

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**'.

Secure Sign In for Business Customers

Select Certificate

No Certificate loaded in this browser. ▾

You can load a digital certificate > [Manage My Certificates](#) ⓘ

Enter Password

Enter Password

Cannot find certificate or forgot password > [Reset Login](#) ⓘ

Login to ROS

Register for ROS

Digital certificate explained.
See How it Works

- Save a copy of the ROS digital certificate that you want to load into your payroll package, by clicking on the “**Download**” icon.

i Choose your certificate here:

Search for a certificate (.p12 file)
on your computer

Drop a file here to upload, or
[Click to browse for a file](#)

i Loaded certificates will be displayed here:

Certificate Name	Download	Remove
ROS		

Enter Password

Load Certificate

[← Return to ROS Login](#)

- 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.