

# Environment Online User Guide

## Set up and log in – Representing an entity using Digital Identity

Current as published on March 2024



This guide provides information for organisations who want to use Digital Identity (e.g myGovID/WARAM) as the login method for Environment Online, and outlines what information is needed and how to navigate to the [WA Relationship Authorisation Manager](#).

## Contents

1. [Log in overview](#)
2. [Representing an entity overview](#)
3. [Log in process](#)
4. [No authorisation to represent an entity](#)
5. [Step to log into EO – Representing an Entity](#)
6. [Environment Online Support](#)



# Log in overview



Environment Online is using Digital Identity (myGovID), and the WA Relationship Authorisation Manager (WARAM) to provide access to users.

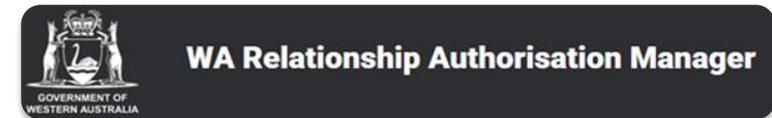


The WA Government is using the Australian Government Digital Identity System to verify users for some services, including Environment Online (EO).

[Digital Identity](#) is a safe, secure and convenient way to prove your identity online. [MyGovID](#) is a type of digital identity and is the Australian Government's Digital identity app.

When you log in, EO 'checks' with myGovID to confirm your identity. This ensures your information is private and protected. Only a small amount of your information is passed to EO to prove your identity. This is limited to your name, email, and date of birth. Whilst your date of birth is shared it is not stored by EO.

Environment Online **does not** access any other personal information such as other services you use with your myGovID.



The [WA Relationship Authorisation Manager](#) (WARAM) manages authorisations that allow representatives to act on behalf of a business or person online.

Environment Online (EO) is using the WARAM to ensure only users that have been authorised by an entity, can transact on their behalf.

This can include acting on behalf of another person, a business or volunteer organisation.

Entities will use the WARAM to manage who can act on their behalf, providing them total control to protect their data and information.

# Representing an entity overview



To represent a business or another entity e.g. a volunteer organisation or a sole trader, using Digital Identity, a person must have an authorisation in the WA Relationship Authorisation Manager (WARAM). More information can be found in the [WA Relationship Authorisation Manager User Guide](#).

There are two types of authorisations;

## Service Administrator:

- The initial Service Administrator is nominated by the business or organisation using the [Authorisation Form](#). Subsequents are authorised by an existing Service Administrator.
- Can access online services on behalf of entities.
- Can manage authorisations for other users, invite a person to act on behalf of the business or other entity, either as another Service Administrator or as a Service User.
- Manages permissions in more detail within Environment Online, such as to specify functions or projects that others can access on behalf of the business/ entity (for example, to authorise different consultants to access different projects).

## Service User:

- Must be authorised by an existing Service Administrator to act on behalf of the business, or organisation.
- Can access online services on behalf of entities.
- Only access the projects in Environment Online that have been specified by a Service Administrator.

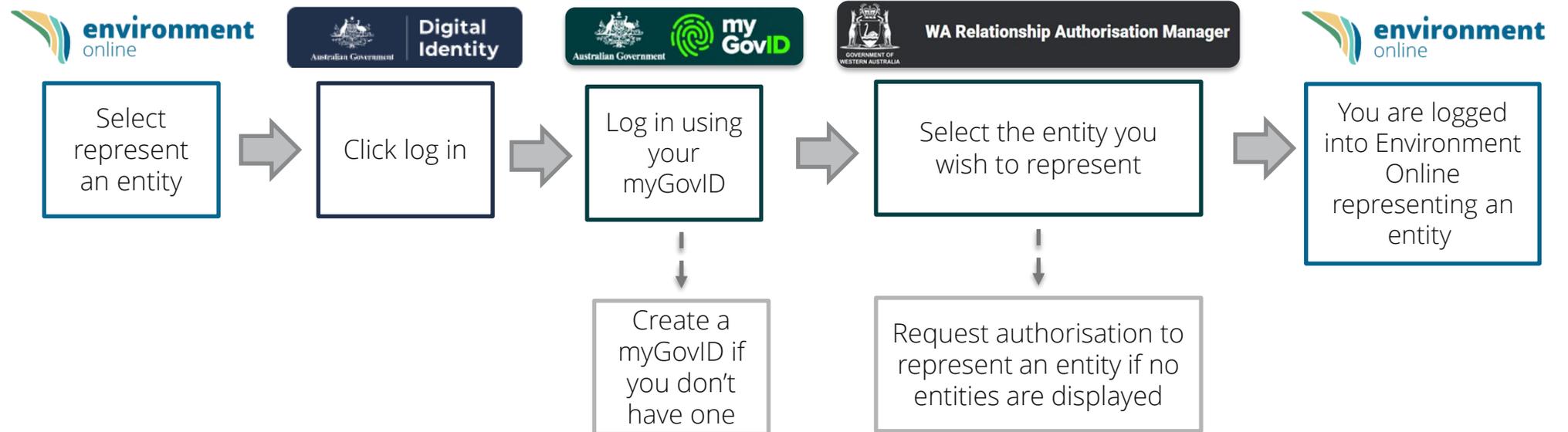
## Entity representation types

- **Business/organisation:** If you have not been authorised to act on behalf of a business, you can submit a request to obtain the necessary access in the WARAM. Please be aware that you may be asked to provide proof that you are allowed to act on behalf of the requested business. After a request has been submitted, it will be forwarded to any current Service Administrators for the business. If there are no Service Administrators, the request will be sent to the EO support team who will contact you for more information.
- **Another person:** You cannot request authority to act for another person, they must invite you to act on their behalf. Please contact the person to arrange for them to send you an invitation in the WARAM.

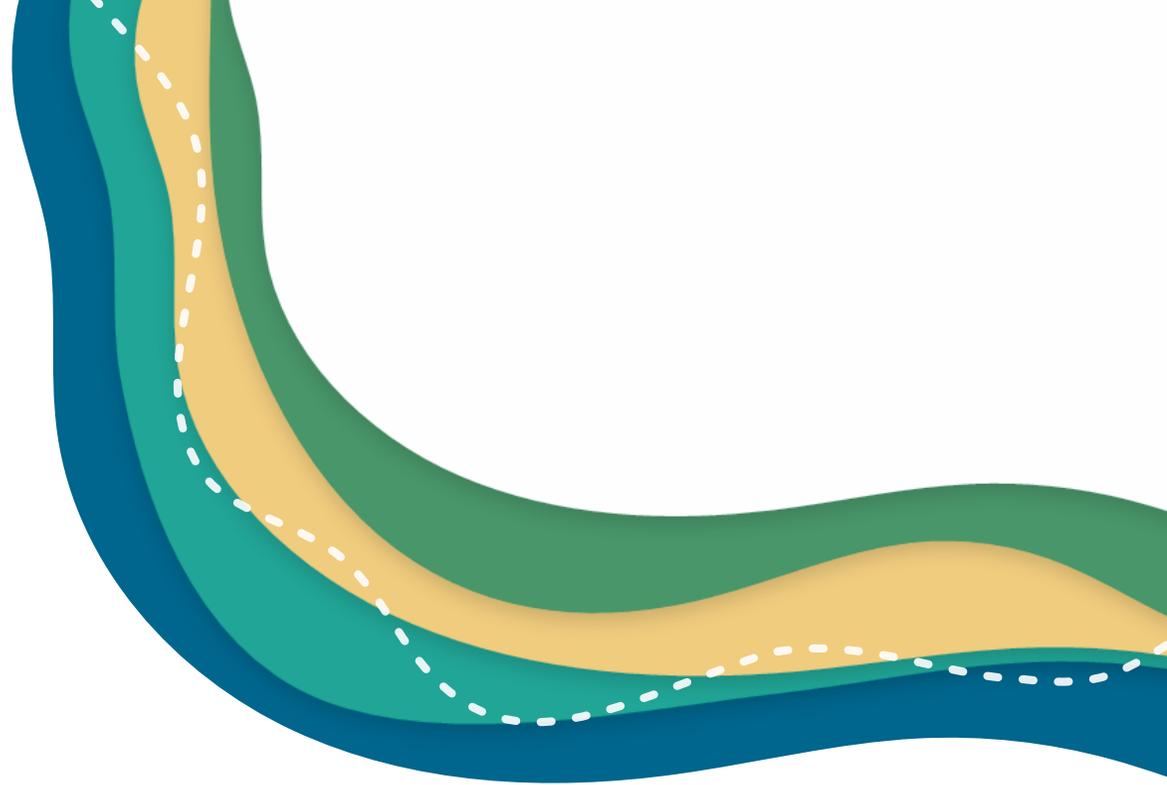
The diagram below shows the interactions of the different systems used to log into EO. You are automatically moved through each step of this process.

## Representing an entity

- What you need:
- A myGovID
  - Authorisation in the WARAM to represent an entity



# **Steps to log into Environment Online if you do not have authorisation in the WARAM**



# Representing an entity – no authorisation



## No entity is displayed

If no entities are displayed it means that you do not have an authorisation in the WA Relationship Authorisation Manager (WARAM) to act on behalf of an entity in Environment Online.

You will need to request an authorisation from your Service Administrator in the WARAM to represent a business or organisation.

You cannot request authority to act for another person, they must invite you to act on their behalf. Please contact the person to arrange for them to send you an invitation in the WARAM.

To request an authorisation click the link to the [WA Relationship Authorisation Manager](#) – do not click continue.

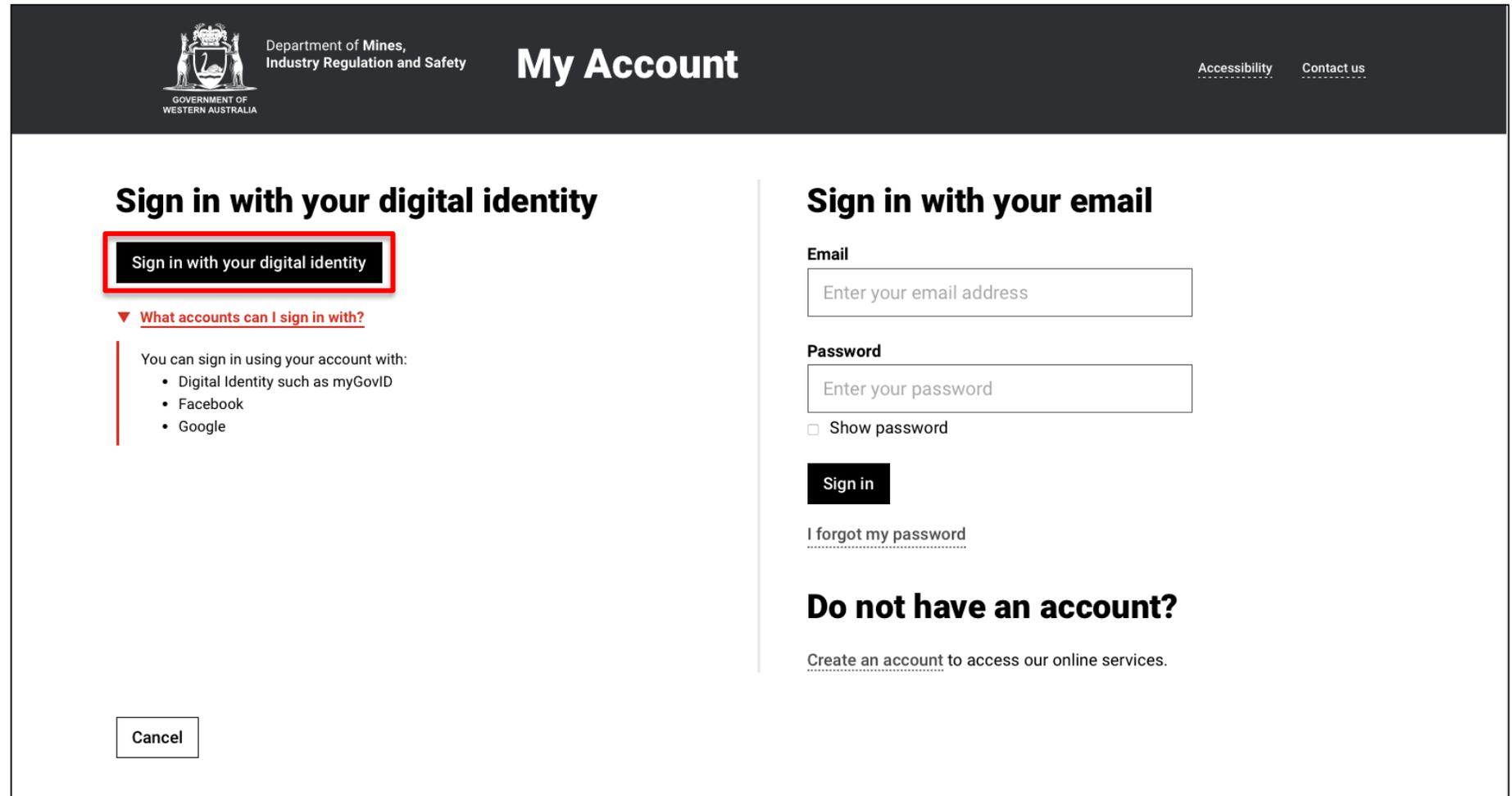
**Note:** If there are no Service Administrators for your business please [Contact Us - Environment Online](#)

A screenshot of the WA Relationship Authorisation Manager (WARAM) interface. At the top left is the Government of Western Australia logo. The title 'WA Relationship Authorisation Manager' is centered at the top. Below the title is the heading 'Select an entity'. A message box with a red border contains the following text: 'You have no current authority to act on behalf of a business or a person. To obtain authorisation to act on behalf of: a business i.e. commercial arrangement, volunteer organisation, etc., sign in to the WA Relationship Authorisation Manager and send a request to act on behalf of the business; a person, contact the person to arrange for them to invite you to act on their behalf. Alternatively please contact us for assistance.' A red box highlights the text 'WA Relationship Authorisation Manager'. At the bottom left, there is a 'Continue' button with a large red 'X' over it.

# Representing an entity – no authorisation

Click **Sign in with your digital identity**.

**Note:** do not select any other option otherwise you will not be able to request access to Environment Online.



 Department of Mines,  
Industry Regulation and Safety

## My Account

[Accessibility](#) [Contact us](#)

### Sign in with your digital identity

**Sign in with your digital identity**

▼ [What accounts can I sign in with?](#)

You can sign in using your account with:

- Digital Identity such as myGovID
- Facebook
- Google

### Sign in with your email

**Email**

**Password**

Show password

[I forgot my password](#)

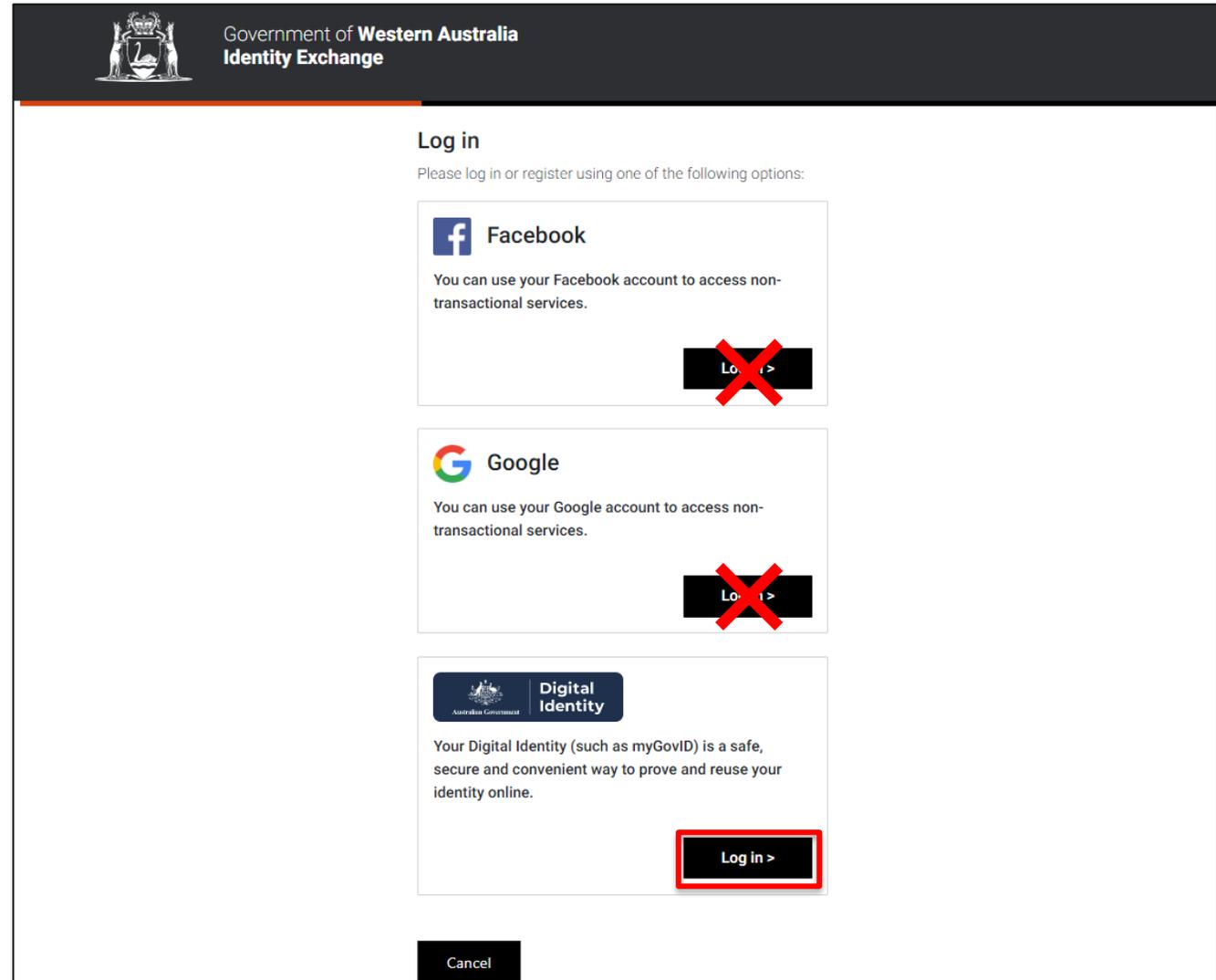
### Do not have an account?

[Create an account](#) to access our online services.

# Representing an entity – no authorisation

Click **Log in** in the Digital Identity box.

**Note:** do not select any other option otherwise you will not be able to request access to Environment Online.



Government of Western Australia  
Identity Exchange

### Log in

Please log in or register using one of the following options:

 **Facebook**

You can use your Facebook account to access non-transactional services.

**Log in >**

 **Google**

You can use your Google account to access non-transactional services.

**Log in >**

 **Digital Identity**

Your Digital Identity (such as myGovID) is a safe, secure and convenient way to prove and reuse your identity online.

**Log in >**

**Cancel**

# Representing an entity – no authorisation



If you already have a myGovID, enter the email address associated with your ID and click Login

If you do not have a myGovID – follow the steps to create one [How to set up | myGovID](#)

For help resolving issues creating a myGovID Digital Identity please visit [the Help: Proving your identity | myGovID](#) on the [Australian Government's Digital Identity website](#)

When you log into EO you can update your contact email to be different to the one you use to log in with your myGovID. You can change your email contact in EO at anytime.

You will always enter the email associated with your myGovID to log in on this page. This may be different to your contact email in EO.

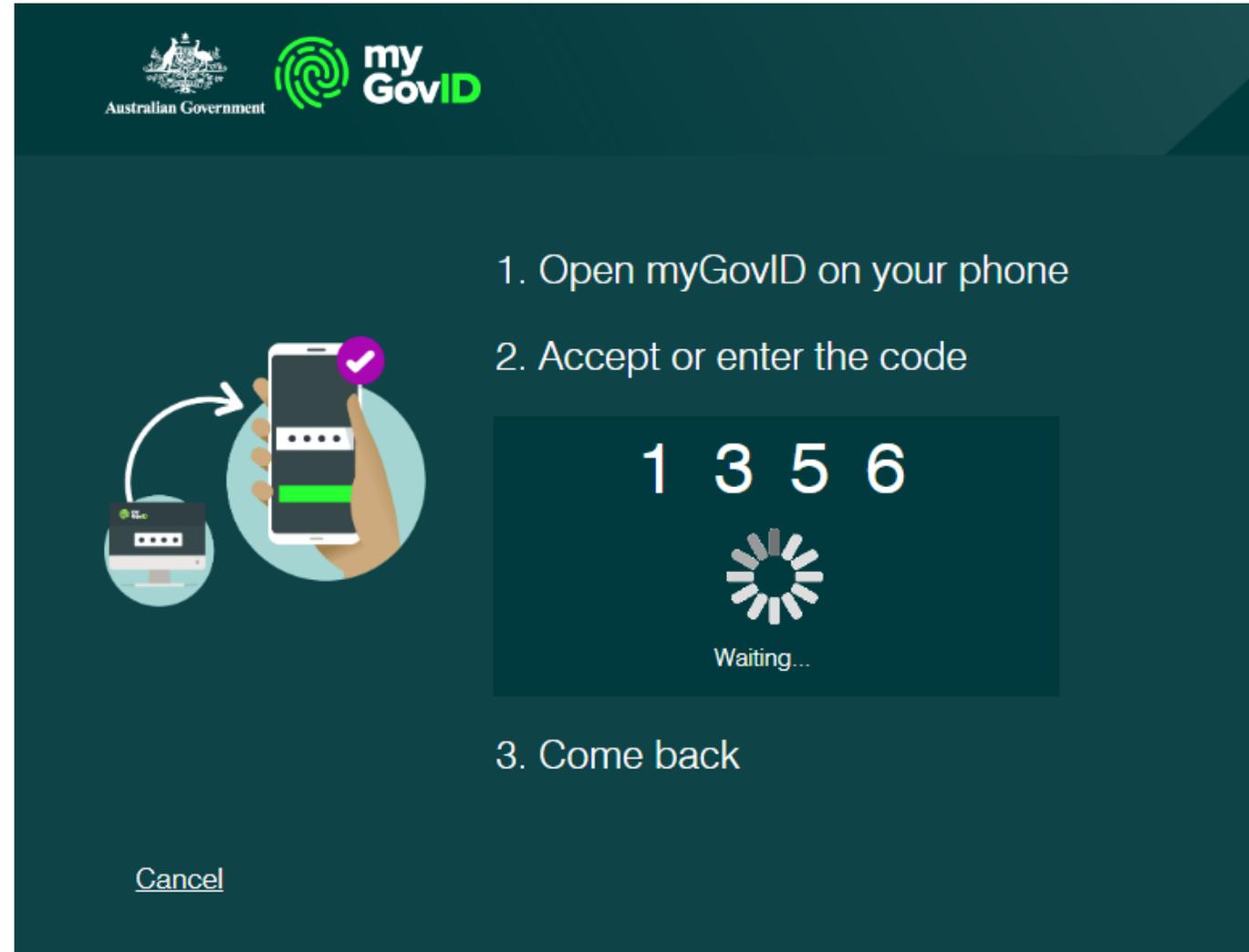
A screenshot of the myGovID login interface. At the top left, it shows the Australian Government logo and the myGovID logo. The main heading is 'Get the myGovID app' with a sub-heading 'Prove who you are and get a code to login with the myGovID app. Download the app now to get started.' Below this are buttons for 'Download on the App Store' and 'GET IT ON Google Play'. A large green fingerprint icon is on the left. To its right, under 'What's next?', is a list: '1. Download the app', '2. Prove who you are', and '3. Come back and login'. Below this is the section 'Already have the myGovID app?' with the instruction 'Login with your myGovID email to continue.' A red box highlights a text input field labeled 'myGovID email' and a green 'Login' button. Below the input field is a 'Remember me' checkbox and a 'Cancel' link. At the bottom, a footer states 'myGovID is a new way to prove your identity and login online. Visit myGovID to find out more.'

\*This step is only for first time you log in

# Representing an entity – no authorisation

Open the myGovID app on your smart device and enter the code that is displayed.

**Note:** Make sure you have the myGovID app downloaded on your smart device and you are connected to the internet.



The screenshot shows the myGovID app interface. At the top left, there is the Australian Government logo and the myGovID logo. The main content area displays a list of instructions: 1. Open myGovID on your phone, 2. Accept or enter the code, and 3. Come back. Below the instructions, there is a visual representation of a hand holding a smartphone with a checkmark, and a computer monitor displaying a code. A loading spinner and the text 'Waiting...' are also visible. At the bottom left, there is a 'Cancel' button.

Australian Government myGovID

1. Open myGovID on your phone
2. Accept or enter the code
3. Come back

1 3 5 6

Waiting...

Cancel

# Representing an entity – no authorisation



We need your consent to share your name, date of birth and email addresses obtained from your myGovID, with the WA Identity Exchange.

These are the **only** details myGovID shares. No other information associated with your myGovID is provided.

If you give your consent for the details to be shared, click **Consent**



## Your consent

To continue, you'll need to give your consent to share the following details with **Government of Western Australia**

Find out more about giving [your consent](#).



Details provided by myGovID

Your details <span>^</span>
Family name:
Given name(s):
Date of birth:
Email:

Cancel

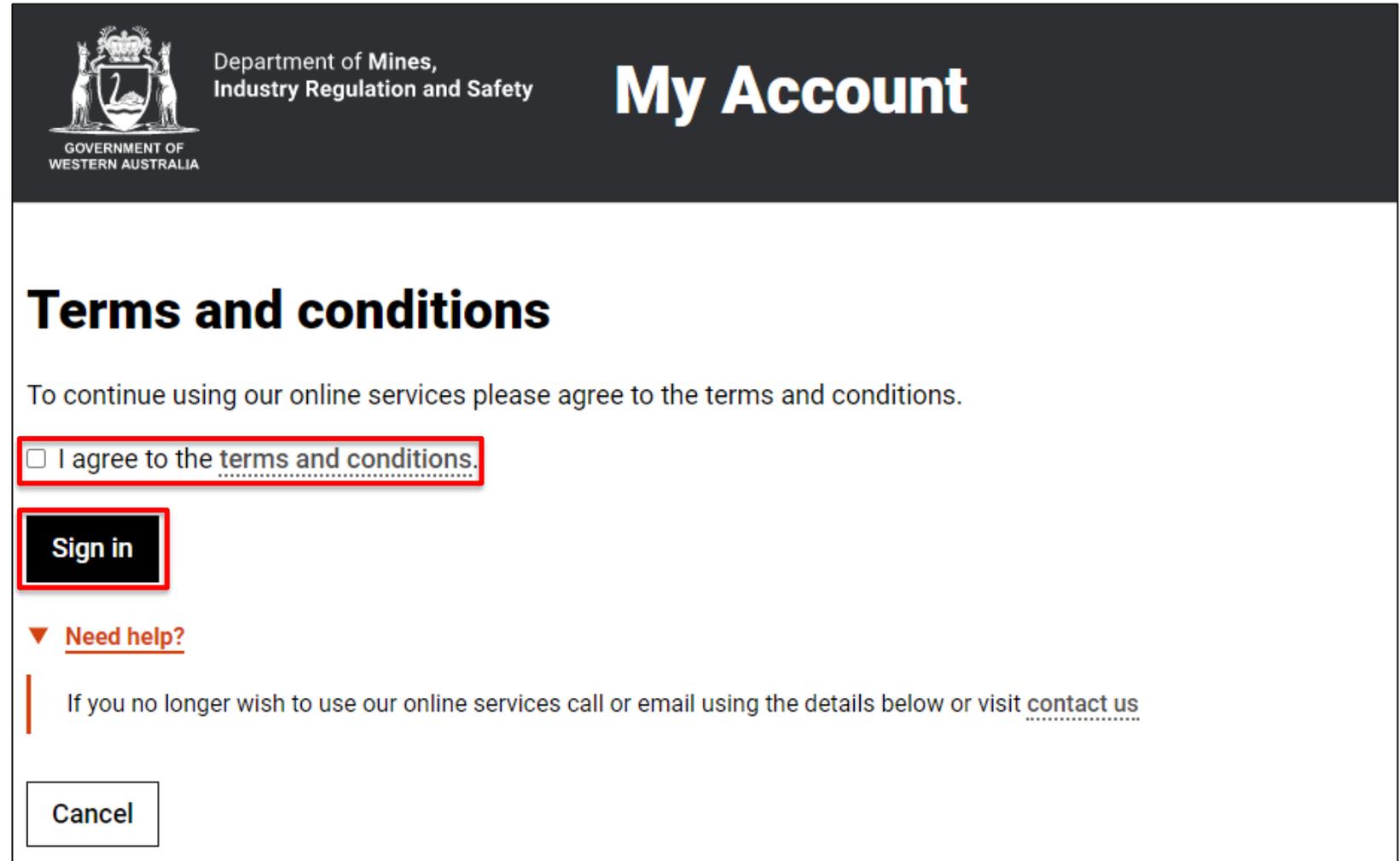
Consent

\*This step is only for first time you log in

# Representing an entity – no authorisation

You will need to agree to the terms and conditions to use the WARAM.

Click the tick box then click **Sign in**.



 Department of Mines,  
Industry Regulation and Safety

## My Account

### Terms and conditions

To continue using our online services please agree to the terms and conditions.

I agree to the terms and conditions.

**Sign in**

▼ [Need help?](#)

If you no longer wish to use our online services call or email using the details below or visit [contact us](#)

Cancel

# Representing an entity – no authorisation



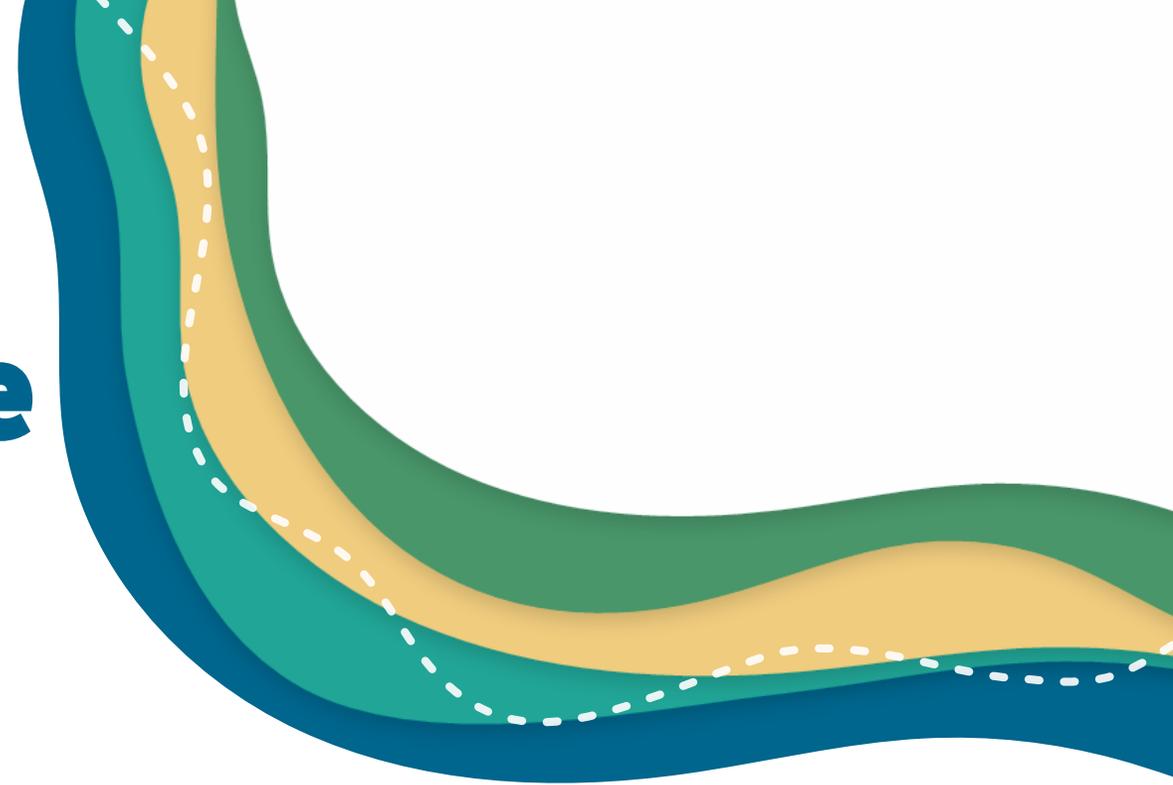
You are now logged into the WARAM and can request authorisation to act on behalf of an entity.

The WARAM provides information about how to request authorisations in the [WARAM User Guide – Requesting authorisation to act on behalf of a business](#)

Once you have an authorisation, return to Environment Online and log in on behalf of an entity.

The screenshot shows the WA Relationship Authorisation Manager (WARAM) dashboard. At the top left is the Government of Western Australia logo. The main title is "WA Relationship Authorisation Manager". Below the title is a navigation bar with links: "My dashboard", "Accept or decline an invitation", "My authorisations", "My representatives", and "My entities". The main content area starts with a "Welcome" message and a link to "please read this" for first-time or infrequent users. Below this are four main action cards: "Accept or decline an invitation" (with a description: "Accept an invitation to act on behalf of a business or person."), "My authorisations" (with a description: "Businesses or people you are currently authorised to act on behalf of."), "My representatives" (with a description: "Invite and manage the people or businesses who are authorised to act on your behalf."), and "My entities" (with a description: "Administer the business entities you represent or request access to a business."). Each card has a right-pointing arrow at the bottom.

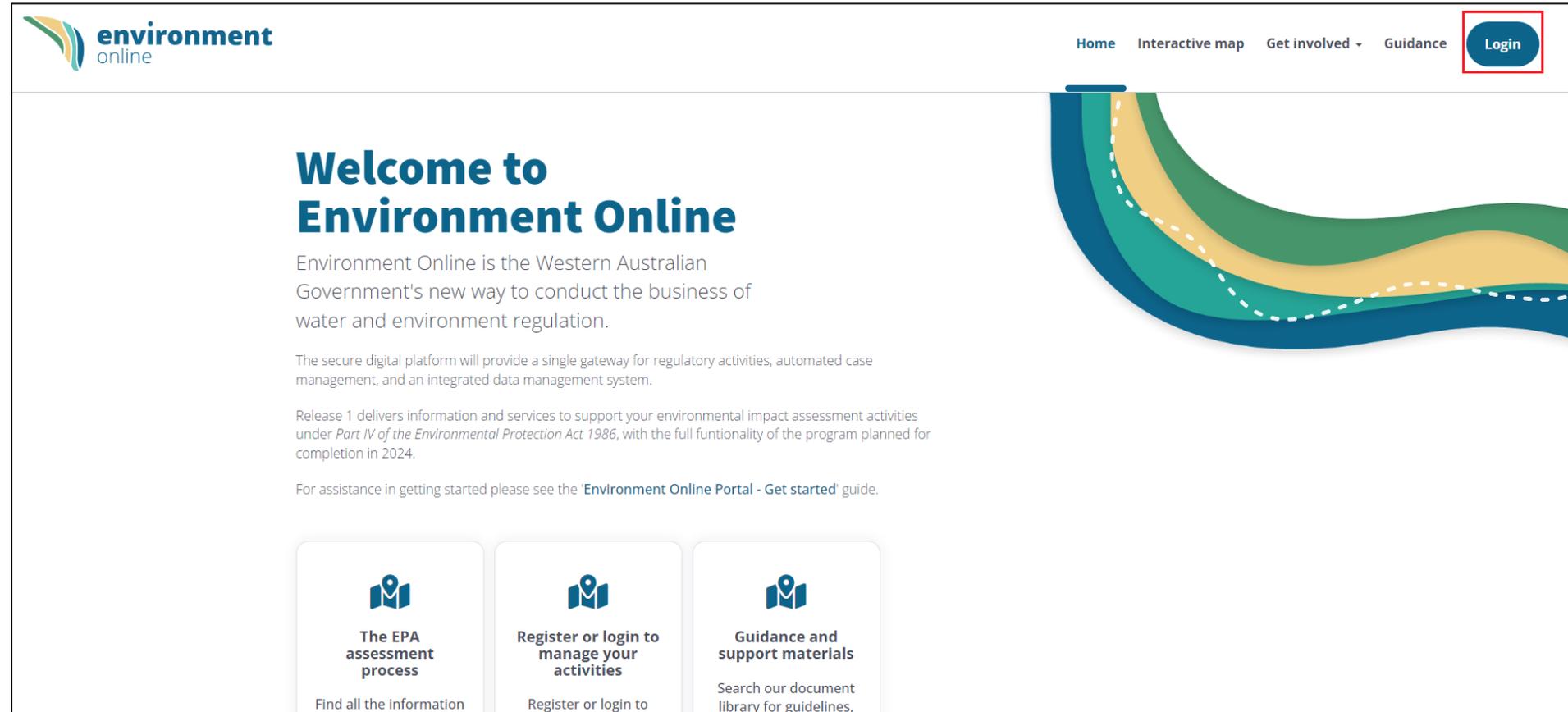
**Steps to log into  
Environment Online  
if you already  
have  
authorisation in  
the WARAM**



# Representing an entity



To log into Environment Online click the **Login** button

A screenshot of the Environment Online website homepage. The page features a dark blue header with the 'environment online' logo on the left and navigation links for 'Home', 'Interactive map', 'Get involved', and 'Guidance' on the right. A red box highlights the 'Login' button in the top right corner. The main content area has a large heading 'Welcome to Environment Online' and several paragraphs of introductory text. At the bottom, there are three white boxes with blue icons and text, each containing a location pin icon. The first box is titled 'The EPA assessment process' and says 'Find all the information'. The second box is titled 'Register or login to manage your activities' and says 'Register or login to'. The third box is titled 'Guidance and support materials' and says 'Search our document library for guidelines,'.

**environment online**

Home Interactive map Get involved Guidance **Login**

## Welcome to Environment Online

Environment Online is the Western Australian Government's new way to conduct the business of water and environment regulation.

The secure digital platform will provide a single gateway for regulatory activities, automated case management, and an integrated data management system.

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.

For assistance in getting started please see the ['Environment Online Portal - Get started'](#) guide.

**The EPA assessment process**  
Find all the information

**Register or login to manage your activities**  
Register or login to

**Guidance and support materials**  
Search our document library for guidelines,

# Representing an entity



Click **Log in with Digital Identity** under **I am representing an entity**

**environment online**

Home Interactive map Get involved Guidance **Login**

**NEW** **New login method available** ×  
Microsoft Work Account uses your organisation's Microsoft accounts to authorise Environment Online access. [Learn more about Microsoft Work Account.](#)

## Login

Log in to start managing and tracking your environmental regulatory activities.

### New to Environment Online?

Learn how to set up an account with us  
[Get started guide](#) →

#### Choose your login method

##### I am representing myself

Manage your own environmental activities. Use your Digital Identity credentials (such as myGovID and WA Relationship Authorisation Manager) to access Environment Online.

**Sign up or log in with Digital Identity**

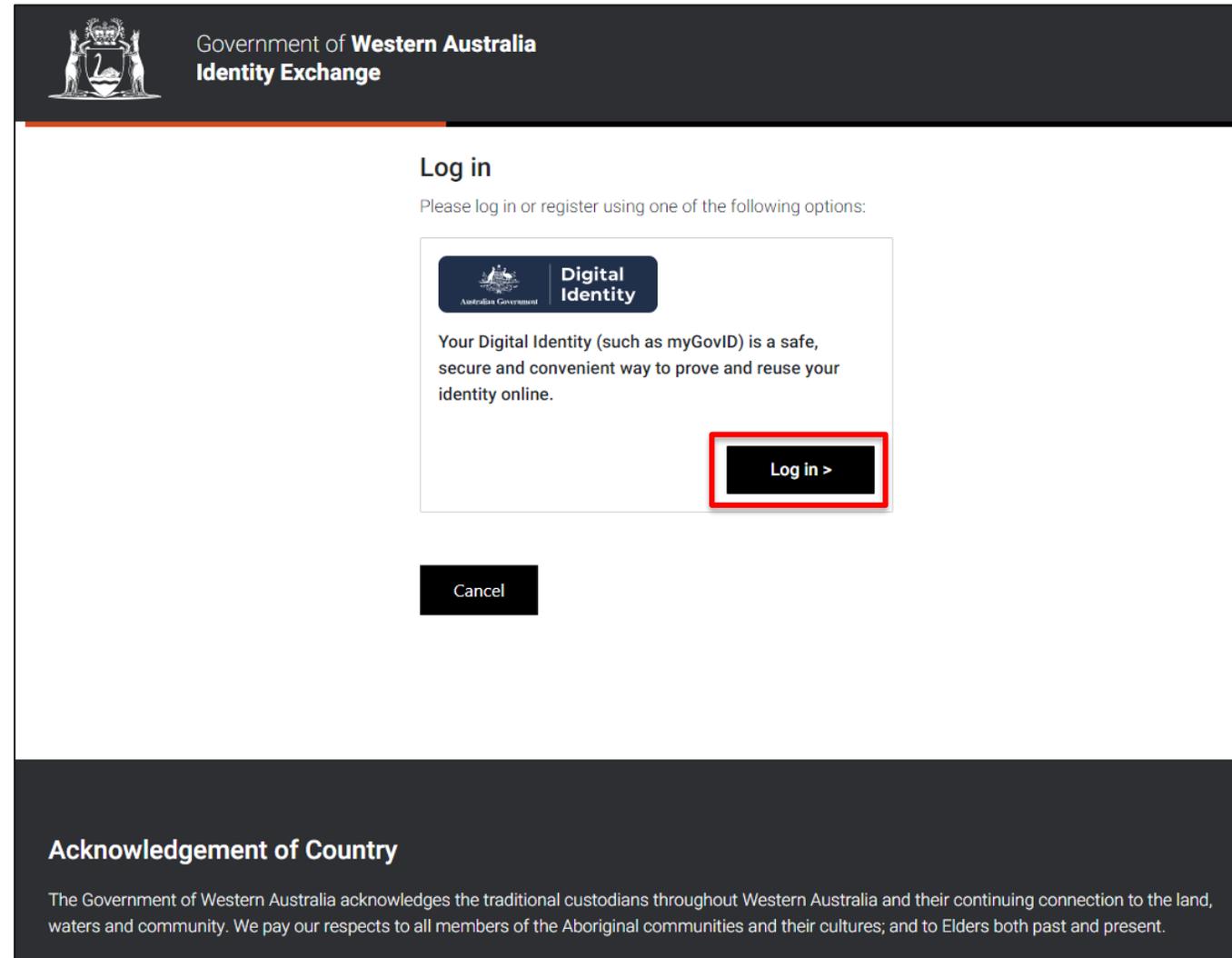
##### I am representing an entity

Manage environmental activities on behalf of a company, Government agency or another person. Digital Identity uses your Digital Identity credentials (such as myGovID and WA Relationship Authorisation Manager) to authorise Environment Online. Microsoft Work Account uses your organisation's Microsoft accounts to authorise Environment Online access.

**Log in with Digital Identity** **Login with your Microsoft Work Account**

# Representing an entity

Click **Log in** in the Digital Identity box



The screenshot shows the login interface for the Government of Western Australia Identity Exchange. At the top left is the state crest. The header text reads "Government of Western Australia Identity Exchange". The main heading is "Log in", followed by the instruction "Please log in or register using one of the following options:". A central box contains the "Digital Identity" logo (with the Australian Government crest) and the text: "Your Digital Identity (such as myGovID) is a safe, secure and convenient way to prove and reuse your identity online." A "Log in >" button is highlighted with a red rectangle. Below this box is a "Cancel" button. At the bottom of the page is an "Acknowledgement of Country" section with the text: "The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present."

# Representing an entity



Click on Select myGovID

Australian Government | Digital Identity **BETA**

### Select your identity provider

**Alert:** You may need to [increase the strength of your Digital Identity](#) for Government of Western Australia.

Government of Western Australia needs you to prove who you are using a Digital Identity.

Read about [what is an identity provider](#) and [your privacy and security](#).

 **myGovID**  
Managed by Australian Government

**You'll need these to get started**

-  iOS or Android device
-  Two identity documents
-  Face verification

Remember my choice  
(Not recommended for shared devices)

**Select myGovID >**

[Cancel](#)

# Representing an entity



If you already have a myGovID, enter the email address associated with your ID and click Login

If do not have a myGovID – follow the steps to create one [How to set up | myGovID](#)

**Note:** When you log into EO you can update your contact email to be different to the one you use to log in with your myGovID. You can change your contact email in EO at anytime.

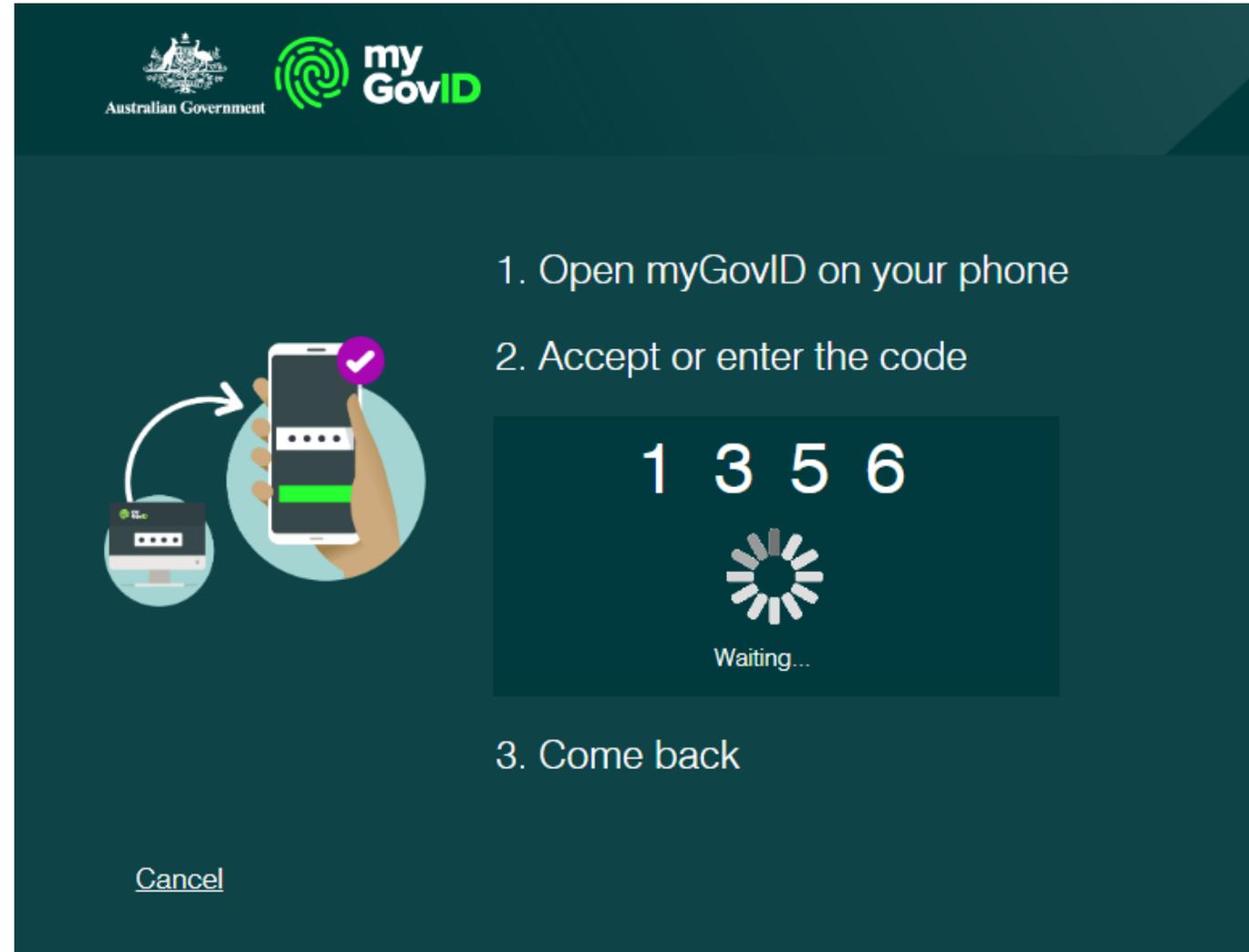
You will always enter the email associated with your myGovID to log in on this page. This may be different to your contact email in EO.

A screenshot of the myGovID login interface. At the top left, it shows the Australian Government logo and the myGovID logo. The main heading is 'Get the myGovID app' in green, followed by the text 'Prove who you are and get a code to login with the myGovID app. Download the app now to get started.' Below this are buttons for 'Download on the App Store' and 'GET IT ON Google Play'. A large green fingerprint icon is on the left. To its right, under 'What's next?', is a numbered list: '1. Download the app', '2. Prove who you are', and '3. Come back and login'. Below this is the section 'Already have the myGovID app?' with the text 'Login with your myGovID email to continue.' A red box highlights a white input field containing the placeholder text 'myGovID email' and a green 'Login' button. Below the input field is a checkbox for 'Remember me' and a 'Cancel' link. At the bottom, a dark blue footer contains the text 'myGovID is a new way to prove your identity and login online. Visit myGovID to find out more.'

# Representing an entity

Open the myGovID app on your smart device and enter the code that is displayed.

**Note:** Make sure you have the myGovID app downloaded on your smart device and you are connected to the internet.



Australian Government **my GovID**

1. Open myGovID on your phone
2. Accept or enter the code
3. Come back

1 3 5 6

Waiting...

Cancel

# Representing an entity

We need your consent to share your name, date of birth and email obtained from your myGovID with the WA Identity Exchange.

These are the **only** details myGovID shares. No other information associated with your myGovID is provided.

If you give your consent for the details to be shared, click **Consent**



## Your consent

To continue, you'll need to give your consent to share the following details with **Government of Western Australia**

Find out more about giving [your consent](#).



Details provided by myGovID

Your details <span>^</span>
Family name:
Given name(s):
Date of birth:
Email:

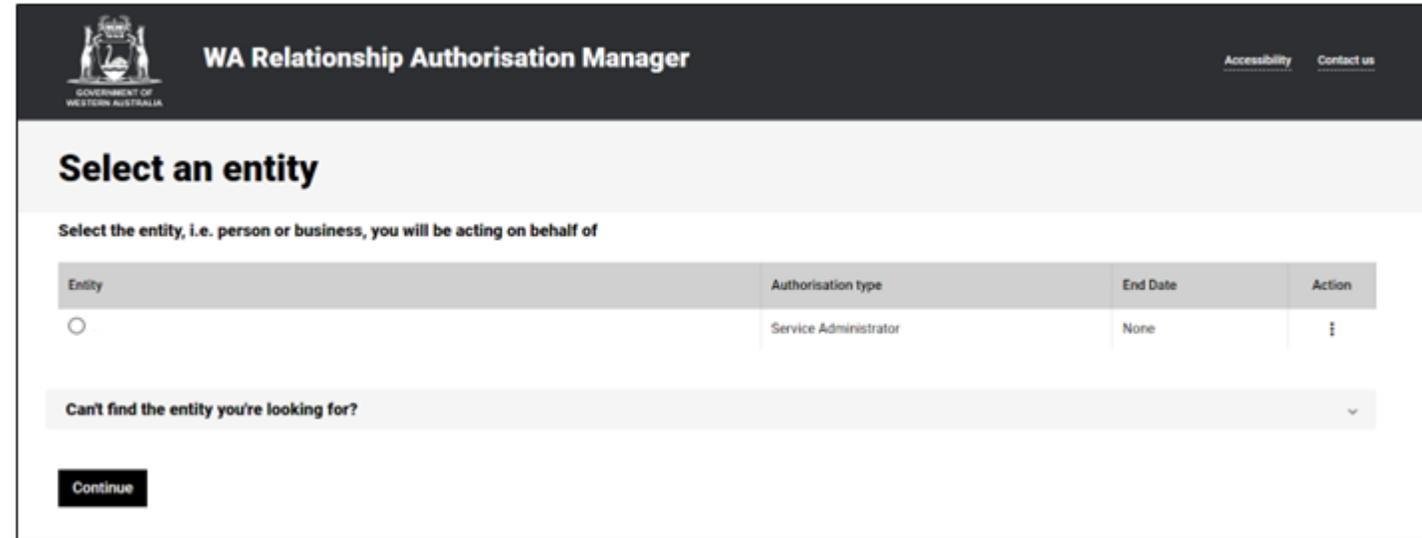
Cancel

Consent

# Representing an entity

## Entity displayed

If you have an existing authorisation to act on behalf of an entity, you will be able to view the entity name.



**WA Relationship Authorisation Manager** [Accessibility](#) [Contact us](#)

### Select an entity

Select the entity, i.e. person or business, you will be acting on behalf of

Entity	Authorisation type	End Date	Action
<input type="radio"/>	Service Administrator	None	⋮

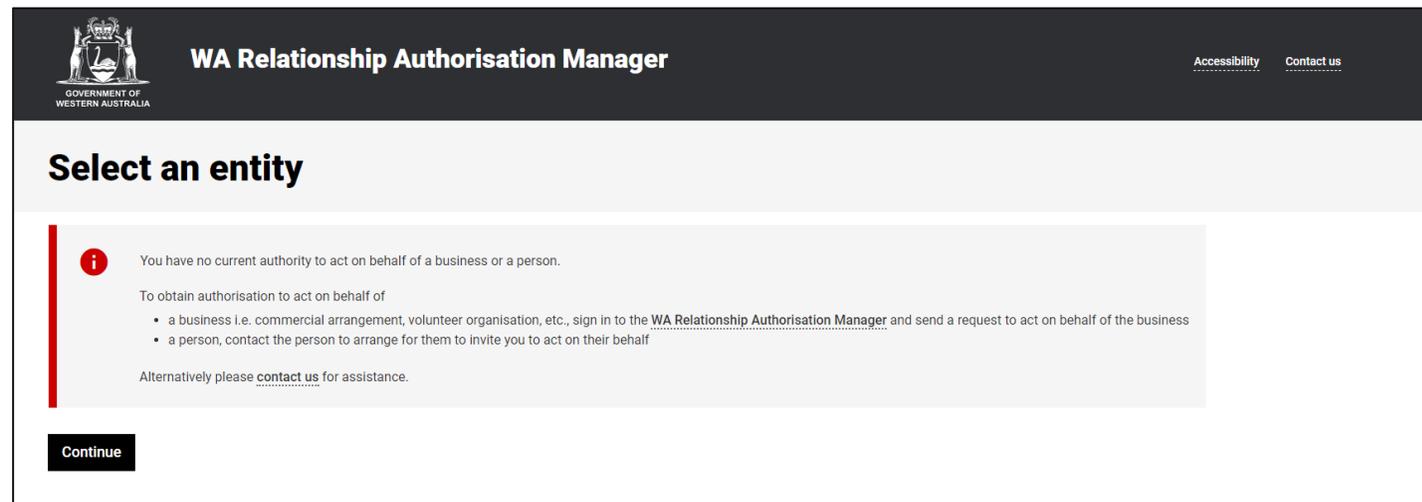
Can't find the entity you're looking for? [↕](#)

**Continue**

## No entity displayed

If you do not have an existing authorisation to act on behalf of an entity in the WARAM you will receive this error message.

[Click here for instructions on how to request an authorisation](#)



**WA Relationship Authorisation Manager** [Accessibility](#) [Contact us](#)

### Select an entity

**i** You have no current authority to act on behalf of a business or a person.

To obtain authorisation to act on behalf of

- a business i.e. commercial arrangement, volunteer organisation, etc., sign in to the [WA Relationship Authorisation Manager](#) and send a request to act on behalf of the business
- a person, contact the person to arrange for them to invite you to act on their behalf

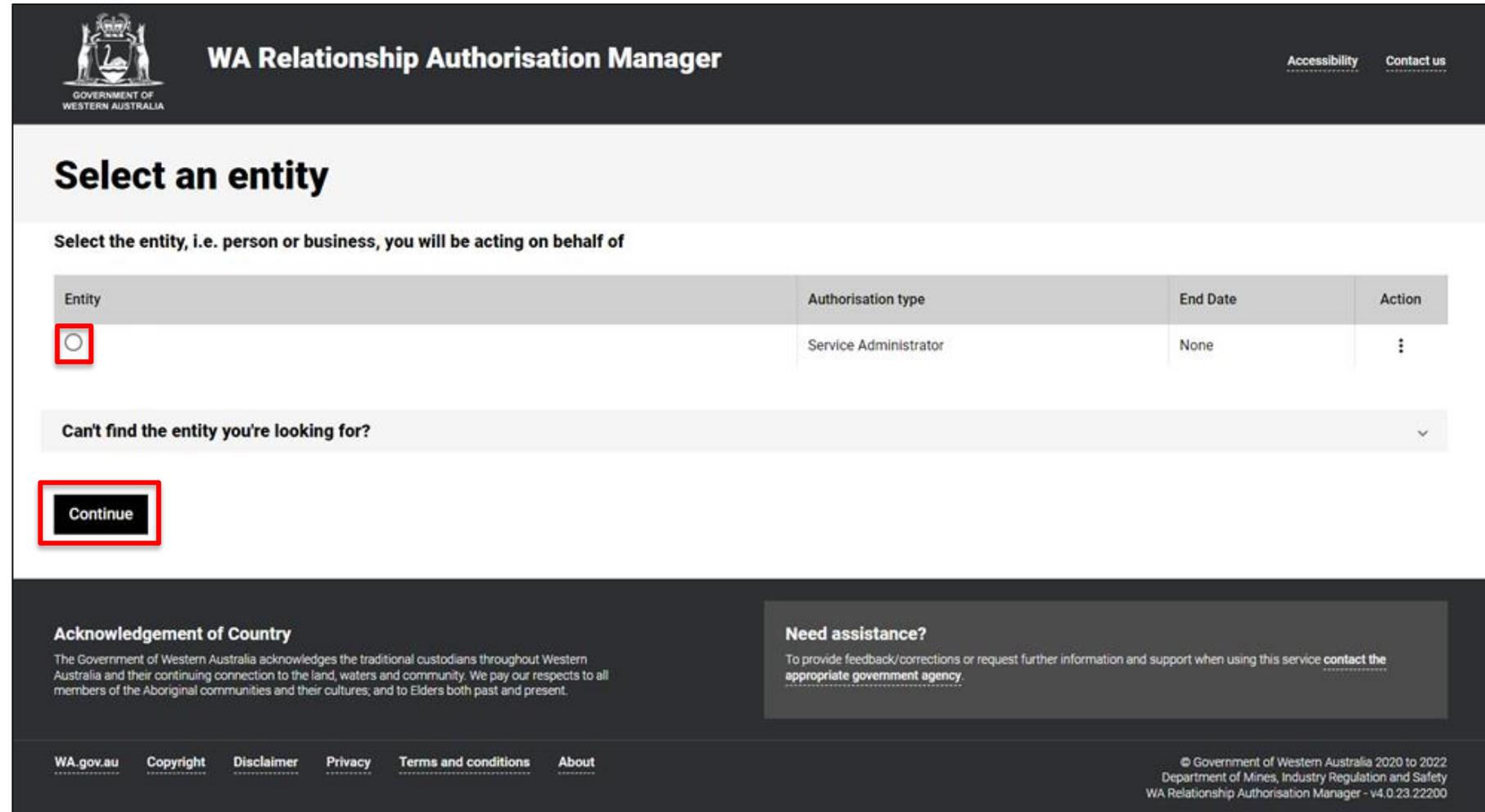
Alternatively please [contact us](#) for assistance.

**Continue**

# Representing an entity

Select the entity you want to represent. You may have multiple entities that you have authorisations to act on behalf of in EO.

Check the box next to the entity you want to represent, then click Continue



**WA Relationship Authorisation Manager**

Government of Western Australia

Accessibility Contact us

## Select an entity

Select the entity, i.e. person or business, you will be acting on behalf of

Entity	Authorisation type	End Date	Action
<input checked="" type="checkbox"/>	Service Administrator	None	⋮

Can't find the entity you're looking for?

**Continue**

**Acknowledgement of Country**  
The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

**Need assistance?**  
To provide feedback/corrections or request further information and support when using this service contact the appropriate government agency

WA.gov.au Copyright Disclaimer Privacy Terms and conditions About

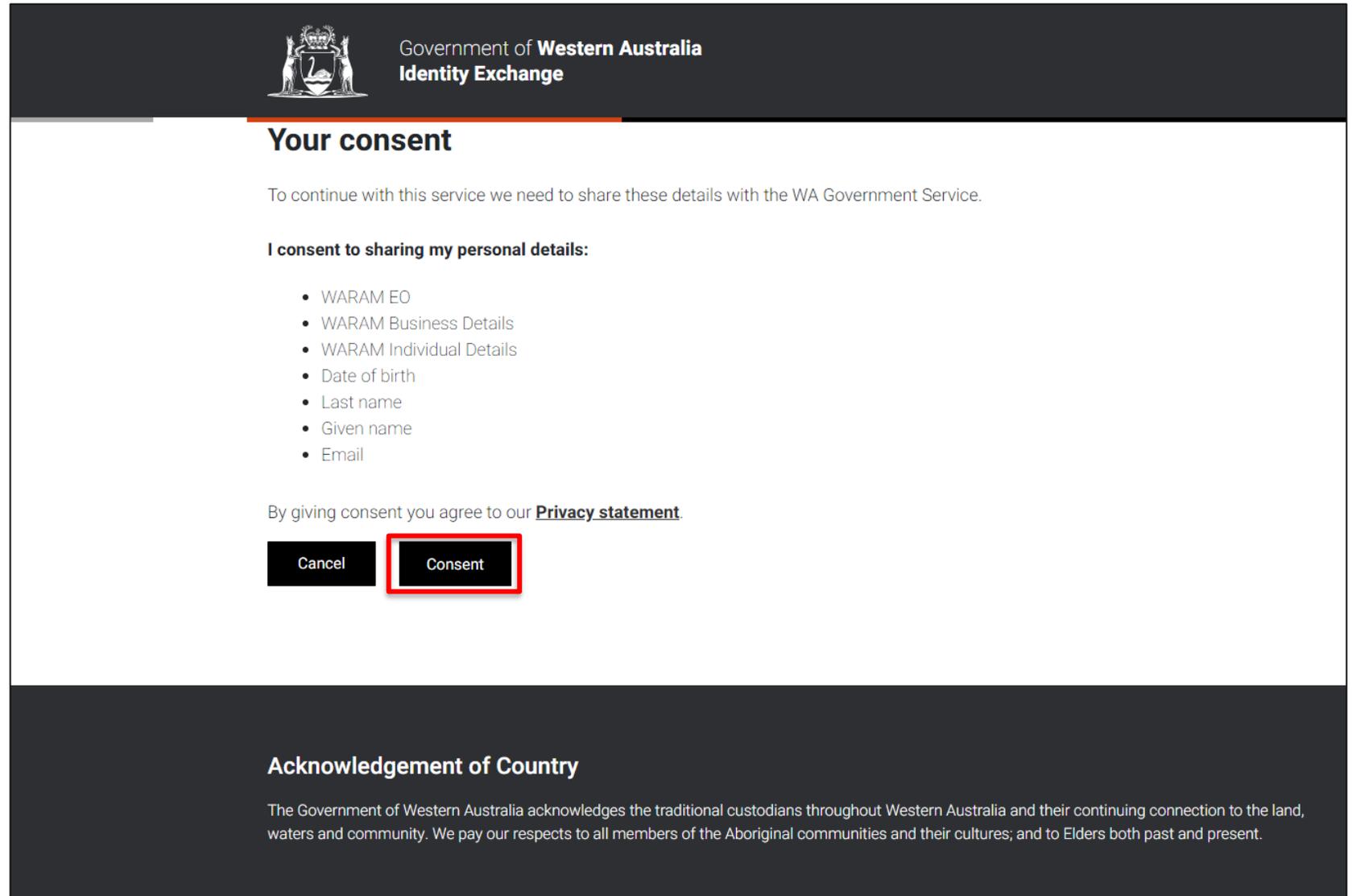
© Government of Western Australia 2020 to 2022  
Department of Mines, Industry Regulation and Safety  
WA Relationship Authorisation Manager - v4.0.23.22200

# Representing an entity

We also need your consent to share your details obtained from the WA Identity Exchange with Environment Online.

These are the **only** details shared with Environment Online.

If you give your consent for the details to be shared, click **Consent**



The screenshot shows a consent page from the Government of Western Australia Identity Exchange. At the top left is the coat of arms of Western Australia. To its right, the text reads "Government of Western Australia Identity Exchange". Below this is a section titled "Your consent". A sub-header reads "To continue with this service we need to share these details with the WA Government Service." Underneath, it says "I consent to sharing my personal details:" followed by a bulleted list of data points: WARAM EO, WARAM Business Details, WARAM Individual Details, Date of birth, Last name, Given name, and Email. Below the list, it states "By giving consent you agree to our [Privacy statement](#)." At the bottom of this section are two buttons: "Cancel" and "Consent". The "Consent" button is highlighted with a red rectangular border. The bottom of the page features a dark grey footer with the heading "Acknowledgement of Country" and a paragraph of text: "The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present."

Government of **Western Australia**  
**Identity Exchange**

## Your consent

To continue with this service we need to share these details with the WA Government Service.

**I consent to sharing my personal details:**

- WARAM EO
- WARAM Business Details
- WARAM Individual Details
- Date of birth
- Last name
- Given name
- Email

By giving consent you agree to our [Privacy statement](#).

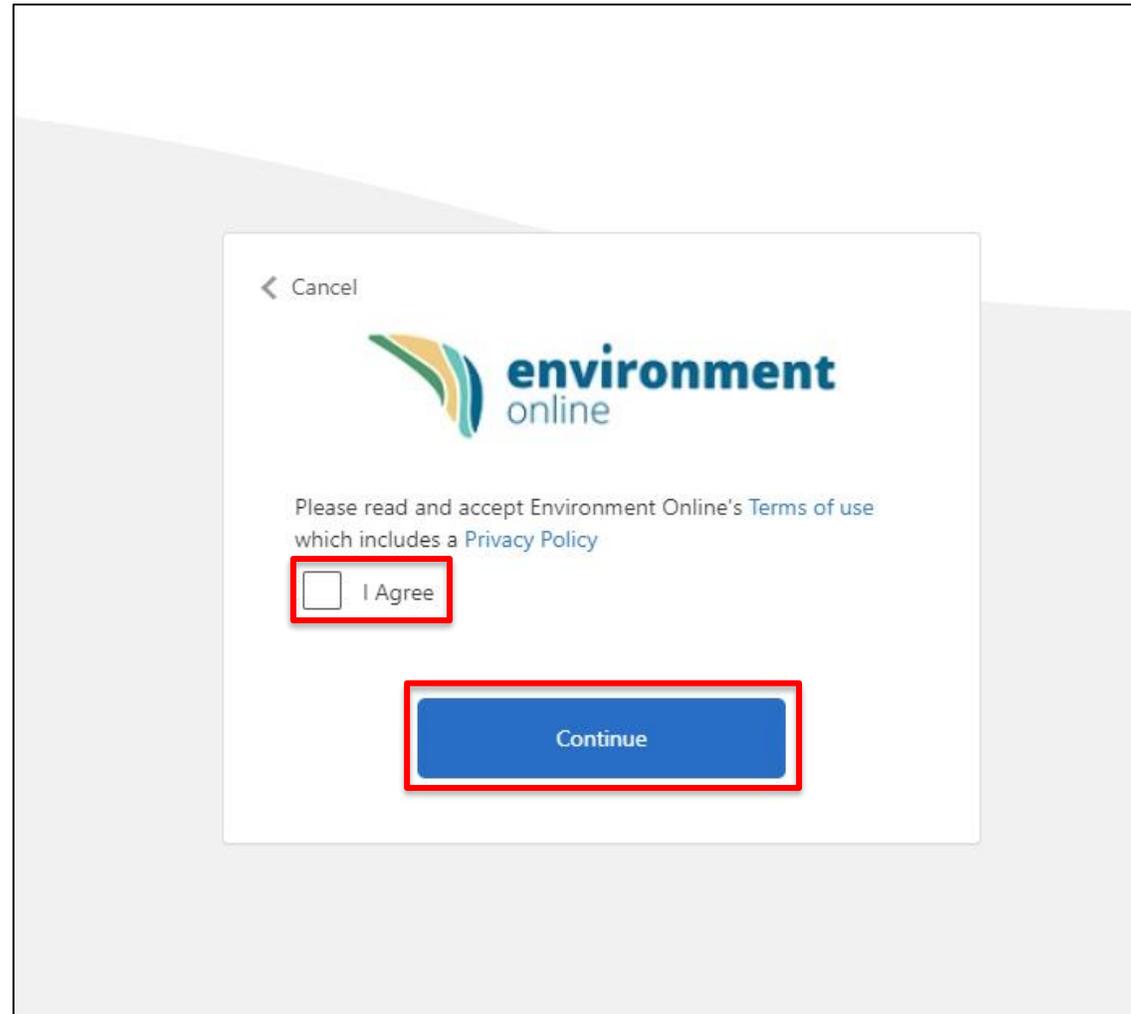
### Acknowledgement of Country

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past and present.

# Representing an entity

To use Environment Online you must accept the terms of use which includes a privacy policy.

If you agree, click the tick box and click **continue**



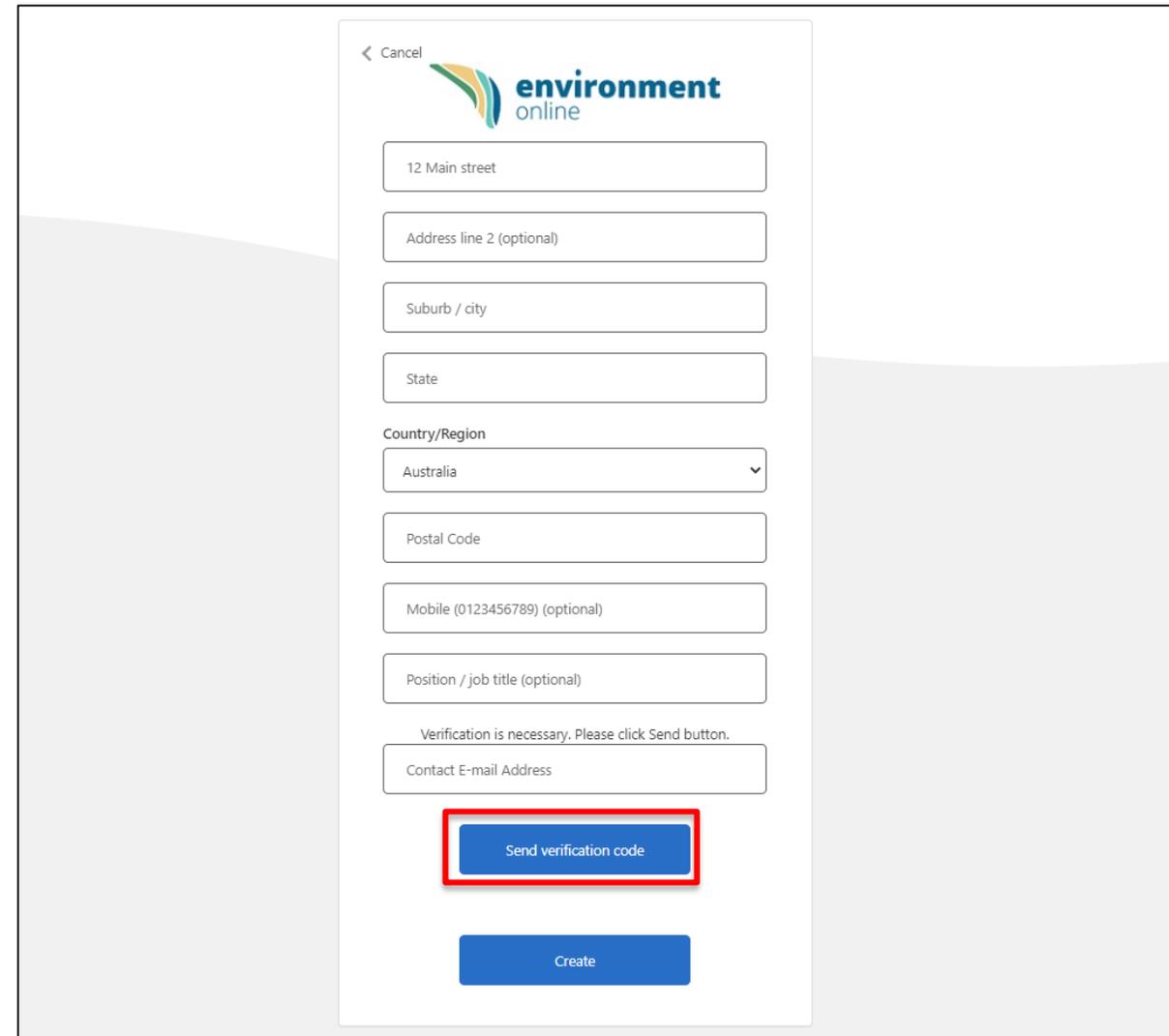
A screenshot of a mobile application interface for 'environment online'. At the top left, there is a back arrow and the text 'Cancel'. Below this is the 'environment online' logo. The main text reads: 'Please read and accept Environment Online's Terms of use which includes a Privacy Policy'. Below the text is a checkbox labeled 'I Agree', which is highlighted with a red rectangular box. At the bottom of the screen is a blue button labeled 'Continue', also highlighted with a red rectangular box.

# Representing an entity

Enter your contact details for Environment Online, including the email you wish to be contacted on. This email can be different to the one you use to log into your myGovID.

Click **Send verification code**.

An email will be sent to the email you entered with a verification code.



The screenshot shows a mobile-style registration form for Environment Online. At the top left is a back arrow and the word "Cancel". The Environment Online logo is at the top center. The form contains several input fields: "12 Main street", "Address line 2 (optional)", "Suburb / city", "State", "Country/Region" (a dropdown menu currently showing "Australia"), "Postal Code", "Mobile (0123456789) (optional)", and "Position / job title (optional)". Below these fields is a text box containing the message "Verification is necessary. Please click Send button." and another text box labeled "Contact E-mail Address". At the bottom of the form, there are two blue buttons: "Send verification code" (which is highlighted with a red rectangular border) and "Create".

\*This step is only for first time you log in

# Representing an entity



Open the email received from Department of Water and Environmental Regulation.

Copy or note the code and return to Environment Online.

Verify your email address

Thanks for verifying your account!

**Your code is: 692531**

Sincerely,  
*Department of Water and Environmental Regulation*

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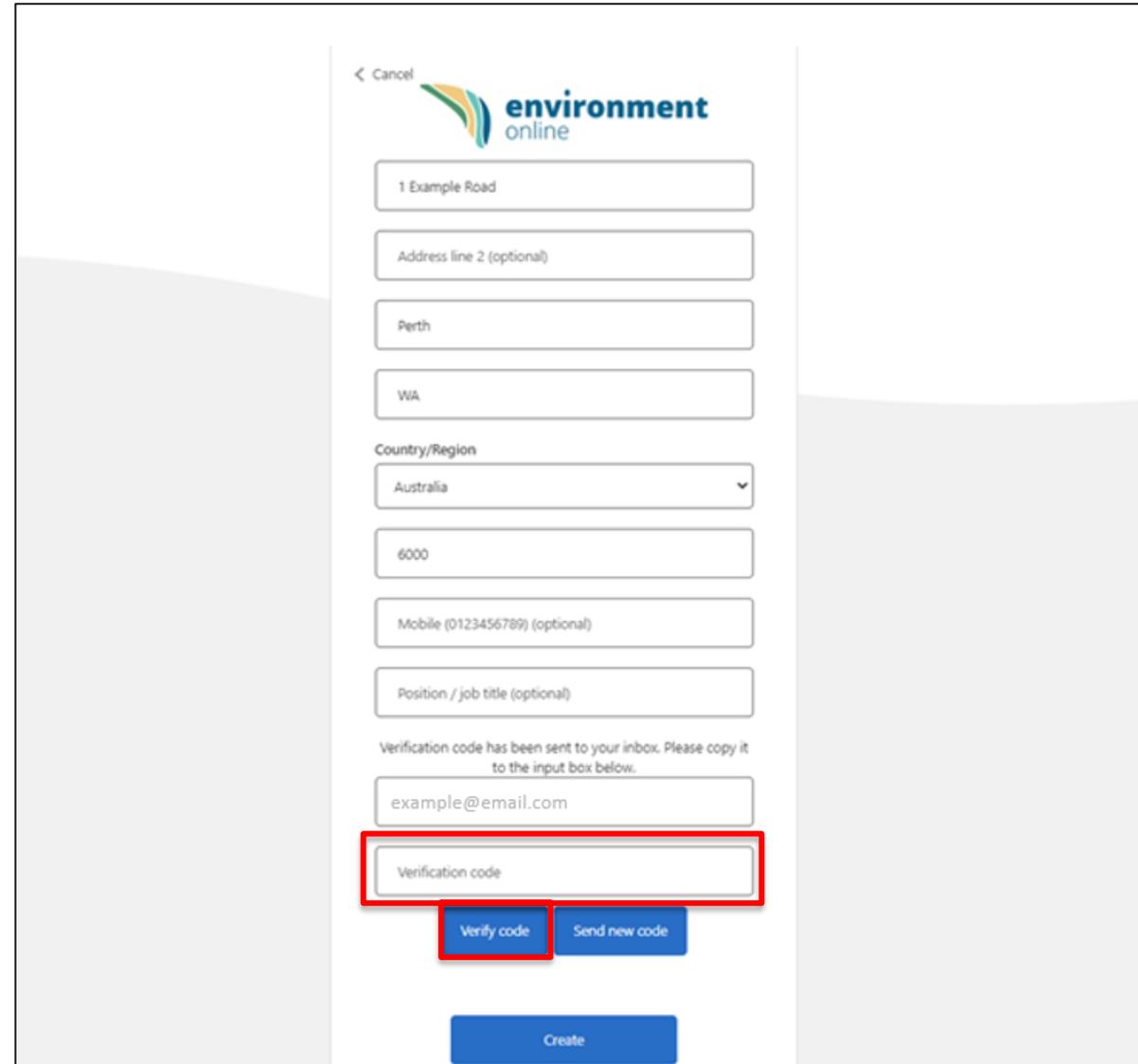
This message was sent from an unmonitored email address. Please do not reply to this message.



# Representing an entity

Enter the code in the **verification code box** and click **Verify code**

**Note:** Do not click the create button straight away as it takes a second or two for the code to be verified.



The screenshot shows a mobile registration form for 'environment online'. The form includes fields for address (1 Example Road), optional address line 2, city (Perth), state (WA), country/region (Australia), post code (6000), optional mobile number (0123456789), and optional position/job title. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below this is an email field containing 'example@email.com' and a 'Verification code' field, which is highlighted with a red border. At the bottom are three buttons: 'Verify code' (highlighted with a red border), 'Send new code', and 'Create'.

\*This step is only for first time you log in

# Representing an entity



Once the message changes to E-mail address verified, click Create

A screenshot of the 'environment online' registration form. The form is titled 'environment online' and includes a 'Cancel' link. The form fields are: '1 Example Road', 'Address line 2 (optional)', 'Perth', 'WA', 'Country/Region' (set to 'Australia'), and '6000'. There are also optional fields for 'Mobile (0123456789) (optional)' and 'Position / job title (optional)'. A red box highlights the message 'E-mail address verified. You can now continue.' Below the form are two buttons: 'Change e-mail' and 'Create'. The 'Create' button is also highlighted with a red box.

\*This step is only for first time you log in

# Representing an entity



You are now logged into Environment Online.

The screenshot shows the 'My environment' dashboard. At the top left is the 'environment online' logo. The top right navigation bar includes 'Home', 'My environment', 'Interactive map', and 'Get involved'. The main heading is 'My environment'. Below this is a 'Welcome,' section with a table of user details. To the right are four action buttons: 'Make an enquiry', 'New application', 'Update profile', and 'New proposal'.

ROLE	EMAIL	PHONE
EO/ServiceAdministrator		

PARTY	ABN	ACN
	N/A	N/A

# EO Support



## Get Started Guide

Information about Environment Online including an overview of how to set up and log in to EO, and answers to frequently asked questions.

[Environment Online - Get started](#)



## Guidance Materials

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



## Contact EO Support for

- Technical faults
- System issues or bugs
- WARAM access requests
- Microsoft Work Account login access
- Content updates
- Functionality enquiries
- Feedback



## Submit an online enquiry

via [Environment Online](#)

Use the 'Enquire Online' button anytime. We will respond during office hours



## Call us

Phone: 1800 161 176

Between 8.30am – 5pm Monday to Friday,  
or leave a message after hours