

# Environment Online

## Get started guide

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

# ENVIRONMENT ONLINE – GET STARTED GUIDE

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## Overview:

This guide will assist you with:

1. Types of roles and access
2. Registering for an Environment Online account
3. Need more help
4. Optimising your experience

## 1. Types of roles and access

There are a few different types of roles on Environment Online that will allow you and/or your organisation to be able to manage projects, applications, and user access. Please refer to the table below.

Activity	Environment Online roles			
	Service Administrator (Only for MWA or Digital Identity accounts)	Service User (Only for MWA or Digital Identity accounts)	Primary Individual User (Only for your email accounts)	Authorised Representative (Only for your email accounts)
Create, view and update profile	 (Including entity profile)		 (Including entity profile)	
Create projects				
Manage access of others representing your entity				
View, update and edit projects, proposals, applications and confidential attachments		 (Only for projects you create or are authorised for)		 (Only for projects you create or are authorised for)

For guidance on managing user access, please use the ['How to manage access to a project guide'](#) or the ['Disassociate user access to an organisation reference guide'](#).

## 2. Registering for an Environment Online account:

Depending on the type of access you need (see 'Types of roles and access on Environment Online'), there are multiple methods for registering for an account.

You do not need to create an account to access publicly available information such as projects, proposals, applications, stages of assessment, locations, reports, and recommendations and/ or to submit an enquiry.

You can register for an Environment Online account using one of the following methods:

Using your email and password	
For individuals wanting to access limited services*	<p>Register for an account using a valid email address, creating a password and following the Multi-factor Authentication steps with either a mobile phone number or using your preferred authenticator application.</p> <p>You will only be able to <b>access limited services*</b> with this type of account. For more information, please use the <a href="#">representing myself guide</a>.</p>
If you are representing another person or organisation	<p>Register for an account using a valid email address, creating a password and following the Multi-factor Authentication steps with either a mobile phone number or using your preferred authenticator application.</p> <p>If representing an organisation, they must already have an existing account using the Microsoft Work Account or Digital Identity methods. For more information, please use the <a href="#">representing an entity guide</a>. Check with the organisation directly or contact <a href="#">EO support</a> if you are unsure.</p> <p>The type of access you have will depend on the permissions the organisation or person you are representing has given you.</p>

Using Microsoft Work Account	
For individuals wanting to access all services**	<p>Your organisation has to be set up with Environment Online before you can use your Microsoft Work Account to register for Environment Online access. Please check with your IT administrative team or contact <a href="#">EO support</a> if you are unsure. For more information, please use the <a href="#">representing an entity guide</a>.</p> <p>This type of account will allow you to <b>access all services**</b> available in Environment Online.</p>

For organisations wanting to access all services**	<p>Before individuals in an organisation can use their Microsoft Work Account to sign in to Environment Online, their IT representative must set up the organisation's Microsoft Azure Active Directory credentials. For steps on setting up an organisation on Environment Online, please use the <a href="#">representing an entity guide</a>.</p> <p>This type of account will allow you to <b>access all services**</b> available in Environment Online.</p>
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<b>Using Digital Identity</b>	
For individuals wanting to access all services**	<p>Register for an account using an existing <a href="#">MyGovID</a> Digital Identity account. For more information, please use the <a href="#">representing myself guide</a>.</p> <p>This type of account will allow you to <b>access all services**</b> available in Environment Online.</p>
If you are representing an organisation or another person	<p>Register for an account using your <a href="#">MyGovID</a> Digital Identity and WA Relationship Authorisation Manager (WARAM) login credentials. For more information on using MyGovID or WARAM please use the <a href="#">representing an entity guide</a>.</p> <p>This type of account will allow you to <b>access all services**</b> available in Environment Online.</p>

\*Access limited services include native vegetation applications and/or submitting industry regulation annual licensing fees.

\*\* Access all services includes the ability to manage and track applications for all services.

### 3. Need more help

There are many reference and guidance materials available to help you to use Environment Online. These can be found at Environment Online in the [knowledge base section](#).

Other ways to seek help include:

- Using the [enquiry form](#).
- Calling our friendly team on 1800 161 176. Our contact hours are 8.30am-5pm (AWST), Monday to Friday.
- Emailing us at [eosupport@dwer.wa.gov.au](mailto:eosupport@dwer.wa.gov.au)

## 4. Optimising your experience

The recommended operation systems and browsers are:

- Windows 10 or later
- macOS 10.13 or later
- iOS 13 or later
- Android 10 or later
- Chrome
- Edge
- Firefox
- Safari

