Environment Online User Guide

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

Current as published on March 2024

Government of Western Australia
Department of Water and Environmental Regulation

Contents

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.

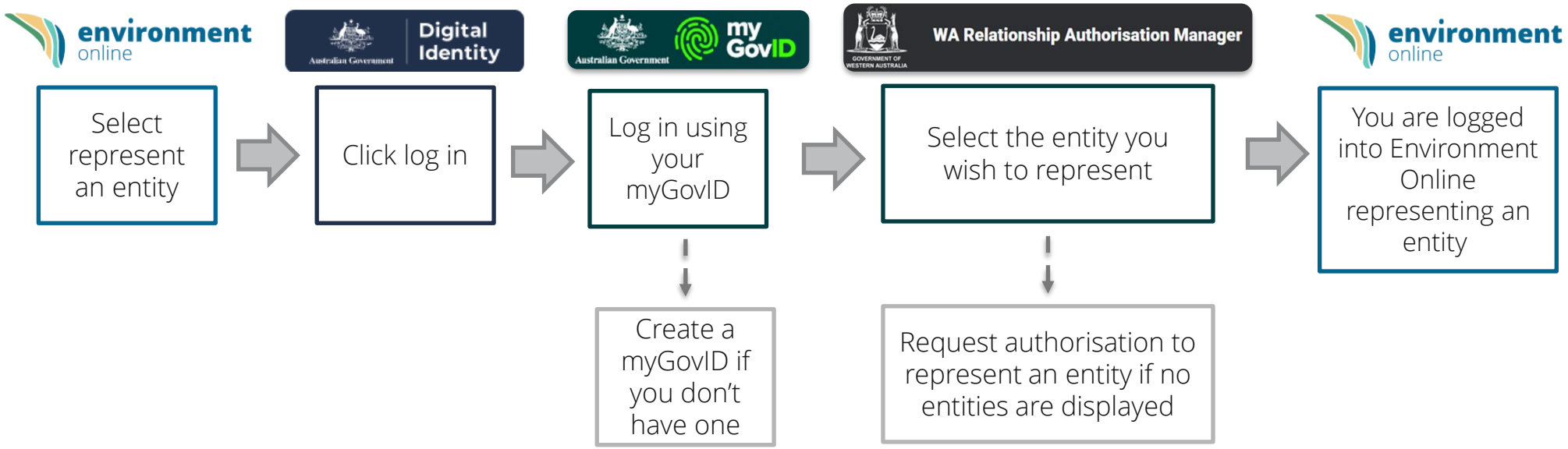
Log in Process

The diagram below shows the interactions of the different systems used to log into EO. You are automatically moved though 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

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No entity is displayed

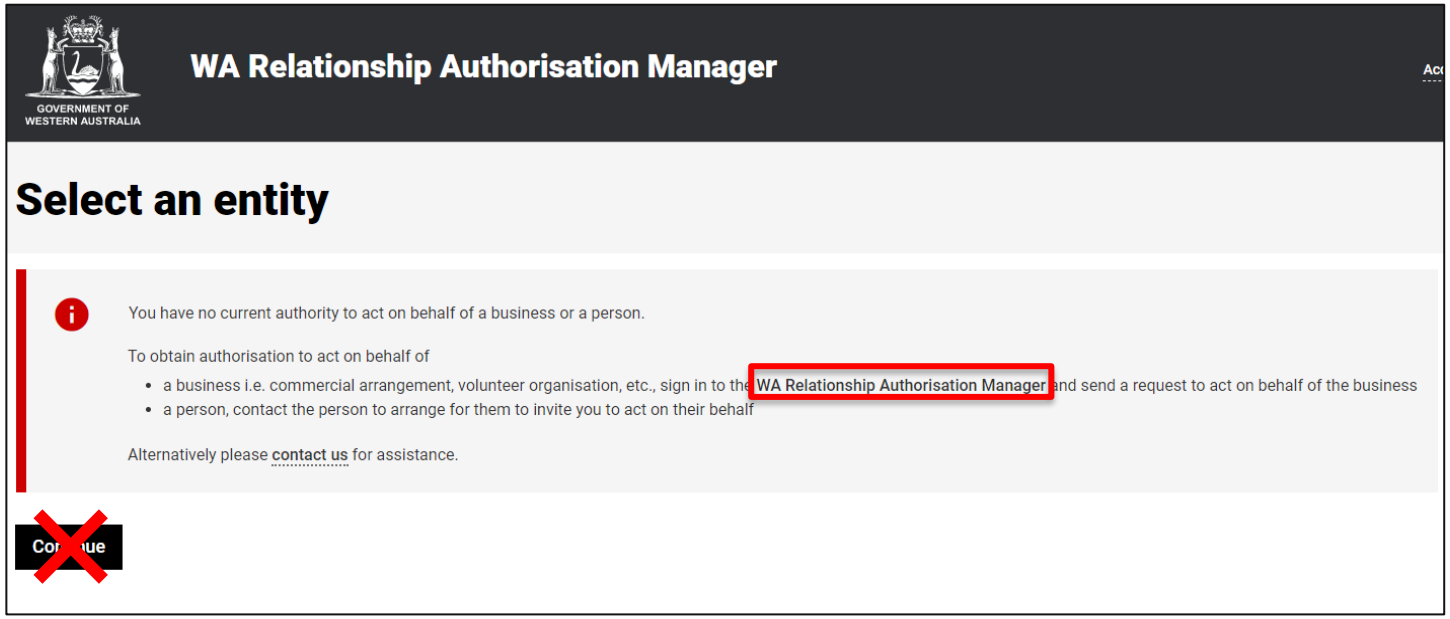
If no entities are displayed it means that you do not have an authorisation in the WA Relationship Authorisation Manager (WARAM) to act on behalf of an entity in Environment Online.

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.

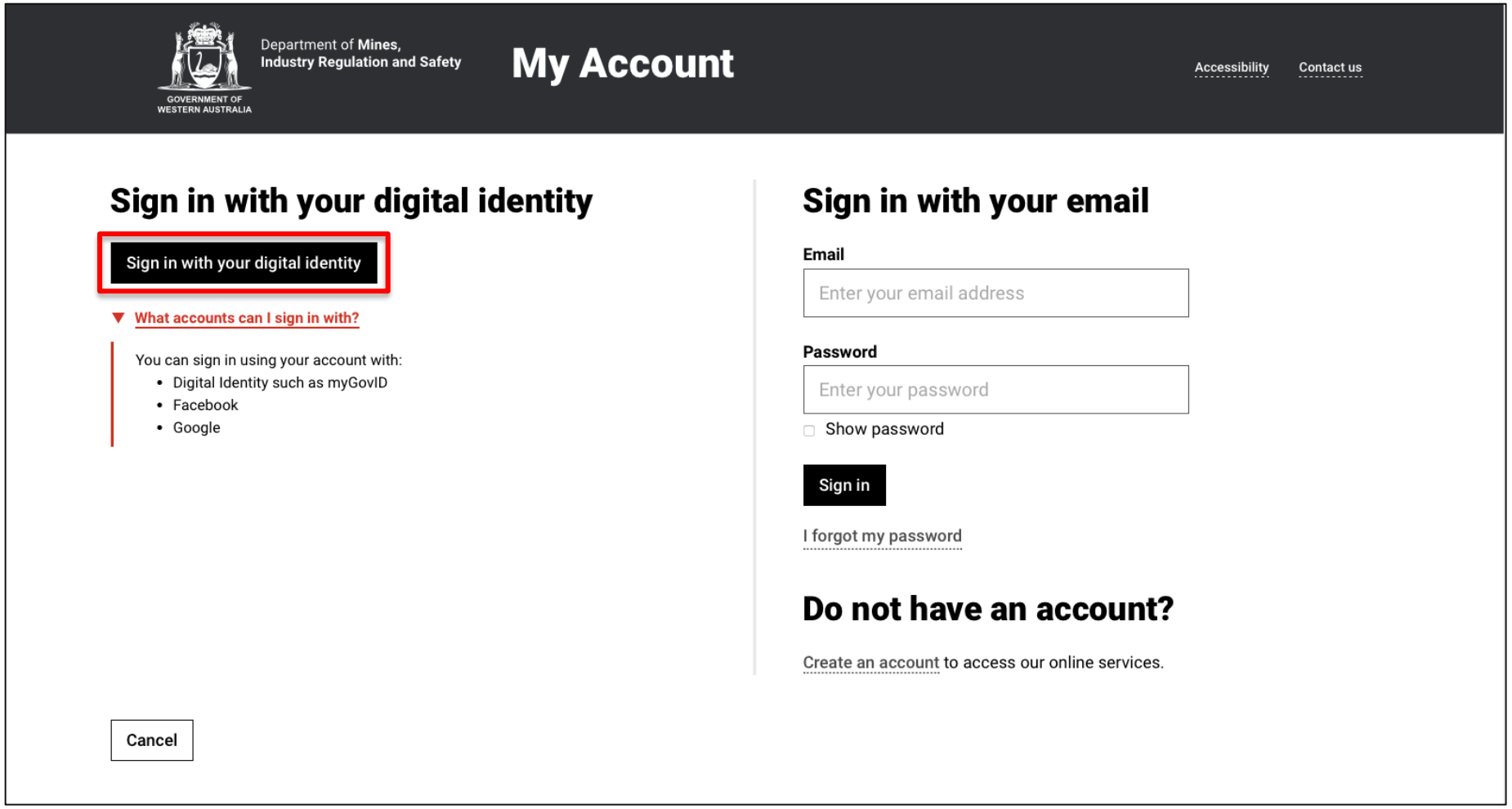
Note: If there are no Service Administrators for your business please Contact Us - Environment Online



Representing an entity – no authorisation

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

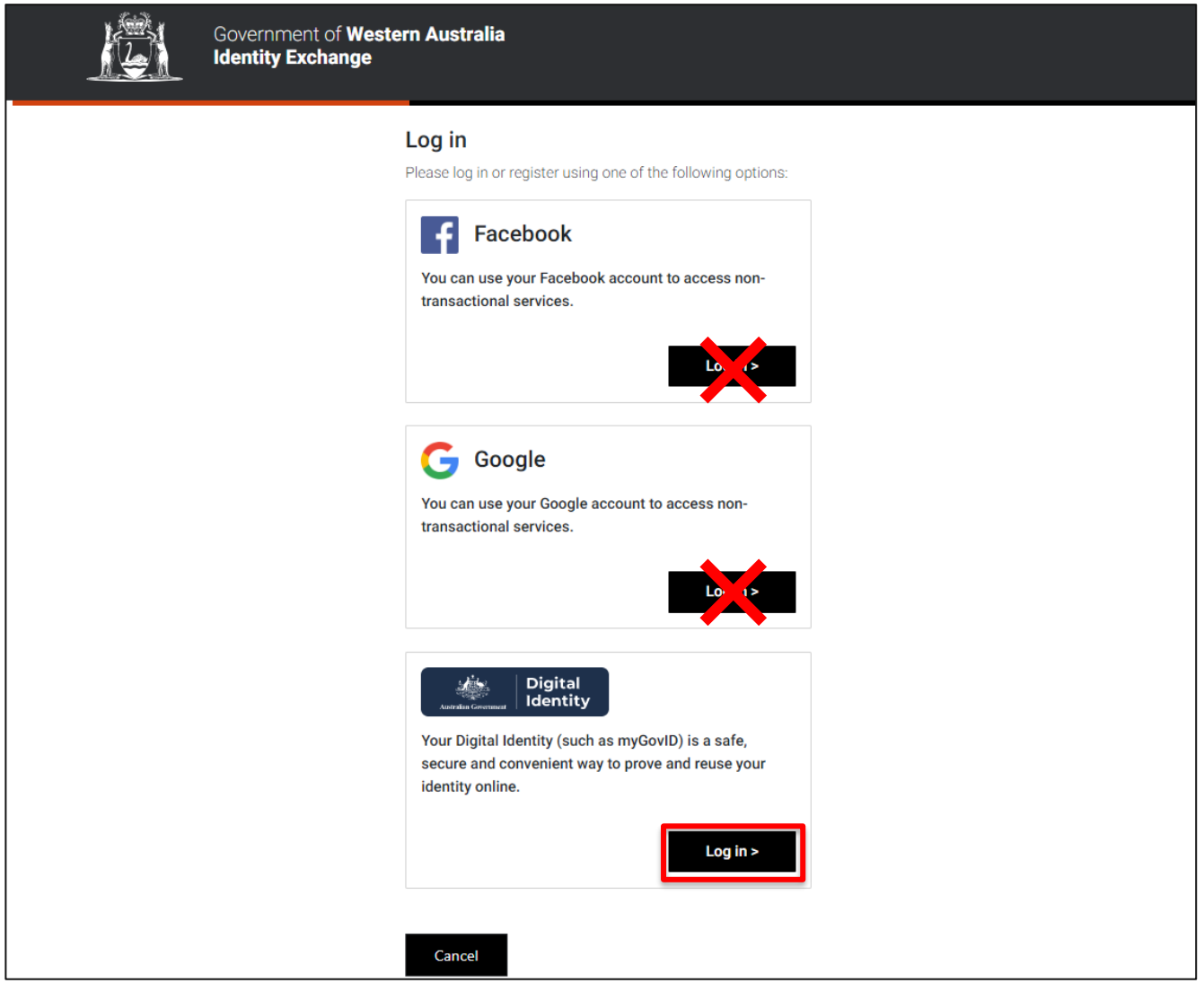
Note: do not select any other option otherwise you will not be able to request access to Environment Online.



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.



Representing an entity – no authorisation

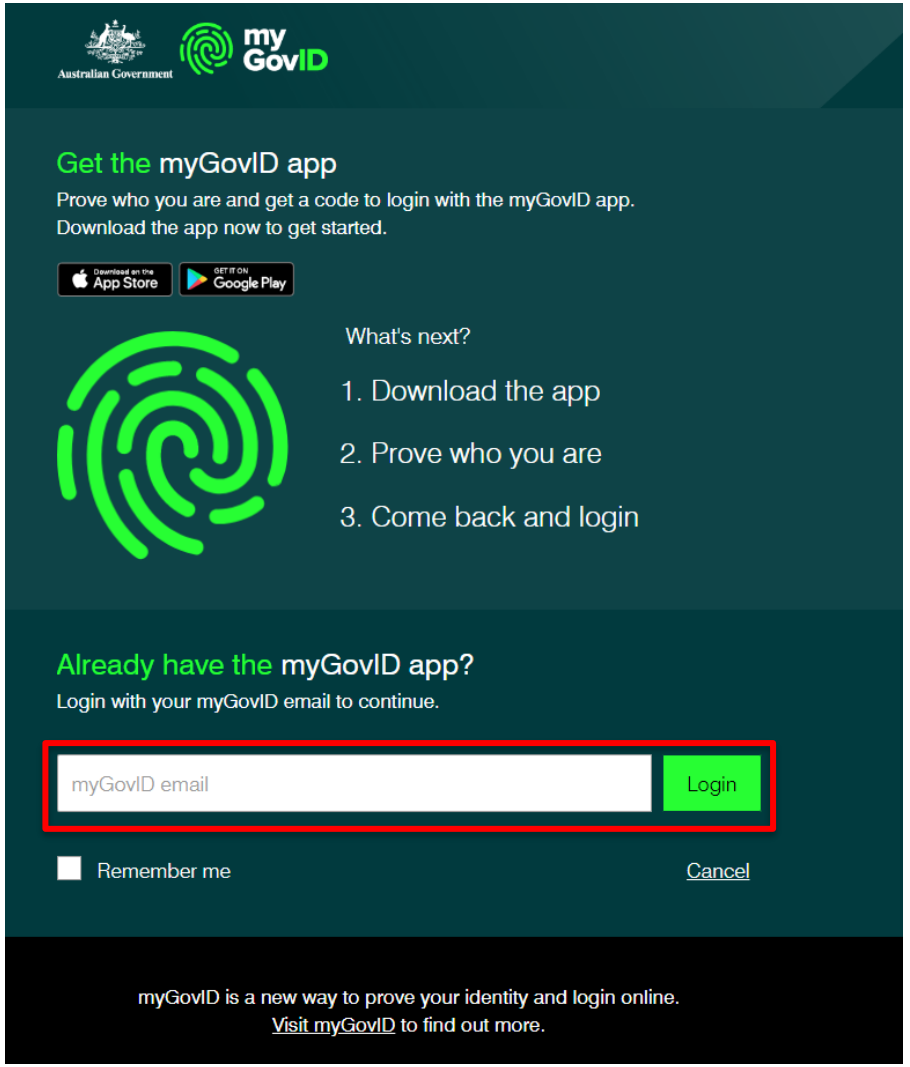
If you already have a myGovID, **enter the email address associated with your ID** and click **Login**

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.

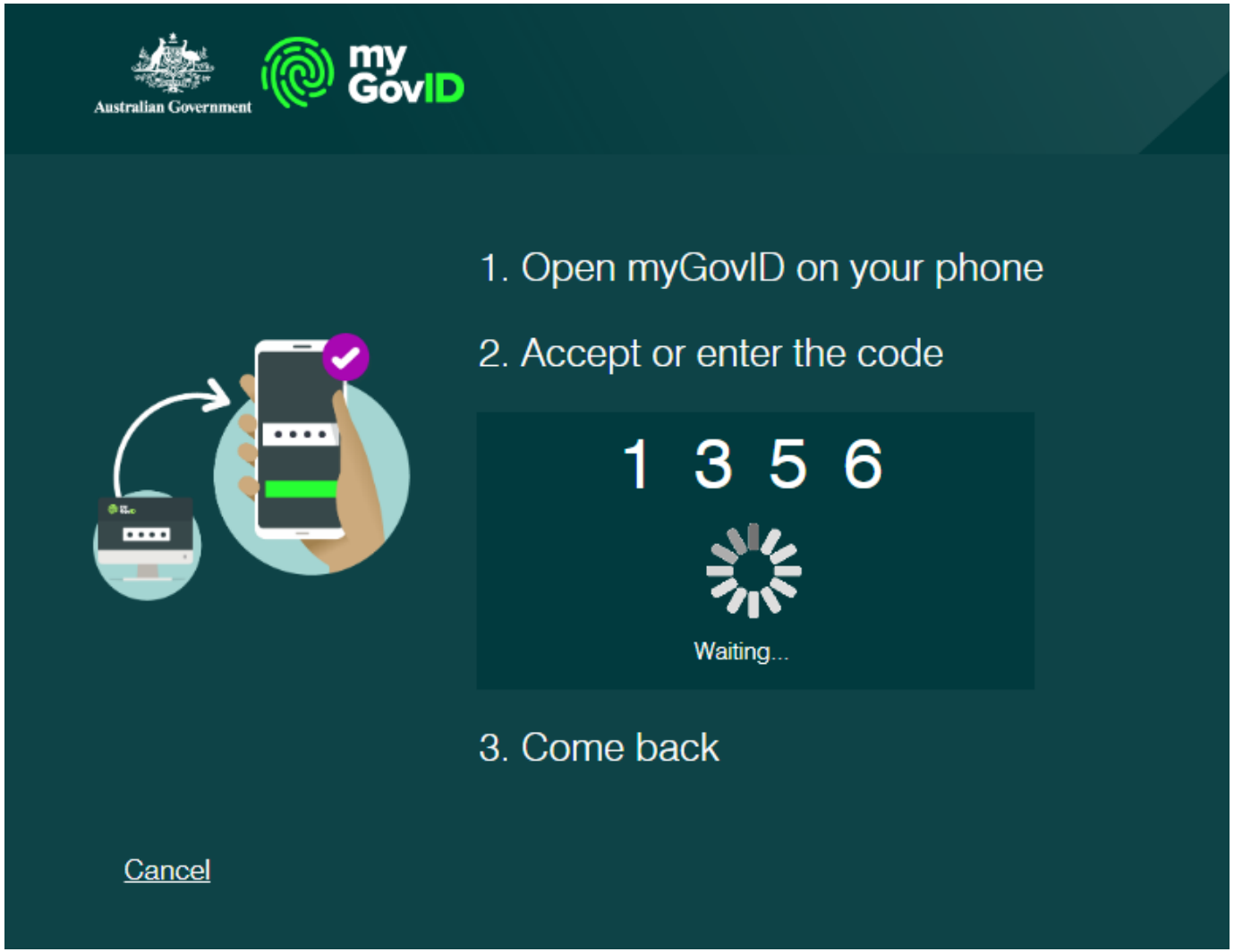


*This step is only for first time you log in

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.

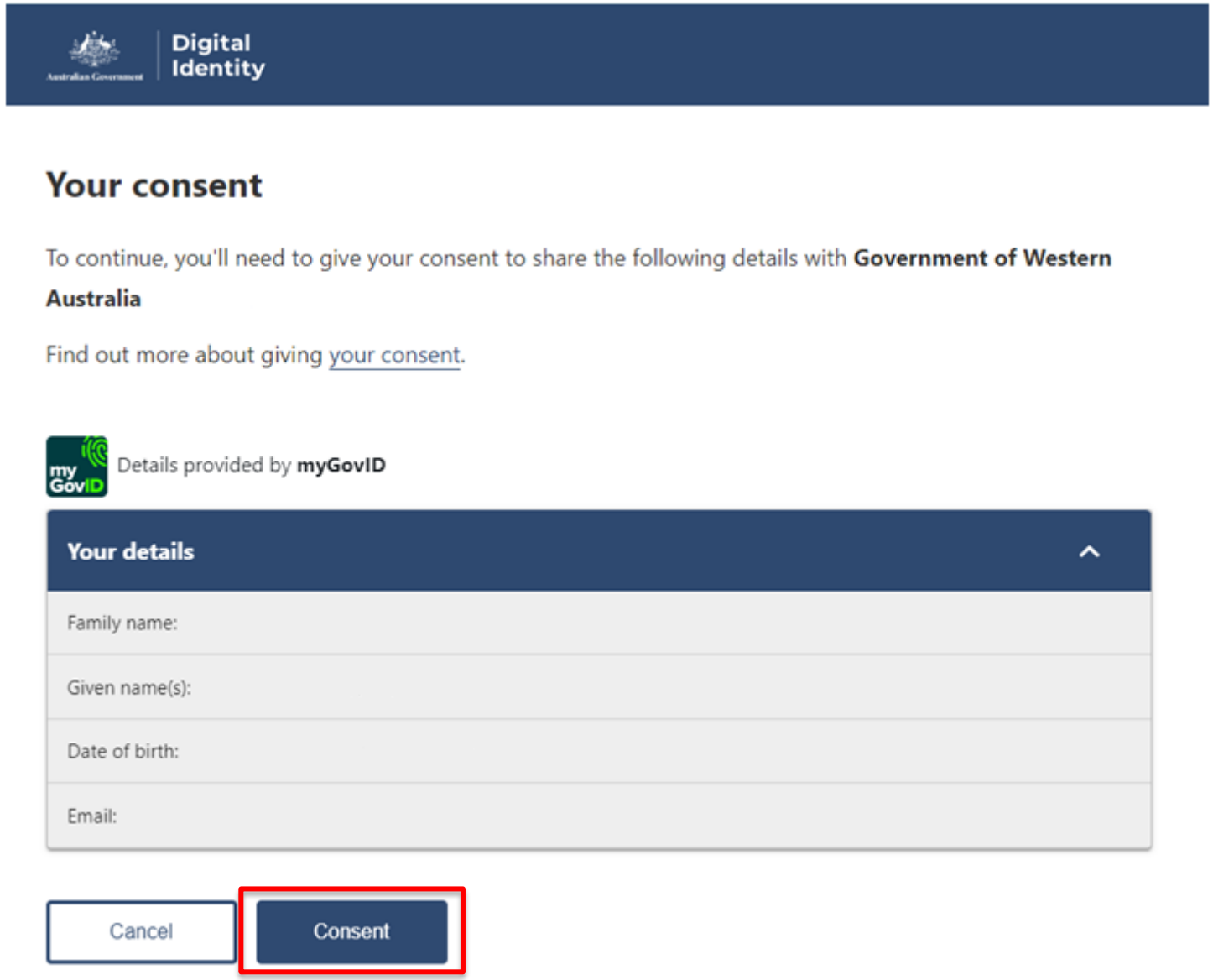


Representing an entity – no authorisation

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**

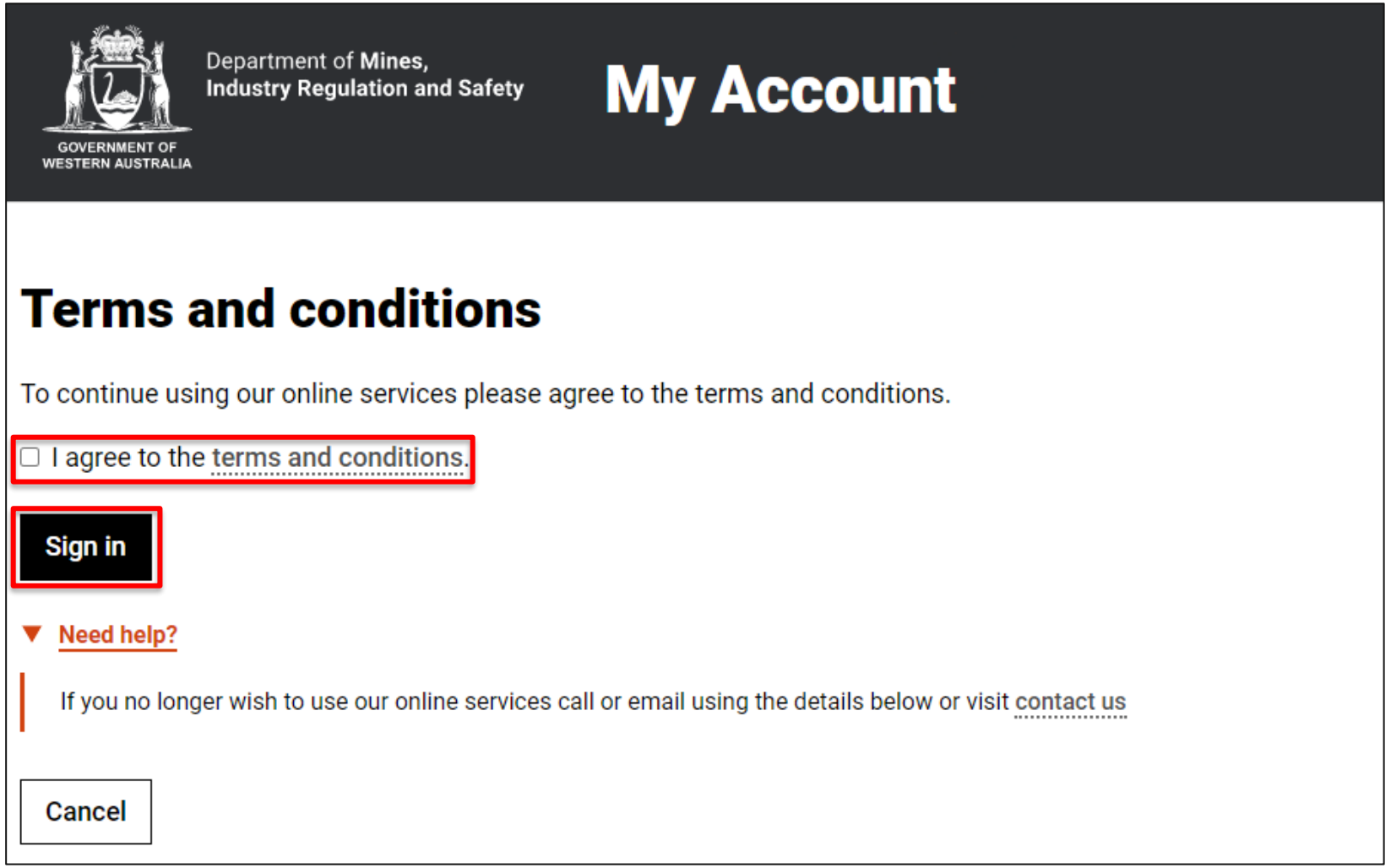


*This step is only for first time you log in

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.**

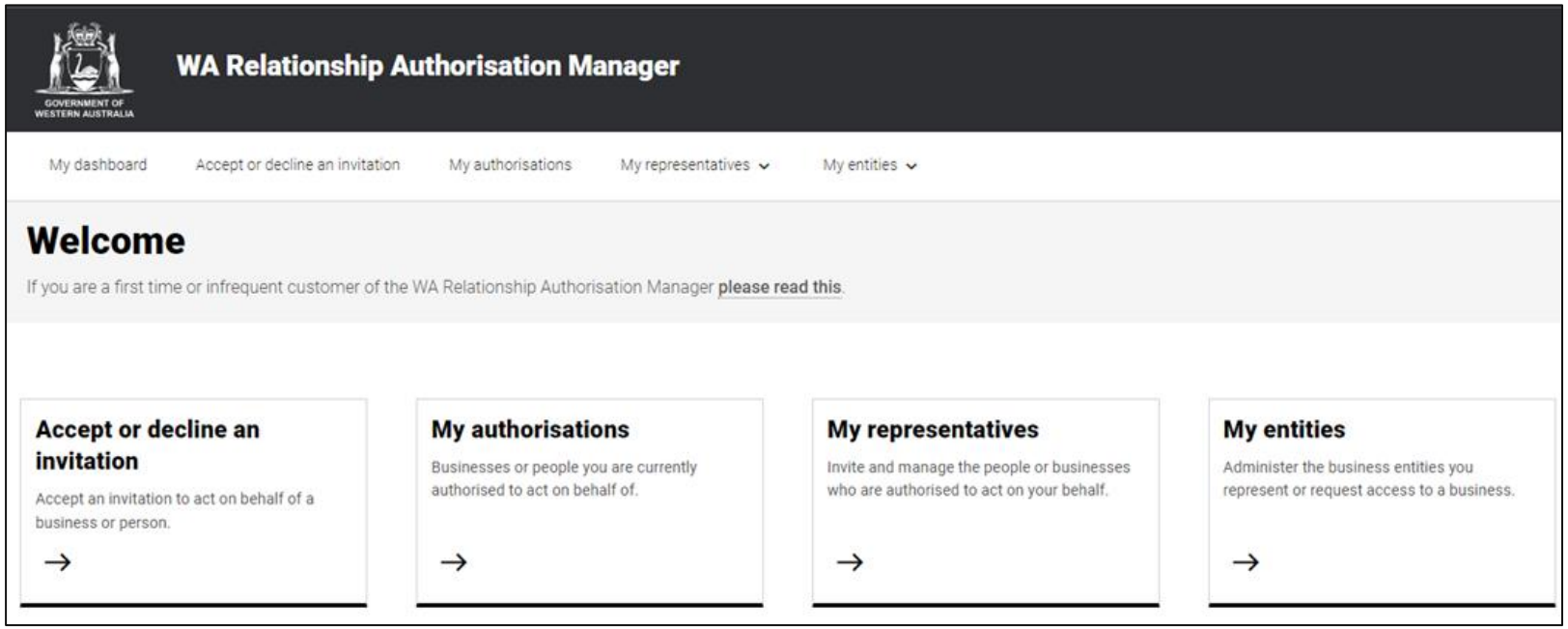


Representing an entity – no authorisation

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.

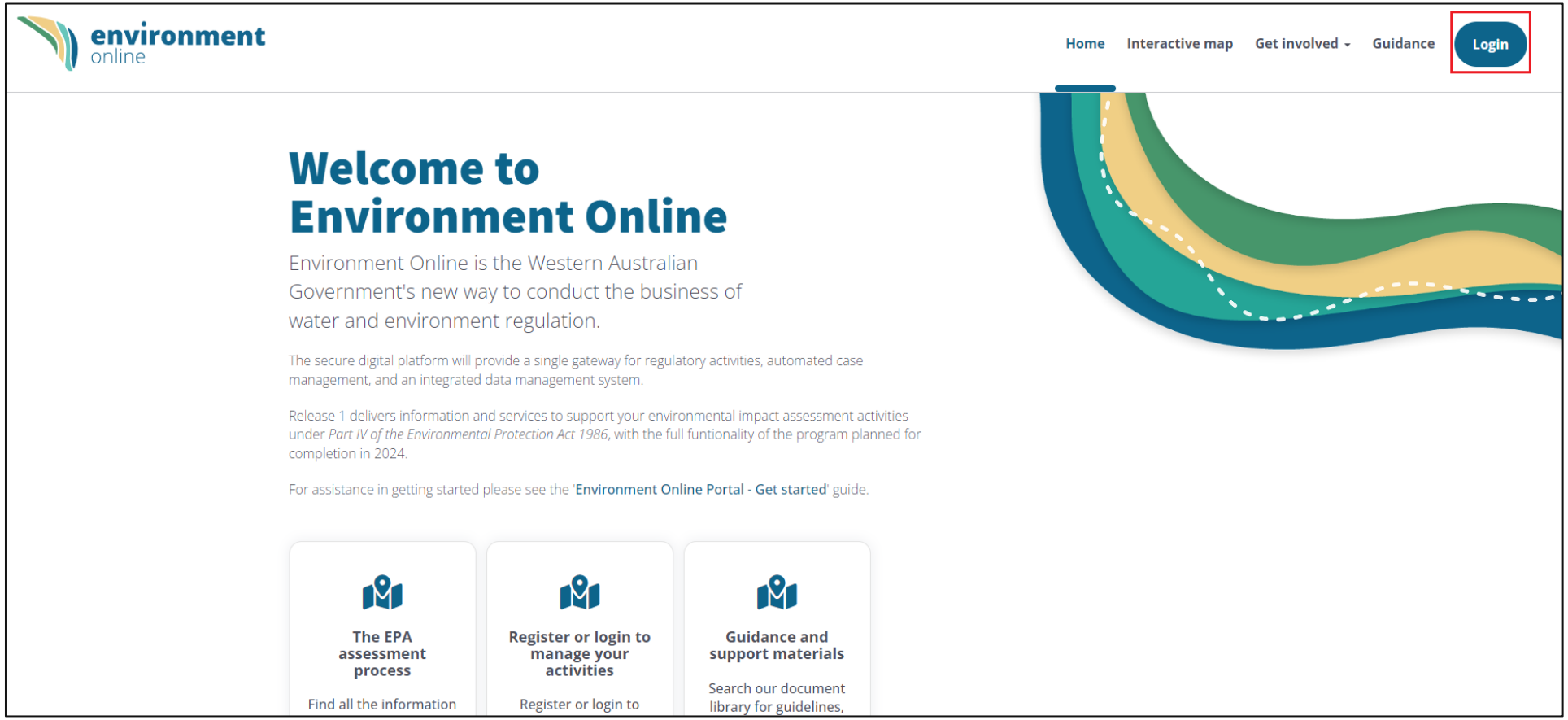


Steps to log into Environment Online

if you already have authorisation in the WARAM

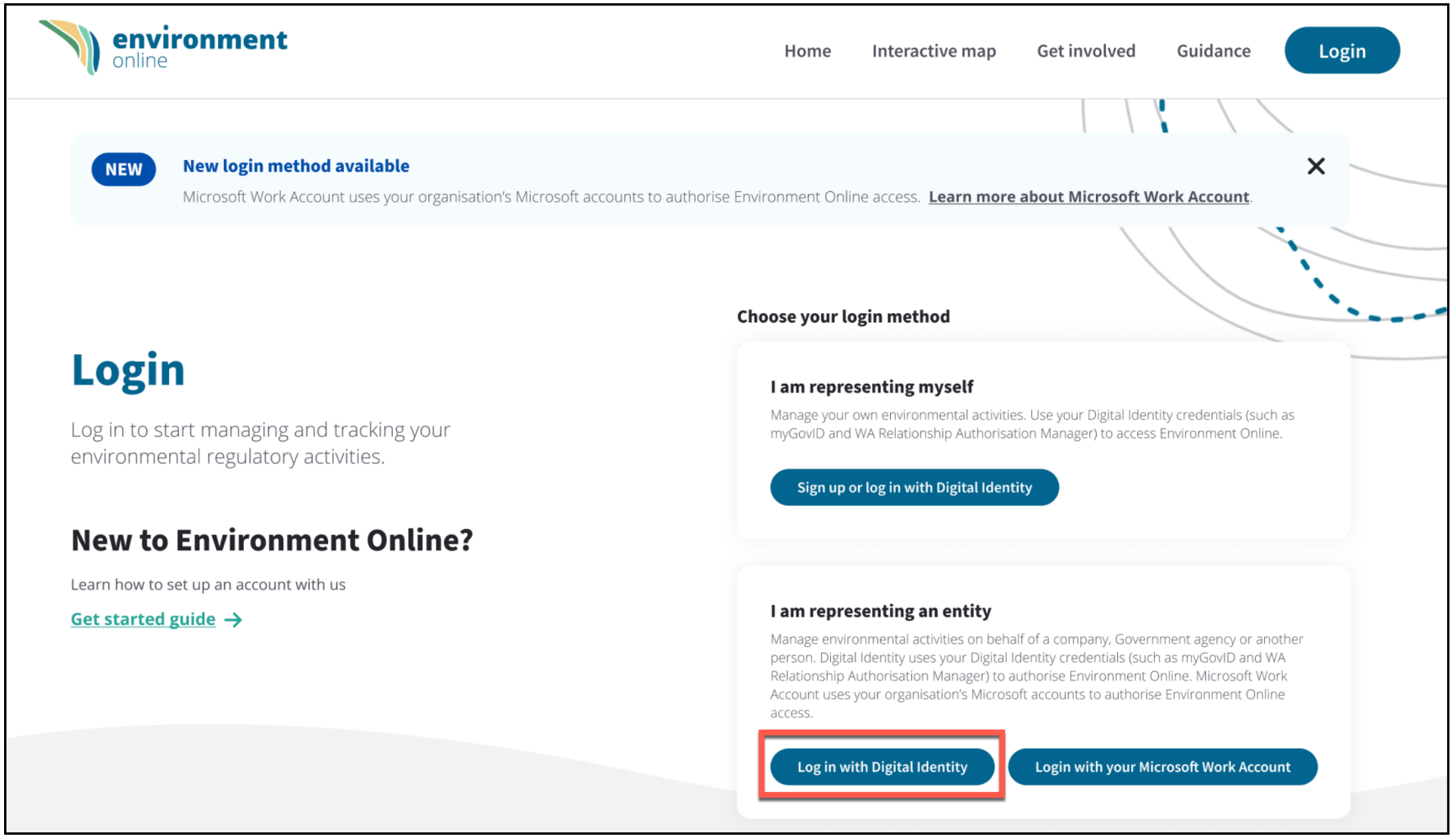
Representing an entity

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



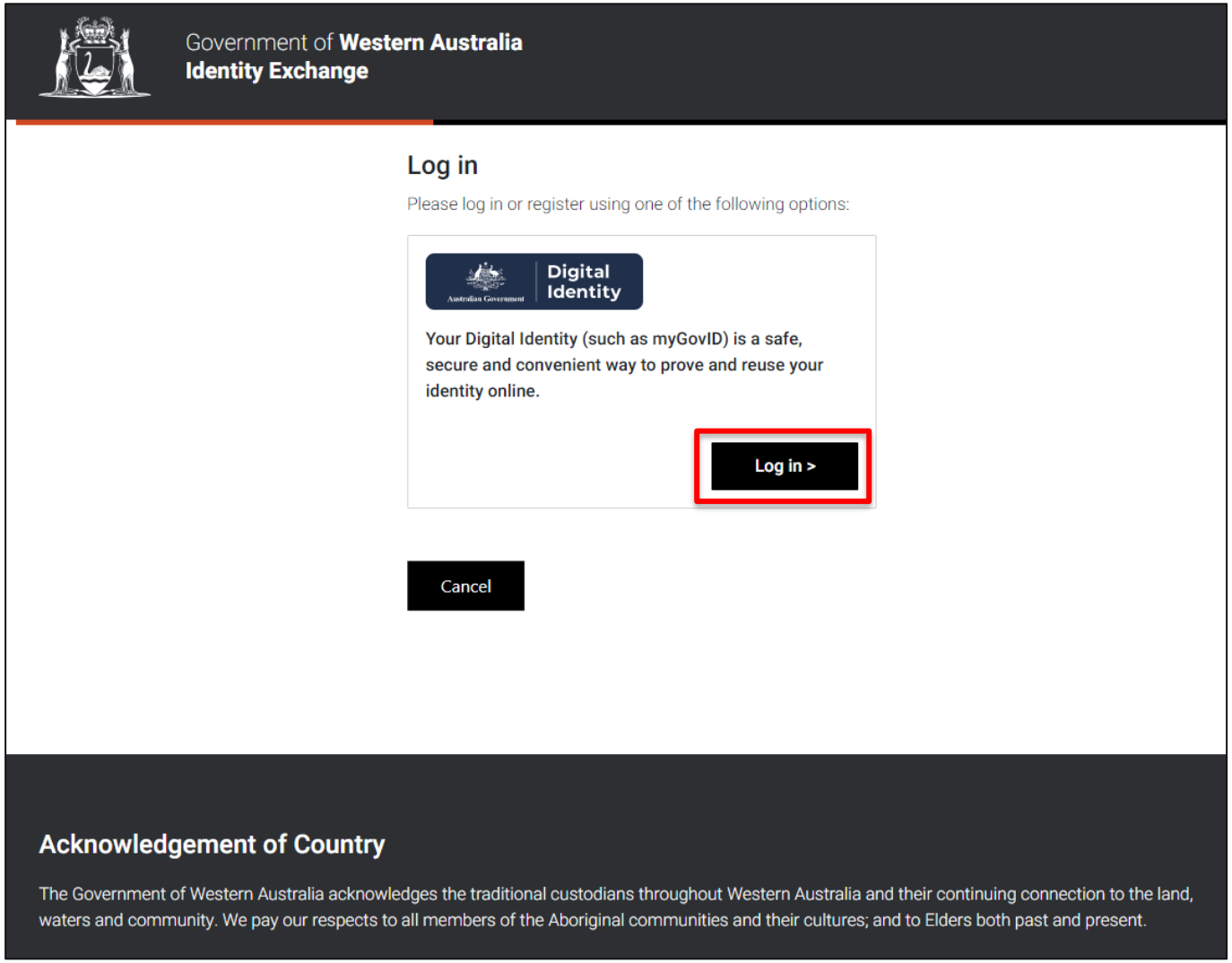
Representing an entity

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



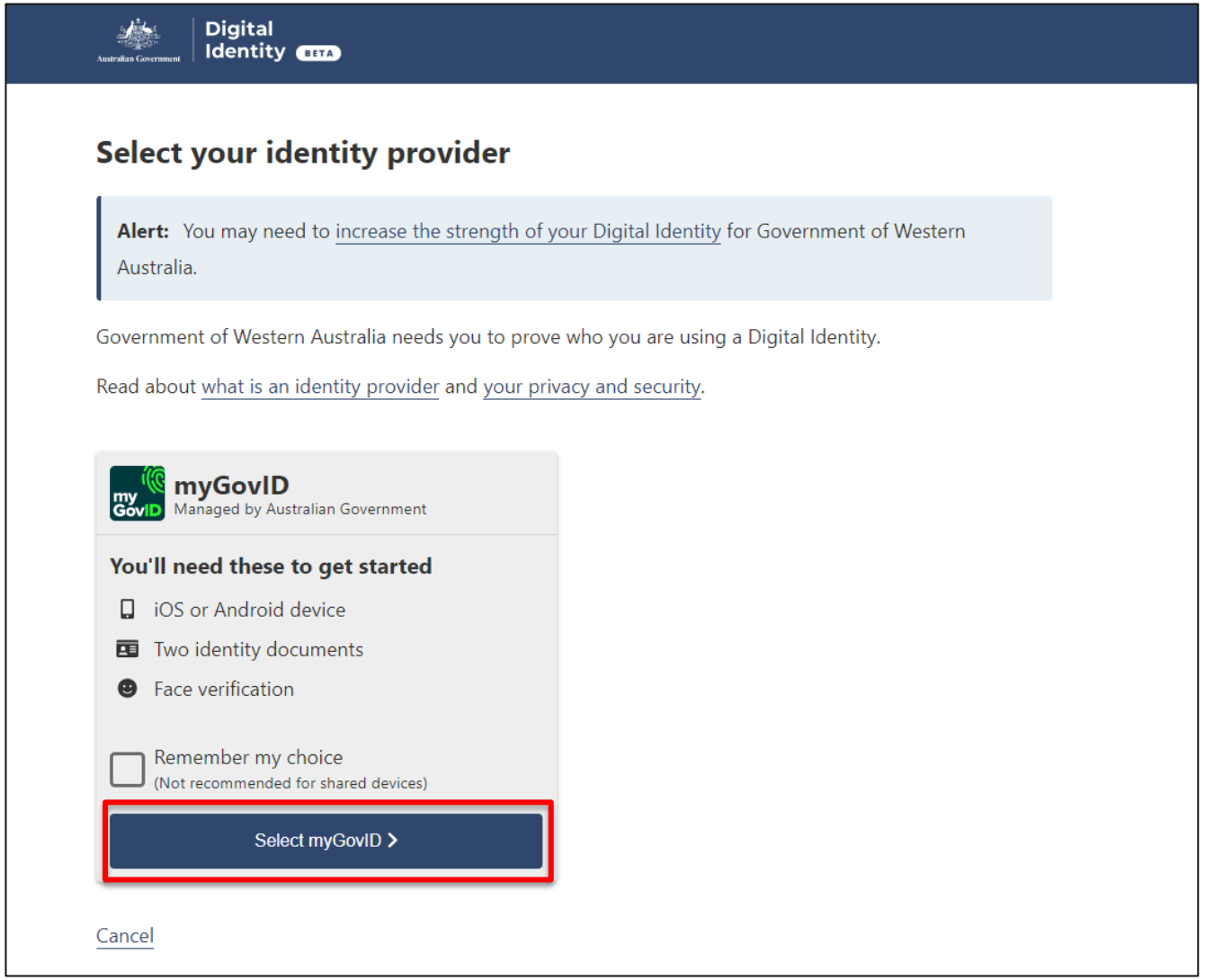
Representing an entity

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



Representing an entity

Click on **Select myGovID**



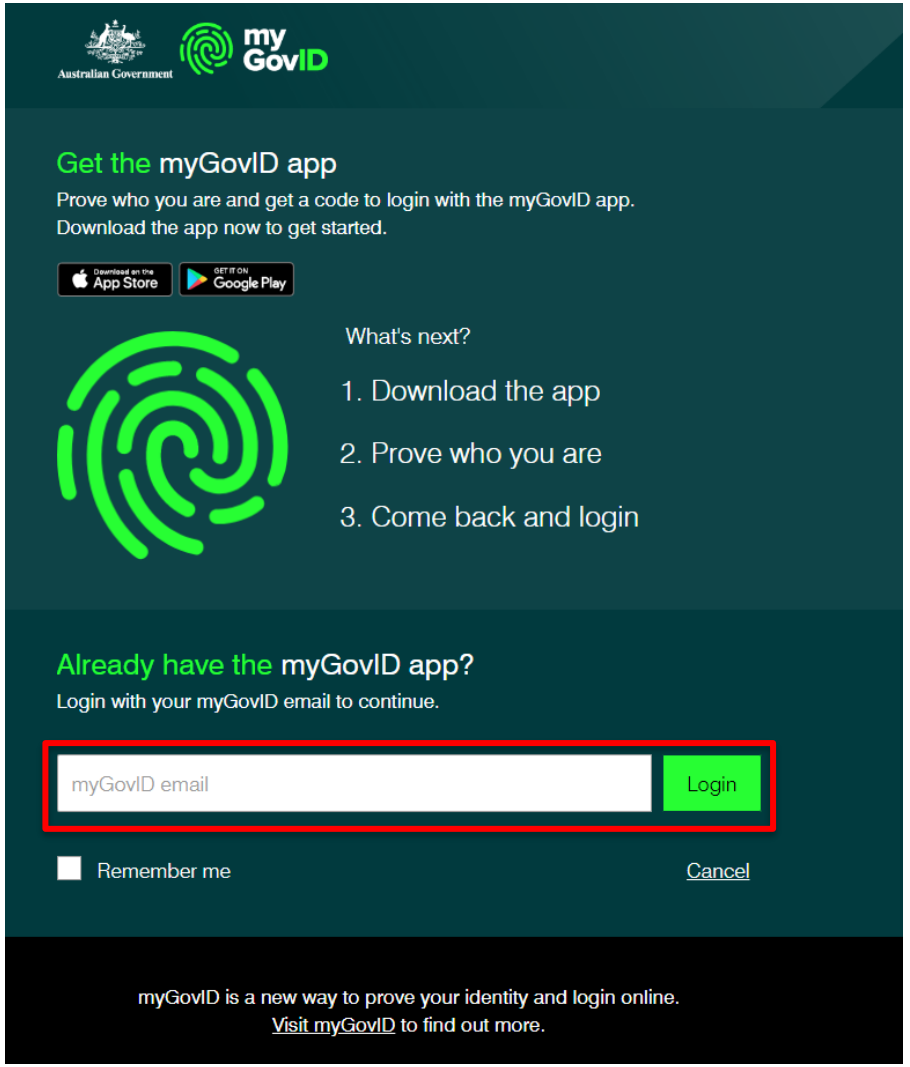
Representing an entity

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.

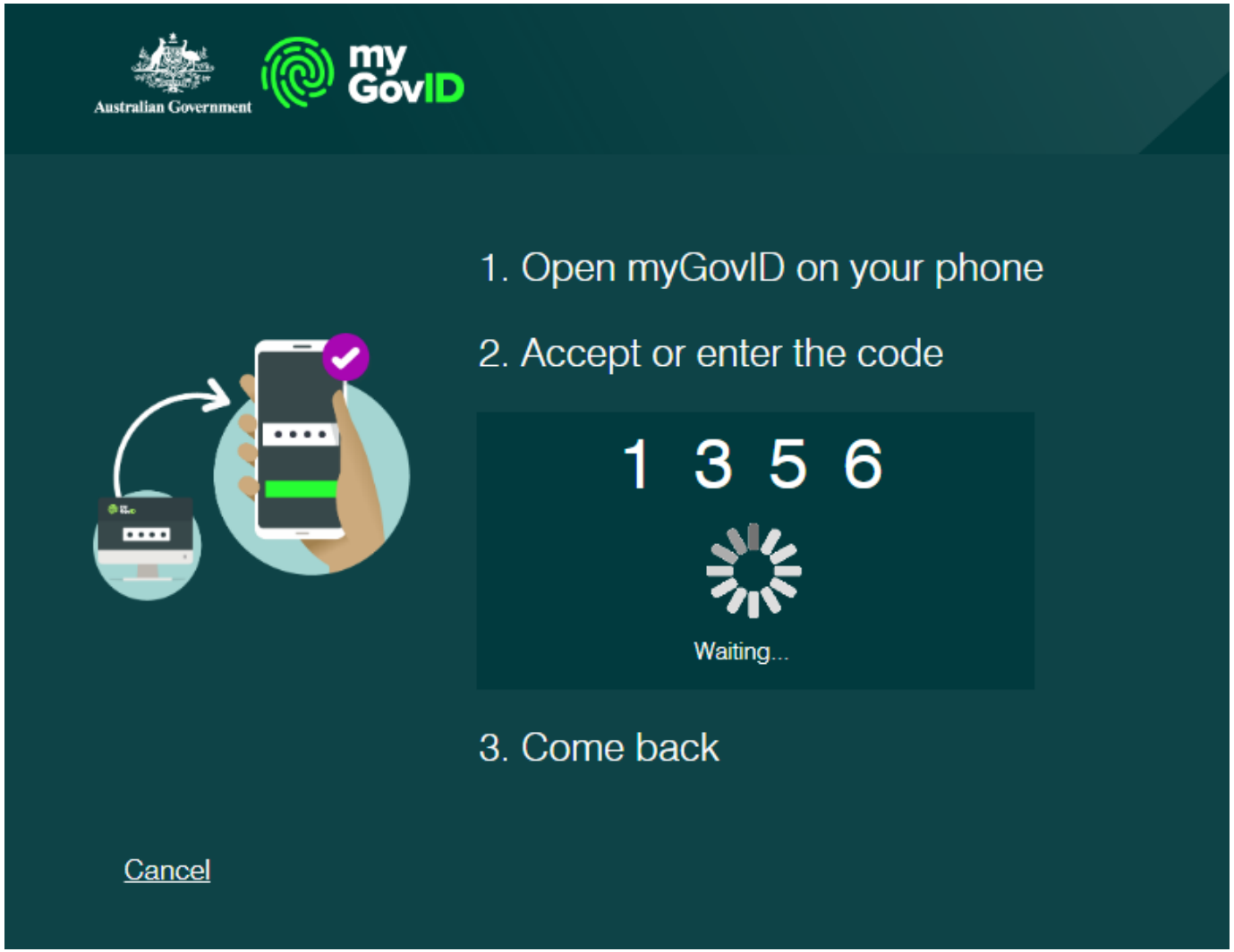
You will always enter the email associated with your myGovID to log in on this page. This may be different to your contact email in EO.



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.

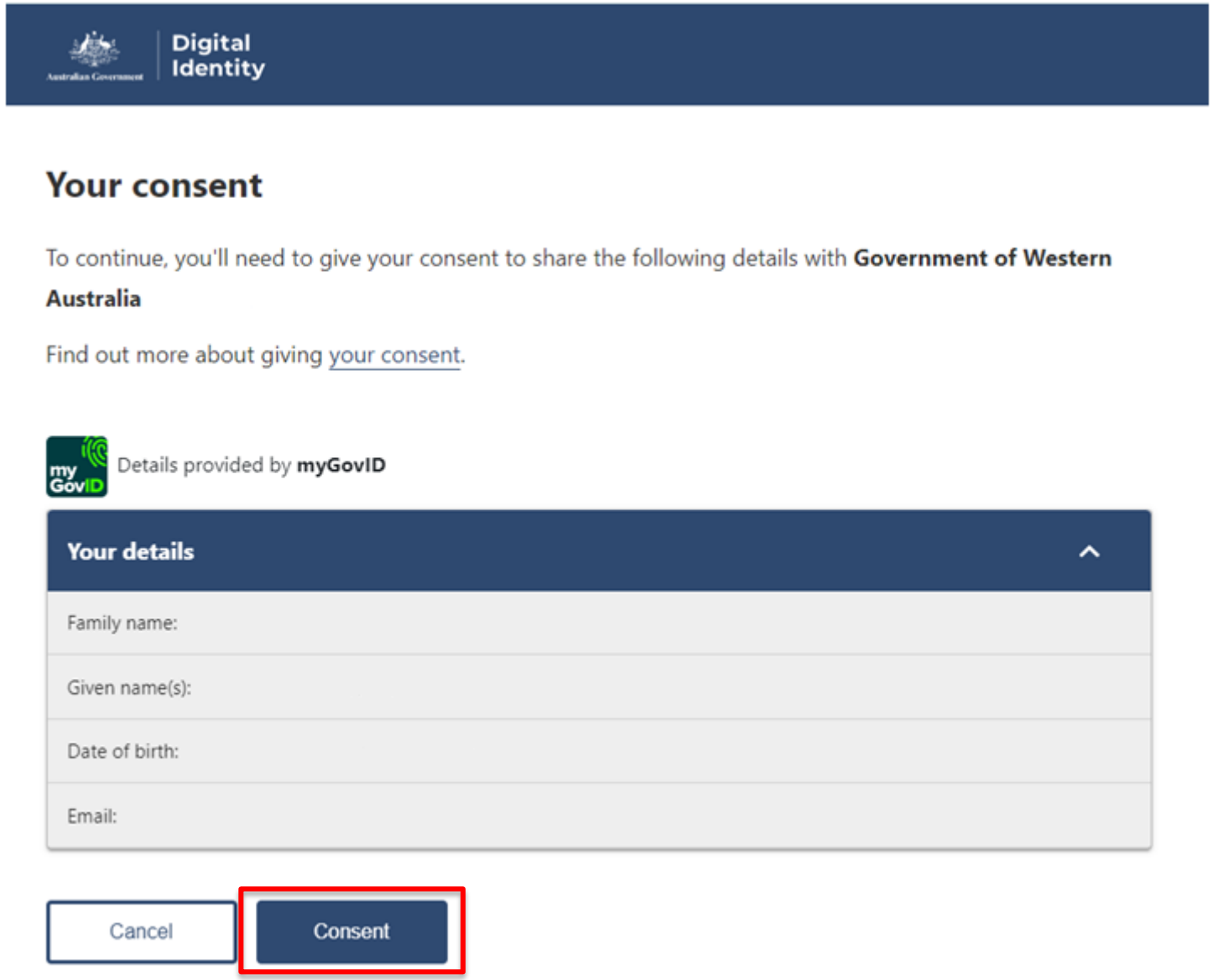


Representing an entity

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**

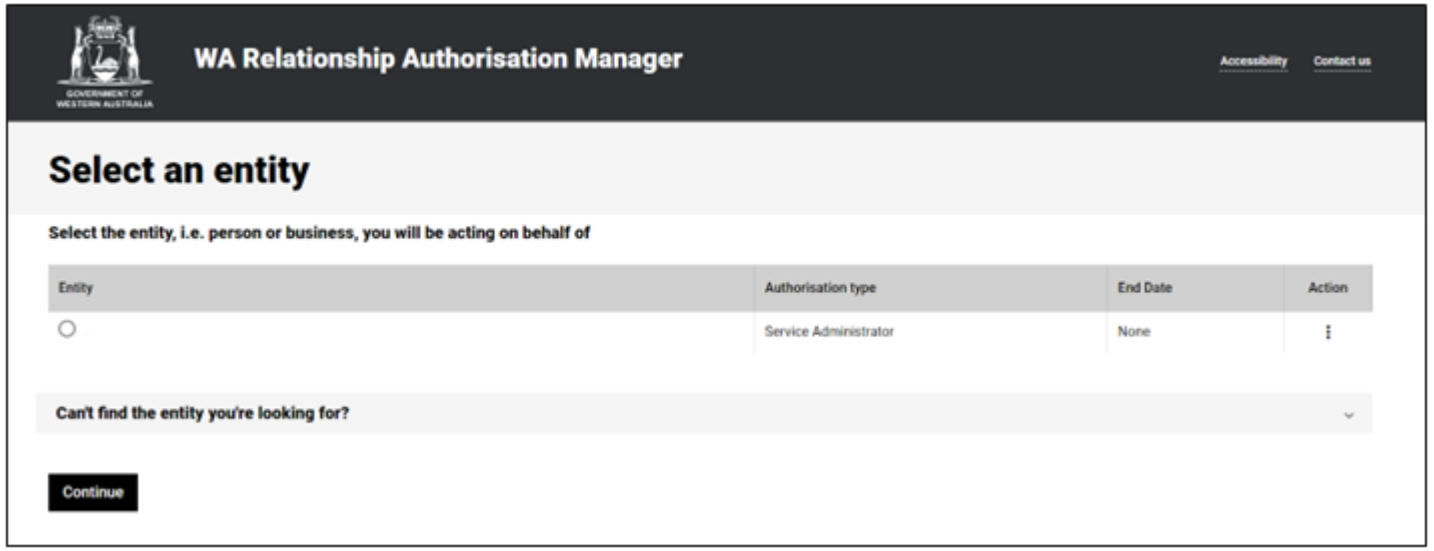


*This step is only for first time you log in

Representing an entity

Entity displayed

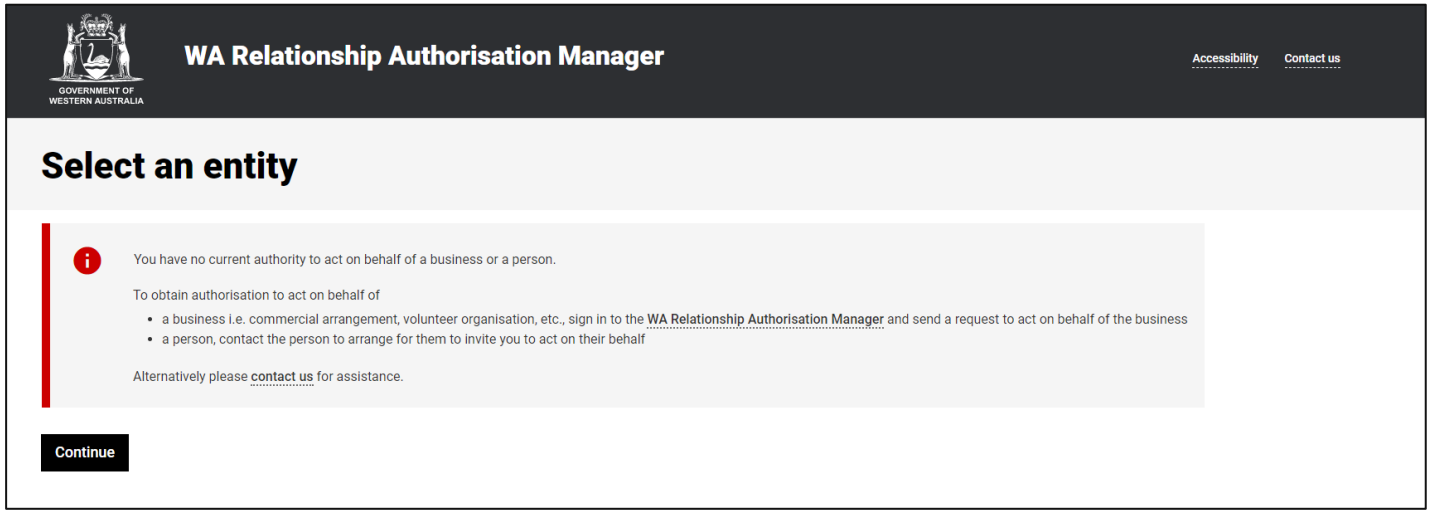
If you have an existing authorisation to act on behalf of an entity, you will be able to view the entity name.



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.

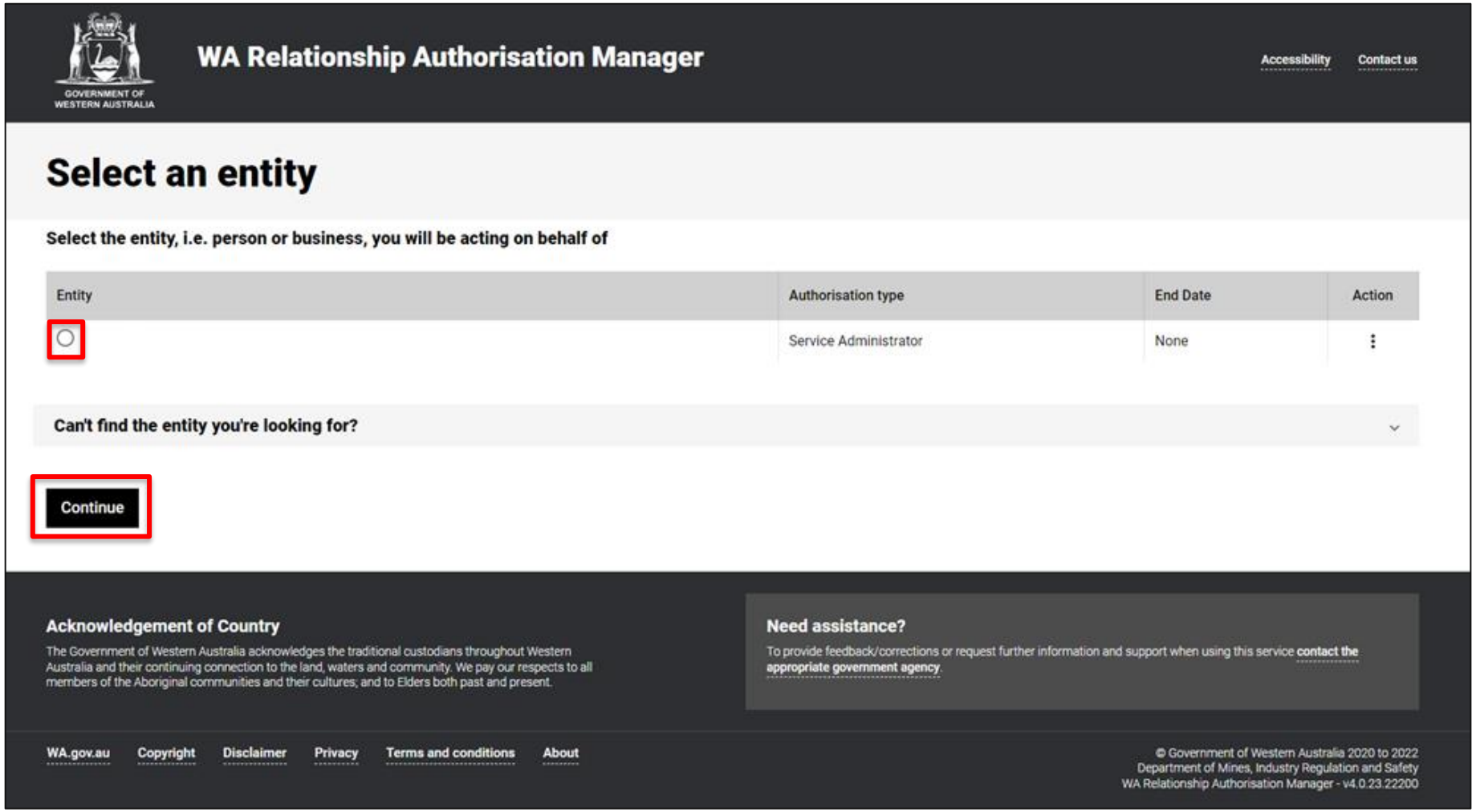
[Click here for instructions on how to request an authorisation]



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

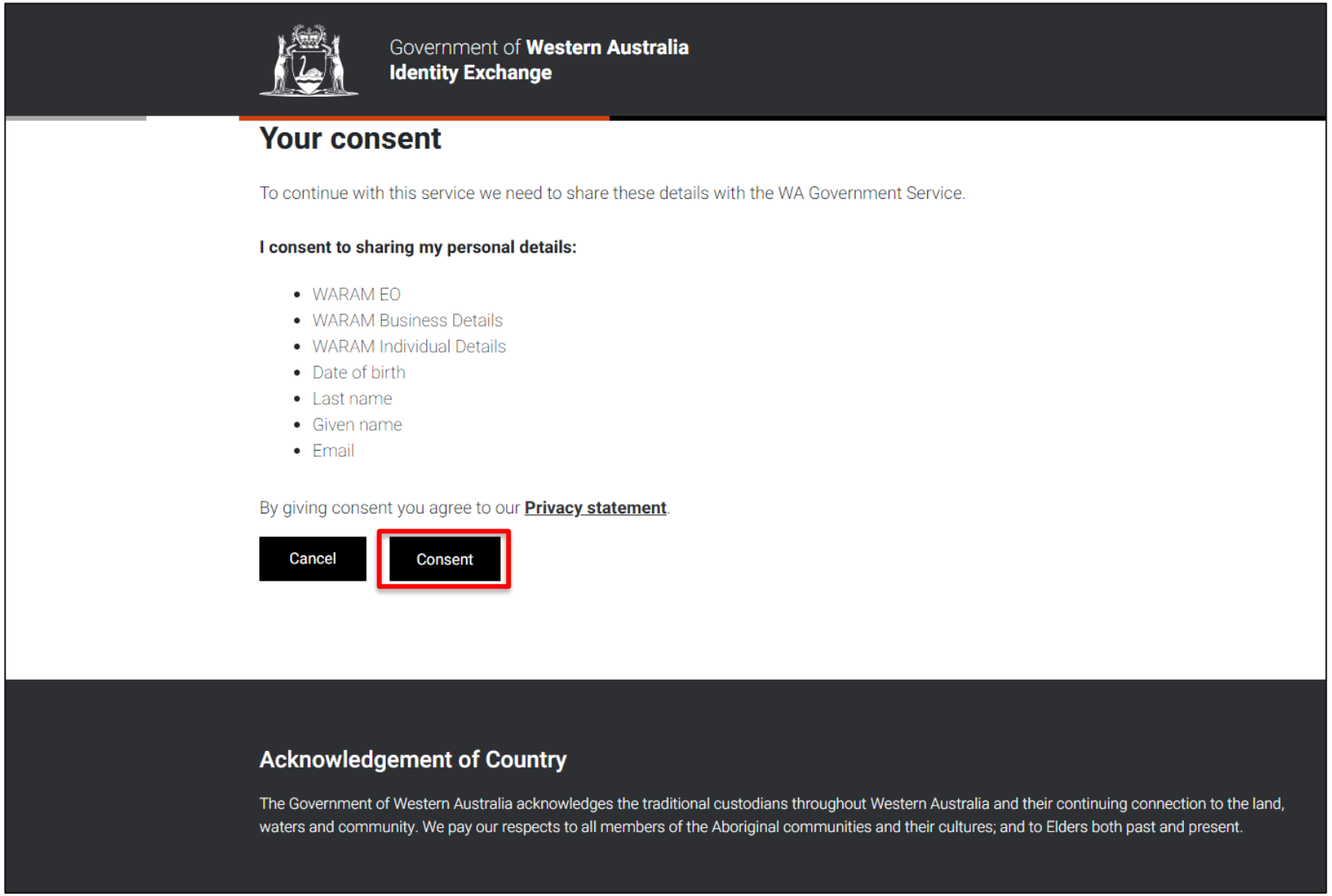


Representing an entity

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.

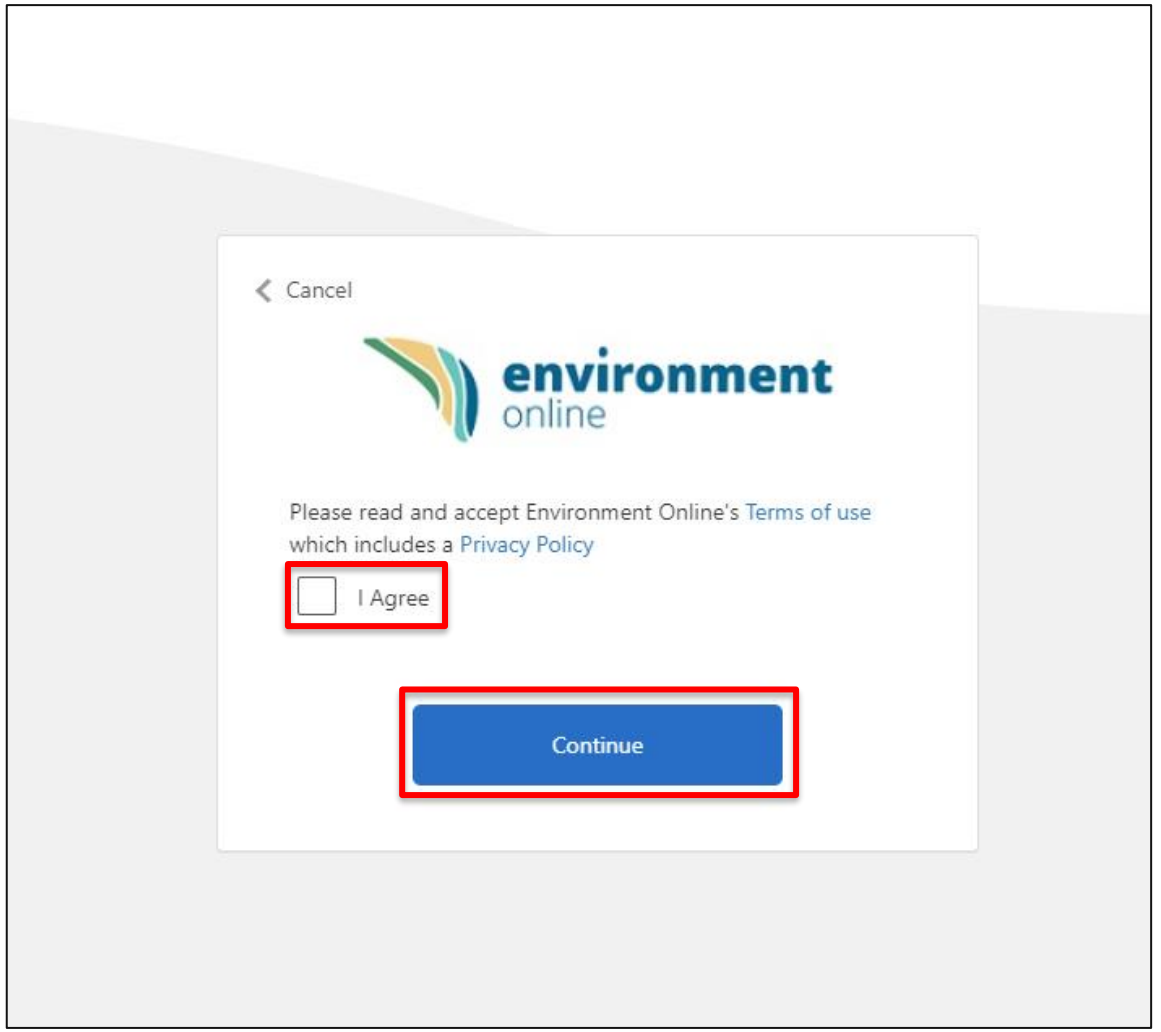
If you give your consent for the details to be shared, click **Consent**



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**



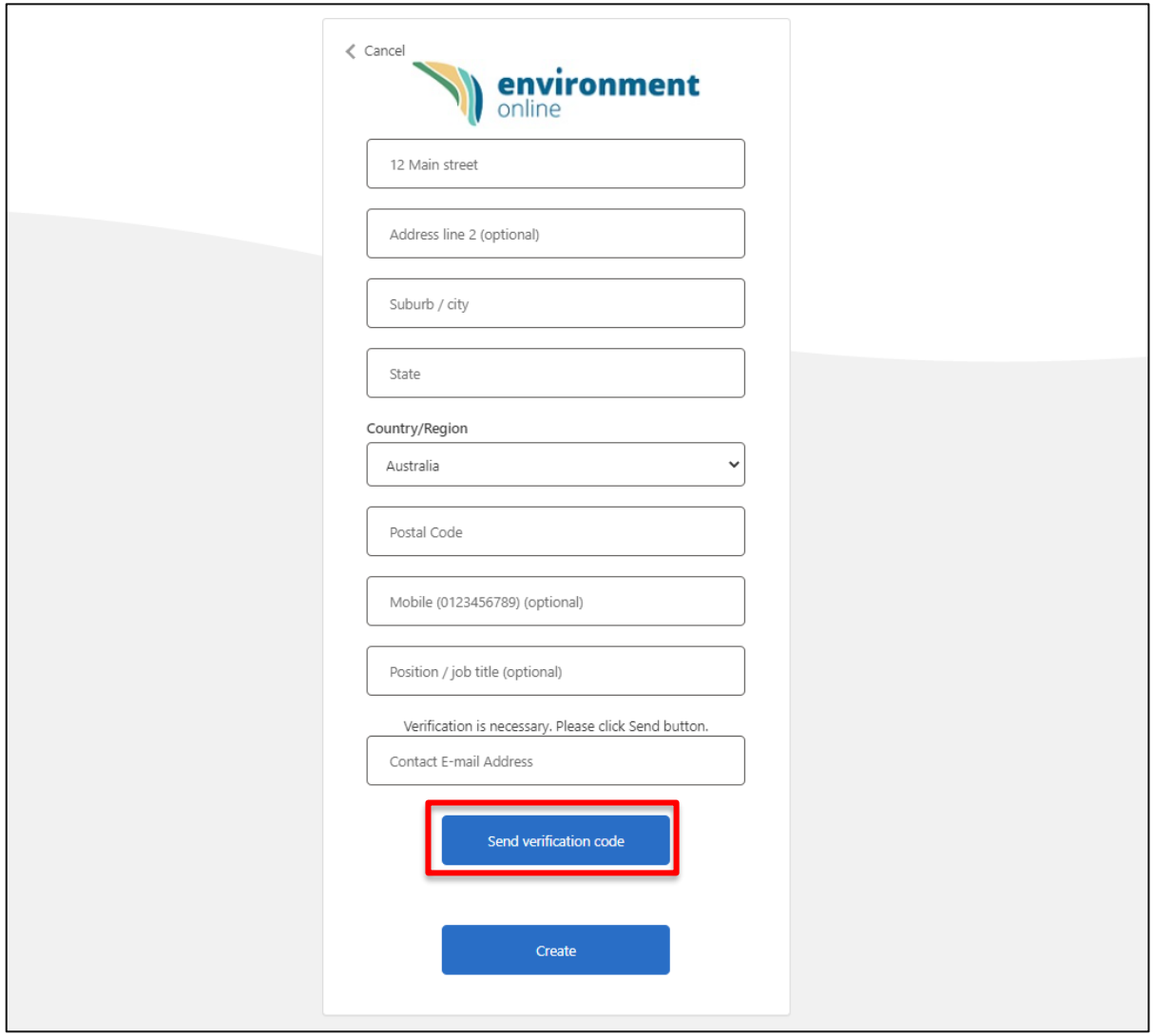
*This step is only for first time you log in

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.

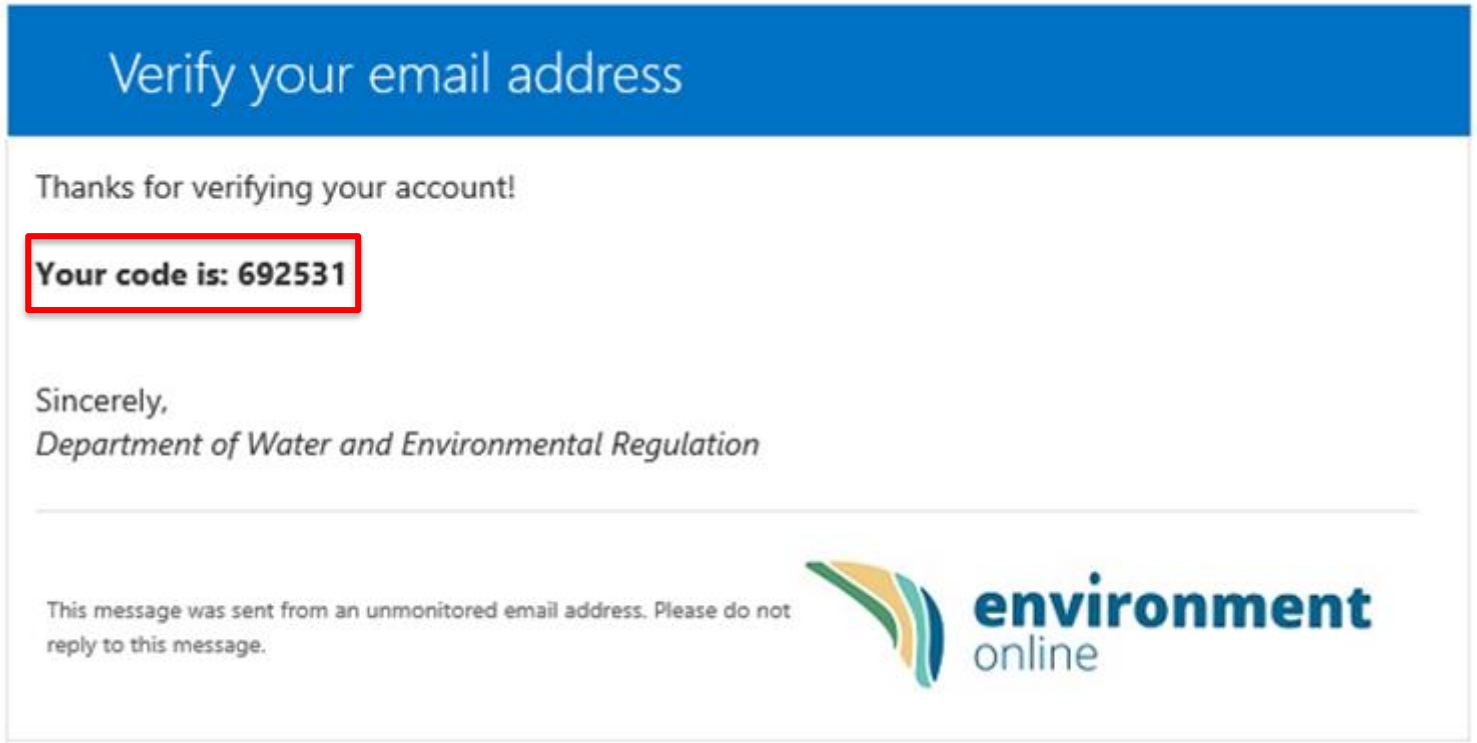


*This step is only for first time you log in

Representing an entity

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

Copy or note the code and return to Environment Online.

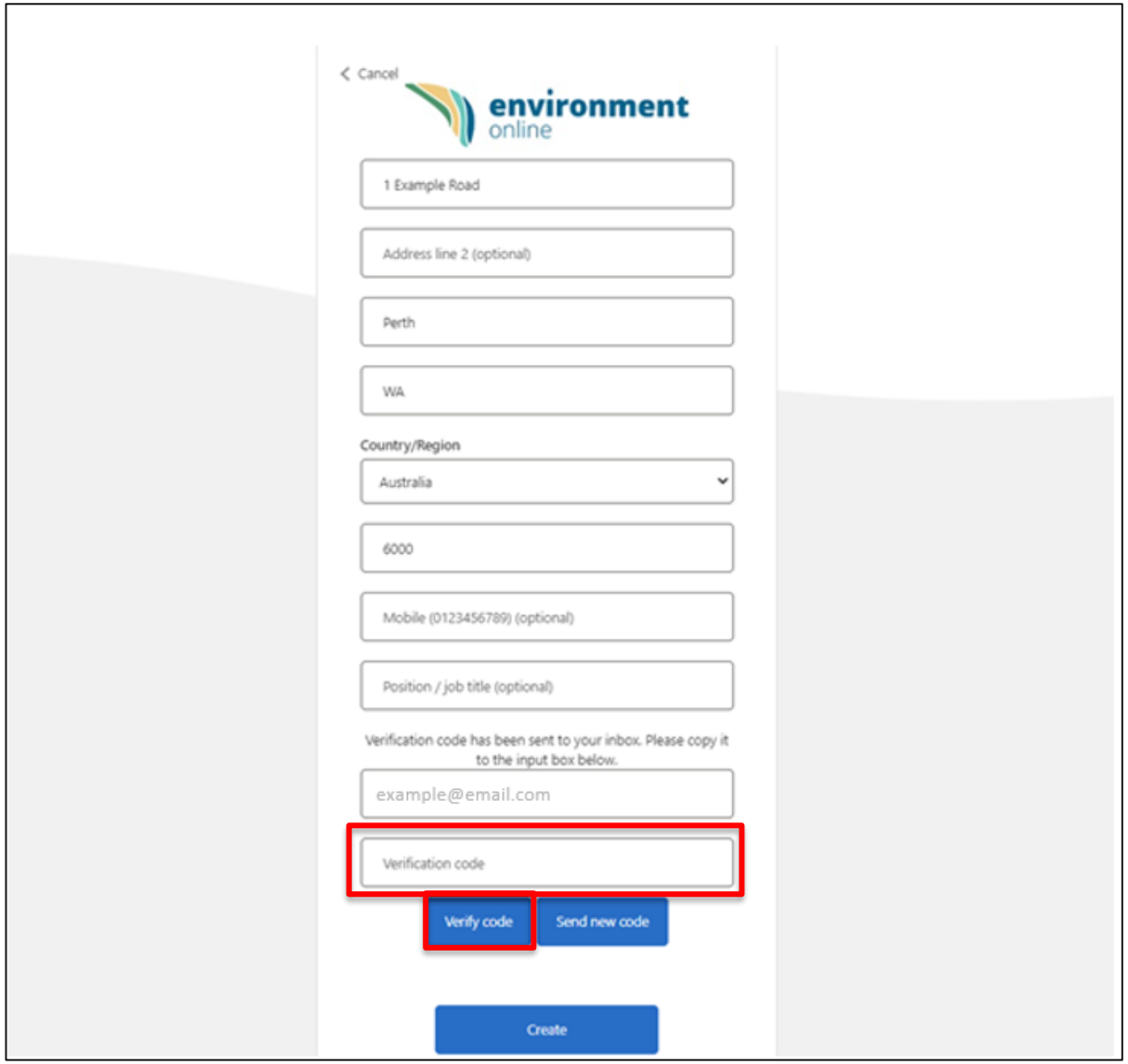


*This step is only for first time you log in

Representing an entity

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

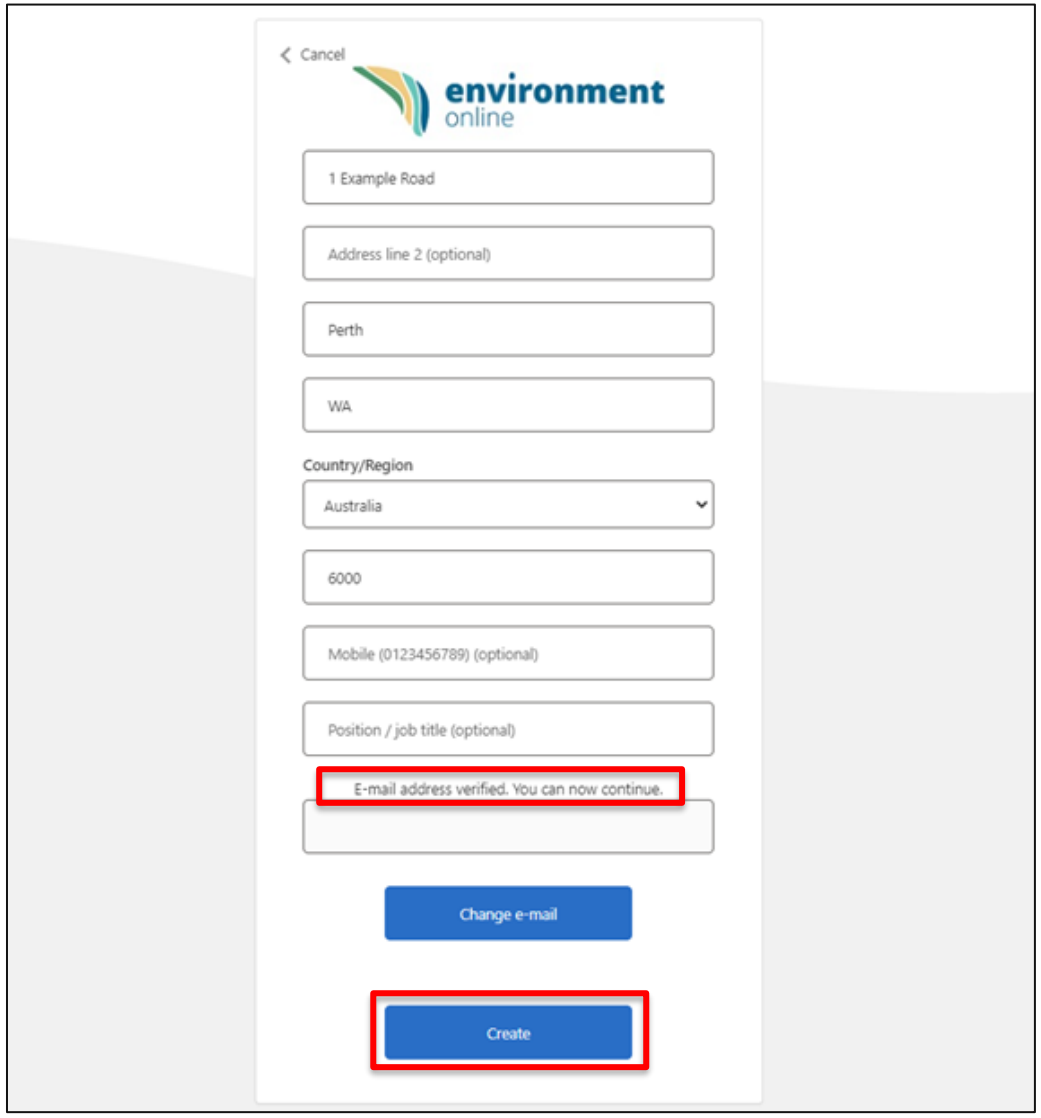
Note: Do not click the create button straight away as it takes a second or two for the code to be verified.



*This step is only for first time you log in

Representing an entity

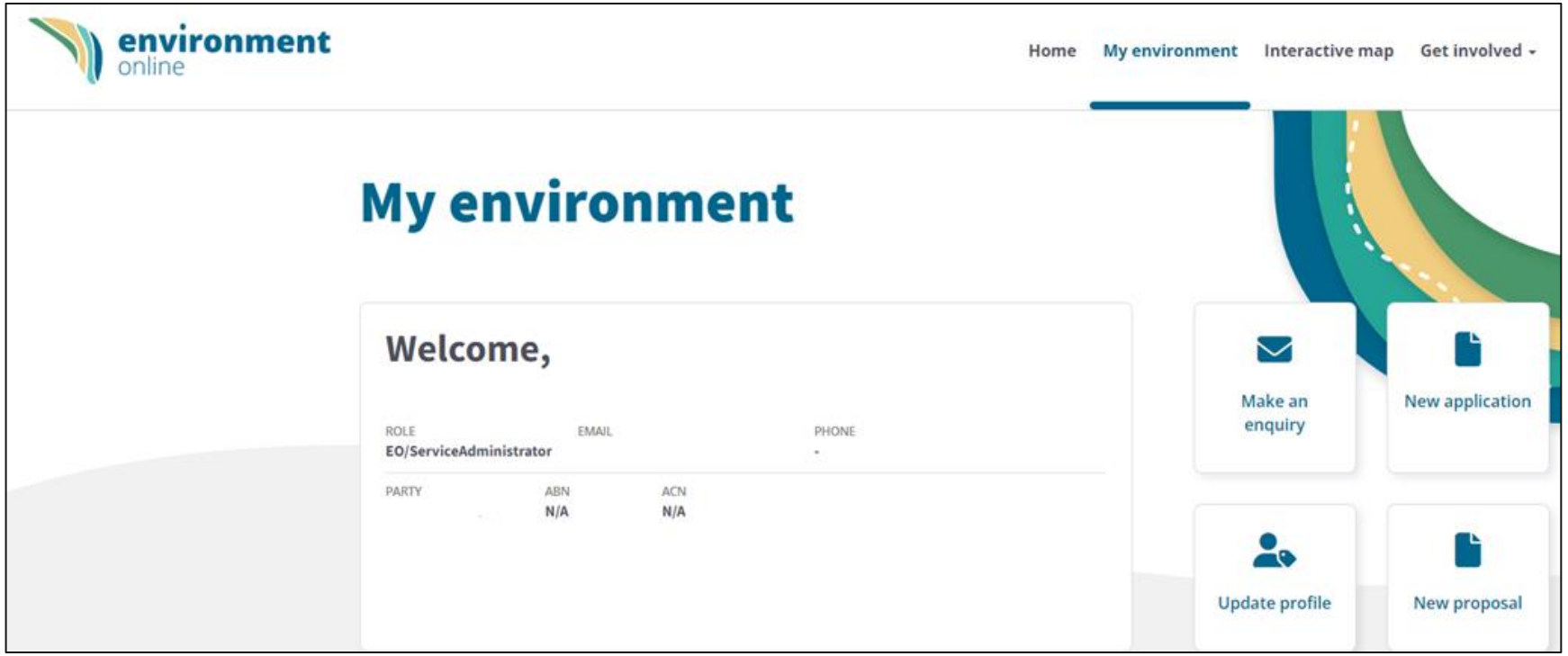
Once the message changes to **E-mail address verified,** click **Create**



*This step is only for first time you log in

Representing an entity

You are now logged into Environment Online.



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