



WA Relationship Authorisation Manager User Guide

Approving or declining a pending request

Requests are submitted by people who wish

- to act on behalf of a business i.e. a “New” request; or
- extend an existing authorisation which is due to expire i.e. an “extension” request.

The request does not come into effect unless the request is approved.

To approve a new request or an extension to an existing authorisation to act on behalf of a business, you must be set up as an administrator (i.e. “**Service Administrator**”) in order to approve or decline requests. You can obtain administrator rights by [submitting your own request](#). Please be aware that you may be asked to provide proof that you are allowed to act on behalf of the requested business. Once your request has been approved, you may then approve or decline other requests.

You can also approve requests to extend an authorisation to act on your behalf.

Requests automatically expire after 30 days if they are not actioned.

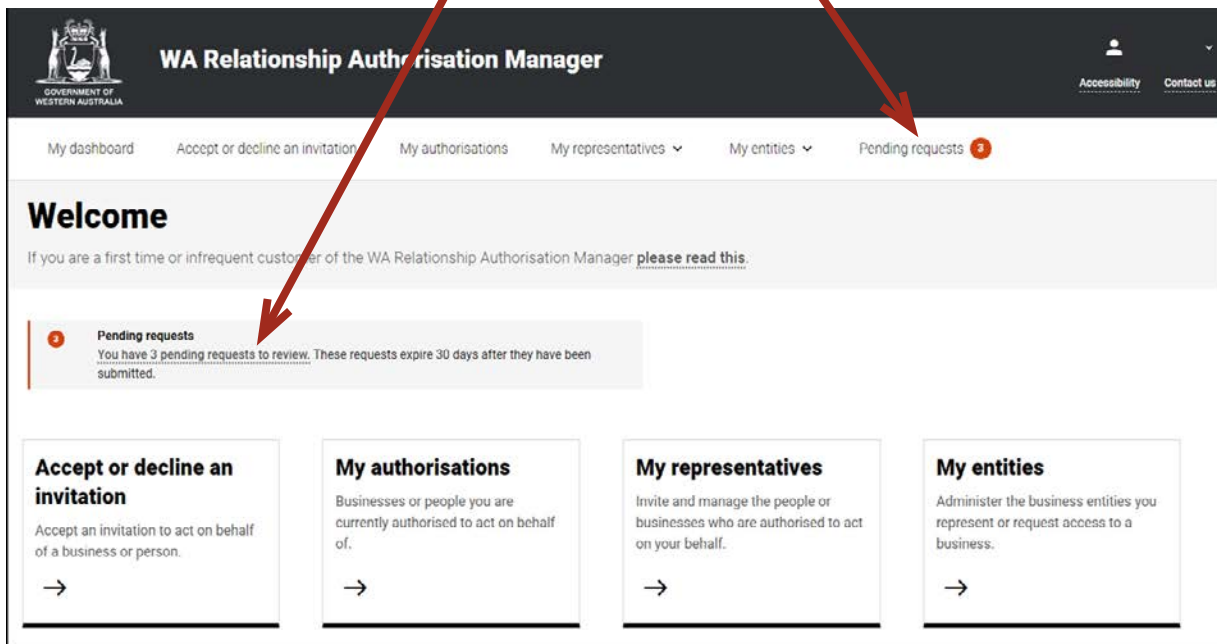
NOTE: New requests cannot be submitted to act on behalf of another person.

Step 1.

How to approve or decline a pending request

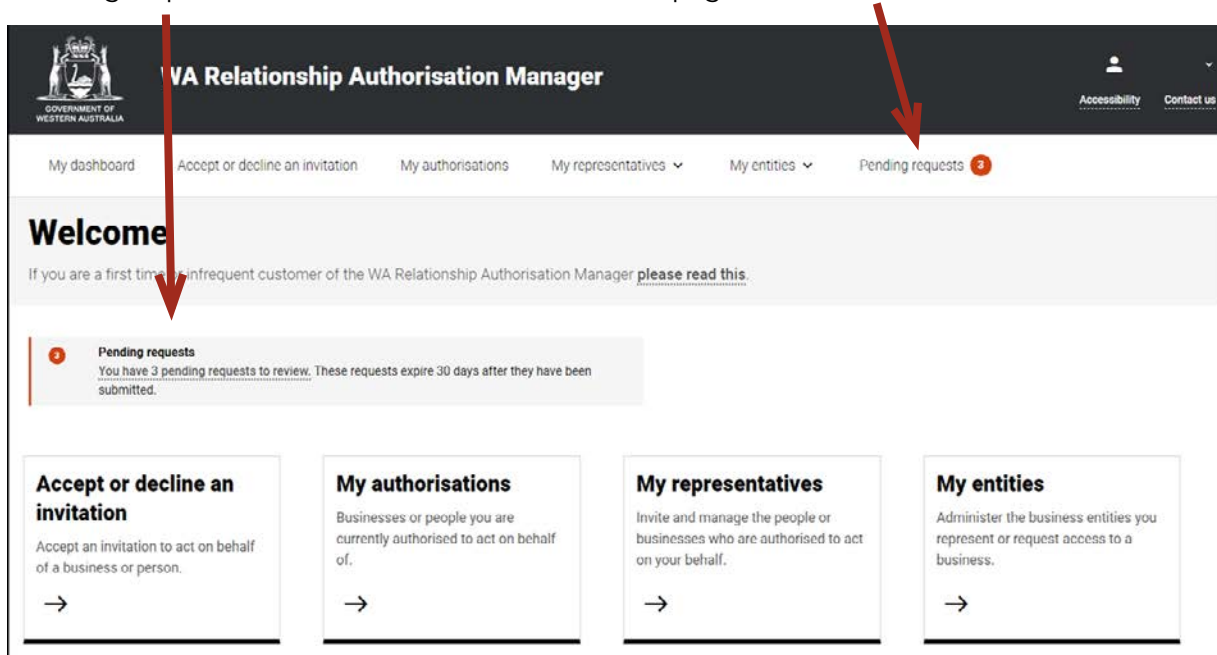
Sign into the [WARAM](#). This will automatically start you at the “My dashboard” / “Welcome” page.

NOTE: Should you have a request pending, an indicator showing the number of requests will display next to the “Pending request” menu, located to the top right side of the page, and additionally be displayed as a link in the centre of the page.



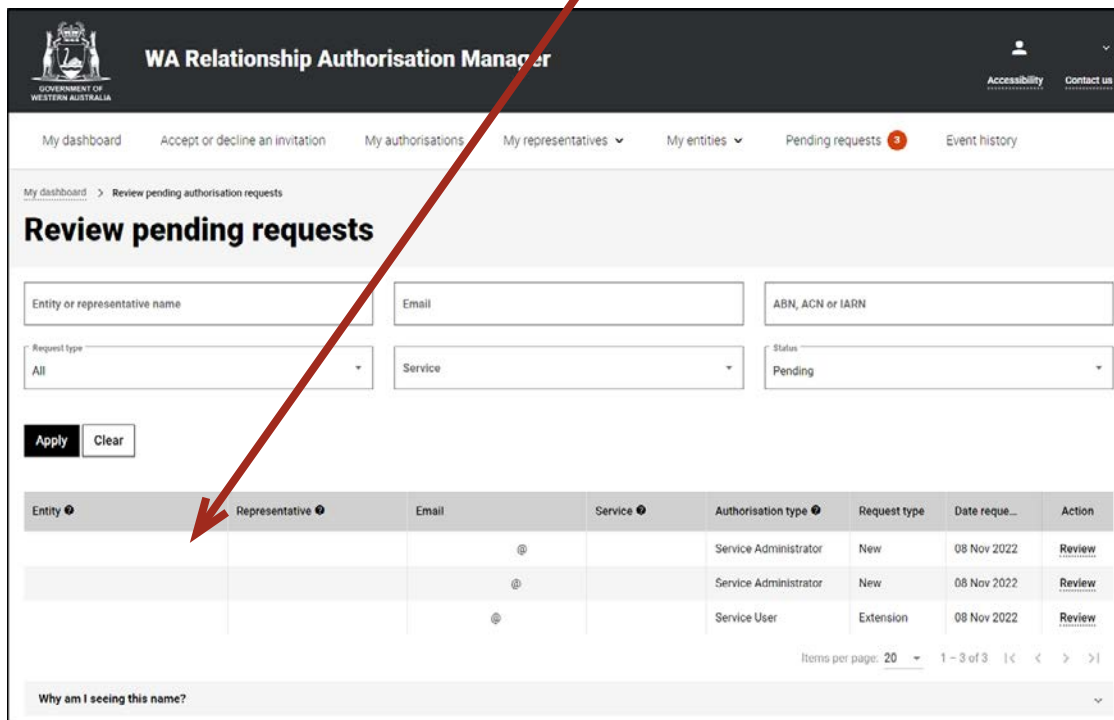
Step 2.

Click on either the “Pending requests” menu, located to the top right side of the page, or the “Pending requests” link located in the centre of the page.



Step 3.

You should now be able to see the “Review pending requests” page. Any pending requests will be displayed towards the bottom of the page.



The screenshot shows the 'Review pending requests' page in the WA Relationship Authorisation Manager. The page includes a navigation bar with 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a notification badge), and 'Event history'. Below the navigation bar, there are search filters for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons. Below the filters is a table with the following columns: Entity, Representative, Email, Service, Authorisation type, Request type, Date requested, and Action. The table contains three rows of pending requests. At the bottom right of the table, it says 'Items per page: 20' and '1 - 3 of 3'. There are also navigation arrows for the table.

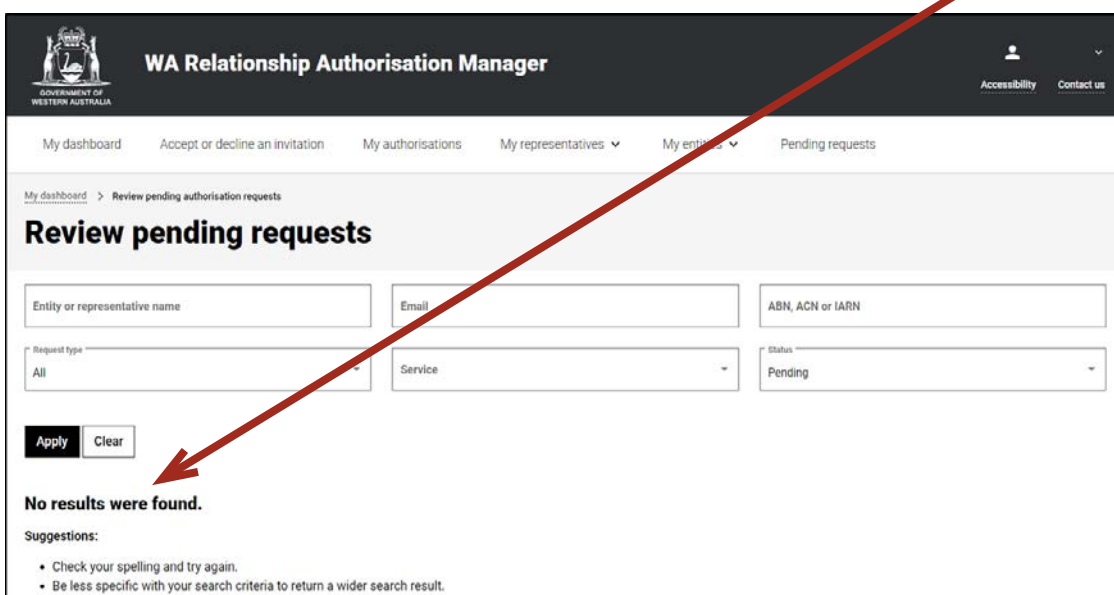
Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

NOTE: This page will display the first 20 requests. To find the request you require, you can:

- enter further details into the search criteria and then click the “Apply” button; or
- scroll through the results using the arrows located at the bottom right side of the list.

To view an old request, change the Status dropdown (which is always defaulted to “Pending”) to “All” and then click the “Apply” button.

If there are no pending requests the page will display “No results were found” and you should skip to Step 22. If there are pending requests, go to Step 4.

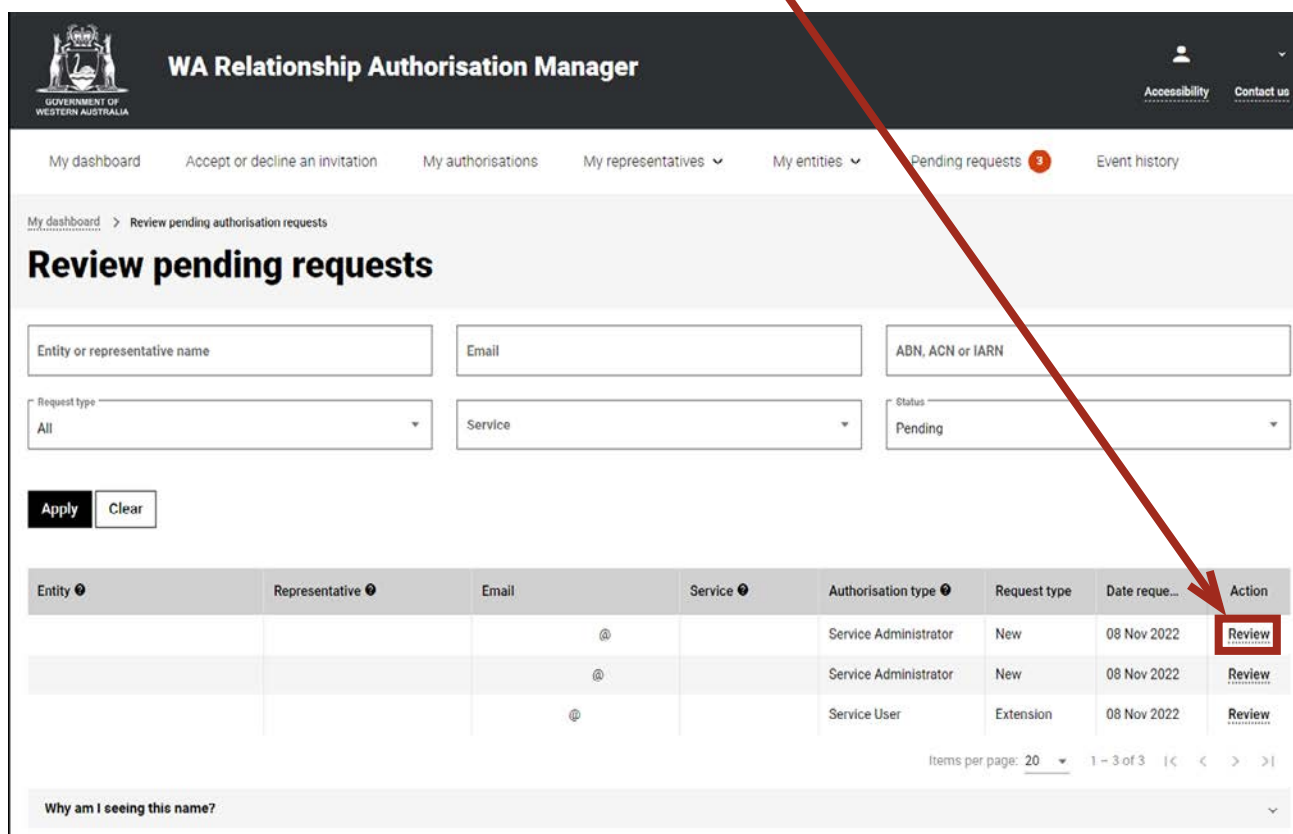


The screenshot shows the 'Review pending requests' page in the WA Relationship Authorisation Manager. The page includes a navigation bar with 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests', and 'Event history'. Below the navigation bar, there are search filters for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons. Below the filters, the message 'No results were found.' is displayed. Below this message, there are 'Suggestions:' which include: 'Check your spelling and try again.' and 'Be less specific with your search criteria to return a wider search result.'

Step 4.

Once you have found the request, check the Request type heading to determine the nature of the request and then click on the hyperlink titled “Review”, located to the right of the list of pending request, underneath the Action heading.

- If the Request Type is “New”, go to Step 5; or
- If the Request Type is “Extension”, go to Step 14.



The screenshot displays the 'WA Relationship Authorisation Manager' interface. The page title is 'Review pending requests'. There are search filters for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). Below the filters are 'Apply' and 'Clear' buttons. A table lists pending requests with columns: Entity, Representative, Email, Service, Authorisation type, Request type, Date requested, and Action. The 'Action' column contains 'Review' links for each row. A red arrow points to the 'Review' link in the first row of the table.

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Items per page: 20 | 1 - 3 of 3 | < > |

Why am I seeing this name? ▾

Step 5.

Approving or declining an authorisation request

You should now be able to see the “Approve or decline an authorisation request” page.

- Read through all details carefully.
- Read through the declaration located at the bottom of the page.
- If you do not agree with the requested information, you can change the requested Authorisation type, Start date and End date.

WA Relationship Authorisation Manager

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (3) | Event history

My dashboard > Review pending authorisation requests > Approve/decline authorisation request

Approve or decline an authorisation request

Review and either approve or decline this request

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type Service Administrator	Start date 08 November 2022	End date 25 November 2022

Confirm these details are correct before approving the request

Change Authorisation type
Service Administrator

Change start date
08 Nov 2022

Change end date
25 Nov 2022 No end date

Declaration

I declare that:

- I have used my own account to access this service.
- I am creating a relationship between the entity and the representative named above.
- I am authorised to create this relationship on behalf of the entity named above.
- I understand that by creating this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above with the service named above.
 - all decisions and actions undertaken by the representative named above with the service named above will be treated as approved by the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity with the service named above.
 - the representative's name and email address may be shared with the service named above.
- I have reviewed and, where appropriate amended, the request details and these correctly reflect my intent.
- I understand that by creating this relationship:
 - the representative named above will be able to authorise other representatives to transact on behalf of the entity named above with the service named above.
 - I will **not** be notified when the representative named above authorises other representatives to transact on behalf of the entity named above with the service named above.

I understand and accept this declaration

Cancel Decline Approve

Step 5. cont...

Some online services may require you to add or review information which is specific to the online service. In this case the “Review additional information” will be visible. Selecting this option will open a custom page in a separate tab.

WA Relationship Authorisation Manager

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (2) | Event history

My dashboard > Review pending requests > Approve/decline authorisation request

Approve or decline an authorisation request

Review and either approve or decline this request

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
Service User	Service User	25 July 2024	None

[Review additional information](#)

Confirm these details are correct before approving the request

Change Authorisation type: Service User

Change start date: 25 Jul 2024

Change end date: No end date

Declaration

I declare that:

- I have used my own account to access this service.
- I am creating a relationship between the entity and the representative named above.
- I am authorised to create this relationship on behalf of the entity named above.
- I understand that by creating this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above with the service named above.
 - all decisions and actions undertaken by the representative named above with the service named above will be treated as approved by the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity with the service named above.
 - the representative's name and email address may be shared with the service named above.
- I have reviewed and, where appropriate amended, the request details and these correctly reflect my intent.

I understand and accept this declaration

[Cancel](#) [Decline](#) [Approve](#)

NOTE: At this stage you have three possible actions, these include:

1. approve the request, go to Step 6;
2. decline the request, go to Step 10; or
3. should you not agree with the Declaration or wish to exit this transaction, click on the “Cancel” button and go to Step 22.

Step 6.

Approve an authorisation request

If the details on this page are correct, you agree with the Declaration and you wish to approve the request, click on the “I understand and accept this declaration” checkbox and then click on the “Approve” button.

WA Relationship Authorisation Manager

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (3) | Event history

My dashboard > Review pending authorisation requests > Approve/decline authorisation request

Approve or decline an authorisation request

Review and either approve or decline this request

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with this entity			
Authorisation details		Start date	End date
Service	Authorisation type Service Administrator	08 November 2022	25 November 2022

Confirm these details are correct before approving the request

Change Authorisation type: Service Administrator

Change start date: 08 Nov 2022

Change end date: 25 Nov 2022 No end date

Declaration

I declare that:

- I have used my own account to access this service.
- I am creating a relationship between the entity and the representative named above.
- I am authorised to create this relationship on behalf of the entity named above.
- I understand that by creating this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above with the service named above.
 - all decisions and actions undertaken by the representative named above with the service named above will be treated as approved by the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity with the service named above.
 - the representative's name and email address may be shared with the service named above.
- I have reviewed and, where appropriate amended, the request details and these correctly reflect my intent.
- I understand that by creating this relationship:
 - the representative named above will be able to authorise other representatives to transact on behalf of the entity named above with the service named above.
 - I will **not** be notified when the representative named above authorises other representatives to transact on behalf of the entity named above with the service named above.

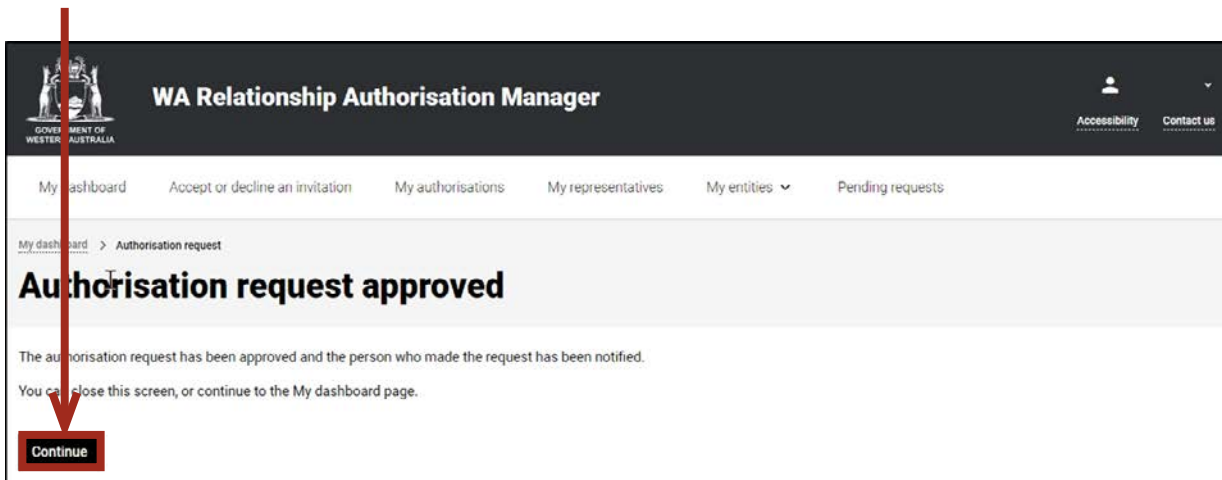
I understand and accept this declaration

Cancel | Decline | **Approve**

NOTE: Please ensure you read the declaration carefully. The declaration when approving a service administrator is different to that when approving a service user.

Step 7.

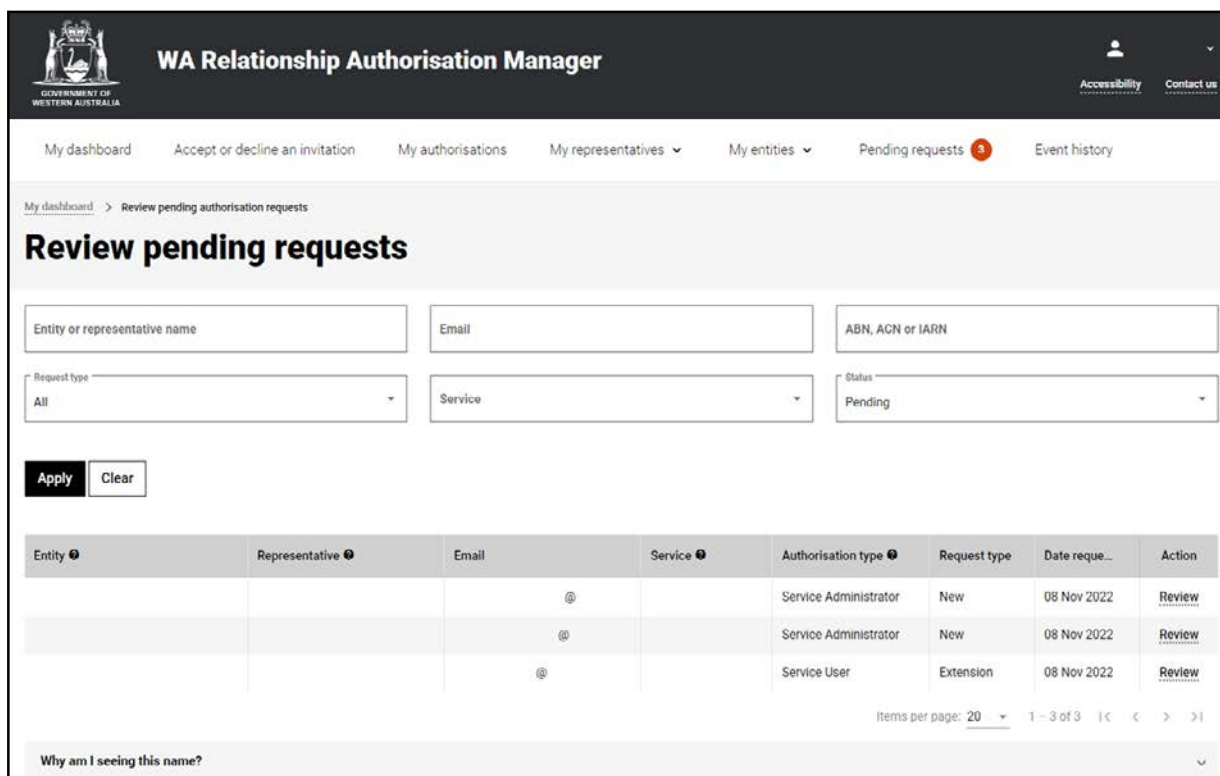
You should now be able to see the “Authorisation request approved” page. Click on the “Continue” button located at the bottom of the page.



The requestor will be notified that their request has been approved by email and an authorisation will now be present. Once approved, only the end date for the authorisation can be modified. Please see the instructions titled “[Managing authorisations](#)” for details on how to edit or remove an authorisation.

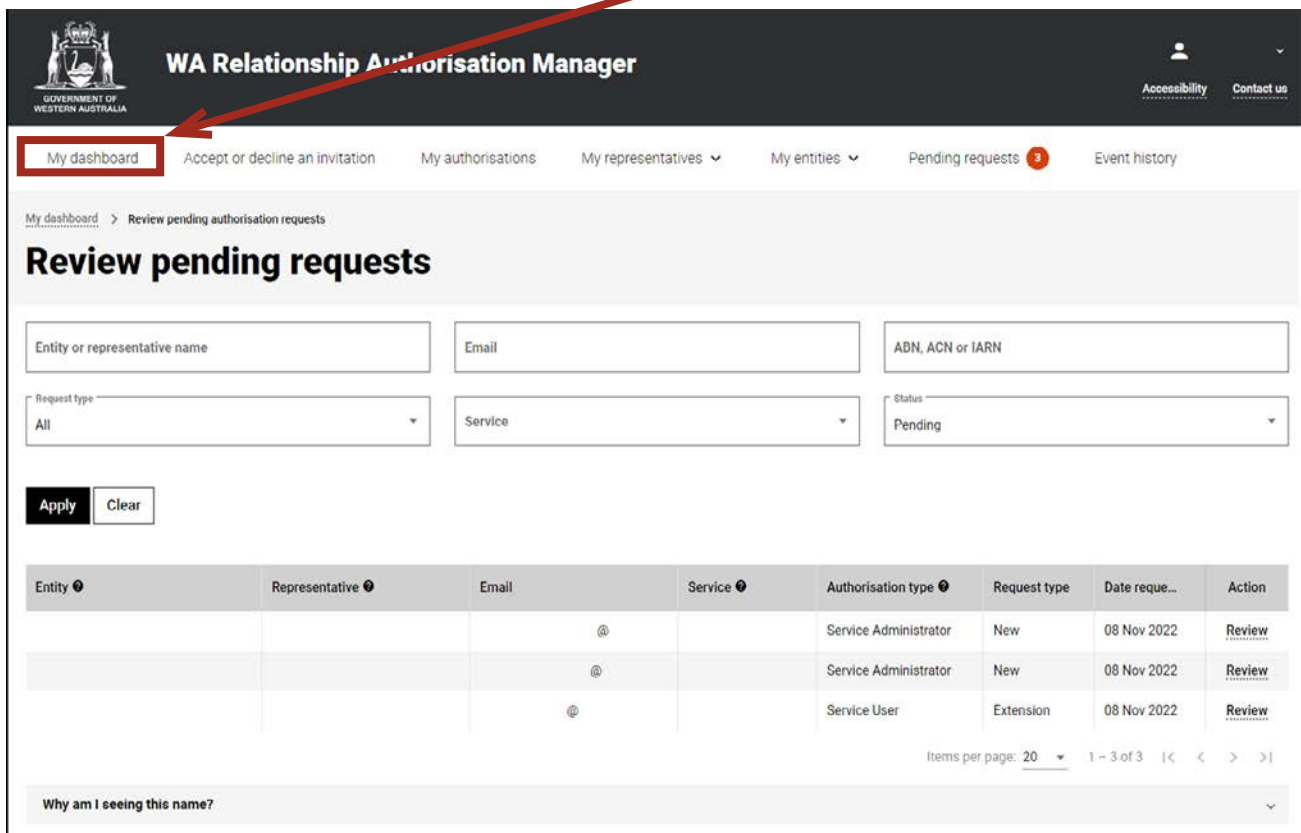
Step 8.

You will now be taken back to the “Review pending requests” page, which displays any remaining pending requests.



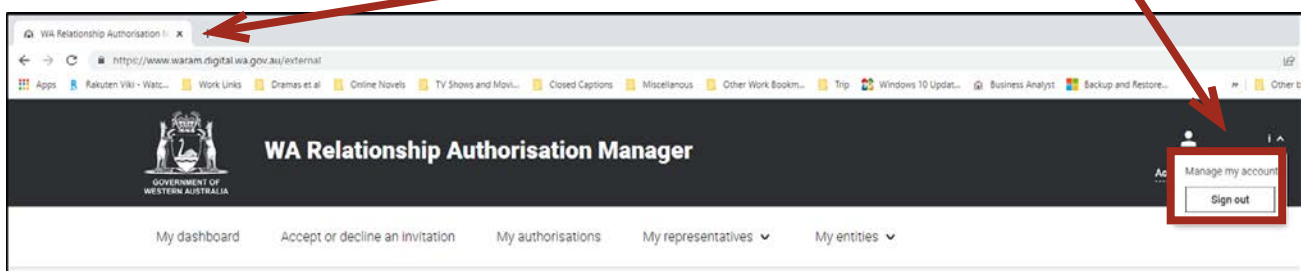
Step 9.

To continue using the WARAM, click on the “My dashboard” tab located at the top of the page.



The screenshot shows the 'Review pending requests' page in the WA Relationship Authorisation Manager. The top navigation bar includes 'My dashboard' (highlighted with a red box and a red arrow), 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red circle containing the number 3), and 'Event history'. Below the navigation bar, the page title is 'Review pending requests'. There are several filter fields: 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons. Below the filters is a table with columns: Entity, Representative, Email, Service, Authorisation type, Request type, Date requested, and Action. The table contains three rows of data. At the bottom of the table, there is a 'Why am I seeing this name?' dropdown menu.

Alternatively you can sign out by selecting your name at the top of the page and clicking on the “Sign out” button or close the service via the **x** at the top of the browser.



The screenshot shows the top of the browser window. The address bar contains the URL 'http://www.waram.digital.wa.gov.au/external'. The page header includes the WA Relationship Authorisation Manager logo and navigation tabs. In the top right corner, there is a user profile icon with a dropdown menu. The dropdown menu is open, showing 'Manage my account' and 'Sign out' (highlighted with a red box). A red arrow points to the 'x' in the browser's address bar, and another red arrow points to the 'Sign out' button.

This completes the step-by-step instructions for the “Approve an authorisation request”.

Step 10.

Decline an authorisation request

Should you wish to decline this request, click on the “Decline” button, located at the bottom left of the page.

The screenshot shows the WA Relationship Authorisation Manager interface. The page title is "Approve or decline an authorisation request". The breadcrumb trail is "My dashboard > Review pending authorisation requests > Approve/decline authorisation request". The main content area displays the details of a pending request:

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type Service Administrator	Start date 08 November 2022	End date 25 November 2022

Below the details, there is a confirmation section: "Confirm these details are correct before approving the request". It includes a dropdown for "Change Authorization type" (Service Administrator), a date picker for "Change start date" (08 Nov 2022), and a date picker for "Change end date" (25 Nov 2022) with a "No end date" checkbox.

The "Declaration" section contains the following text:

I declare that:

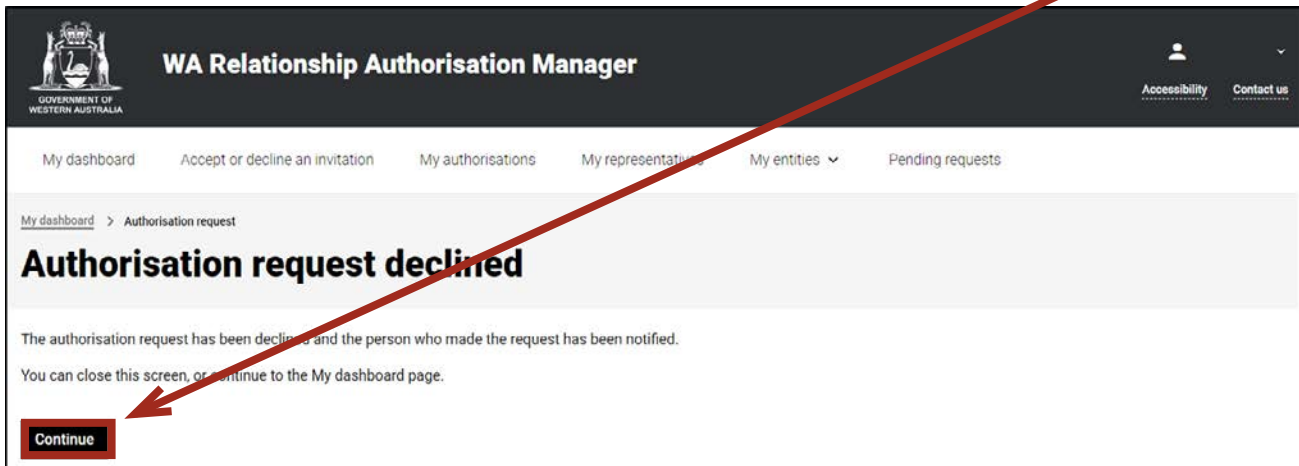
- I have used my own account to access this service.
- I am creating a relationship between the entity and the representative named above.
- I am authorised to create this relationship on behalf of the entity named above.
- I understand that by creating this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above with the service named above.
 - all decisions and actions undertaken by the representative named above with the service named above will be treated as approved by the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity with the service named above.
 - the representative's name and email address may be shared with the service named above.
- I have reviewed and where appropriate amended, the request details and these correctly reflect my intent.
- I understand that by creating this relationship:
 - the representative named above will be able to authorise other representatives to transact on behalf of the entity named above with the service named above.
 - I will **not** be notified when the representative named above authorises other representatives to transact on behalf of the entity named above with the service named above.

At the bottom, there is a checkbox "I understand and accept this declaration" and three buttons: "Cancel", "Decline", and "Approve". A red arrow points from the "Decline" button in the text above to the "Decline" button in the screenshot.

The requestor will be notified that their request has been declined by email.

Step 11.

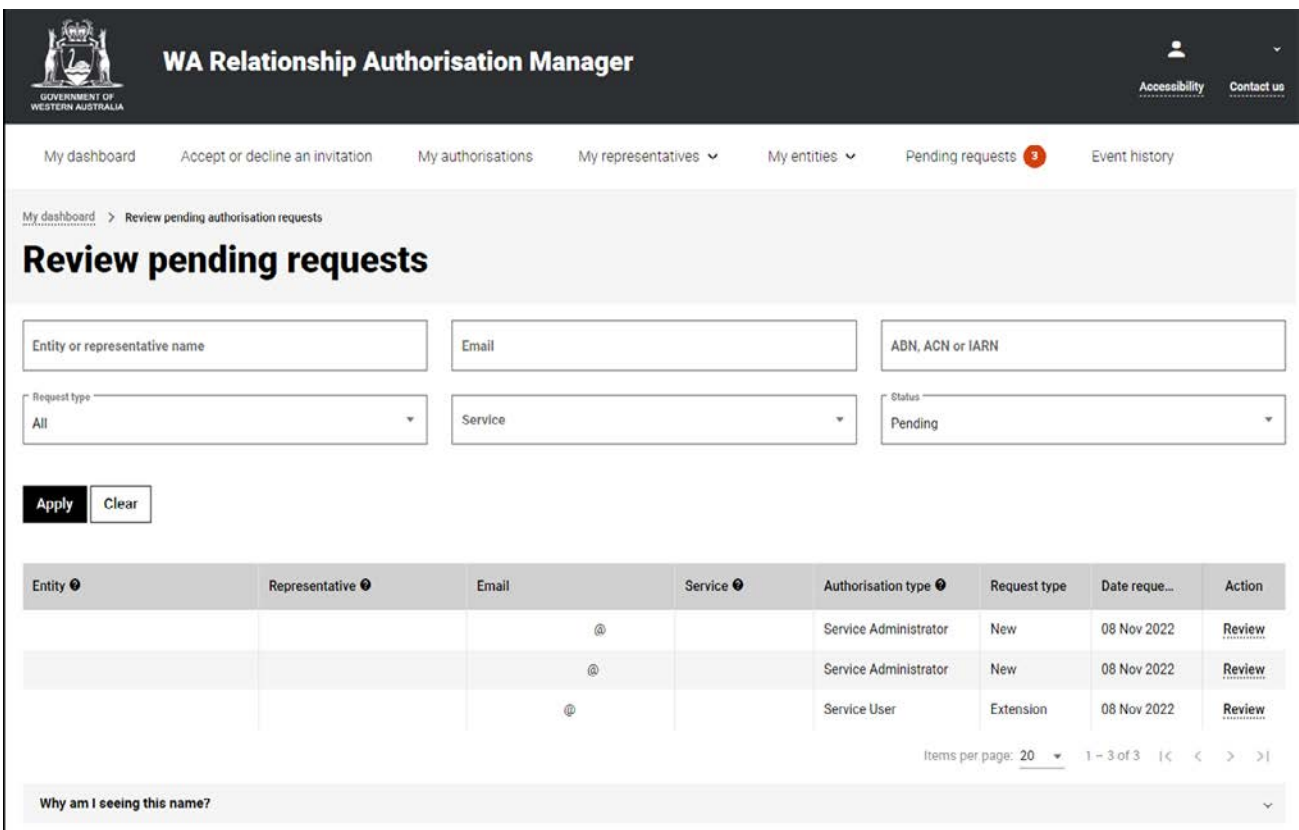
You should now be able to see the “Authorisation request declined” page. Click on the “Continue” button located at the bottom left of the page.



The screenshot shows the 'WA Relationship Authorisation Manager' interface. The main heading is 'Authorisation request declined'. Below the heading, there is a message: 'The authorisation request has been declined and the person who made the request has been notified. You can close this screen, or continue to the My dashboard page.' At the bottom left, there is a 'Continue' button. A red arrow points from the top right of the page towards this button.

Step 12.

You will now be taken back to the “Review pending requests” page, which displays any remaining pending requests.



The screenshot shows the 'WA Relationship Authorisation Manager' interface. The main heading is 'Review pending requests'. Below the heading, there are search filters for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons. Below the filters is a table of pending requests.

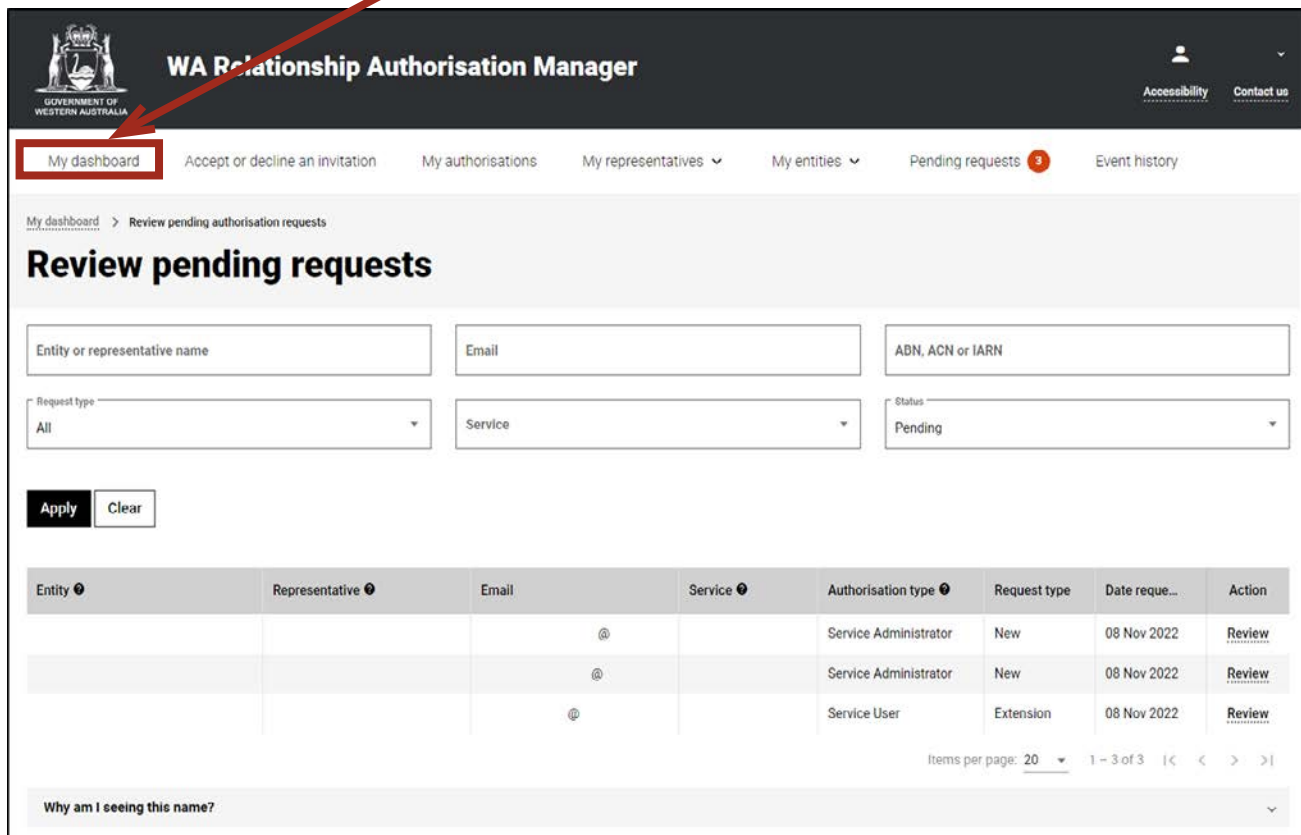
Entity	Representative	Email	Service	Authorisation type	Request type	Date requ...	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Items per page: 20 | 1 - 3 of 3 | < > >|

Why am I seeing this name?

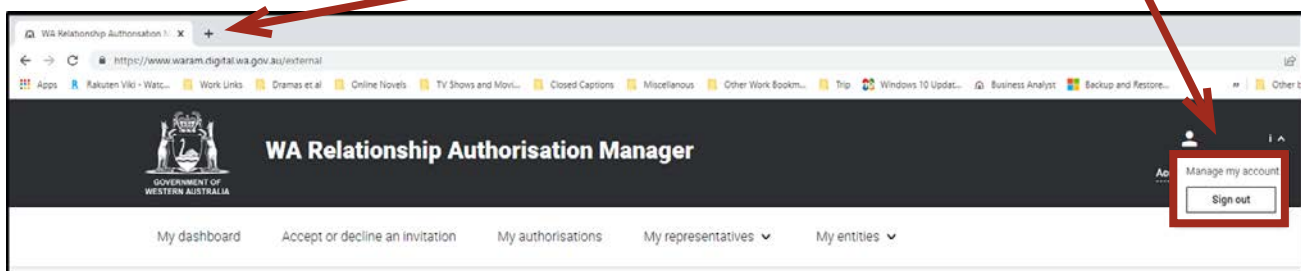
Step 13.

To continue using the WARAM, click on the “My dashboard” tab located at the top of the page.



The screenshot shows the 'Review pending requests' page in the WARAM system. At the top, there is a navigation bar with the following tabs: 'My dashboard' (highlighted with a red box and a red arrow), 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification badge), and 'Event history'. Below the navigation bar, the page title is 'Review pending requests'. There are several filter fields: 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). Below the filters are 'Apply' and 'Clear' buttons. A table displays the pending requests with columns: Entity, Representative, Email, Service, Authorisation type, Request type, Date requested, and Action. The table contains three rows of data. At the bottom of the table, there is a pagination control showing 'Items per page: 20' and '1 - 3 of 3'. A dropdown menu at the bottom left of the table area is labeled 'Why am I seeing this name?'.

Alternatively you can sign out by selecting your name at the top of the page and clicking on the “Sign out” button or close the service via the **X** at the top of the browser.



The screenshot shows the top of the WARAM user interface. The browser address bar shows the URL 'https://www.waram.digital.wa.gov.au/external'. The navigation bar includes the 'My dashboard' tab and other navigation options. In the top right corner, there is a user profile icon. A dropdown menu is open, showing the options 'Manage my account' and 'Sign out'. A red box highlights the 'Sign out' button. A red arrow points to the user profile icon, and another red arrow points to the 'Sign out' button.

This completes the step-by-step instructions for the “Decline an authorisation request”.

Step 14.

Approve or Decline a pending request for extension

You should now be able to see the “Approve or decline a request for extension” page.

- Read through all details carefully.
- Read through the declaration located at the bottom of the page.
- If you do not agree with the requested information, you can change the requested End date.

The screenshot shows the WA Relationship Authorisation Manager interface. The header includes the Government of Western Australia logo and the title 'WA Relationship Authorisation Manager'. The navigation menu contains: My dashboard, Accept or decline an invitation, My authorisations, My representatives, My entities, Pending requests (with a red notification bubble containing the number 3), and Event history. The breadcrumb trail is: My dashboard > Review pending authorisation requests > Approve/decline extension request. The main heading is 'Approve or decline a request for extension'. Below this is a sub-heading: 'Review and either approve or decline this request for extension'. The main content area is a dark grey card with the following details:

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
Service User		08 November 2022	31 March 2023

Below the card, the text reads: 'Confirm these details are correct before approving the request'. Under 'Requested end date', it shows '25 December 2022'. There is a 'Change end date' field with a calendar icon, currently showing '25 Dec 2022', and a checkbox for 'No end date'. The 'Declaration and consent' section starts with 'I declare that:' followed by a list of bullet points. At the bottom, there is a checkbox for 'I understand and accept this declaration' and three buttons: 'Cancel', 'Decline', and 'Approve'.

NOTE: At this stage you have three possible actions, these include:

1. approve the request, go to Step 15;
2. decline the request, go to Step 19; or
3. should you not agree with the Declaration or wish to exit this transaction, click on the “Cancel” button and go to Step 22.

Step 15.

Approve a request for extension

If the details on this page are correct, you agree with the Declaration and you wish to approve the request, click on the “I understand and accept this declaration” checkbox and then click on the “Approve” button.

WA Relationship Authorisation Manager

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (3) | Event history

My dashboard > Review pending authorisation requests > Approve/decline extension request

Approve or decline a request for extension

Review and either approve or decline this request for extension

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
	Service User	08 November 2022	31 March 2023

Confirm these details are correct before approving the request

Requested end date
25 December 2022

Change end date: 25 Dec 2022 No end date

Declaration and consent

I declare that:

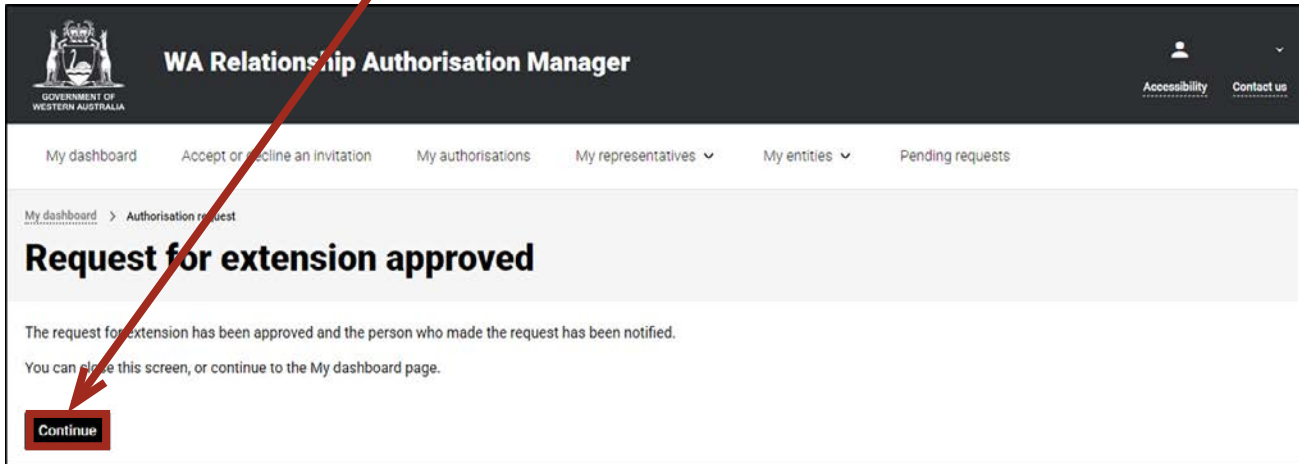
- I have used my own account to access this service.
- I am extending an existing relationship between the entity and the representative named above.
- I am authorised to extend this relationship on behalf of the entity named above.
- I understand that by extending this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above with the service named above.
 - all decisions and actions undertaken by the representative named above with the service named above will be treated as approved by the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity with the service named above.
 - the representative's name and email address may be shared with the service named above.
- I have reviewed and, where appropriate amended, the request details and these correctly reflect my intent.

I understand and accept this declaration

NOTE: Please ensure you read the declaration carefully.

Step 16.

You should now be able to see the “Request for extension approved” page. Click on the “Continue” button located at the bottom of the page.

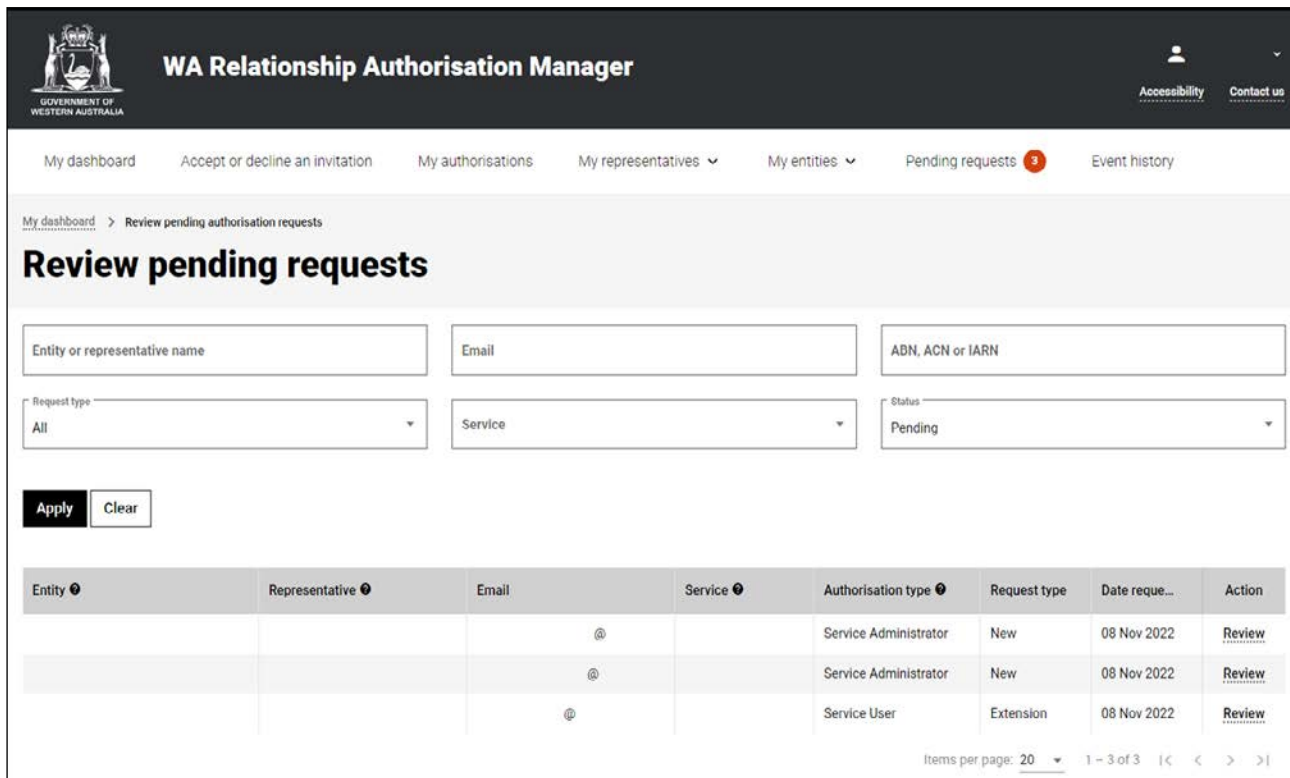


The screenshot shows the 'Request for extension approved' page in the WA Relationship Authorisation Manager. The page title is 'Request for extension approved'. Below the title, it states: 'The request for extension has been approved and the person who made the request has been notified. You can close this screen, or continue to the My dashboard page.' At the bottom left, there is a red 'Continue' button. A red arrow points from the top left towards the 'Continue' button.

The requestor will be notified that their request has been approved by email and the end date of the authorisation will now be adjusted. Please see the instructions titled “[Managing authorisations](#)” for details on how to edit or remove an authorisation.

Step 17.

You will now be taken back to the “Review pending requests” page, which displays any remaining pending requests.



The screenshot shows the 'Review pending requests' page in the WA Relationship Authorisation Manager. The page title is 'Review pending requests'. Below the title, there are search filters for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons. Below the filters is a table of pending requests.

Entity	Representative	Email	Service	Authorisation type	Request type	Date requ...	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Items per page: 20 1 - 3 of 3 < > >>

Step 18.

To continue using the WARAM, click on the “My dashboard” tab located at the top of the page.

The screenshot shows the 'Review pending requests' page in the WARAM system. The top navigation bar includes the 'My dashboard' tab, which is highlighted with a red box and a red arrow. Other tabs include 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification badge), and 'Event history'. The main content area features a search filter section with fields for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). Below the filters are 'Apply' and 'Clear' buttons. A table displays a list of pending requests with columns for Entity, Representative, Email, Service, Authorisation type, Request type, Date requested, and Action. The table contains three rows of data, each with a 'Review' link in the Action column. At the bottom of the table, there is a pagination control showing 'Items per page: 20' and '1 - 3 of 3'. A dropdown menu at the bottom left of the page is labeled 'Why am I seeing this name?'.

Alternatively you can sign out by selecting your name at the top of the page and clicking on the “Sign out” button or close the service via the x at the top of the browser.

This screenshot shows the top right corner of the WARAM interface. A red arrow points to the user profile icon, which has opened a dropdown menu. Another red arrow points to the 'Sign out' button within this menu. The 'Sign out' button is highlighted with a red box. The background shows the same navigation bar as the previous screenshot, with the 'My dashboard' tab visible.

This completes the step-by-step instructions for the “Approve a request for extension”.

Step 19.

Decline a request for extension

Should you wish to decline this request, click on the “Decline” button, located at the bottom left of the page.

The screenshot displays the 'WA Relationship Authorisation Manager' interface. The main heading is 'Approve or decline a request for extension'. Below this, there is a section for reviewing details:

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
	Service User	08 November 2022	31 March 2023

Below the table, there is a section for 'Confirm these details are correct before approving the request'. It shows the 'Requested end date' as 25 December 2022, with a 'Change end date' field set to 25 Dec 2022 and a 'No end date' checkbox.

The 'Declaration and consent' section includes a declaration statement and a list of conditions:

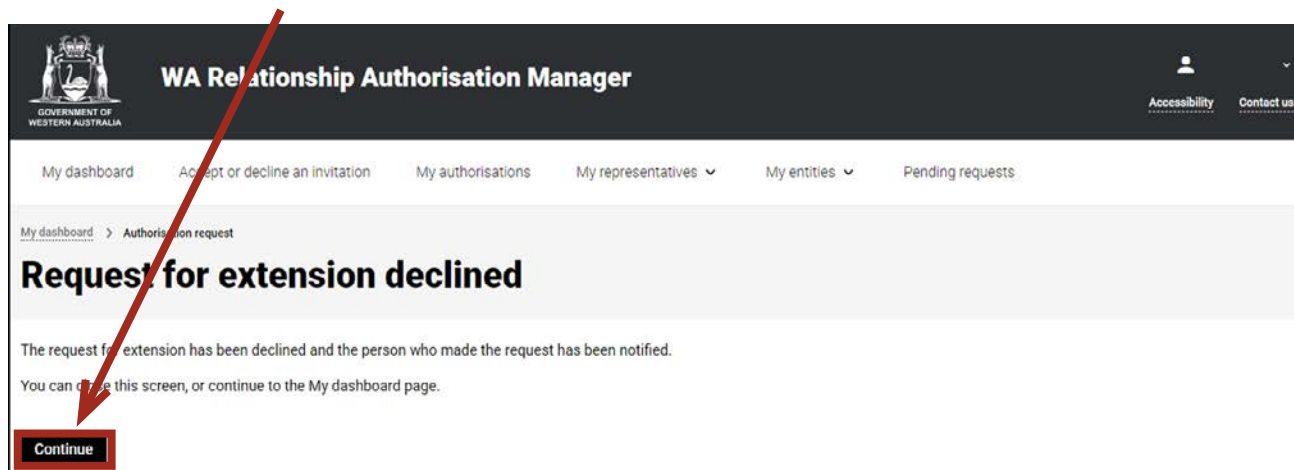
- I have used my own account to access this service.
- I am extending an existing relationship between the entity and the representative named above.
- I am authorised to extend this relationship on behalf of the entity named above.
- I understand that by extending this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above with the service named above.
 - all decisions and actions undertaken by the representative named above with the service named above will be treated as approved by the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity with the service named above.
 - the representative's name and email address may be shared with the service named above.
- I have reviewed and, where appropriate amended, the request details and these correctly reflect my intent.

At the bottom, there is a checkbox for 'I understand and accept this declaration' and three buttons: 'Cancel', 'Decline', and 'Approve'. A red arrow points to the 'Decline' button.

The requestor will be notified that their request has been declined by email.

Step 20.

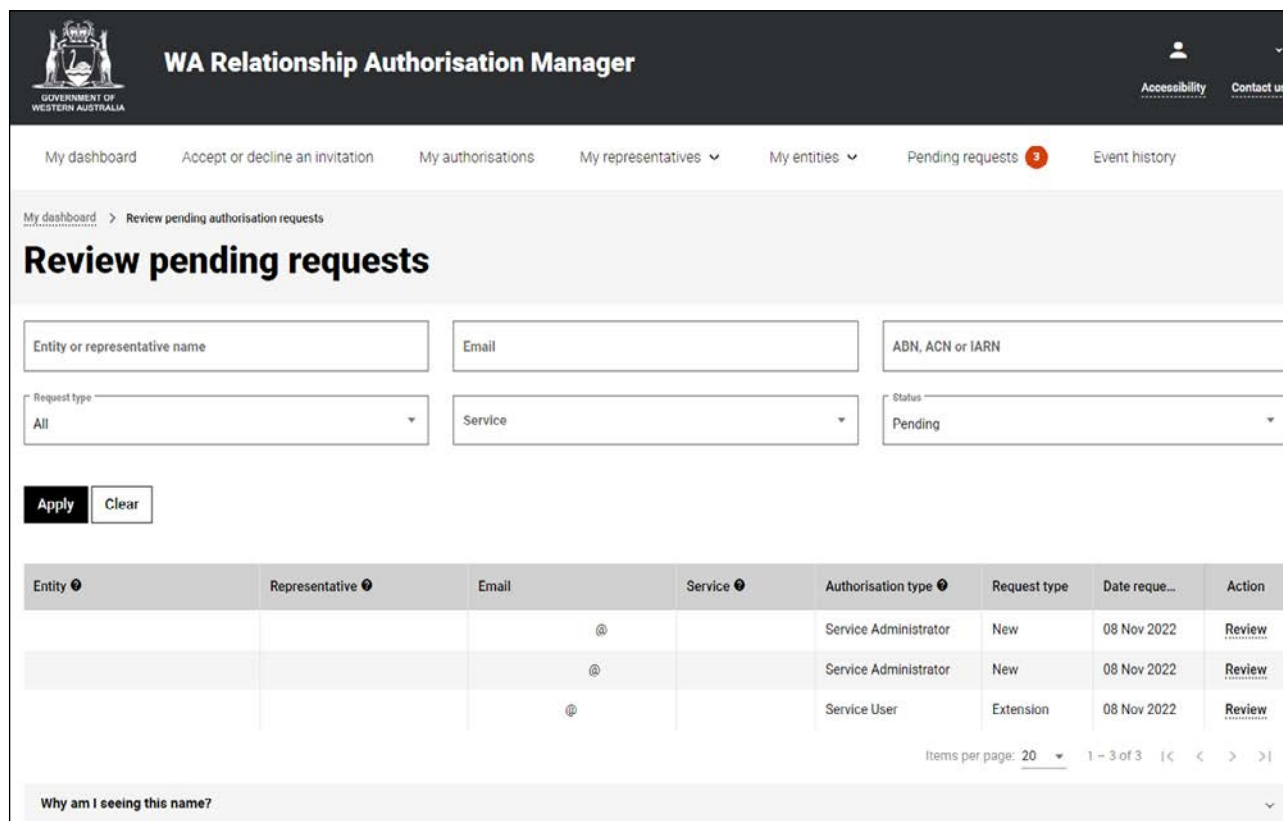
You should now be able to see the “Request for extension declined” page. Click on the “Continue” button located at the bottom left of the page.



The screenshot shows the 'Request for extension declined' page. The page title is 'Request for extension declined'. Below the title, there is a message: 'The request for extension has been declined and the person who made the request has been notified. You can close this screen, or continue to the My dashboard page.' At the bottom left, there is a 'Continue' button highlighted with a red box and a red arrow pointing to it.

Step 21.

You will now be taken back to the “Review pending requests” page, which displays any remaining pending requests.



The screenshot shows the 'Review pending requests' page. The page title is 'Review pending requests'. Below the title, there is a search filter section with the following fields: 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons below the filters. Below the filters, there is a table with the following columns: 'Entity', 'Representative', 'Email', 'Service', 'Authorisation type', 'Request type', 'Date requ...', and 'Action'. The table contains three rows of data. At the bottom right, there is a pagination control showing 'Items per page: 20' and '1 - 3 of 3'. At the bottom left, there is a link 'Why am I seeing this name?'.

Entity	Representative	Email	Service	Authorisation type	Request type	Date requ...	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Step 22.

To continue using the WARAM, click on the “My dashboard” tab located at the top of the page.

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Alternatively you can sign out by selecting your name at the top of the page and clicking on the “Sign out” button or close the service via the **x** at the top of the browser.

WA Relationship Authorisation Manager

Manage my account
Sign out

This completes the step-by-step instructions for the “Decline a request for extension”.

Need further assistance?

Contact the [government agency which supports the service](#) you are trying to access. Contact details are available:

1. the “Contact us” link found in the WARAM header; or
2. the “Need assistance?” section in the WARAM footer.