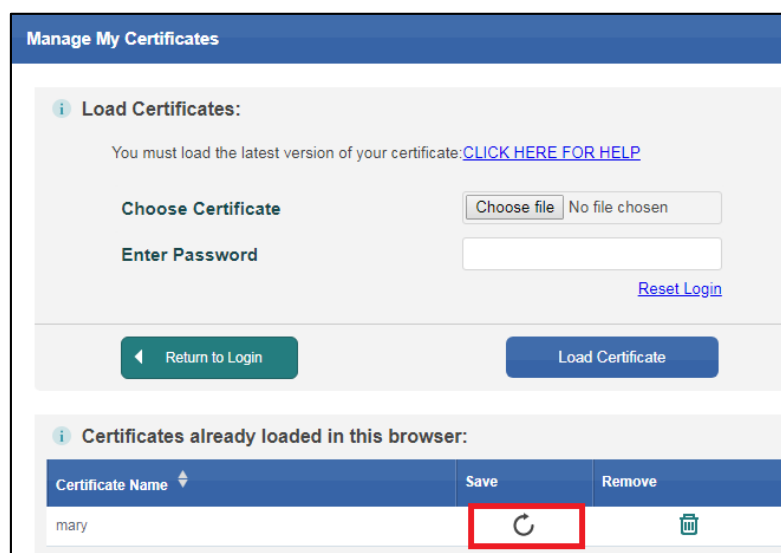
The following section outlines some of the more common payroll issues and steps to take to resolve them.

Unable to locate the ROS digital certificate:

- Go to the ROS Login screen and click 'Manage My Certificates'.



- Save a copy of the ROS digital certificate that you want to load into your payroll package.



- Locate the newly saved file on your computer – this is most likely in your Downloads folder.
- Select this file in your payroll package.

If your ROS digital certificate isn't loaded in the web browser, please refer to the [Issues logging into ROS](#) section.

Invalid password or Certificate is expired:

- Log in to ROS using the certificate you want to load into your payroll package.
- If you can log in to ROS, the password is correct and the certificate has not expired. You should follow the instructions for "**Unable to locate your certificate**" above, to ensure that you are selecting the correct copy of your certificate. If this does not resolve the issue, you should contact your payroll provider.

If you cannot log in to ROS, you may be using an incorrect password or selecting an incorrect version of the certificate – please refer to the [Issues logging into ROS](#) section.

Certificate does not have appropriate permissions error:

- If you are a Tax Agent acting on behalf of clients, check that your TAIN is included in the client details in your payroll package. Check your payroll package instructions or contact your payroll provider for further assistance if needed.
- Log in to ROS using the certificate you want to load into your payroll package. Check if Employer Services are visible – if so, your certificate has permissions to access these services in ROS. Contact your payroll provider to resolve this issue.