

Environment Online Portal

Get Started Guide



Government of Western Australia
Department of Water and Environmental Regulation



Complete these steps

- [How will you use Environment Online?](#)
- [Member of the Public \(no log in required\)](#)
- [What a Service Administrator can do](#)
- [What type of Service Administrator are you?](#)
- [Get started as a Service Administrator \(representing myself\)](#)
- [Get started as a Service Administrator \(representing an entity\)](#)
- [What a Service User can do](#)
- [Get started as a Service User \(representing an entity\)](#)
- [EO Support](#)

FAQs

- [What is Environment Online?](#)
- [What is Release 1 functionality?](#)
- [What is Release 1 functionality in detail?](#)
- [What are the benefits of using Environment Online?](#)
- [How do I access Environment Online?](#)
- [What is the recommended operating system/browser?](#)
- [Why do individuals need to use myGovID?](#)
- [Why does a business/entity need to use myGovID and WARAM?](#)
- [What support is available for EO?](#)

How will you use Environment Online?



Member of the public

Person who doesn't log in and can access public information like guidelines, submit an enquiry, and comment on consultations. Can also view guidance resources



Service Administrator

Person who logs in to undertake activities in relation to the Environmental Impact Assessment process. They can also manage access to their organisation's data if representing an entity. When representing yourself you will sign in as a Service Administrator



Service User

Person who logs in on behalf of an entity. They are authorised to undertake activities in relation to the Environmental Impact Assessment process for that entity

Please note:
Organisations **must** authorise at least one **Service Administrator** in order for Service Users to be granted access to Environment Online

Member of the public (no log in required)



Member of the public

Person who doesn't log in and can access public information like guidelines, can submit an enquiry, and comment on consultations. Can also view guidance resources.

Get started now:

Access the Environment Online portal here environmentonline.dwer.wa.gov.au

Without logging in to Environment Online you can:

- Create an enquiry
- Use the interactive mapping tool
- View all the publicly available information (projects, proposals, applications, attachments, decisions, stage of assessment, location, report and recommendations)
- View the external knowledge base
- View public consultations
- Add comments to a public consultation



Service Administrator

Person who logs in to undertake activities in relation to the Environmental Impact Assessment process. They can also manage access to their organisation's data if representing an entity. When representing yourself you will sign in as a Service Administrator.

Service Administrators can:

- Create pre referral meetings, create and view enquiries, create view and update requests for information, view dashboard including tasks and notifications, receive alerts and notifications addressed to me, view external knowledge base, create, view and update profiles and party profiles, create view update and delete project access and view public consultations

Projects created by me - Service Administrators can:

- Create and view projects, proposals, applications and confidential attachments
- Update projects prior to submission, proposals (version update), applications and confidential attachments in an application or project prior to submission
- Delete projects if associated proposals and applications are in draft
- Delete proposals and applications if draft (once submitted must withdraw)
- Delete confidential attachments in an application or project prior to submission

Projects created by others - Service Administrators can:

- View projects, proposals, applications and confidential attachments
- Update projects, proposals (version update), applications (if authorised and prior to submission, and confidential attachments in an application or project
- Delete projects if associated proposals and applications are in draft
- Delete proposals and applications if draft (once submitted must withdraw)
- Delete confidential attachments in an application or project

Organisations **must** authorise at least one Service Administrator in order for Service Users to be granted access to Environment Online. When representing yourself you are assigned a Service Administrator role.

What type of Service Administrator are you?



Service Administrator

Person who logs in to undertake activities in relation to the Environmental Impact Assessment process. They can also manage access to their organisation's data if representing an entity. When representing yourself you will sign in as a Service Administrator.

For information on how to get started as a Service Administrator, choose who you will be representing below.

Service Administrator

- If you are representing yourself (e.g. an individual person submitting a third party referral of a proposal to the EPA) [click here](#)

or

- If you are representing an entity (Undertaking tasks on behalf of a business or organisation) [click here](#)

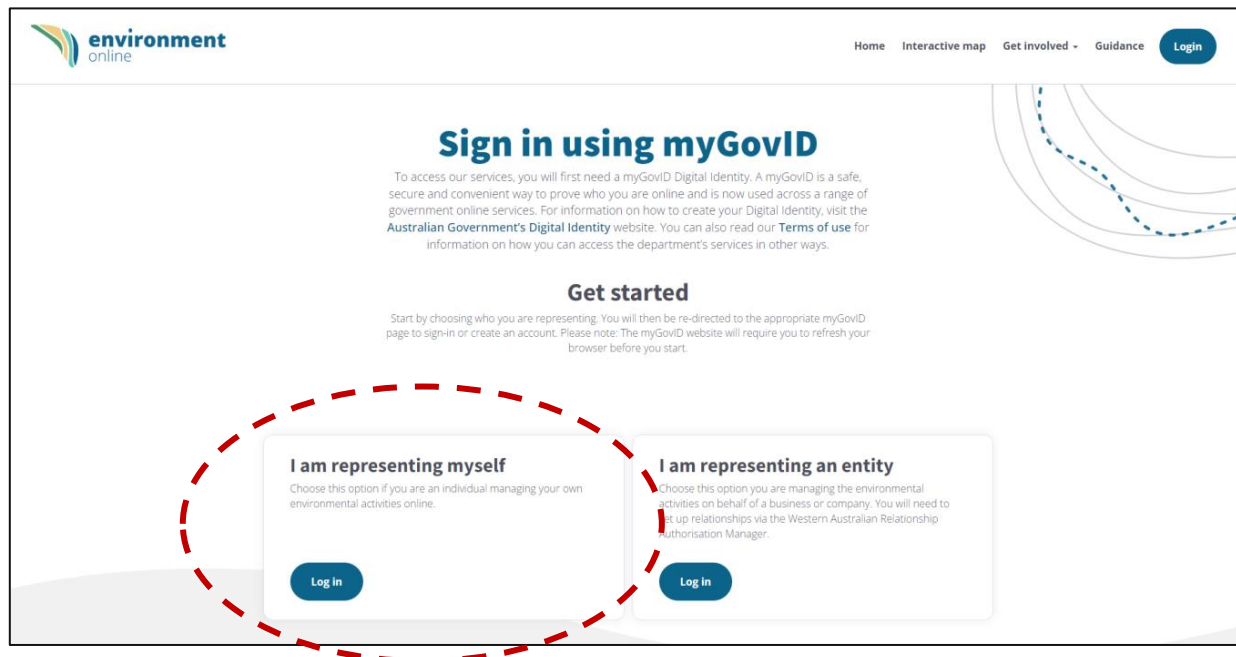
Get started representing myself as a Service Administrator



To get started as a Service Administrator representing yourself (e.g. an individual person submitting a third party referral of a proposal to the EPA) you need a **myGovID** to log in to Environment Online.

- A myGovID is an easy and secure way to prove who you are online.
- It is your Digital Identity and can be used to access online services from participating government agencies at a time that suits you.
- If you don't have a myGovID you can set one up here [How to set up | myGovID](#).

Once you have your myGovID, simply access [Environment Online](#), select 'I am representing myself' and follow the prompts to log in.



Need help?

See our step by step guide: [Set up and log in to Environment Online – representing myself](#) to help you through this process

Get started representing an entity as a Service Administrator



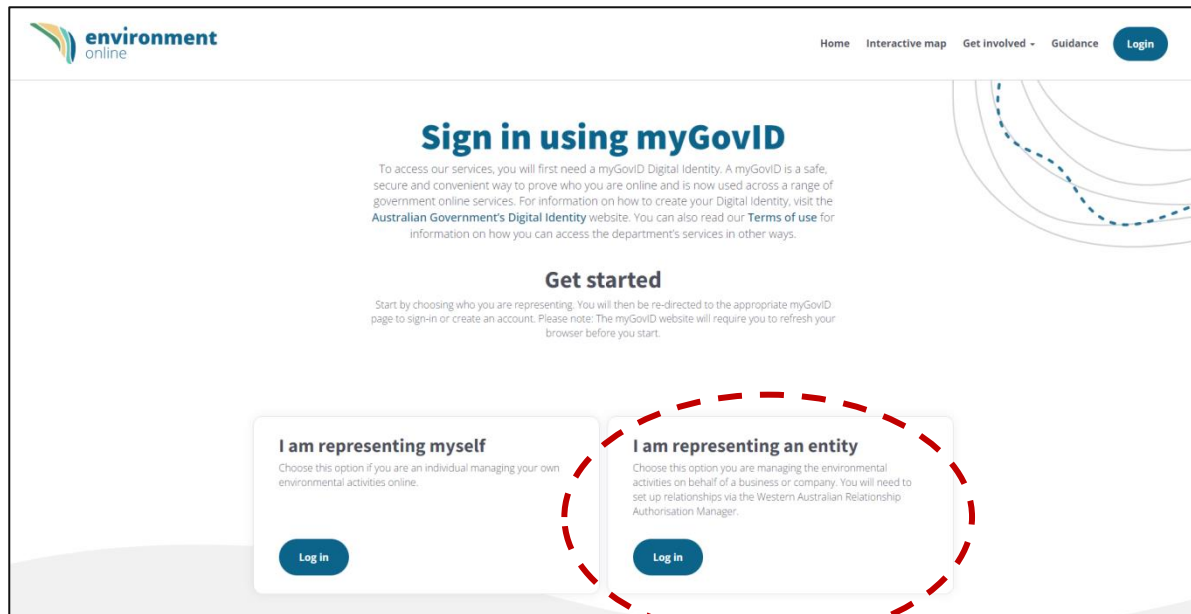
To get started as a Service Administrator to manage access to your organisation's data and access EO you need:

- [myGovID](#) – an app you download to your smart device which lets you prove who you are when logging in to a range of government online services. It is different to a myGov account

and

- An authorisation in [The WA Relationship Authorisation Manager \(WARAM\)](#) – an authorisation service that allows you to act on behalf of a entity online when linked with your myGovID

The initial Service Administrator is nominated by the business or organisation using the [Service Administrator Form](#). Once the first service administrator is set up they can manage authorisations for other users.



Need help?

Head over to the [Representing an entity guidance page](#) to find:

- A video with detailed instructions and our step by step guide: **Set up and log in to Environment Online – representing an entity** to help you through this process
- Instructions on **how to assign access to a project** in our step by step guide and video



Service User

Person who logs in on behalf of an entity. They are authorised to undertake activities in relation to the Environmental Impact Assessment process for that entity.

The Service User role only relates to someone representing an entity, and must be authorised by a Service Administrator in order to access Environment Online.

Service Users can:

- Create pre referral meetings, create and view enquiries and responses to enquiries, view dashboard aligned to my project access, receive alerts and notifications addressed to me, view external knowledge base, update my profile, view public consultations

Projects created by me - Service Users can:

- Create and view projects, proposals, applications and confidential attachments
- Update projects prior to submission, proposals (version update), applications and confidential attachments in an application or project prior to submission
- Delete projects if associated proposals and applications are in draft
- Delete proposals and applications if draft (once submitted must withdraw)
- Delete confidential attachments in an application or project prior to submission

Projects created by others - Service Users can (if authorised):

- Create and view projects, view proposals, applications and confidential attachments
- Update projects prior to submission, proposals (version update), applications and confidential attachments in an application or project prior to submission
- Delete projects if associated proposals and applications are in draft
- Delete proposals and applications if draft (once submitted must withdraw)
- Delete confidential attachments in an application or project prior to submission

Get started as a Service User (representing an entity)

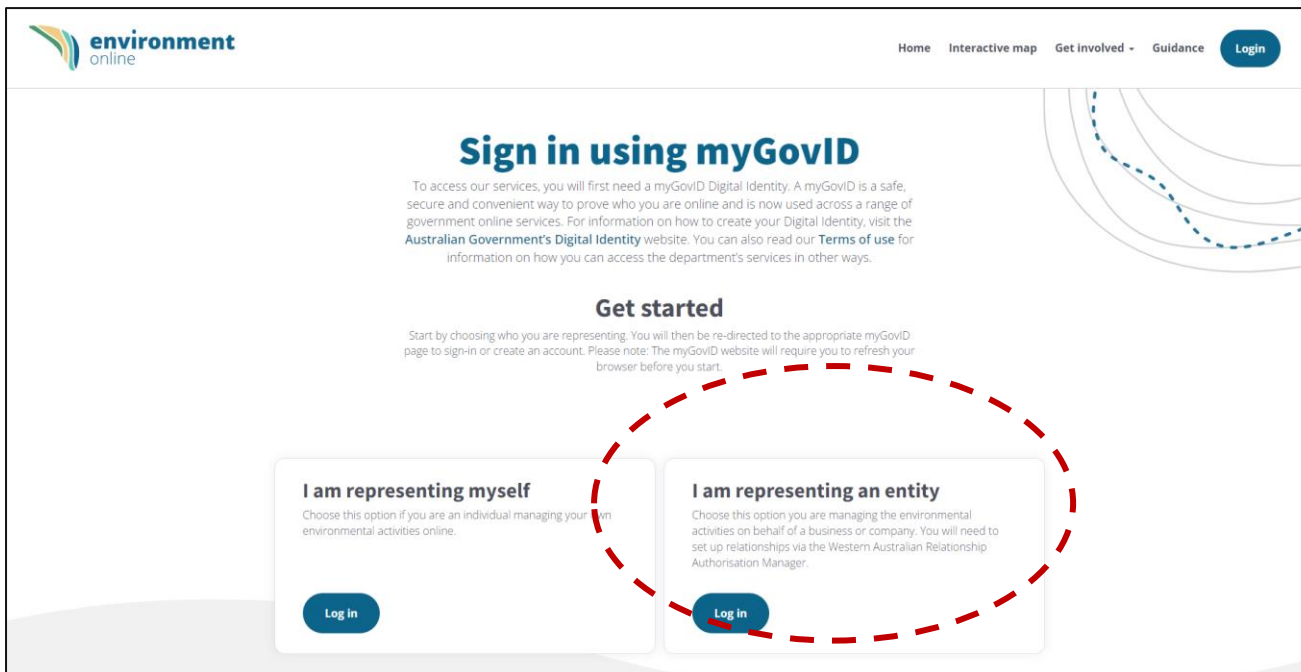


To get started as a Service User and represent an entity (e.g. employee of the business or a consultant contracted by a business to seek environmental approvals) you need the below. The entity you want to represent **must** have at least one Service Administrator authorised in order to grant access to Service Users to Environment Online.

- [myGovID](#) – an app you download to your smart device which lets you prove who you are when logging in to a range of government online services. It is different to a myGov account

and

- An authorisation in [The WA Relationship Authorisation Manager \(WARAM\)](#) - an authorisation service that allows you to act on behalf of a business online when linked with your myGovID



Need help?

Head over to the [Representing an entity guidance page](#) to find:

- A video with detailed instructions and our step by step guide: **Set up and log in to Environment Online – representing an entity** to help you through this process

EO Support



Get Started Guide

Information about the first release of Environment Online including an overview of how to set up and log in to EO, what functionality has been released, and answers to frequently asked questions

[Environment Online Portal - Get started](#)



Guidance Materials

- Quick reference guides and articles
- Accessing EO - step by step guides
- EIA/EPA policies and procedures
- Frequently asked questions
- Can be viewed without logging in via [Environment Online Portal](#)



EO Community

Once you start using EO you can join our community to receive regular communications and input to online engagement sessions



Interactive Sessions

Need more help to do something? Feedback received will be used to develop feature-based online sessions with demos



Need more help?

High Care Support will be provided at go live to ensure you have the support you need to use Environment Online



Contact EO Support for

- Technical faults
- System issues or bugs
- WARAM access requests
- Content updates
- Functionality enquiries
- Feedback



Submit an online enquiry

via [Environment Online Portal](#)

Use the 'Enquire Online' button 24/7
Responses during office hours



Call us

Phone: 1800 161 176
Between 8.30am – 5pm Monday to Friday
Or leave a message after hours

FAQs



What is Environment Online?



- Environment Online is a secure digital platform that will eventually provide a single gateway for all water and environmental regulatory activities, automated case management, and an integrated data management system.
- On 16 August 2022, DWER delivered the first release of Environment Online.
- Release 1 focusses on delivering information and services to support environmental impact assessment activities under Part IV of the Environmental Protection Act 1986.
- Importantly, Release 1 delivers a foundational platform that will be built on in future releases and allows for integration with a wide range of information, geospatial, financial and identity management systems.
- Environment Online is being delivered using an Agile build methodology, enabling DWER to iteratively design, build and adjust the platform based on feedback from stakeholders.
- This is a new, and different way of working.
- The full functionality of the program is planned for completion in 2024.

The screenshot shows the 'Welcome to Environment Online' landing page. At the top, it says 'Welcome to Environment Online' and 'Environment Online is the Western Australian Government's new way to conduct the business of water and environment regulation.' Below this, there are three main sections: 'The EPA assessment process', 'Register or login to manage your activities', and 'Guidance and support materials'. Each section has a brief description of what users can do. At the bottom, there are three columns: 'Who we are', 'What we do', and 'Why we do it', each with a small icon and a brief description. A blue button labeled 'About Environment Online' is located at the bottom right.

What is Release 1 functionality?



Environmental Impact Assessments under Pt IV of the EP Act:

- Referral and assessment of new significant proposals; proposals of a prescribed class and strategic proposals
- Referral of other types of proposals and scheme/ scheme amendments as attachment-based applications only
- Submit comments on referrals and other documentation released for public review
- Submit enquiries
- Use an interactive spatial map viewer
- Search for guidance and EO related articles
- Publish assessment documentation, EPA Report and Ministerial Statements

Important:

Guidance on undertaking an environmental impact assessment in Environment Online can be found in *Digitising Environmental Impact Assessment under Part IV of the Environmental Protection Act 1986* available in the EO portal [knowledgebase](#).

What is Release 1 functionality in detail?



Existing proposals without a level of assessment already set – In Environment Online

Existing referrals for new significant proposals, proposals of a prescribed class and strategic proposals that have not yet had a Level of Assessment determined have been entered into Environment Online following consultation with individual proponents. These will now be able to be managed via the Environment Online portal.

Existing proposals under assessment – Not in Environment Online

Existing proposals currently under assessment will proceed in their existing assessment processes, and have not been transferred into Environment Online at this stage. They will not be disadvantaged by remaining in the current process. Depending on the stage of assessment and following consultation with proponents on how they wish to proceed, these proposals may be brought into Environment Online at a later stage.

New referrals and scheme amendments – In Environment Online

New referrals for new significant proposals, proposals of a prescribed class and strategic proposals should be submitted via Environment Online. Other referral types (significant amendments, derived proposals, proposals under an assessed scheme, scheme/amendment referral) should be submitted via the attachment-based application function in Environment Online.

Proponents are strongly encouraged to use Environment Online from now on

It is not compulsory to use Environment Online. However, by using Environment Online, you will not only be able to get faster and more transparent online assessments, receive up to the minute process notifications and track your proposals in real time, you will also be able to provide feedback that we can use to optimise and shape future releases to meet your needs. By using Environment Online in the first 12 weeks, you will also be able to make use of our high care support team to help you navigate the new system.

Acceptance of compliance reports and other post-assessment documents required by Ministerial Conditions

Will still be lodged by email to registrar@dwer.wa.gov.au until they are included in Environment Online at a later date

What are the benefits of using Environment Online?



The first release of Environment Online provides a range of benefits:

- A more transparent, digitised process for all users
- Access to real-time status of Part IV assessments
- Notifications will be digital and automated
- A secure platform
- First step towards a centralised hub for all the Department's activities
- Membership to the Environment Online (EO) Community for all registered users

What is the EO Community?

Once you start using Environment Online you will be invited to join the EO Community. Unlike EO Support where you contact us to raise issues, we will proactively reach out bringing community members together to:

- Gather live feedback to optimise the first release and work out what interactive sessions would be of value to you
- Discuss your user experience and capture opportunities for improvement
- Suggestions for new features

We'll also use this channel to communicate:

- Details of upcoming releases and system updates
- Invites to interactive feature-based online sessions that will be designed to address your feedback



How do I access Environment Online?



The Environment Online portal can be accessed via environmentonline.dwer.wa.gov.au

The screenshot shows the homepage of the Environment Online portal. At the top left is the "environment online" logo. The top right navigation bar includes links for "Home", "Interactive map", "Get involved", "Guidance", and a "Login" button. The main heading reads "Welcome to Environment Online". Below this, a paragraph states: "Environment Online is the Western Australian Government's new way to conduct the business of water and environment regulation." A second paragraph explains: "The secure digital platform will provide a single gateway for regulatory activities, automated case management, and an integrated data management system." A third paragraph notes: "Release 1 delivers information and services to support your environmental impact assessment activities under Part IV of the Environmental Protection Act 1986, with the full functionality of the program planned for completion in 2024." A fourth paragraph says: "For assistance in getting started please see the 'Environment Online Portal - Get started' guide." At the bottom, there are three white boxes with blue icons and text: "The EPA assessment process", "Register or login to manage your activities", and "Guidance and support materials". A decorative graphic of overlapping blue, green, and yellow waves is on the right side of the page.

What is the recommended operating system/browser?



Recommended operating systems:

- Windows 10 or later
- macOS 10.13 or later
- iOS 13 or later
- Android 10 or later

Recommended browsers (latest release):

- Chrome
- Edge
- Firefox
- Safari



Why do individuals need to use myGovID?



Individuals can access a range of information and functionality without logging in to the Environment Online portal.

This includes guidelines and the ability to submit enquiries and comment on public consultations.

However, in order to gain online access to key parts of the environmental impact assessment process, users are required to log in to Environment Online via a myGovID.

A myGovID provides individuals with a single, secure way to access government and other services, including Environment Online.

This aligns with requirements of the:

- [Digital Strategy for the Western Australia Government 2021-2025](#) and the
- [Australian Government Digital Identity System](#).

Personal information used by an individual to establish a myGovID is **not shared** with Environment Online at any time.

Why does a business/entity need to use myGovID and WARAM?



- It is a fundamental responsibility of the Department to protect your data and information, and ensure that any changes made to that information are authorised.
- Given the commercial nature of many referrals and associated data, the impact of any fraudulent transactions or activity could be significant.
- We have therefore chosen to go with myGovID ('100 point check') to help mitigate this risk. This is totally separate to myGov.
- MyGovID is currently the only identity provider available that meets the verification level required, however it is expected that additional identity providers will become available over time.
- The use of myGovID, combined with the WA Relationship Authorisation Manager (WARAM) protects proponents, and ensures only users authorised by a business can access EO and transact on behalf of a business.
- This aligns with requirements of the [Digital Strategy for the Western Australia Government 2021-2025](#) and the [Australian Government Digital Identity System](#) and is currently used to access more than 60 business applications federally.
- MyGovID will be required to enter a proposal or modify a proposal in the system.

EO Support



Get Started Guide

Information about the first release of Environment Online including an overview of how to set up and log in to EO, what functionality has been released, and answers to frequently asked questions

[Environment Online Portal - Get started](#)



Guidance Materials

- Quick reference guides and articles
- Accessing EO - step by step guides
- EIA/EPA policies and procedures
- Frequently asked questions
- Can be viewed without logging in via [Environment Online Portal](#)



EO Community

Once you start using EO you can join our community to receive regular communications and input to online engagement sessions



Interactive Sessions

Need more help to do something? Feedback received will be used to develop feature-based online sessions with demo's



Need more help?

High Care Support will be provided at go live to ensure you have the support you need to use Environment Online



Contact EO Support for

- Technical faults
- System issues or bugs
- WARAM access requests
- Content updates
- Functionality enquiries
- Feedback



Submit an online enquiry

via [Environment Online Portal](#)

Use the 'Enquire Online' button 24/7
Responses during office hours



Call us

Phone: 1800 161 176
Between 8.30am – 5pm Monday to Friday
Or leave a message after hours