

# Environment Online

## Get Started Guide



# Get Started Contents



- [How will you use Environment Online?](#)
- [Member of the Public \(no log in required\)](#)
- [What a Service Administrator can do](#)
  - [What type of Service Administrator are you?](#)
  - [Get started as a Service Administrator \(representing myself\)](#)
  - [Options to log in \(representing an entity\) using Digital Identity or Microsoft Work Account](#)
  - [What are the benefits of an entity using myGov or Microsoft Work Account login?](#)
  - [Get started as a Service Administrator \(representing an entity\) using myGovID and WARAM](#)
  - [Get started as a Service Administrator \(representing an entity\) using Microsoft Work Account login](#)
- [What a Service User can do](#)
  - [Get started as a Service User \(representing an entity\) using myGovID and WARAM](#)
  - [Get started as a Service User \(representing an entity\) using Microsoft Work Account login](#)
- [What support is available for EO?](#)

## Benefits of using Environment Online

- A secure digital platform that will eventually provide a single gateway for all water and environmental regulatory activities for all users.
- Further functionality will be built and delivered progressively based on customer feedback and business needs.

## The recommended Operating 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

# How will you use Environment Online?



## Member of the public

Person who doesn't log in and can access public information like guidelines, submit an enquiry, and comment on consultations. Can also view guidance resources.



## Service Administrator

Person who logs in to undertake activities in relation to the Environmental Impact Assessment process. They can also manage access to their organisation's data if representing an entity. When representing yourself you will sign in as a Service Administrator.



## Service User

Person who logs in on behalf of an entity. They are authorised to undertake activities in relation to the Environmental Impact Assessment process for that entity.

### **Please note:**

Organisations **must** authorise at least one **Service Administrator** for Service Users to be granted access to Environment Online if using Digital Identity, or to be assigned projects if using Microsoft Work Account Login.



---

## Member of the public

---

Person who doesn't log in and can access public information like guidelines and can submit an enquiry. Can also view guidance resources.

Get started now:

Access Environment Online here [environmentonline.dwer.wa.gov.au](https://environmentonline.dwer.wa.gov.au)

Without logging in to Environment Online individuals can access a range of information and functionality:

- Create and submit an enquiry.
- Use the interactive mapping tool.
- View all the publicly available information (projects, proposals, applications, attachments, decisions, stage of assessment, location, report and recommendations).
- View guidelines and supporting material in the knowledge base.



---

## Service Administrator

---

Person who logs in to undertake activities in relation to the Environmental Impact Assessment process. They can also manage access to their organisation's data if representing an entity. When representing yourself you will sign in as a Service Administrator.

### Service Administrators can:

- Create pre referral meetings, create and view enquiries, create view and update requests for information, view dashboard including tasks and notifications, receive alerts and notifications addressed to me, view external knowledge base, create, view and update profiles and party profiles, create view update and delete project access and view public consultations.

### Projects created by me - Service Administrators can:

- Create and view projects, proposals, applications and confidential attachments.
- Update projects prior to submission, proposals (version update), applications and confidential attachments in an application or project prior to submission.
- Delete projects if associated proposals and applications are in draft.
- Delete proposals and applications if draft (once submitted must withdraw).
- Delete confidential attachments in an application or project prior to submission.

### Projects created by others - Service Administrators can:

- View projects, proposals, applications and confidential attachments.
- Update projects, proposals (version update), applications (if authorised and prior to submission, and confidential attachments in an application or project.
- Delete projects if associated proposals and applications are in draft.
- Delete proposals and applications if draft (once submitted must withdraw).
- Delete confidential attachments in an application or project.

# What type of Service Administrator are you?



For information on how to get started as a Service Administrator, choose who you will be representing below.

## Service Administrator

- If you are representing yourself (e.g. an individual person submitting a third-party referral of a proposal for the EPA's impact assessment process) [click here](#).
- If you are representing an entity (Undertaking tasks on behalf of a business, organisation, or another person) [click here](#).

---

## Service Administrator

---

Person who logs in to undertake activities in relation to the Environmental Impact Assessment process. They can also manage access to their organisation's data if representing an entity. When representing yourself you will sign in as a Service Administrator.

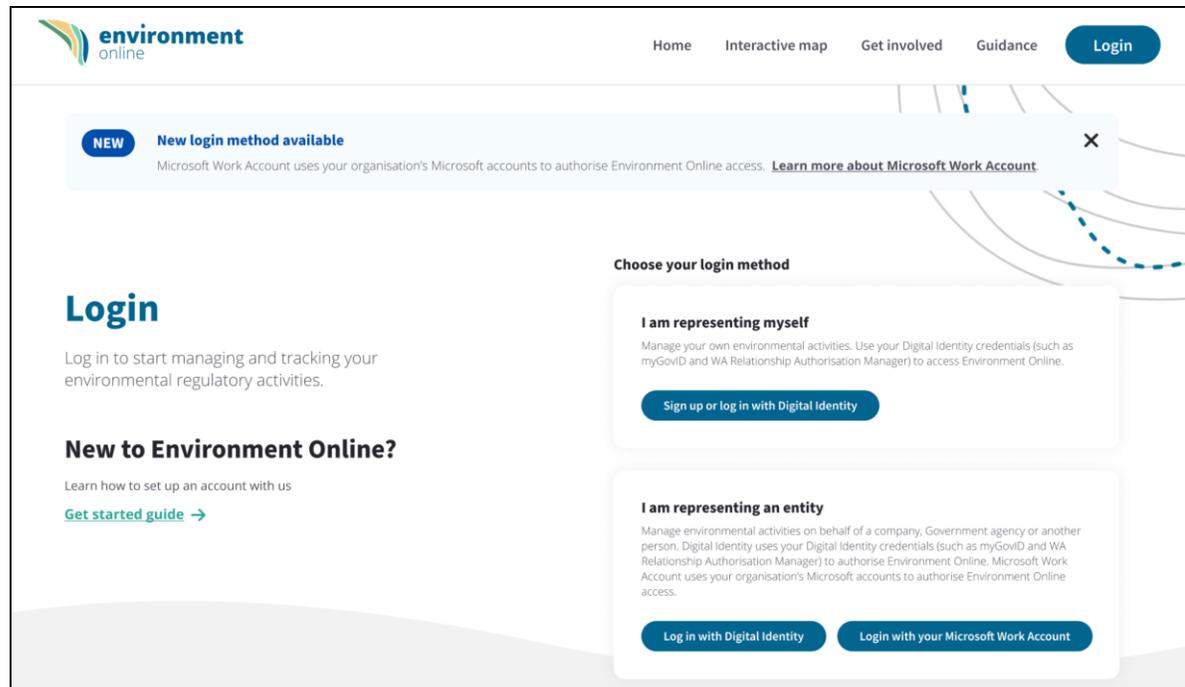
# Get started as a Service Administrator (representing myself)



To get started as a Service Administrator representing yourself (e.g. an individual person submitting a third-party referral of a proposal to the EPA ) you need a myGovID Digital Identity to log in to Environment Online.

- A myGovID is an easy and secure way to prove who you are online. Personal information used by an individual to establish a myGovID is **not shared** with Environment Online at any time.
- It is your Digital Identity and can be used to access online services from participating government agencies at a time that suits you.
- If you don't have a myGovID you can set one up here: [MyGovID](#)

Once you have your myGovID, simply access [Environment Online](#), select 'Log in representing myself' and follow the prompts to log in.



## Need help?

See our step-by-step guide: [Set up and log in to Environment Online – representing myself](#) to help you through this process

# Options to log in (representing an entity) using Digital Identity or Microsoft Work Account



When you are representing an entity, you have two options to log in to the Environment Online. You can set up and use either or both:

1. Use your **Digital Identity**. Currently only able to use [myGovID](#) – a Digital Identity that uses an app on a smart device which proves a user’s identity when logging in to a range of government online services. NB: myGovID is different to a myGov account.
  - When representing an entity, Service Administrators using the myGovID option will also need an authorisation in [The WA Relationship Authorisation Manager \(WARAM\)](#) - an authorisation service that allows you to act on behalf of an entity online, when linked with your myGovID.
  - [Get started using Digital Identity](#) or read about the [benefits of myGovID](#)
2. Use your **Microsoft Work Account** – a service that enables users to log in using their organisation’s Microsoft Active Directory credentials.
  - IT Administrators will need to configure their organisation’s Microsoft tenant to enable users to access Environment Online. See [Representing an entity guidance page](#) to find IT instructions.
  - [Get started using Microsoft Work Account login](#) or read about the [benefits of Microsoft Work Account login](#)

Note: When you are representing yourself, you need to log in using your Digital Identity.

# What are the benefits of an entity using myGovID or Microsoft Work Account login?



It is important to protect your data and information and ensure that any changes made to that information are authorised. Given the commercial nature of many referrals and associated data, the impact of any fraudulent transactions or activity could be significant. MyGovID or Microsoft Work Account Login will be required to enter or modify a proposal in Environment Online.

## Benefits of myGovID

- The use of myGovID, combined with the WA Relationship Authorisation Manager (WARAM) protects proponents, and ensures only users authorised by a business can access EO and transact on behalf of a business. This is separate to myGov.
- myGovID is currently the only identity provider available that meets the verification level required, however it is expected that additional identity providers will become available over time.

## Benefits of Microsoft Work Account login

- Organisations have full control of adding/removing users of EO using Microsoft Active Directory which is fully maintained by the organisation.
- Authentication of users is done using the organisation's credentials.
- The organisation is responsible for verifying the identity of users that it authorises to access EO.
- Onboarding only needs to be done once for the whole organisation.

# Get started as a Service Administrator (representing an entity) using myGovID and WARAM



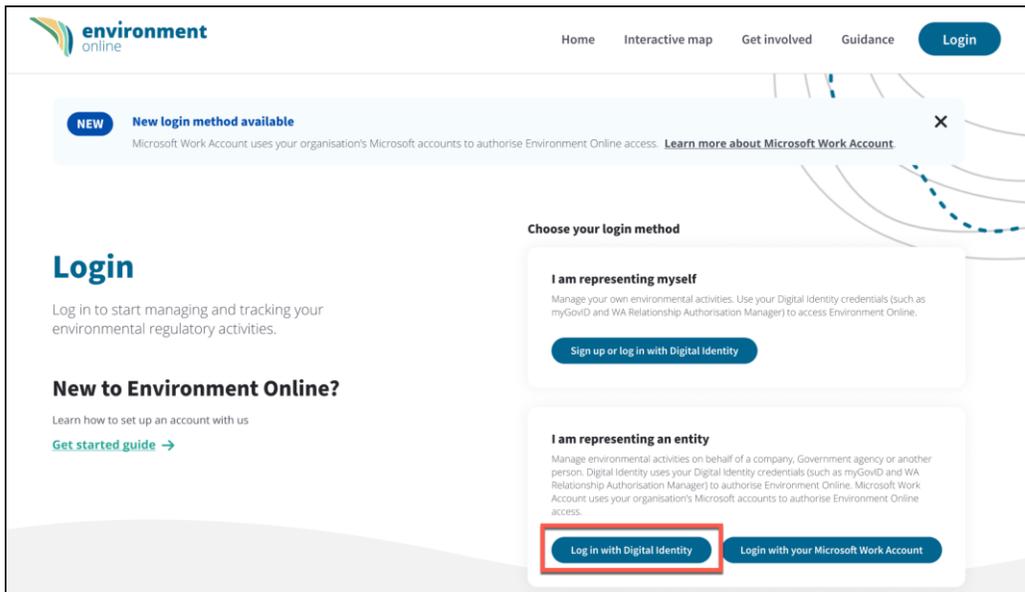
To get started as a Service Administrator managing access to your organisation's data using **myGovID** and **WARAM**, you need:

- [myGovID](#) – an app you download to your smart device which lets you prove who you are when logging in to a range of government online services. It is different to a myGov account.

and

- An authorisation in [The WA Relationship Authorisation Manager \(WARAM\)](#) - an authorisation service that allows you to act on behalf of an entity online, when linked with your myGovID.

The initial Service Administrator is nominated by the business or organisation using the [Authorisation Form](#). Once the first service administrator is set-up, they can manage authorisations for other users.



## Need help?

Head over to the [Representing an entity guidance page](#) to find:

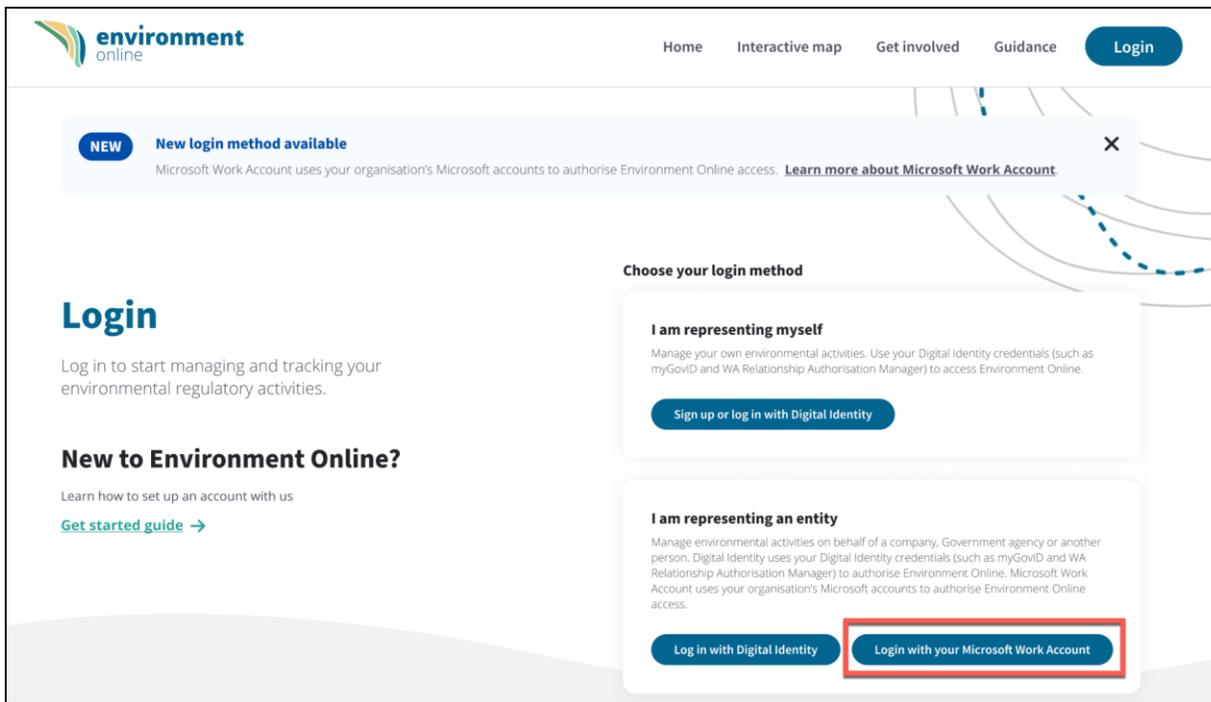
- A video with detailed instructions and our step-by-step guide: **Set up and log in – representing an entity using Digital Identity** to help you through this process.
- Instructions on how to **assign access to a project** in our step-by-step guide and video.

# Get started as a Service Administrator (representing an entity) using Microsoft Work Account login



To get started as a Service Administrator managing access to your organisation's data, using the **Microsoft Work Account Login** option, you need:

- Your organisation to have provided Environment Online with the necessary authorisation and your organisation's IT Administrator to have configured their organisation's tenant to enable users to access Environment Online. See [Representing an entity guidance page](#) and
- An active Microsoft Work Account with your organisation which your IT function has added into the nominated Service Admin group.



## Need help?

Head over to the [Representing an entity guidance page](#) to find:

- Step-by-step reference guides with detailed instructions to help you through this process:
  - Log in representing an entity using Microsoft work account login
  - Set up representing an entity using Microsoft work account login (for IT Administrators)
- Instructions on how to assign access to a project in our step-by-step guide and video.



---

## Service User

---

Person who logs in on behalf of an entity. They are authorised to undertake activities in relation to the Environmental Impact Assessment process for that entity.

The Service User role only relates to someone representing an entity and must be authorised by:

- A Service Administrator to access Environment Online using WARAM or
- An IT function to access Environment Online using Microsoft work account login

### Service Users can:

- Create pre referral meetings, create and view enquiries and responses to enquiries, view dashboard aligned to my project access, receive alerts and notifications addressed to me, view external knowledge base, update my profile, view public consultations

### Projects created by me - Service Users can:

- Create and view projects, proposals, applications and confidential attachments
- Update projects prior to submission, proposals (version update), applications and confidential attachments in an application or project prior to submission
- Delete projects if associated proposals and applications are in draft
- Delete proposals and applications if draft (once submitted must withdraw)
- Delete confidential attachments in an application or project prior to submission

### Projects created by others - Service Users can (if authorised):

- Create and view projects, view proposals, applications and confidential attachments
- Update projects prior to submission, proposals (version update), applications and confidential attachments in an application or project prior to submission
- Delete projects if associated proposals and applications are in draft
- Delete proposals and applications if draft (once submitted must withdraw)
- Delete confidential attachments in an application or project prior to submission

# Get started as a Service User (representing an entity), using myGovID and WARAM

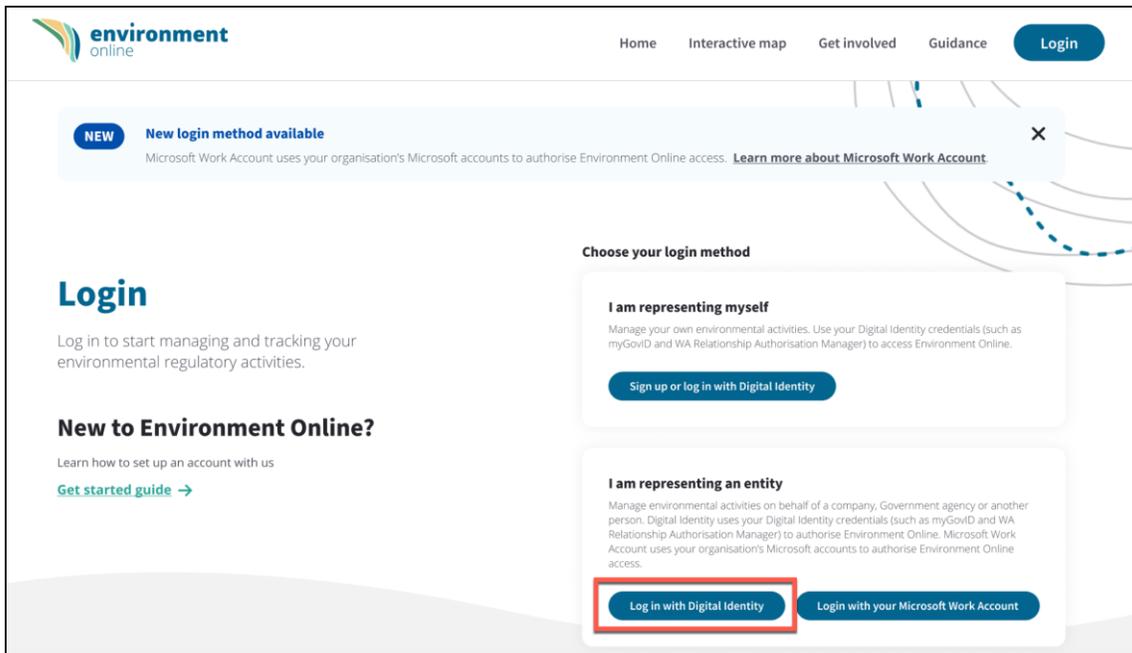


To get started as a Service User and represent an entity (e.g. employee of the business or a consultant contracted by a business to act on their behalf) you need the below. The entity you want to represent **must** have at least one Service Administrator authorised to grant access to Service Users to Environment Online.

- [myGovID](#) – an app you download to your smart device which lets you prove who you are when logging in to a range of government online services. It is different to a myGov account

and

- An authorisation in [The WA Relationship Authorisation Manager \(WARAM\)](#) - an authorisation service that allows you to act on behalf of a business online when linked with your myGovID



## Need help?

Head over to the [Representing an entity guidance page](#) to find:

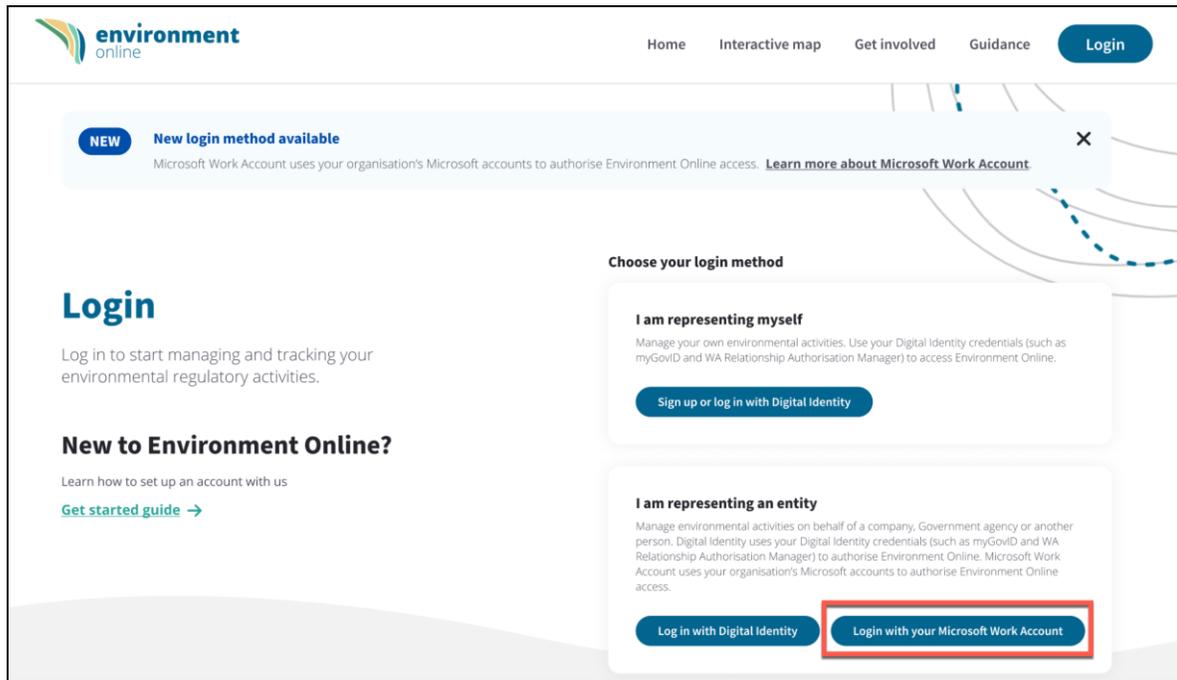
- A video with detailed instructions and our step-by-step guide: [Set up and log in – representing an entity using Digital Identity](#) to help you through this process.

# Get started as a Service User (representing an entity), using Microsoft Work Account login



To get started as a Service User and represent an entity (e.g. employee of the business or a consultant contracted by a business to act on their behalf) you need the below.

- Your organisation to have provided Environment Online with the necessary authorisation, and your organisation's IT Administrator to have configured their organisation's tenant to enable users to access Environment Online. See [Representing an entity guidance page](#) and
- An active Microsoft Work Account with your organisation which the IT function has added into the nominated group/s.



## Need help?

Head over to the [Representing an entity guidance page](#) to find:

- Step-by-step reference guides with detailed instructions to help you through this process:
  - Log in representing an entity using Microsoft work account login
  - Set up representing an entity using Microsoft work account login (for IT Administrators)

# 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 responses during office hours



## Call us

Phone: 1800 161 176

Between 8.30am – 5pm Monday to Friday

Or leave a message after hours