

## Loading ROS Certificate Into Payroll Package

If you have a direct reporting payroll package, you will have to load a ROS digital certificate into the package so that it can communicate with ROS.

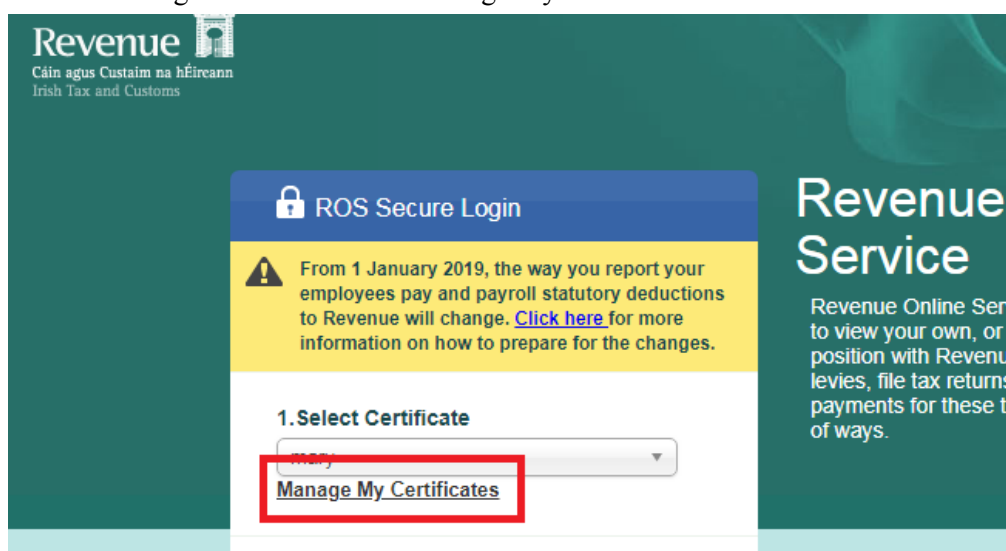
We recommend using a ROS sub-user certificate for this purpose as explained [here](#).

You should follow your payroll provider's instructions to load the certificate and set up your payroll package correctly.

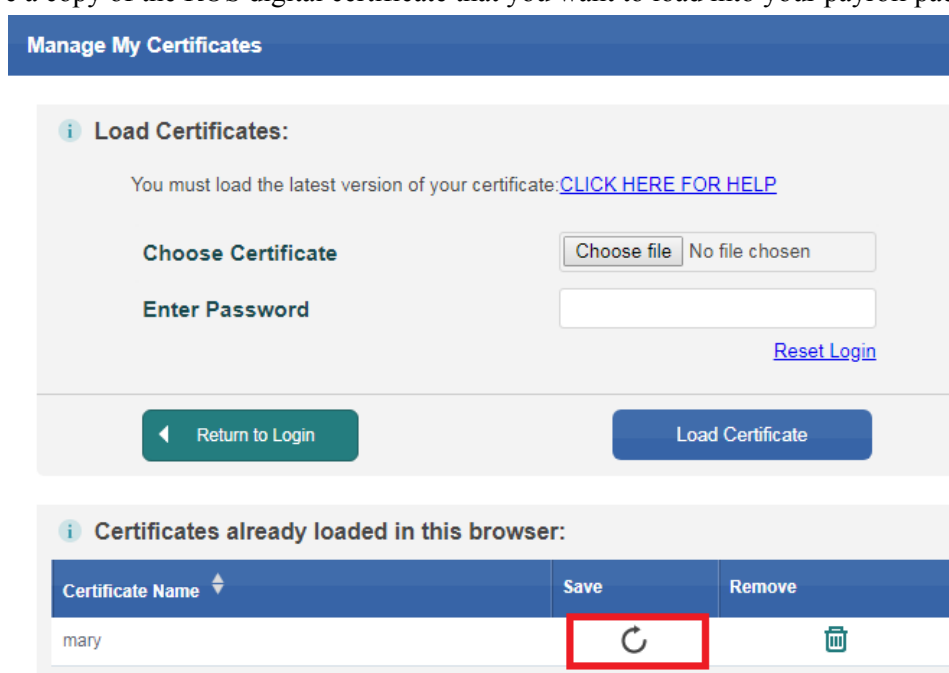
If you have difficulty, please try the following suggestions for commonly reported issues.

### UNABLE TO LOCATE CERTIFICATE

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



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



3. Locate the newly saved file on your computer – this is most likely in your Downloads folder
4. Right click on the saved file and choose Rename from the menu

5. Rename the file to remove the .bac and any brackets or version numbers, e.g. roscert.p12 (1).bac should be renamed to be roscert.p12
6. The file type will change to a Personal Information File and you may see an icon showing an envelope with a key
7. Select this file in your payroll package

### **INVALID PASSWORD**

1. Log in to ROS using the certificate you want to load into your payroll package
2. If you can log in to ROS, the password is correct.  
You should follow the instructions for UNABLE TO LOCATE 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.
3. If you cannot log in to ROS, you may be using an incorrect password or selecting an incorrect version of the certificate – follow the instructions for UNABLE TO LOCATE CERTIFICATE above

### **CERTIFICATE DOES NOT HAVE APPROPRIATE PERMISSIONS ERROR**

1. 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.
2. 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.