

Environment Online

Project management roles and responsibilities

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Government of **Western Australia**
Department of **Water and Environmental Regulation**

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1 Summary

This guide explains how projects, user roles and access permissions are managed in Environment Online.

It outlines the responsibilities and permissions of Service Administrators, Service Users and Email Users, and provides instructions for creating and managing projects, assigning project access, and maintaining appropriate security and visibility controls across an organisation.

2 User roles and responsibilities

2.1 Service Administrator

A **Service Administrator** must be approved by an entity. Once approved, they:

- will be responsible for managing all subsequent authorisations for others to represent the entity in Environment Online (including inviting staff, consultants or other external persons)
- can manage access permissions for the entity by:
 - using WARAM to add (and remove) other persons to be Service Administrators to act on the entity's behalf, with all the same permissions and authority as the original approved Service Administrator, including the ability to appoint further Service Administrators
 - using either WARAM or the Environment Online internal authorisations function to add (and remove) Service Users to act on the entity's behalf for specific projects to which they are assigned, with all the permissions set out below for Service Users.
- will be responsible for managing projects and project access
 - can create, edit and delete projects
 - can reassign submissions from one project to another
 - can assign Service Users to projects
- can update selected fields including entity details and invoice addresses for the entity
- can accept applications on behalf of the entity that have been provided by users who are not authorised to represent the entity
- can act as a Service User in Environment Online on the entity's behalf, with all the permissions of a Service User.

2.2 Service User

An authorised **Service User** can:

- create, view, edit and submit information (including proposals, applications, confidential attachments, declarations and consents) for projects that they have authorisation for
- receive, accept and send notices and other information on the entity's behalf for projects that they have authorisation for
- create, view and update the profile of that Service User
- request project access from their Service Administrator
- request a new project creation from their Service Administrator

2.3 Email User

An **Email User** is someone who uses the Your Email login method. They can act on behalf of themselves or on behalf of another Email User.

They:

- will be responsible for managing all subsequent authorisations for others to represent their individual entity in Environment Online (including inviting staff, consultants or other external persons);
- can manage access permissions for their individual entity by:
 - using the Environment Online internal authorisations function to add and remove Email Users to act on their individual entity's behalf for specific projects as though they are the original Email User.
- will be responsible for managing projects and project access
 - can create, edit and delete projects
 - can reassign submissions from one project to another
 - can assign Email Users to projects
- can update selected fields including entity details and invoice addresses for the entity
- can accept applications on behalf of the original Email User's individual entity that have been provided by users who are not authorised to represent the entity

3 Understanding projects in Environment Online

3.1 What is a project?

A project serves as a container that allows you to group your related submissions.

When dealing with multiple regulatory areas, it enables:

- tailored structuring of information
- managed access control.

3.2 What is a default project?

A default project is automatically created for each entity (organisation or individual) in Environment Online.

All authorised users for the entity can assign their submissions to the default project, which means they can view **all submissions** assigned to the default project.

The default project should only be used as a temporary container. Submissions should be reassigned to the correct project by the Service Administrator. If using the default project, ensure your application description includes enough detail so that it can be reassigned to the appropriate project by the Service Administrator, as required.

4 Managing projects

Only Service Administrators can manage projects. They can create, edit, delete or reassign projects on behalf of an entity.

4.1 Create a new project

A Service Administrator will need to enter a:

- Project title
- Project description
- Project discoverability (will default to 'yes').

4.1.1 Non-discoverable projects (sensitive or confidential)

For sensitive or confidential projects, leave the check box unticked ☐ Visible to your organisation.

All Service Administrators can view and associate their submissions to sensitive or confidential projects.

Only Service Users who have been granted access from their Service Administrator can view and associate their submissions to sensitive or confidential projects.

4.1.2 Discoverable projects

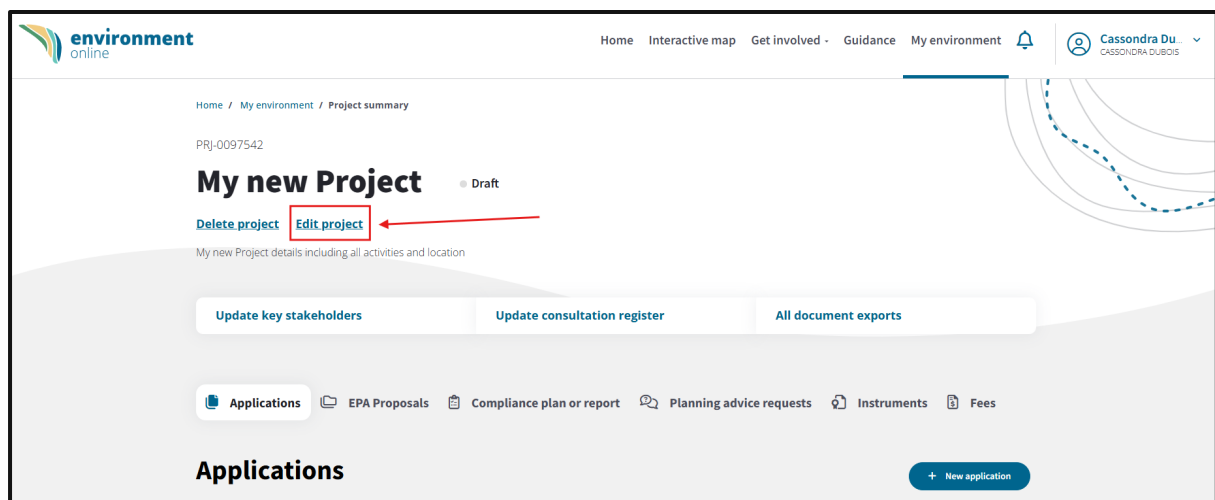
For discoverable projects, the check box is ticked ☒ Visible to your organisation.

All authorised users for the party can view the title and description of discoverable projects.

Only Service Users who have been granted access from their Service Administrator can view and associate their submissions to discoverable projects.

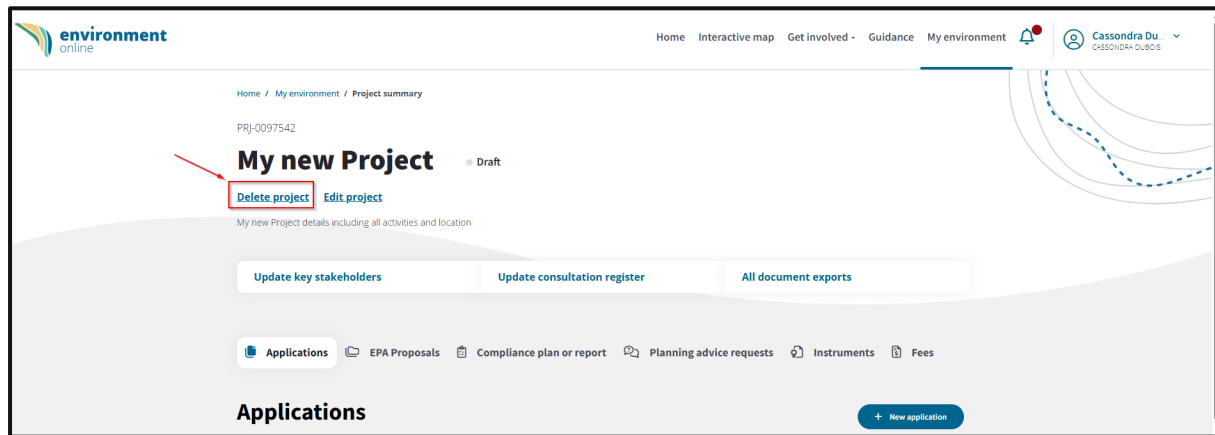
4.2 Edit a project

Only a Service Administrator can edit the title, description and discoverability of a project.



4.3 Delete a project

Only a Service Administrator can delete a project. A project needs to be empty before it can be deleted (i.e. has no other related records linked to it). If you wish to delete a project that is not empty, you will first have to delete any draft records linked to the project or reassign any submitted records linked to the project.



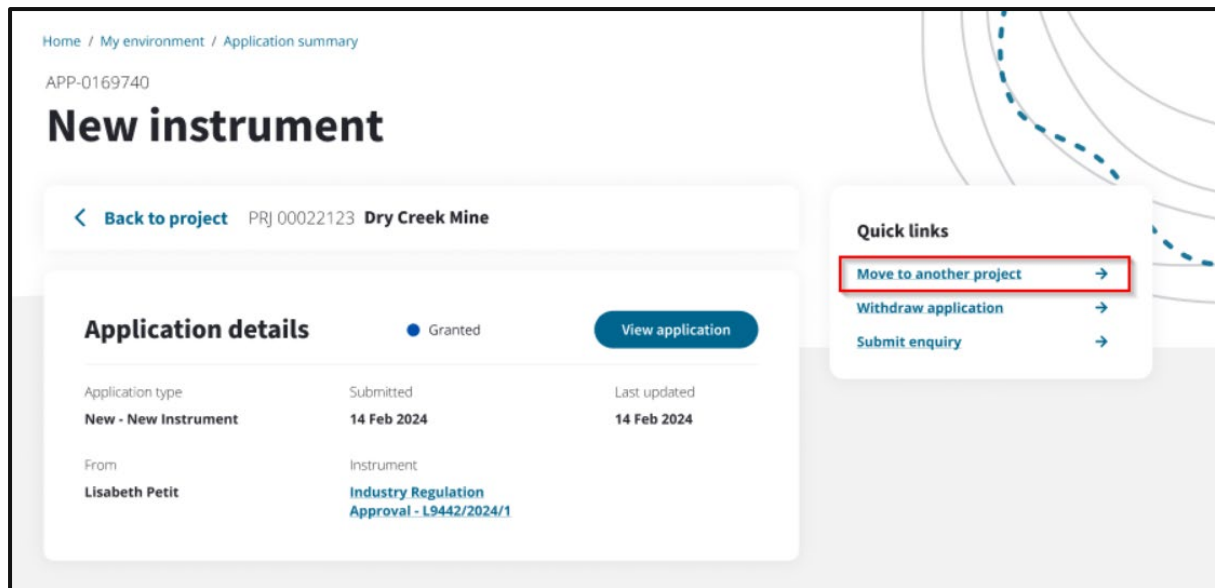
4.4 Reassign to another project

Only a Service Administrator can reassign a submission from one project to another project. The submissions that can be moved are:

- applications
- compliance reports
- planning advice requests.

When reassigning a submission to another project, all the related records for that submission will be moved to the new project. For example:

- proposal related to the application
- other related applications/records linked to the same proposal
- other related records linked to the applications.



5 Manage access permissions

Only a Service Administrator can manage the access permissions for their entity.

5.1 Add or remove users via WARAM

A Service Administrator can add other persons as Service Administrators to act on the entity's behalf, with all the same permissions and authority as the original approved Service Administrator, including the ability to appoint further Service Administrators.

A Service Administrator can add other persons as Service Users to act on the entity's behalf for specific projects to which they are assigned, with all the permissions for Service Users.

A Service Administrator can remove other persons to prevent them from accessing Environment Online.

5.2 Add or remove users via Microsoft Work Account

A Service Administrator can contact the IT Administrator / MS Entra Administrator to add other persons as Service Administrators to act on the entity's behalf.

A Service Administrator can contact the IT Administrator / MS Entra Administrator to add other persons as Service Users to act on the entity's behalf for specific projects to which they are assigned, with all the permissions for Service Users.

A Service Administrator can contact the IT Administrator / MS Entra Administrator to remove other persons and prevent them from accessing Environment Online.

5.3 Add a Service User using Environment Online

A Service Administrator can add Service Users using the Environment Online internal authorisations function.

From your **My environment dashboard**:

1. Select **Access management** from your profile drop down menu.
2. Click the **Users** tab.
3. Click **+ Invite user**.
4. Enter the user's email address.
5. Click **Send invite**.

The user will be added to the **Invite user** table. If they accept the invite, they will be moved to the **Users** table.

Access management

As a Service Administrator, this is where you can manage authorisations by inviting users to access the entity and relevant entity projects.

Users ! Projects

Invite user + Invite users

Manage entity access by inviting users to access this entity via the 'Add new' button. Added users will be listed in the table below until they have accepted the invitation, after which you will be able to manage the user's entity and project access under 'Project access'.

Full name	Email	Role	Assigned To	Status
Cassandra Du Bois	[redacted]	EO/Service User	MASTERGUIDES PTY LTD	Pending
riya	[redacted]	EO/Service User	MASTERGUIDES PTY LTD	Declined

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Users

Manage users and their roles

Full name ↑	Email	Role	Access	Entity affiliation	User access
[redacted]	[redacted]@dwerim.onmicrosoft.com	EO/ServiceUser	Full access		Manage access
[redacted]	[redacted]@dwerim.onmicrosoft.com	EO/ServiceAdministrator	Full access		Manage access

5.4 View invited Service Users

On the **Users** tab you can view a table of 'Pending' or 'Declined' users who have been invited as authorised Service Users.

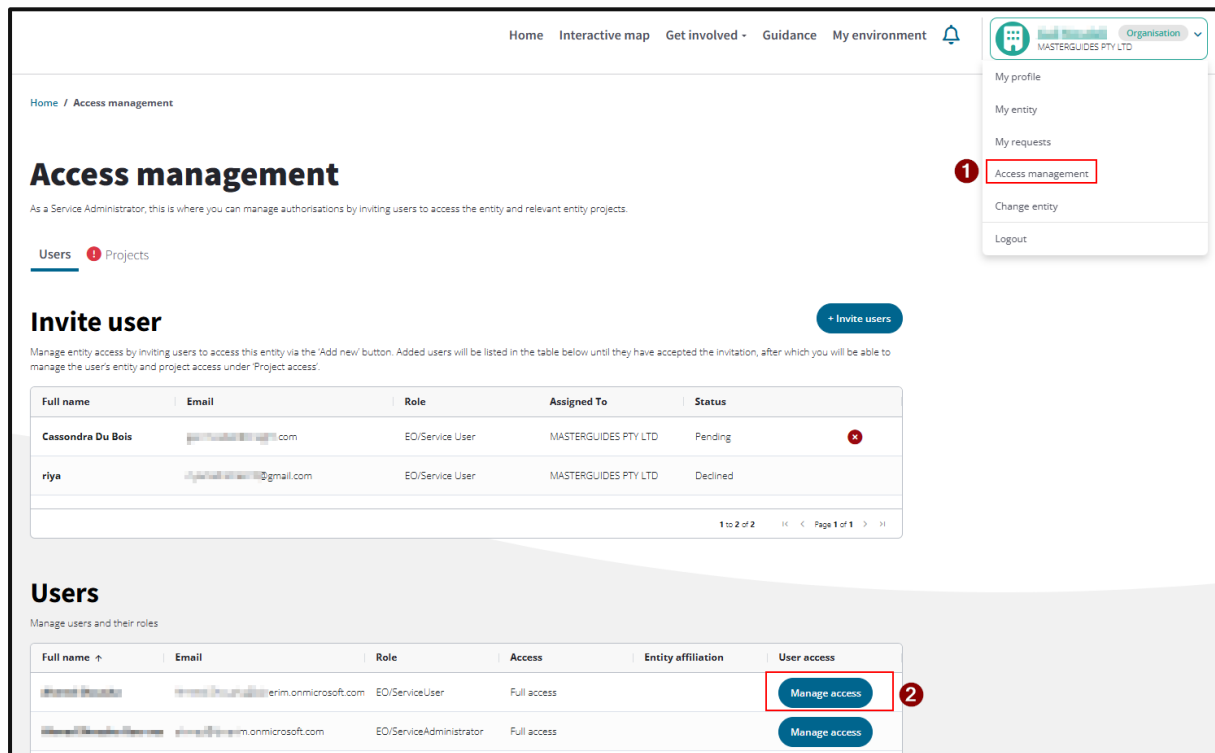
5.5 Remove a Service User using Environment Online

A Service Administrator can remove users using the Environment Online internal authorisations function.

From your **My environment dashboard**:

1. Select **Access management** from your profile drop down menu.
2. Click the **Users** tab.
3. Navigate to the relevant user and click **Manage access**.
4. Click **Disconnect user**.

Note: Disconnecting a user who has been authorised by the WARAM or Microsoft Work Account will disconnect the user until their next login, as their authorisation is from an external source. They will need to be removed from the source first before disconnecting them from internal authorisations.



Home / Access management

Access management

As a Service Administrator, this is where you can manage authorisations by inviting users to access the entity and relevant entity projects.

Users 1 Projects

Invite user + Invite users

Manage entity access by inviting users to access this entity via the 'Add new' button. Added users will be listed in the table below until they have accepted the invitation, after which you will be able to manage the user's entity and project access under 'Project access'.

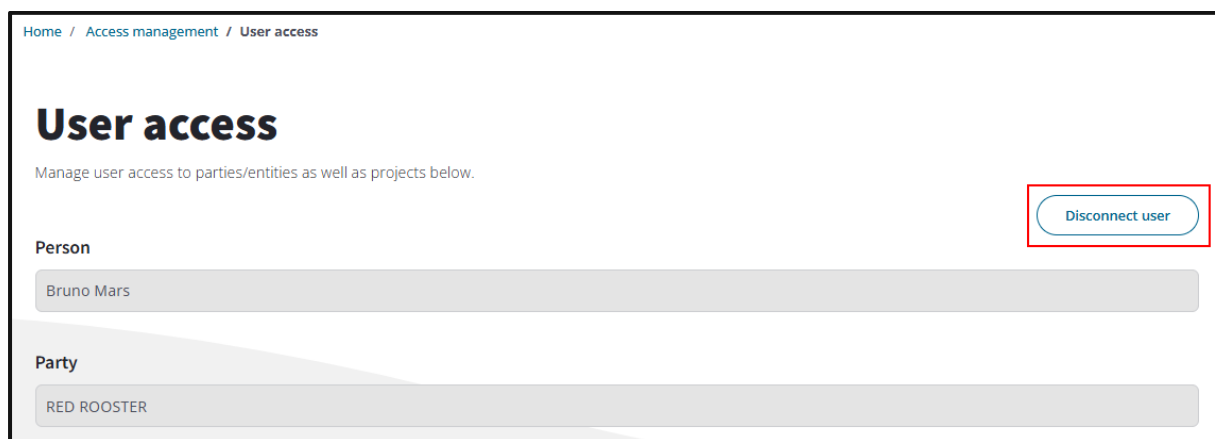
Full name	Email	Role	Assigned To	Status
Cassandra Du Bois	cassandra.du@masterguides.com	EO/Service User	MASTERGUIDES PTY LTD	Pending
riya	riya@masterguides.com	EO/Service User	MASTERGUIDES PTY LTD	Declined

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Users

Manage users and their roles

Full name	Email	Role	Access	Entity affiliation	User access
Cassandra Du Bois	cassandra.du@masterguides.com	EO/ServiceUser	Full access		Manage access
riya	riya@masterguides.com	EO/ServiceAdministrator	Full access		Manage access



Home / Access management / User access

User access

Manage user access to parties/entities as well as projects below.

Person

Bruno Mars

Party

RED ROOSTER

Disconnect user

6 Manage projects

A Service Administrator manages all aspects of a project for their entity including project details and project access permissions. This is done to:

- minimise duplication of the same project being created
- ensure relevant project details are kept current

- restrict visibility to only the appropriate Service Users.

6.1 Manage project access

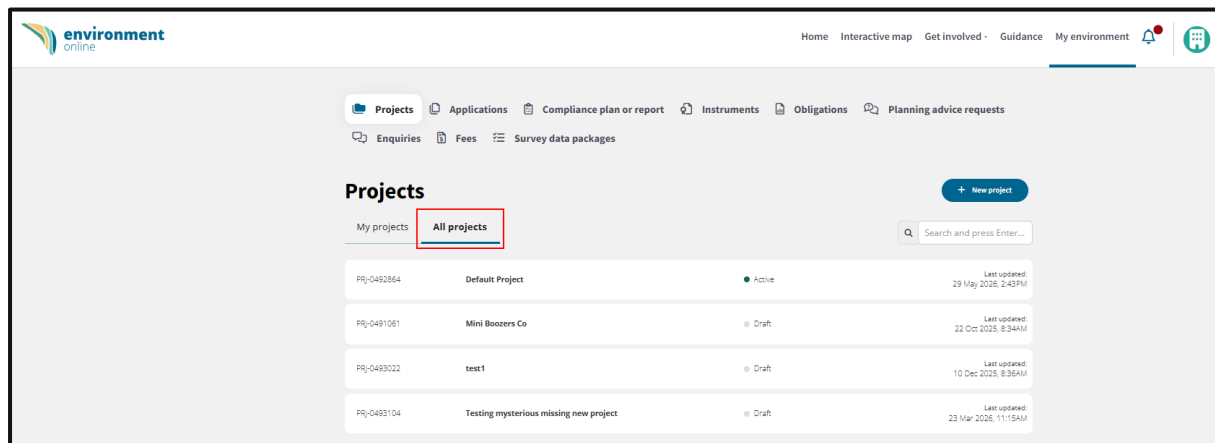
A Service Administrator can assign projects to a Service User, or a Service User can request access to a project.

6.1.1 Service User sends a request to their Service Administrators

As a Service User, from your **My environment dashboard**:

1. Select the **Projects** tab.
2. Click the **All projects** tab.

A list of all discoverable projects will be displayed.



6.1.2 Service User sends a request to access another project

From the **All projects** tab:

1. Navigate to the required project.
2. Click **Request access**.
3. Click **Send request** to confirm request.



6.1.3 Service User sends a request to create a new project

From the **All projects** tab:

1. Click **Request a new project**.
2. Enter a project title and description.
3. Click **Send request** to confirm.

The screenshot shows the 'Projects' page with the 'All projects' tab selected. A red box highlights the '+ Request a new project' button in the top right corner. Below the tabs, there is a search bar and a list of projects. Each project entry includes a project ID, title, description, and a 'Request access' button.

Project ID	Project Title	Description	Action
PRJ-0493134	22/04 IR Training	Training	Request access
PRJ-0493053	Default Project		Request access
PRJ-0493141	Katrratha Iron Ore Mine		Request access

6.1.4 Service User can view their requests

From your **My environment** dashboard:

1. Select **My requests** from your profile drop down menu.
2. Click the **View request** to see more details.

The screenshot shows the 'My requests' page. On the left, a sidebar menu has 'My requests' highlighted with a red box. The main content area displays a table of requests. A red box highlights the 'View request' button in the 'Action' column of the first row.

Request type	Project	Request date	Status	Action
Existing project	22/04 IR Training	02 Jun 2026	Pending	View request

The screenshot shows the 'Project access request' page. The status is 'Pending'. The 'Request summary' section contains the following information:

- Requested by:** Gail Mosdell
- Email:** gailmosdell@gmail.com
- Requested date:** 02 Jun 2026
- Project:** [PRJ-0493134 - 22/04 IR Training](#)

A 'Return to My requests' button is located at the bottom of the summary section.

6.1.5 Service Administrator accepts or declines the request from the Service User

From your **My environment dashboard**:

1. Select **Access management** from your profile drop down menu.
2. Click the **Projects** tab
3. View the table **Project access requests** showing users who have sent a request
4. Navigate to the required user and click **View request**
5. Click **Decline** or **Accept**
6. View confirmation then click **Return to project access**

Note: The red circle with a white exclamation mark () indicates that there are outstanding requests that need responding to.

Access management

As a Service Administrator, this is where you can manage authorisations by inviting users to access the entity and relevant entity projects.

Users

 Projects

Project access requests

Full name	Request type	Project	Status	Action
	New project	Project 22/04	Pending	<button>View request</button>
	New project	Project 21/04	Pending	<button>View request</button>

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Projects

Project number	Project	Visibility	Users	Records	Action
PRJ-0493134	22/04 IR Training	Discoverable	0	17	<button>Manage project</button>
PRJ-0493096	Charmaine Project	---	1	16	<button>Manage project</button>
PRJ-0493053	Default Project	Discoverable	36	219	<button>Manage project</button>
PRJ-0493141	Katrratha Iron Ore Mine	Discoverable	0	2	<button>Manage project</button>

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6.2 Manage projects

From your **My environment dashboard**:

1. Select **Access management** from your profile drop down menu.
2. Click the **Projects** tab.
3. View the **Projects** table showing the list of projects for the entity.
4. Navigate to the relevant project.
5. Click **Manage project**.

6.2.1 Project details

Click **Project details** tab to update the project title, description and visibility.

If **Visible to your organisation** is selected ☒ Visible to your organisation then all people in the organisation can see the project title and can request access.

If **Visible to your organisation** is left blank ☐ Visible to your organisation then only Service Administrators and users added to this project will be able to view it.

Save your changes.

The screenshot shows a web interface for managing a project. At the top, there's a breadcrumb trail: Home / Access management / Project access. Below this, the project ID 'PRJ-0493134' is displayed. The main title is '22/04 IR Training'. A 'View project' button is visible. Below the title, there are statistics: 17 applications, 0 compliance plans and reports, and 0 users. A tabbed interface shows 'Project details' as the active tab, with other tabs being 'Requests' (with a red indicator), 'Users', and 'Add users'. The 'Project details' section has a 'Project title' field containing '22/04 IR Training'. Below this is a section titled 'What your project involves' with a text area containing 'Training'. The 'Project visibility' section has a 'Who can view' section with a checked checkbox for 'Visible to your organisation'. A note below states: 'People in your organisation can see the project name only and request access. Leave unselected if the information is sensitive or confidential. Only Service Administrators and users added to this project will be able to view it.' A 'Save changes' button is at the bottom right.

Home / Access management / Project access

PRJ-0493134

22/04 IR Training

View project

17 applications 0 compliance plans and reports 0 users

Project details Requests Users Add users

Project details

Project title *

22/04 IR Training

What your project involves

Provide a short description of your project. Include what the proposed development is and where it is located.

Training

Project visibility

Who can view

☒ Visible to your organisation

People in your organisation can see the project name only and request access.
Leave unselected if the information is sensitive or confidential. Only Service Administrators and users added to this project will be able to view it.

Save changes

6.2.2 Requests

Click **Requests** tab to view any pending requests for this project.

Click **View request**. You can **Decline** or **Accept** the request.

Note: The red circle with a white exclamation mark () indicates that there are outstanding requests that need responding to.

[Home](#) / [Access management](#) / [Project access](#)

PRJ-0493134

22/04 IR Training

[View project](#)

 17 applications  0 compliance plans and reports  0 users

[Project details](#) [Requests](#) [Users](#) [Add users](#)

Project access requests

Full name	Request type	Project	Status	Action
	Existing project	22/04 IR Training	Pending	View request

1 to 1 of 1  < Page 1 of 1 > 

Project access request

Pending

Request summary

Requested by: 

Email: @gmail.com

Requested date: 02 Jun 2026

Project: [PRJ-0493134 - 22/04 IR Training](#)

[Decline](#) [Accept](#)

6.2.3 Users

Click **Users** tab to view the current users of the project and **Remove** the user if required.

Home / Access management / Project access

PRJ-0493134

22/04 IR Training

[View project](#)

17 applications 0 compliance plans and reports 2 users

[Project details](#) [Requests](#) [Users](#) [Add users](#)

Users

Full name	Email	Role	Access	Entity affiliation	User access
Bruno Mars	[REDACTED]rim.onmicrosoft.com	EO/ServiceAdministrator	Full access		Remove access
[REDACTED]	[REDACTED]mail.com	EO/EmailUser	Full access		Remove access
[REDACTED]	[REDACTED]@gmail.com	EO/Service User	Full access		Remove access

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6.2.4 Add users

Click **Add users** tab to add a new user to the project.

Home / Access management / Project access

PRJ-0493134

22/04 IR Training

[View project](#)

17 applications 0 compliance plans and reports 0 users

[Project details](#) [Requests](#) [Users](#) [Add users](#)

Add users

Full name	Email	Role	Access	Entity affiliation	User access
[REDACTED]	[REDACTED]verim.onmicr	EO/ServiceUser	Full access		Add user
[REDACTED]	[REDACTED]rim.onmicrosoft.com	EO/ServiceAdministrator	Full access		Add user
[REDACTED]	[REDACTED]erim.onmicrosoft.com	EO/ServiceAdministrator	Full access		Add user

