

# 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](#).

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# Log in overview



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

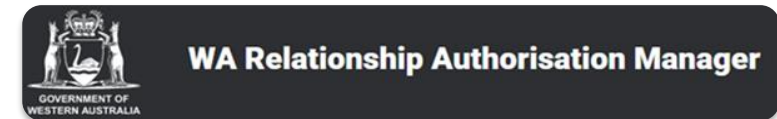


The WA Government is using the Australian Government Digital Identity System to verify users for some services, including Environment Online (EO).

[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.

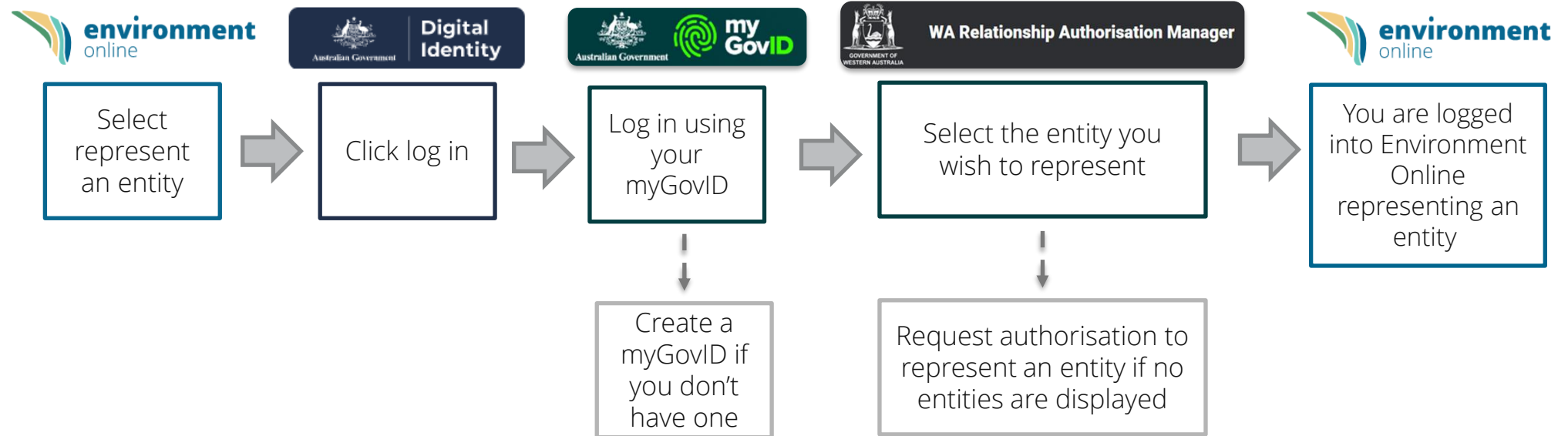
# Log in Process



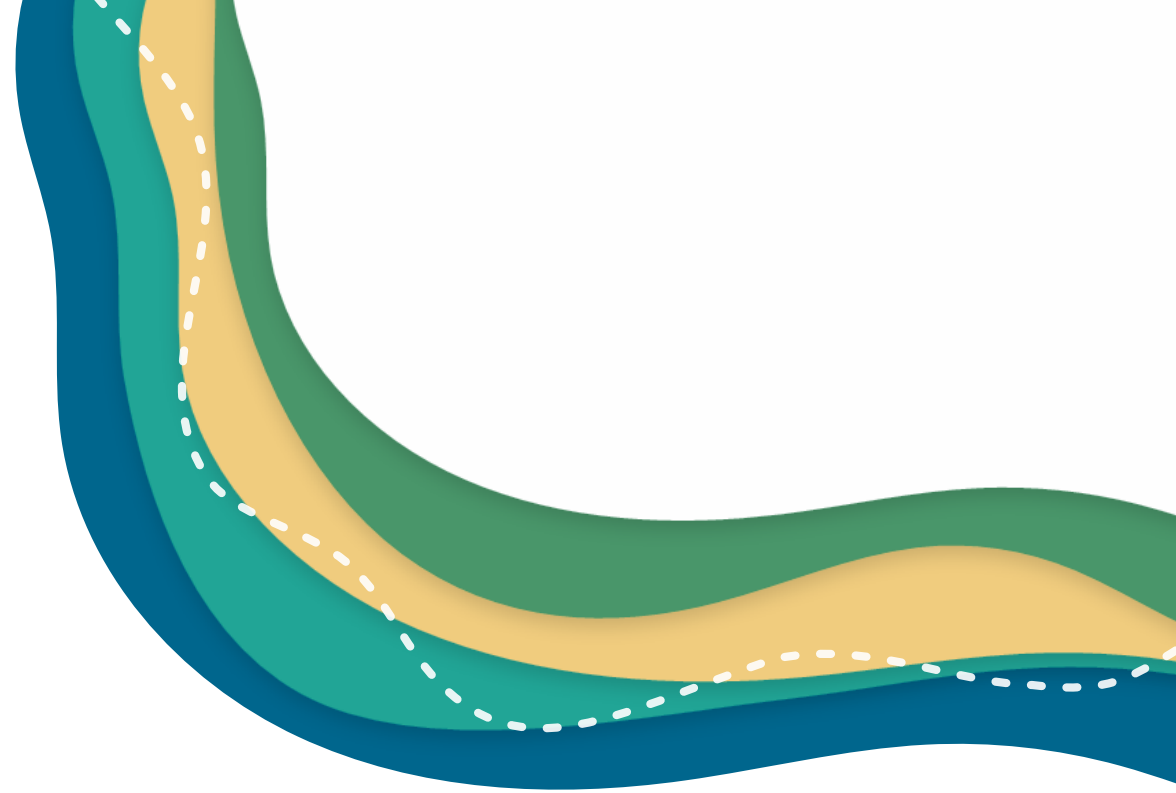
The diagram below shows the interactions of the different systems used to log into EO. You are automatically moved through each step of this process.

## 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' web interface. At the top, there is a dark header with the Government of Western Australia crest on the left and the title 'WA Relationship Authorisation Manager' in white. Below the header, the main content area has a light grey background with the heading 'Select an entity'. A red vertical bar is on the left side of the content area. A message box with a red 'i' icon states: 'You have no current authority to act on behalf of a business or a person.' Below this, it says 'To obtain authorisation to act on behalf of' followed by two bullet points: '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' and 'a person, contact the person to arrange for them to invite you to act on their behalf'. The text 'WA Relationship Authorisation Manager' in the first bullet point is highlighted with a red rectangular box. Below the bullet points, it says 'Alternatively please contact us for assistance.' At the bottom left of the interface, there is a black button with the word 'Continue' in white, which is crossed out with a large red 'X'.

# 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

Cancel

### Sign in with your email

Email

Password

☐ Show password

Sign in

[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.

The screenshot shows the 'Government of Western Australia Identity Exchange' login page. At the top is a dark header with the government crest and the text 'Government of Western Australia Identity Exchange'. Below the header, the page is titled 'Log in' with the instruction 'Please log in or register using one of the following options:'. There are three login options presented in boxes. The first box is for 'Facebook', with the text 'You can use your Facebook account to access non-transactional services.' and a 'Log in >' button that has a large red 'X' over it. The second box is for 'Google', with the text 'You can use your Google account to access non-transactional services.' and a 'Log in >' button also with a large red 'X' over it. The third box is for 'Digital Identity', with the text 'Your Digital Identity (such as myGovID) is a safe, secure and convenient way to prove and reuse your identity online.' and a 'Log in >' button that is highlighted with a red rectangular border. At the bottom of the page is a 'Cancel' button.

# 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.

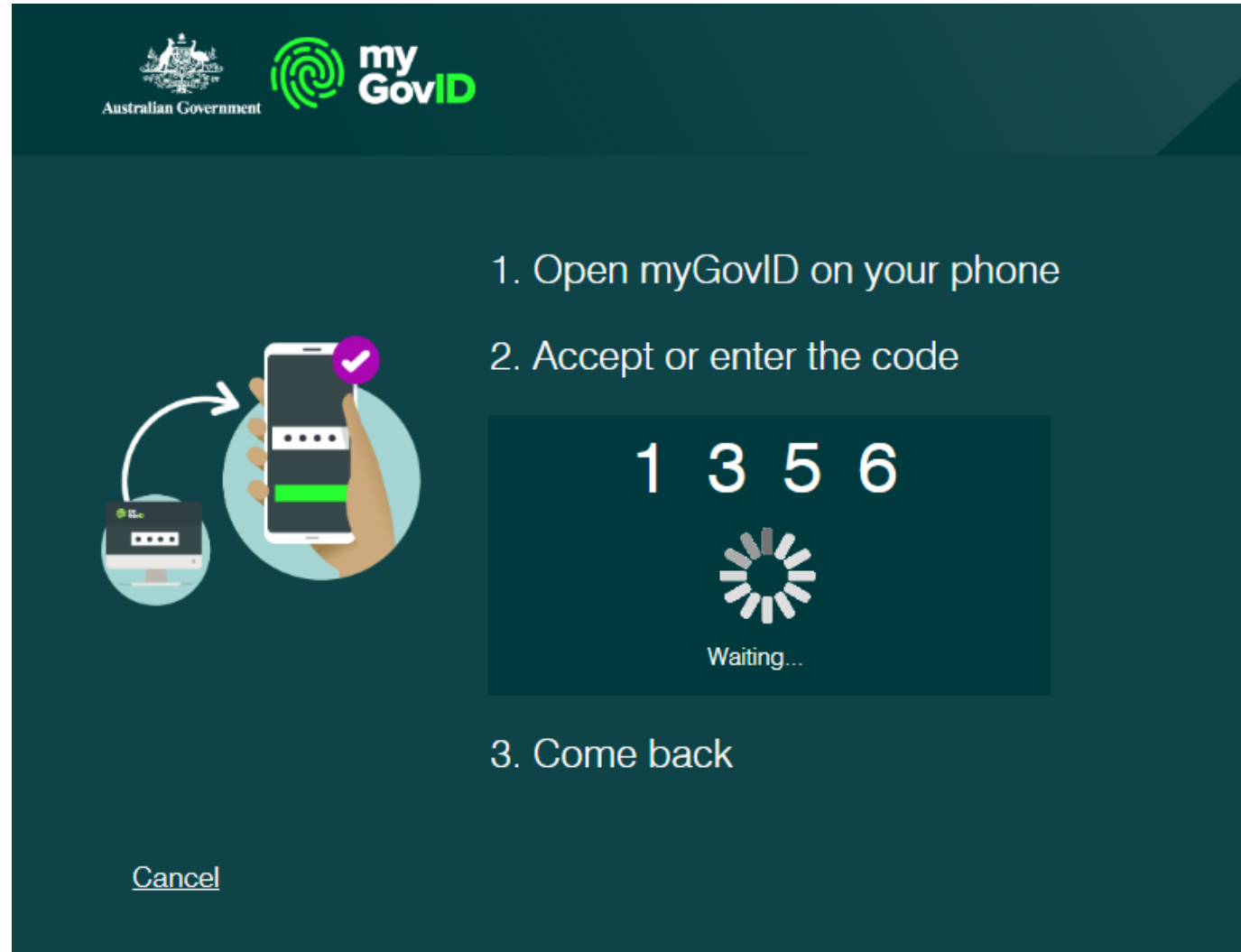
The image shows a screenshot of the myGovID login interface. At the top, there are logos for the Australian Government and myGovID. The main heading is 'Get the myGovID app', followed by instructions to prove identity and download the app. Below this are buttons for the App Store and Google Play. A large green fingerprint icon is shown next to a list of steps: 'What's next?' followed by '1. Download the app', '2. Prove who you are', and '3. Come back and login'. The second section is 'Already have the myGovID app?', with instructions to login with the myGovID email. This section contains a text input field labeled 'myGovID email' and a green 'Login' button, both of which are highlighted with a red rectangular border. 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.



Australian Government myGovID

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

1 3 5 6

Waiting...

3. Come back

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
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**.



GOVERNMENT OF  
WESTERN AUSTRALIA

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

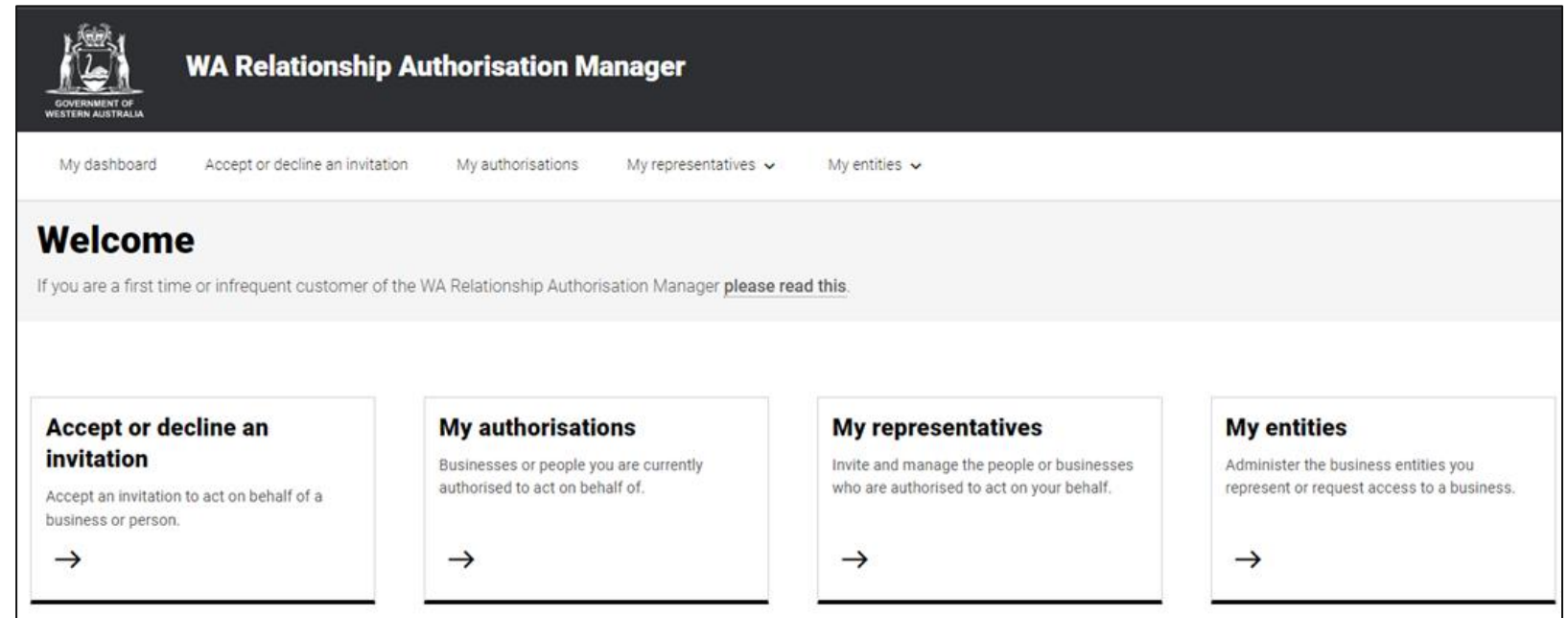
# Representing an entity – no authorisation



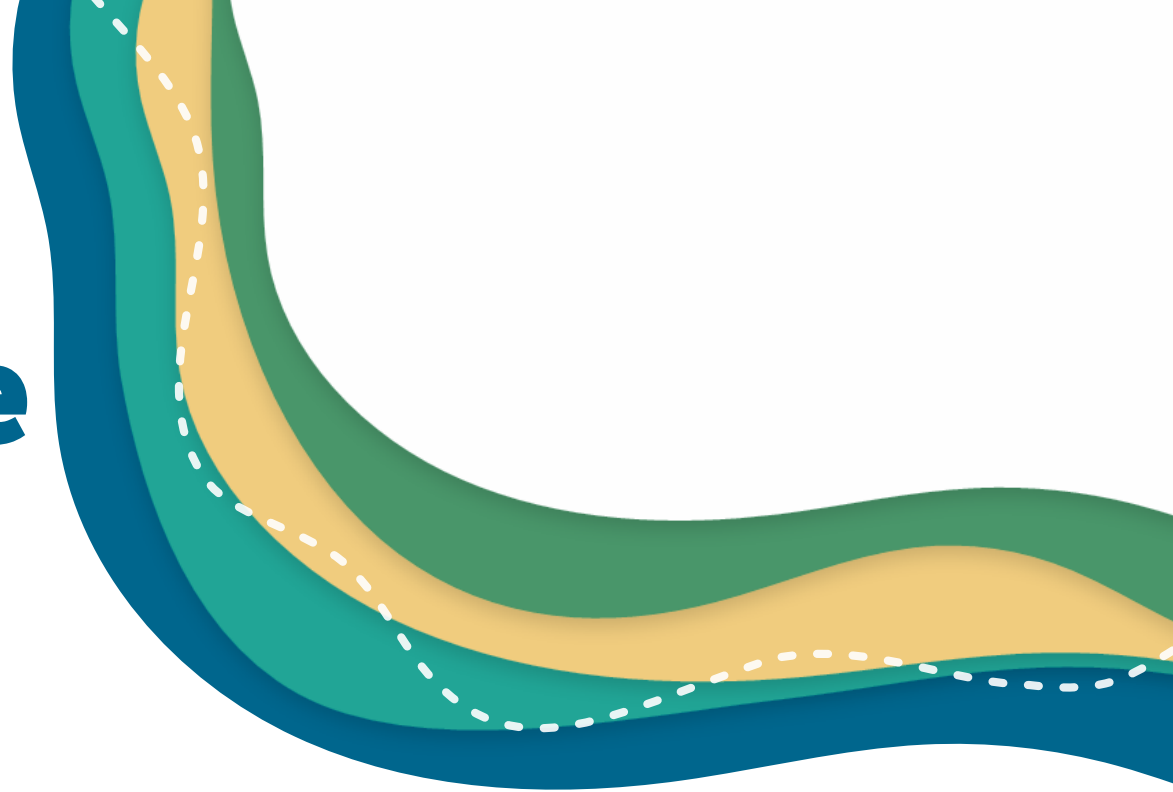
You are now logged into the WARAM and can request authorisation to act on behalf of an entity.

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.




# **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



HomeInteractive mapGet involved ▾GuidanceLogin


## 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

HomeInteractive mapGet involvedGuidanceLogin

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.](#)

X

# 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

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# Representing an entity




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



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

### Log in

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



**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**


### 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



Click on **Select myGovID**


 **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.

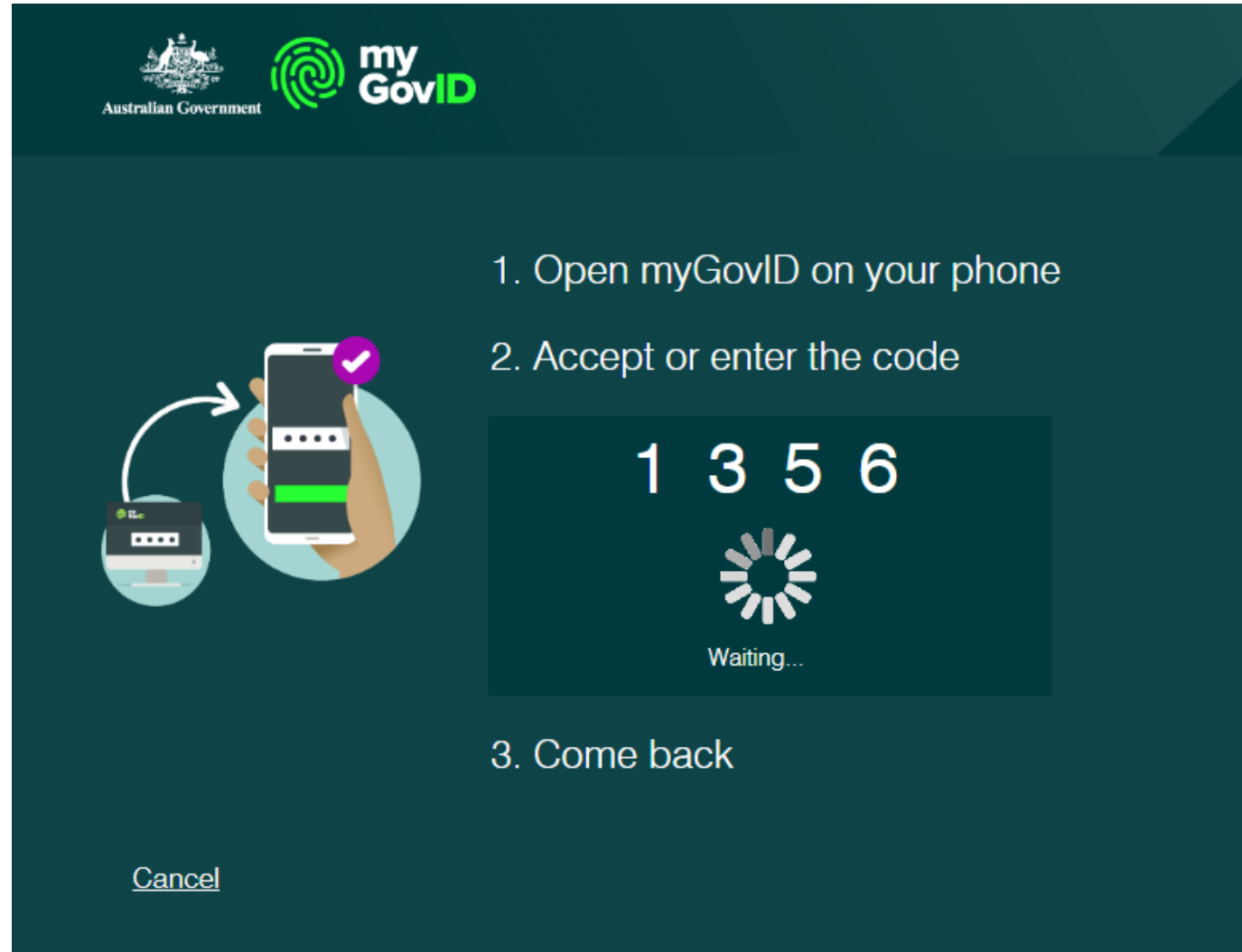
You will always enter the email associated with your myGovID to log in on this page. This may be different to your contact email in EO.

The image shows a screenshot of the myGovID login interface. At the top, there are logos for the Australian Government and myGovID. The main heading is 'Get the myGovID app', followed by instructions to prove identity and download the app. Below this are buttons for the App Store and Google Play. A large green fingerprint icon is shown next to a list of steps: 'What's next?' followed by '1. Download the app', '2. Prove who you are', and '3. Come back and login'. The second section is 'Already have the myGovID app?', with instructions to login with the myGovID email. This section contains a text input field labeled 'myGovID email' and a green 'Login' button, both highlighted with a red border. 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.'

# 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 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



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 ^
Family name:
Given name(s):
Date of birth:
Email:

Cancel

Consent

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

# 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.

This screenshot shows the 'WA Relationship Authorisation Manager' interface. At the top, there is a header with the Government of Western Australia logo, the title 'WA Relationship Authorisation Manager', and links for 'Accessibility' and 'Contact us'. Below the header is a section titled 'Select an entity' with the instruction 'Select the entity, i.e. person or business, you will be acting on behalf of'. A table displays one entity: 'Service Administrator' with an 'End Date' of 'None' and an 'Action' column containing a vertical ellipsis. Below the table is a link 'Can't find the entity you're looking for?' and a 'Continue' button at the bottom.

## 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](#)

This screenshot shows the 'WA Relationship Authorisation Manager' interface with an error message. The header is identical to the previous screenshot. The 'Select an entity' section contains an information icon (i) and a message: 'You have no current authority to act on behalf of a business or a person.' It then provides instructions on how to obtain authorisation, listing two bullet points: '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' and 'a person, contact the person to arrange for them to invite you to act on their behalf'. It also includes a link to 'contact us' for assistance. A 'Continue' button is at the bottom.




# 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

[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="checkbox"/>	Service Administrator	None	<div></div>

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](#)

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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**



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](#).

Cancel

Consent

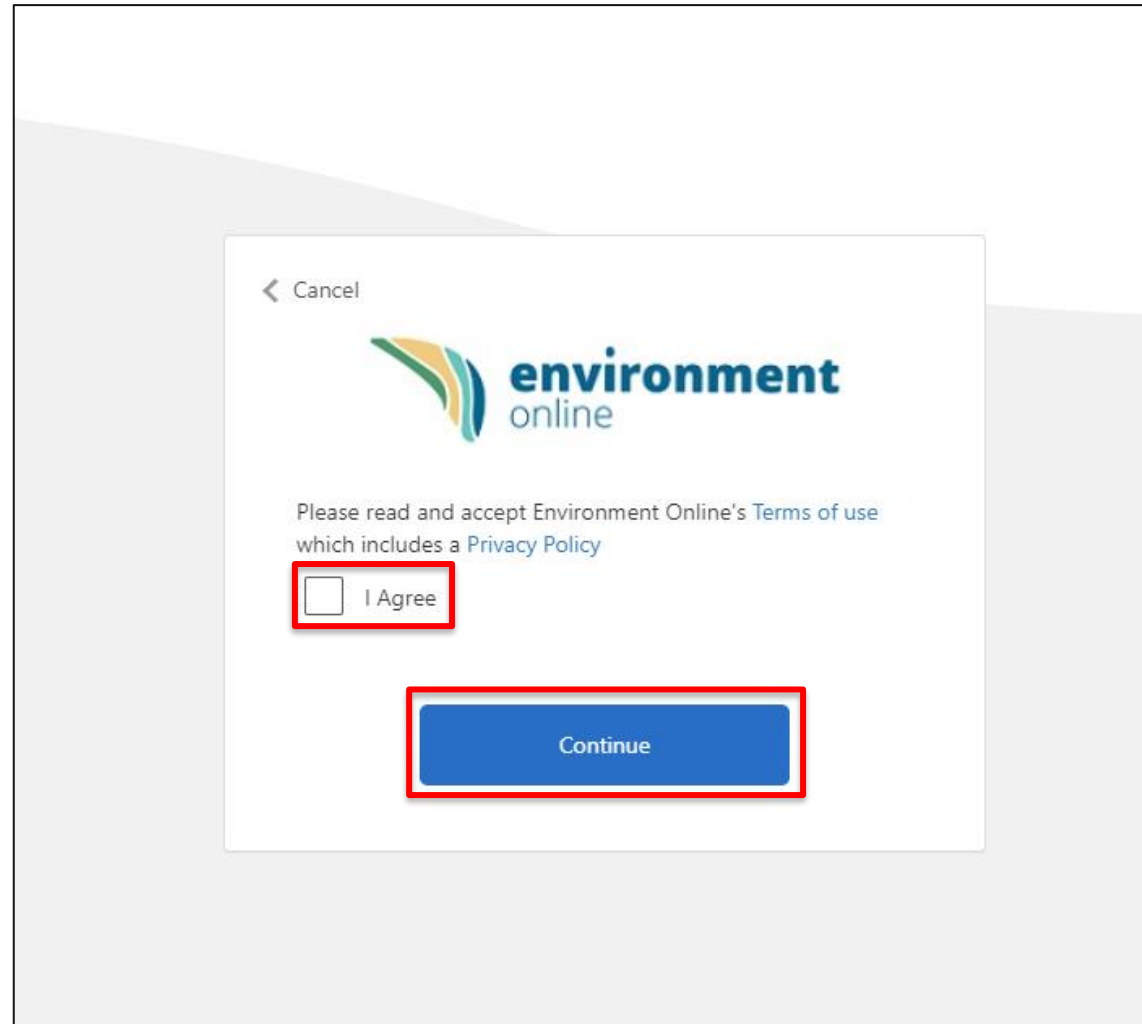
### Acknowledgement of Country

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**



< Cancel

 **environment**  
online

Please read and accept Environment Online's [Terms of use](#) which includes a [Privacy Policy](#)

☐ I Agree

Continue

# 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.

A screenshot of the 'environment online' contact details form. The form is white with a blue header containing the 'environment online' logo and a 'Cancel' link. The form fields are: '12 Main street', 'Address line 2 (optional)', 'Suburb / city', 'State', 'Country/Region' (a dropdown menu showing 'Australia'), 'Postal Code', 'Mobile (0123456789) (optional)', and 'Position / job title (optional)'. Below these fields is a text box with the message 'Verification is necessary. Please click Send button.' and a field for 'Contact E-mail Address'. At the bottom of the form are two buttons: 'Send verification code' (highlighted with a red border) and 'Create'.

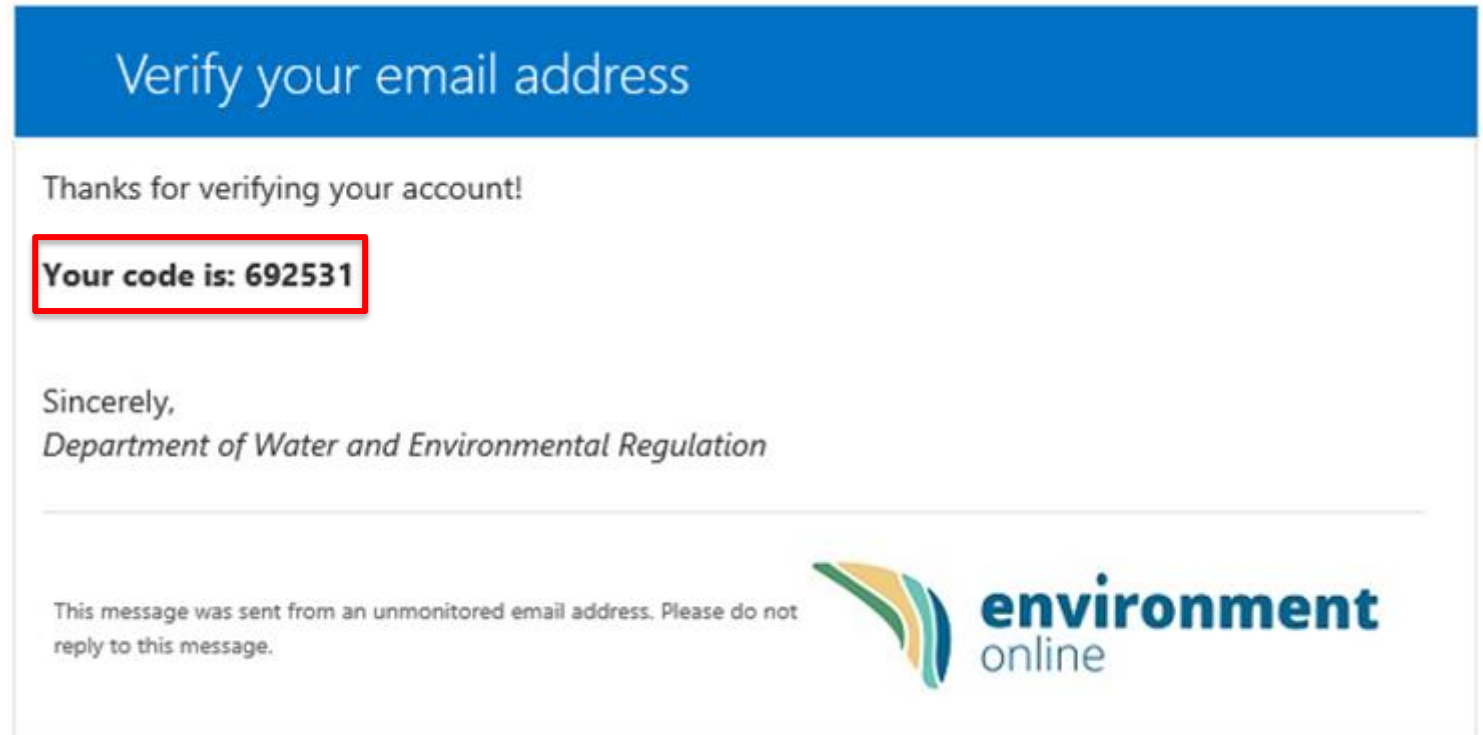
\*This step is only for first time you log in

# Representing an entity



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

Copy or note the code and return to Environment Online.



# 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.

A screenshot of the 'environment online' registration form. The form is titled 'environment online' at the top. It contains several input fields: '1 Example Road', 'Address line 2 (optional)', 'Perth', 'WA', 'Country/Region' (a dropdown menu showing 'Australia'), '6000', 'Mobile (0123456789) (optional)', and 'Position / job title (optional)'. Below these fields is a message: 'Verification code has been sent to your inbox. Please copy it to the input box below.' followed by an email address 'example@email.com'. A red rectangle highlights the 'Verification code' input field. Below this field are two buttons: 'Verify code' (highlighted with a red rectangle) and 'Send new code'. At the bottom of the form is a large blue 'Create' button.

\*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 white with a blue border. At the top left is a '< Cancel' link. The 'environment online' logo is at the top right. The form contains several input fields: '1 Example Road', 'Address line 2 (optional)', 'Perth', 'WA', 'Country/Region' (a dropdown menu showing 'Australia'), '6000', 'Mobile (0123456789) (optional)', and 'Position / job title (optional)'. Below these fields is a red-bordered box containing the text 'E-mail address verified. You can now continue.'. At the bottom of the form are two blue buttons: 'Change e-mail' and 'Create'. The 'Create' button is also highlighted with a red border.

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

# Representing an entity



You are now logged into Environment Online.




HomeMy environmentInteractive mapGet involved

# My environment


## Welcome,

ROLE	EMAIL	PHONE
EO/ServiceAdministrator		


PARTY	ABN	ACN
	N/A	N/A




Make an enquiry



New application



Update profile



New proposal

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# 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