GOVERNMENT OF WESTERN AUSTRALIA

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.

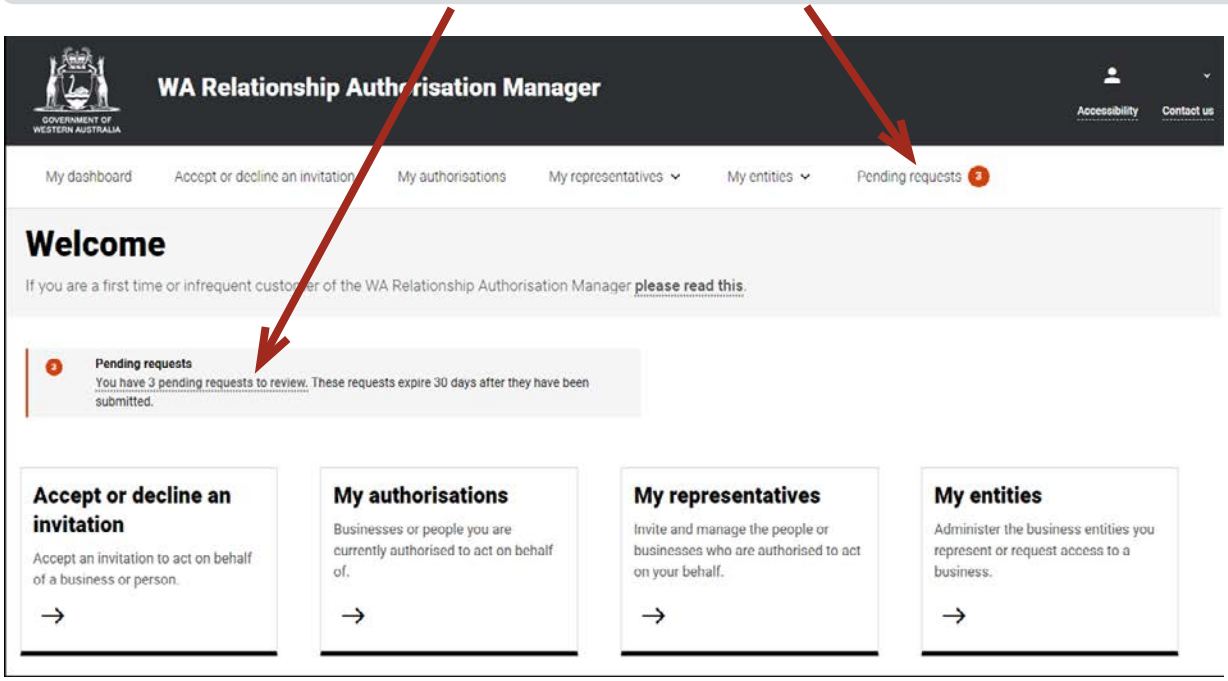
NOTE: New requests cannot be submitted to act on behalf of another person.

Step 1.

How to approve or decline a pending request

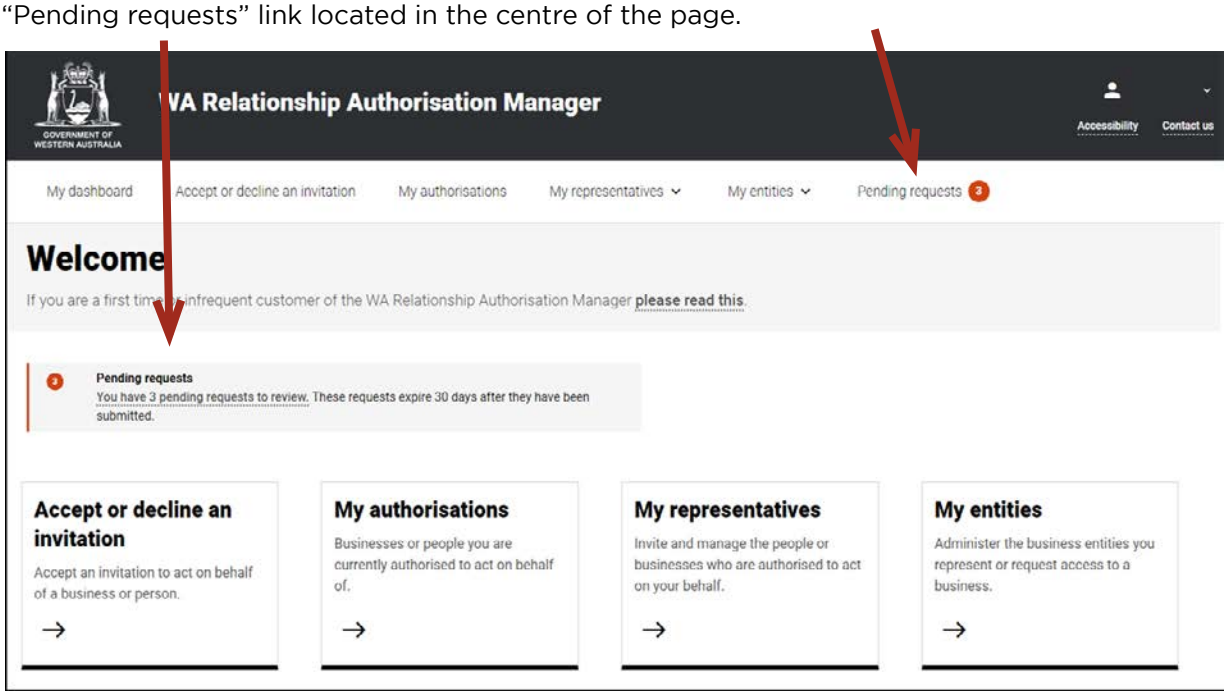
Sign into the WARAM. This will automatically start you at the “My dashboard” / “Welcome” page.

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.



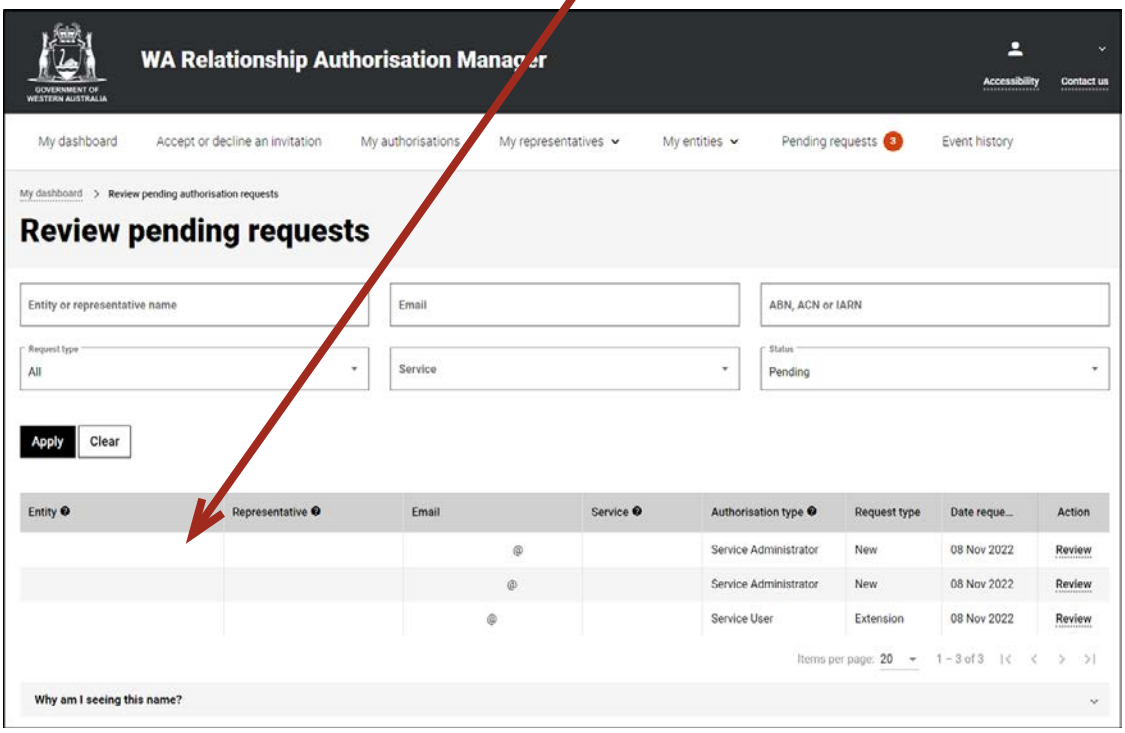
Step 2.

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.

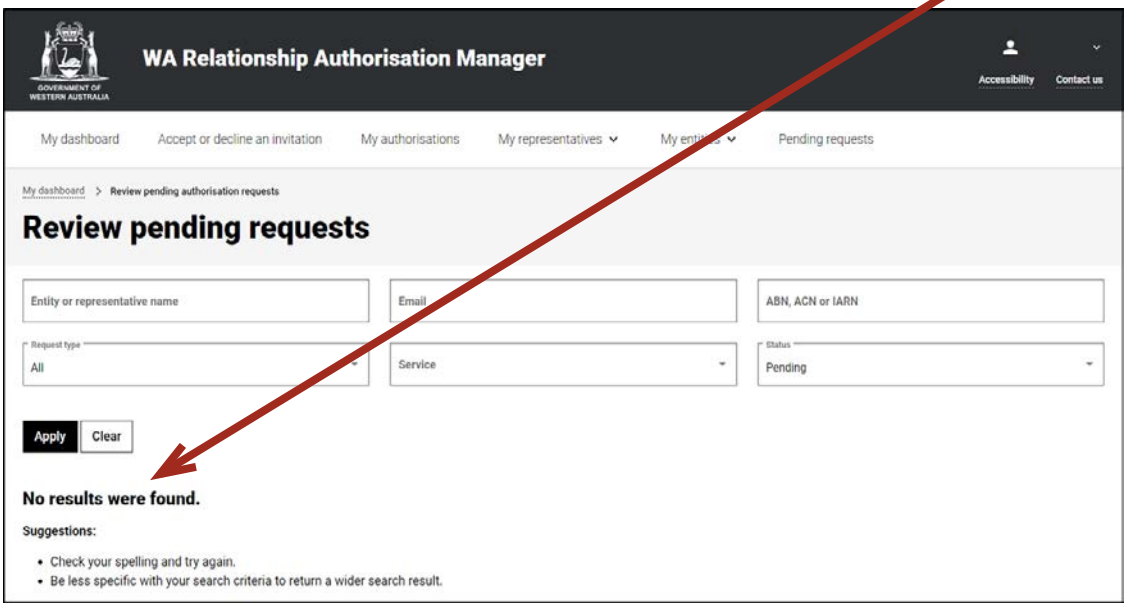


NOTE: This page will display the first 20 requests. To find the request you require, you can:

- 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.

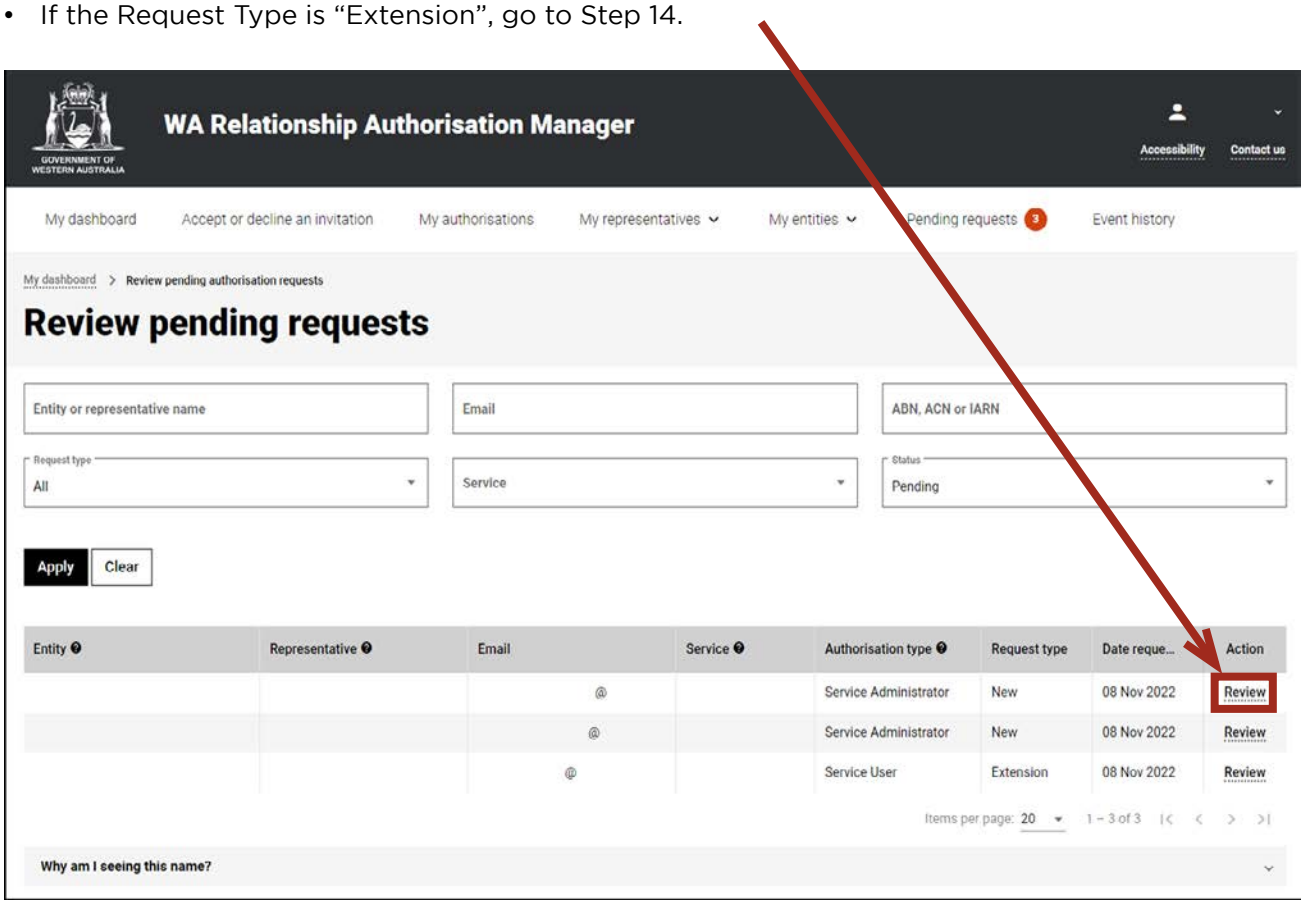
If there are no pending requests the page will display “No results were found” and you should skip to Step 22. If there are pending requests, go to Step 4.



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.

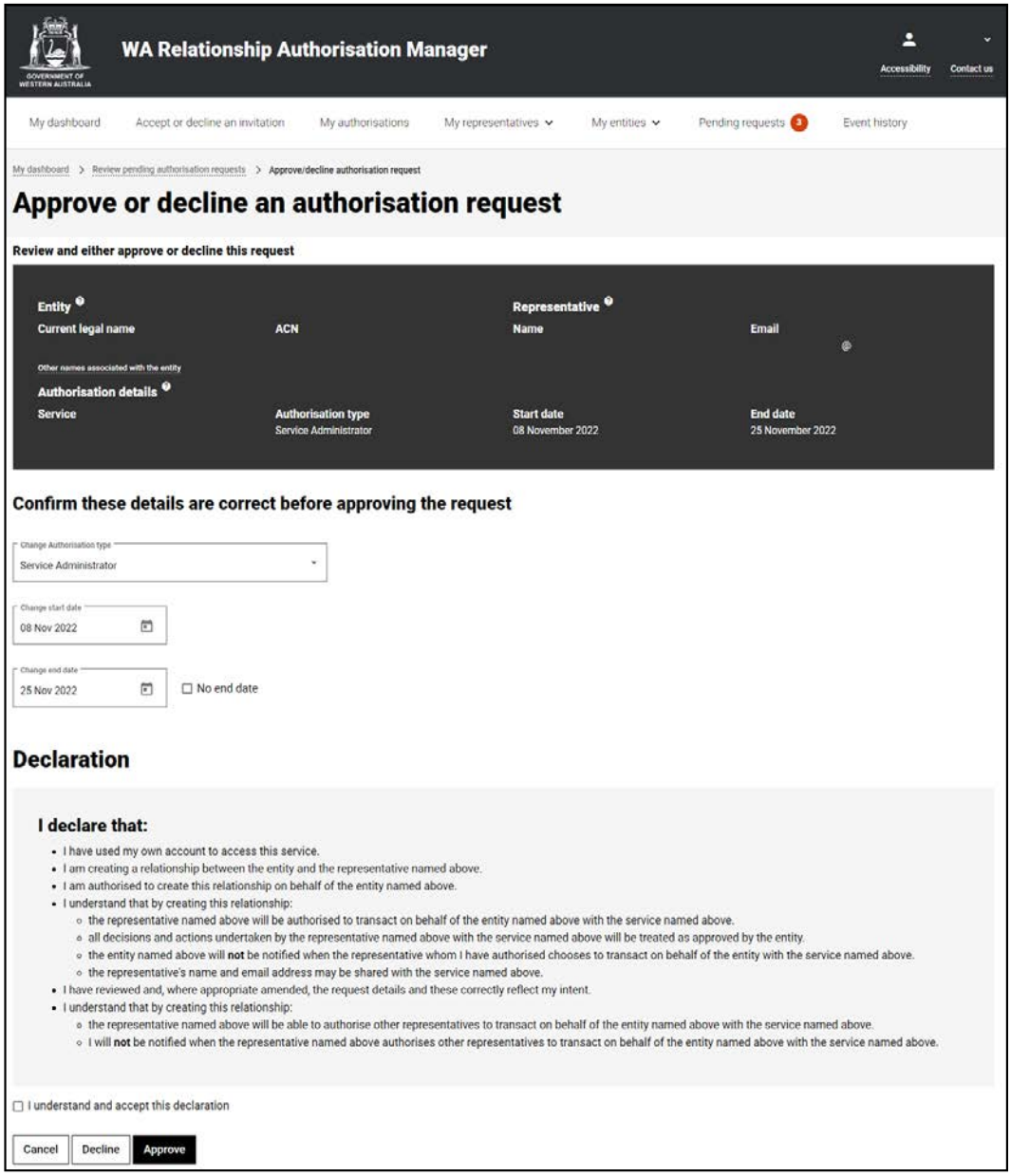


Step 5.

Approving or declining an authorisation request

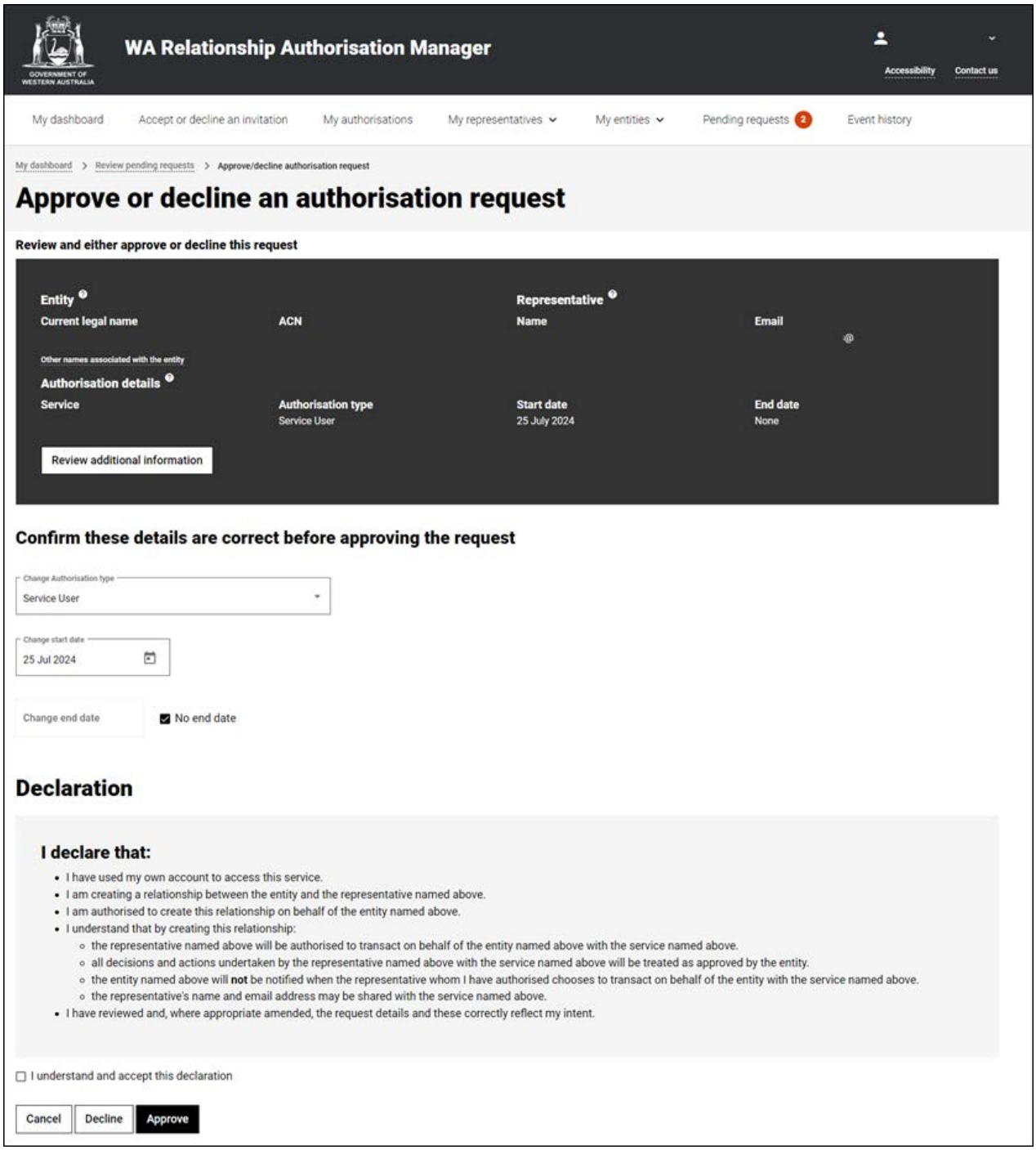
You should now be able to see the “Approve or decline an authorisation request” page.

- 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.



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.



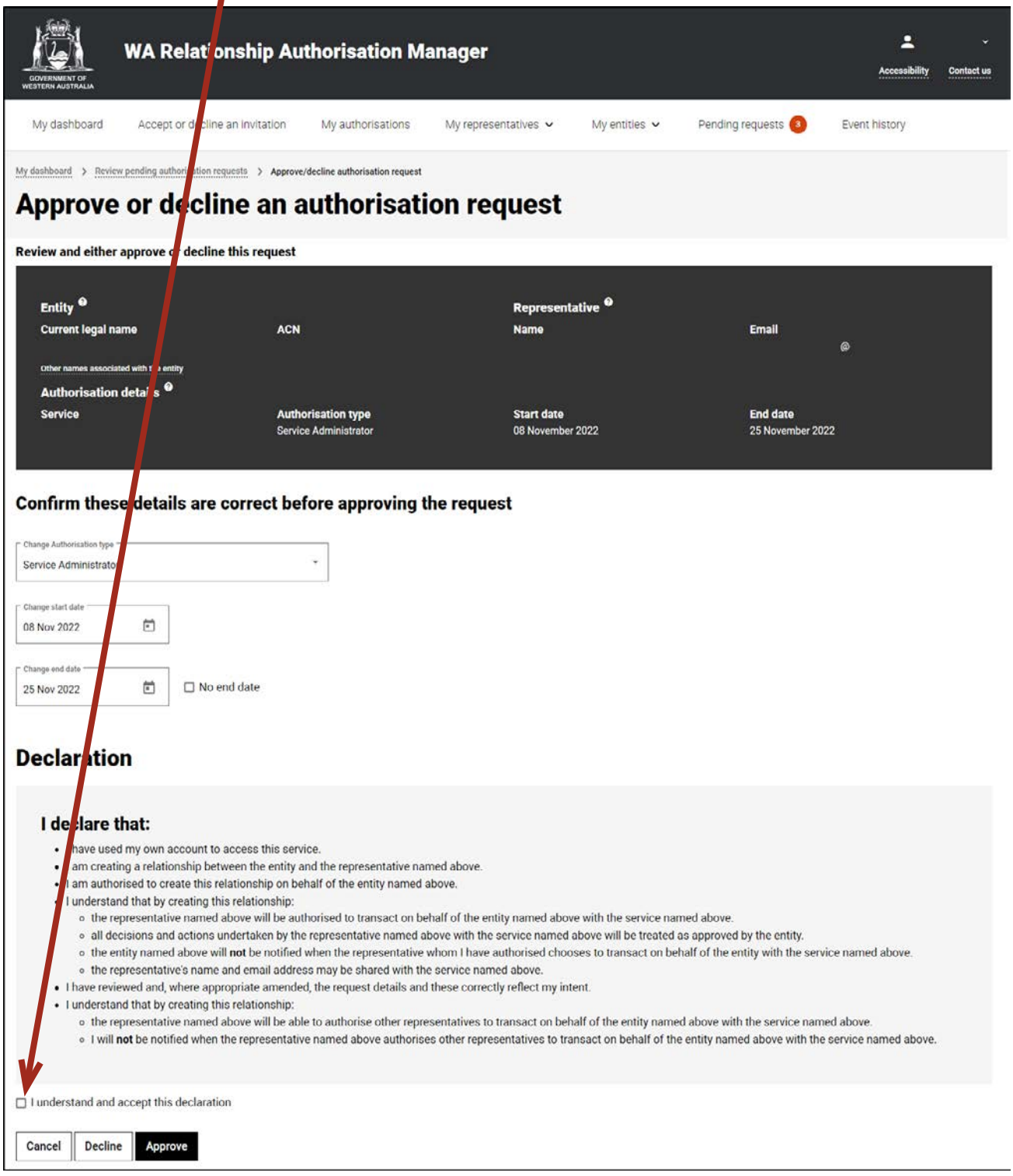
NOTE: At this stage you have three possible actions, these include:

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

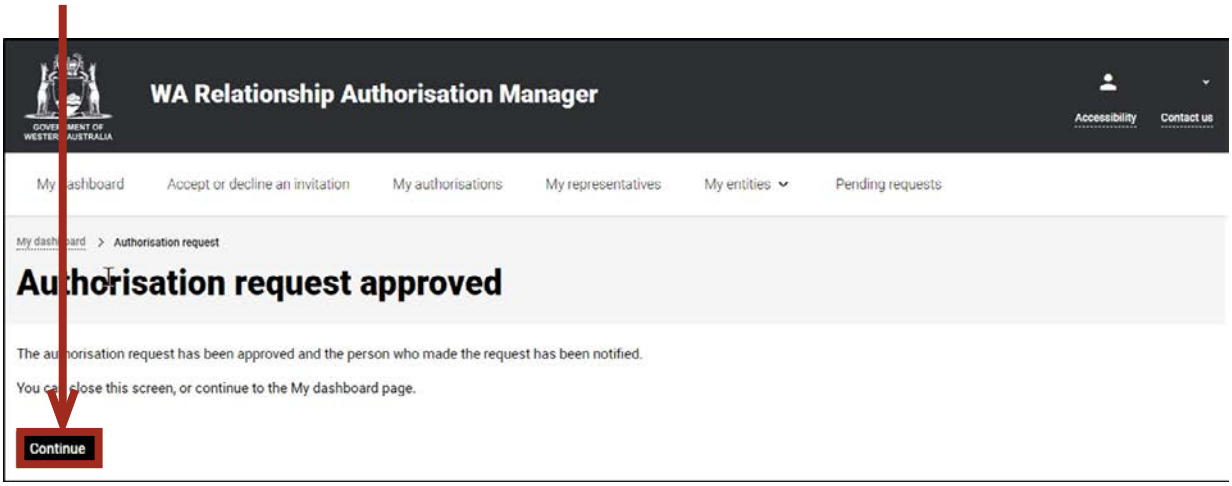
If the details on this page are correct, you agree with the Declaration and you wish to approve the request, click on the “I understand and accept this declaration” checkbox and then click on the “Approve” button.



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.

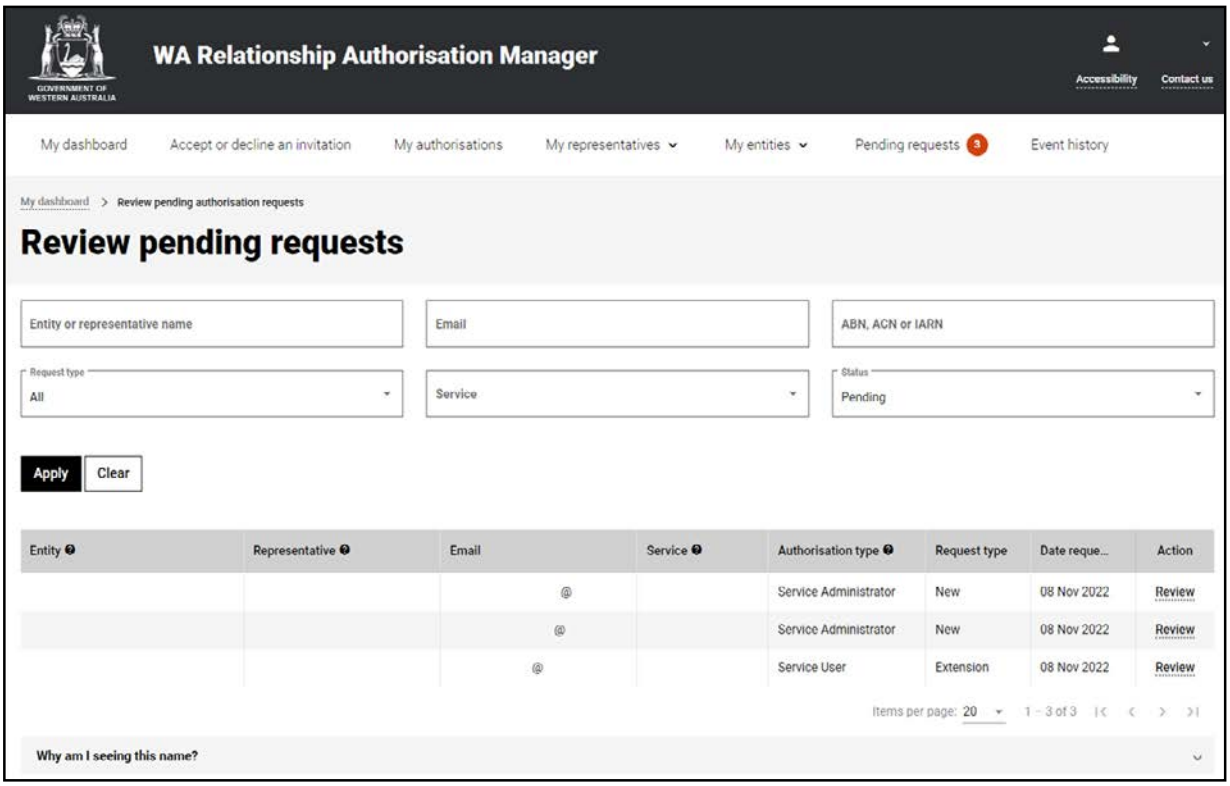
You should now be able to see the “Authorisation request approved” page. Click on the “Continue” button located at the bottom of the page.



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.

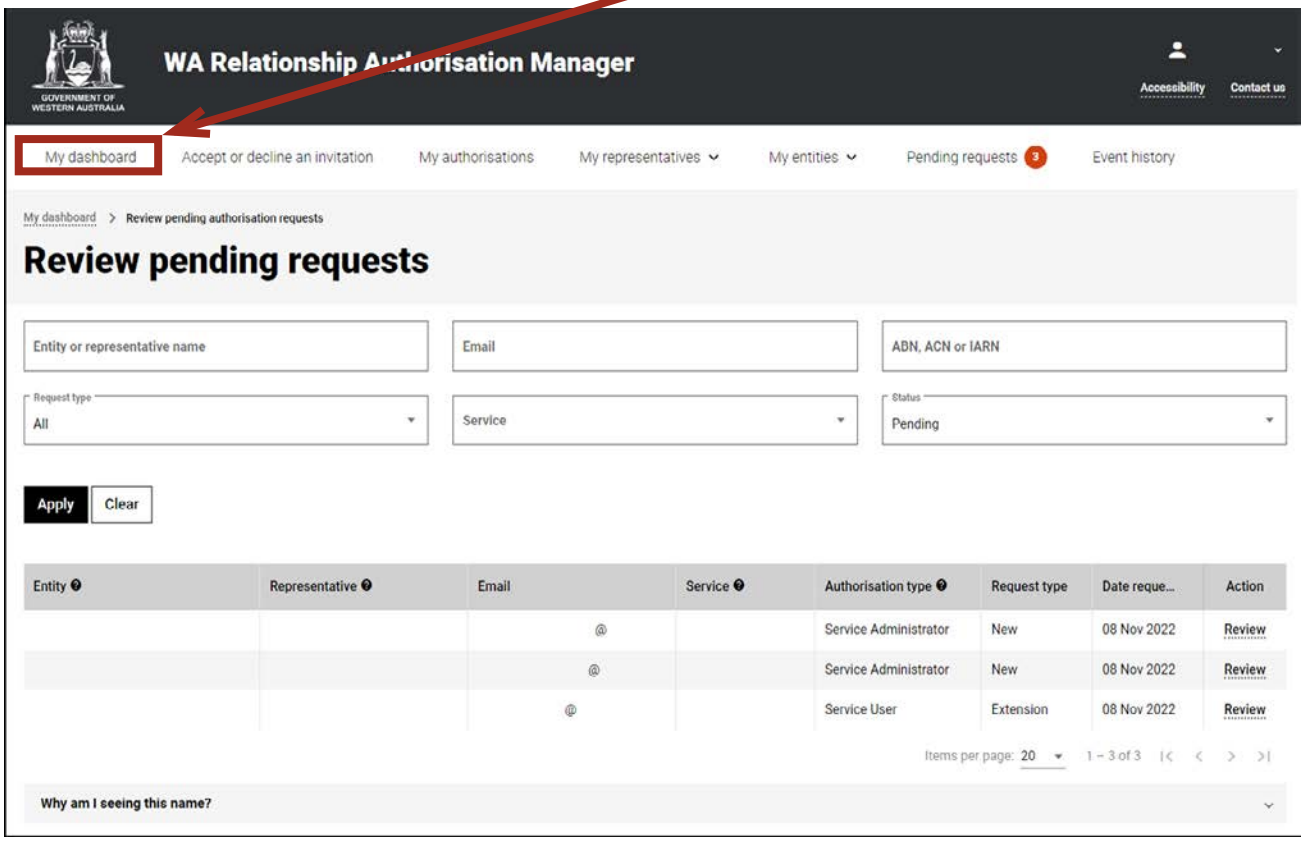
Step 8.

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

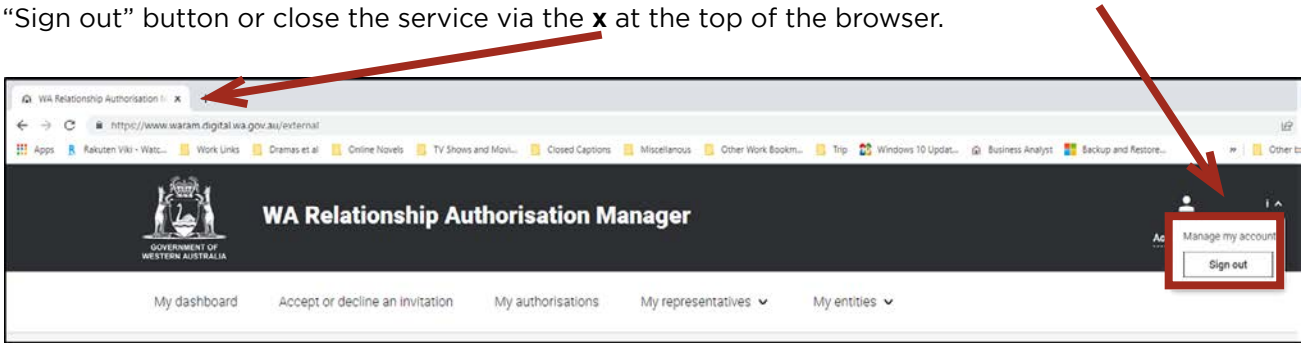


Step 9.

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



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.

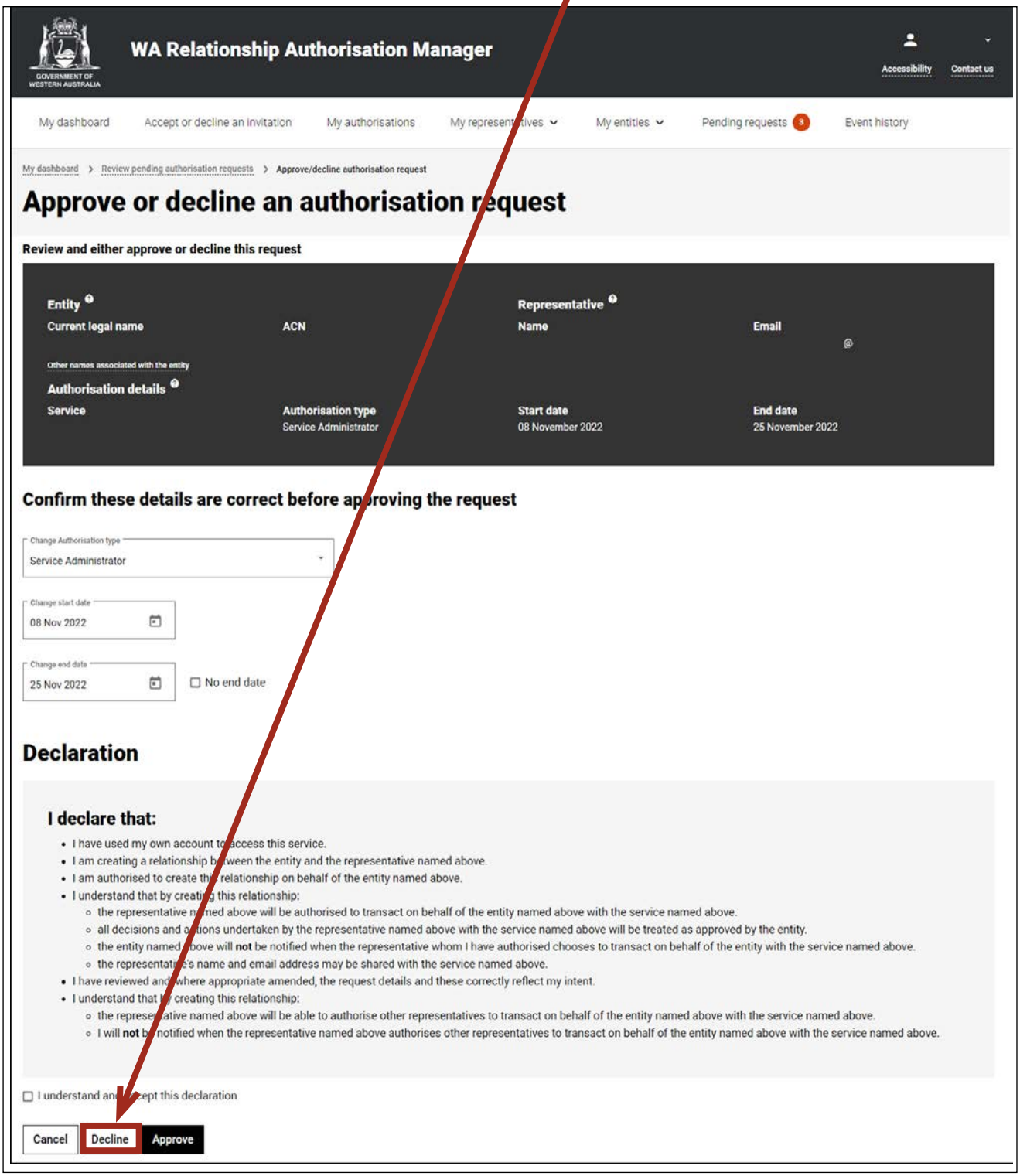


This completes the step-by-step instructions for the “Approve an authorisation request”.

Step 10.

Decline an authorisation request

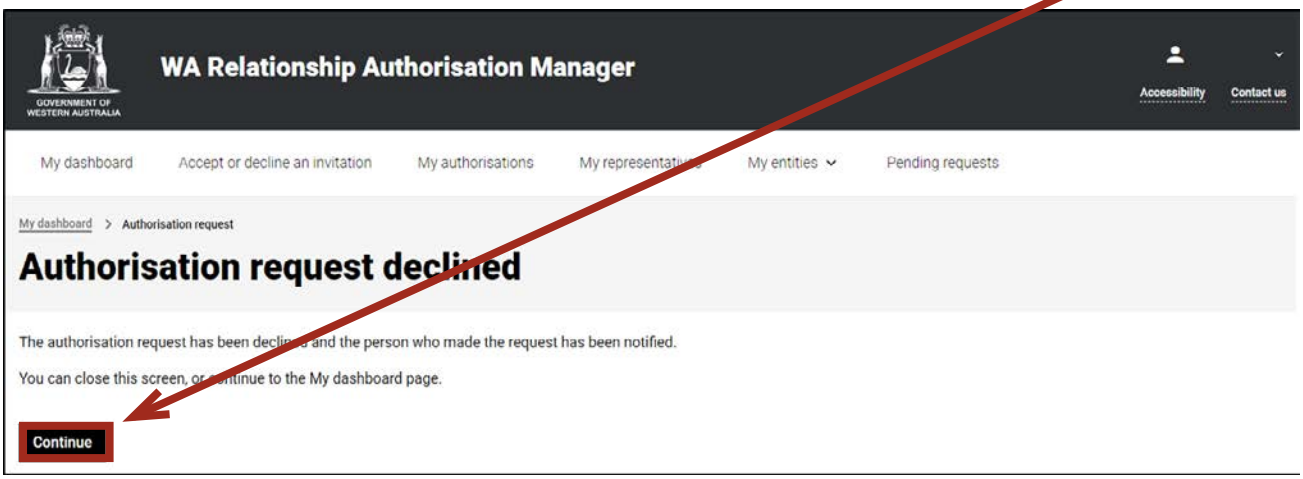
Should you wish to decline this request, click on the “Decline” button, located at the bottom left of the page.



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

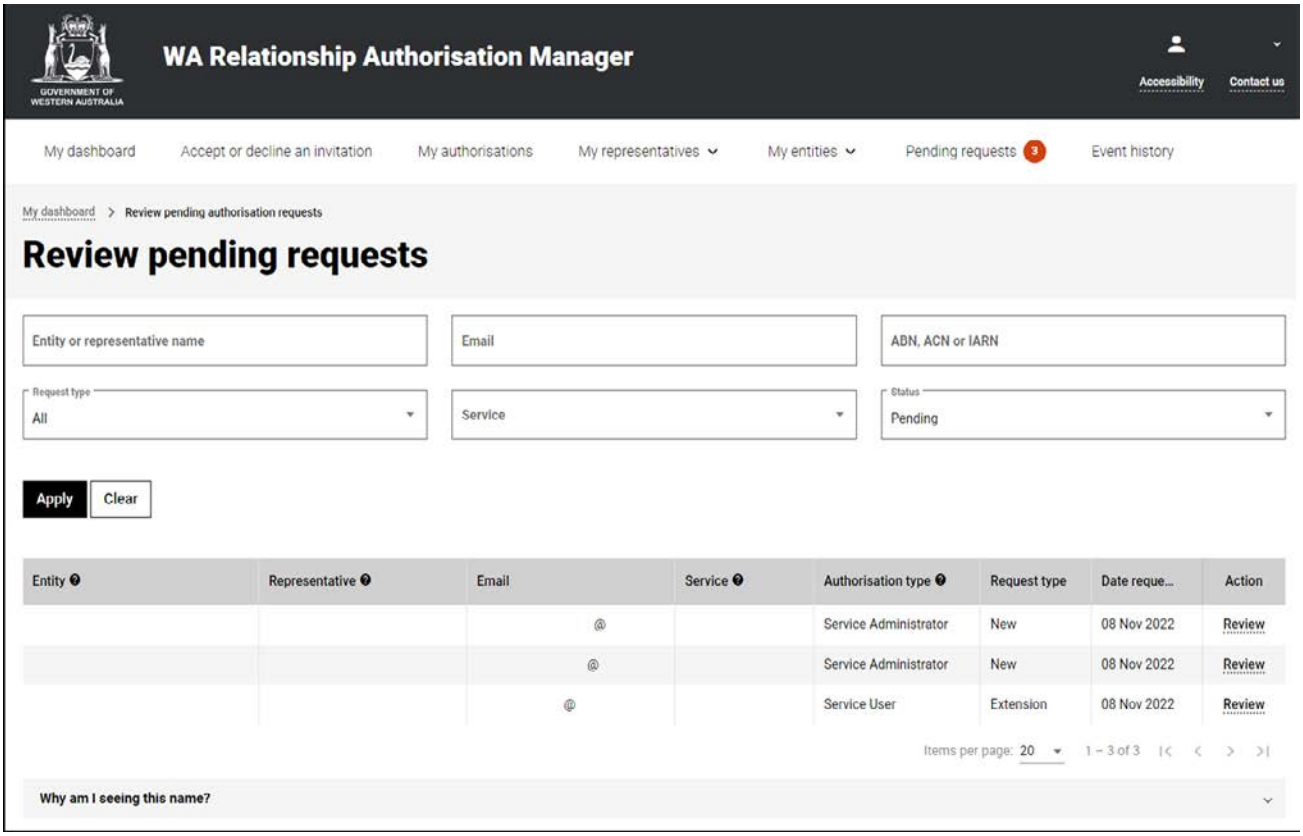
Step 11.

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.



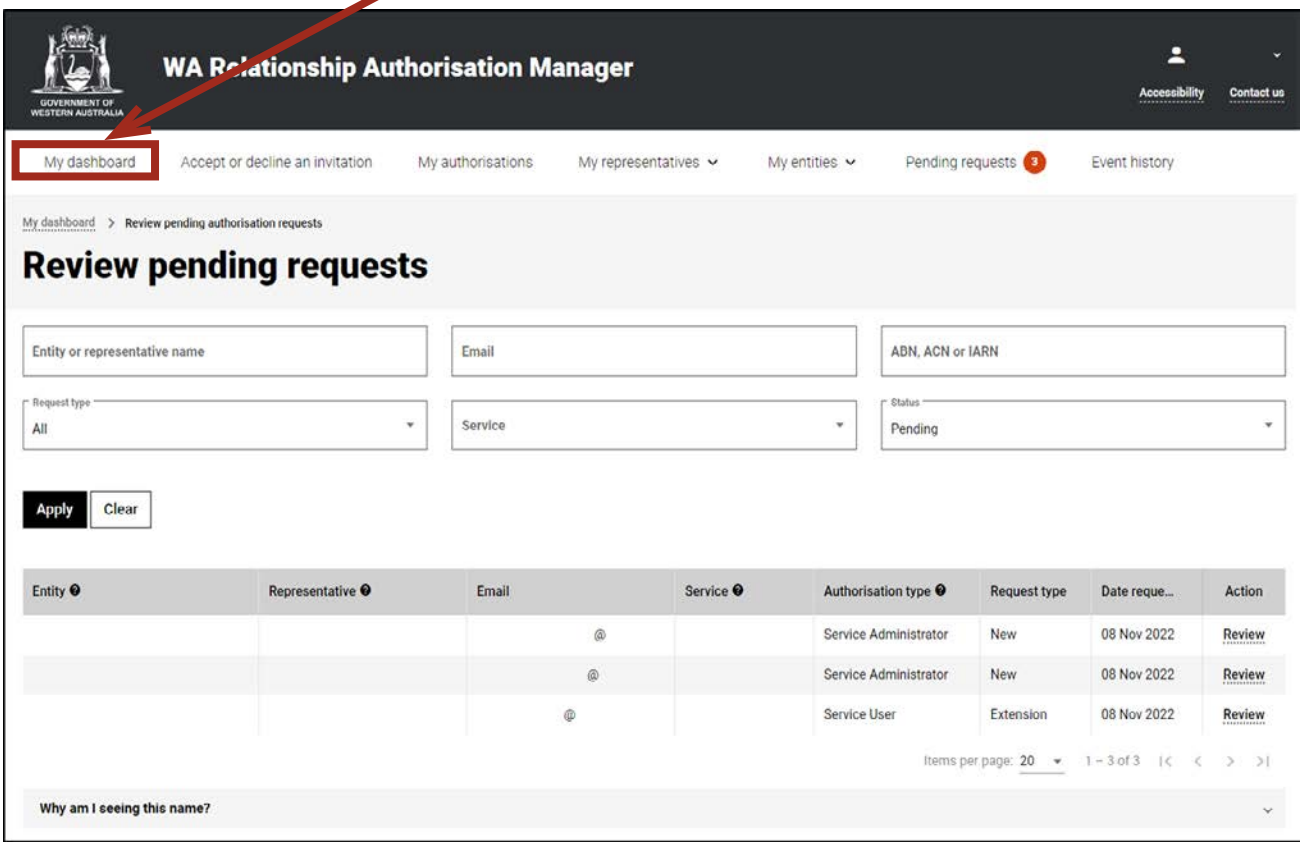
Step 12.

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

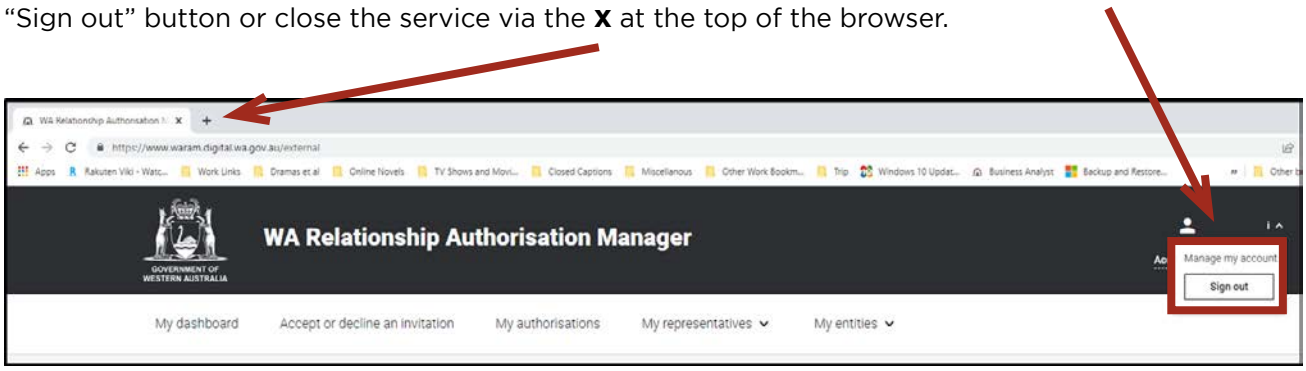


Step 13.

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



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.



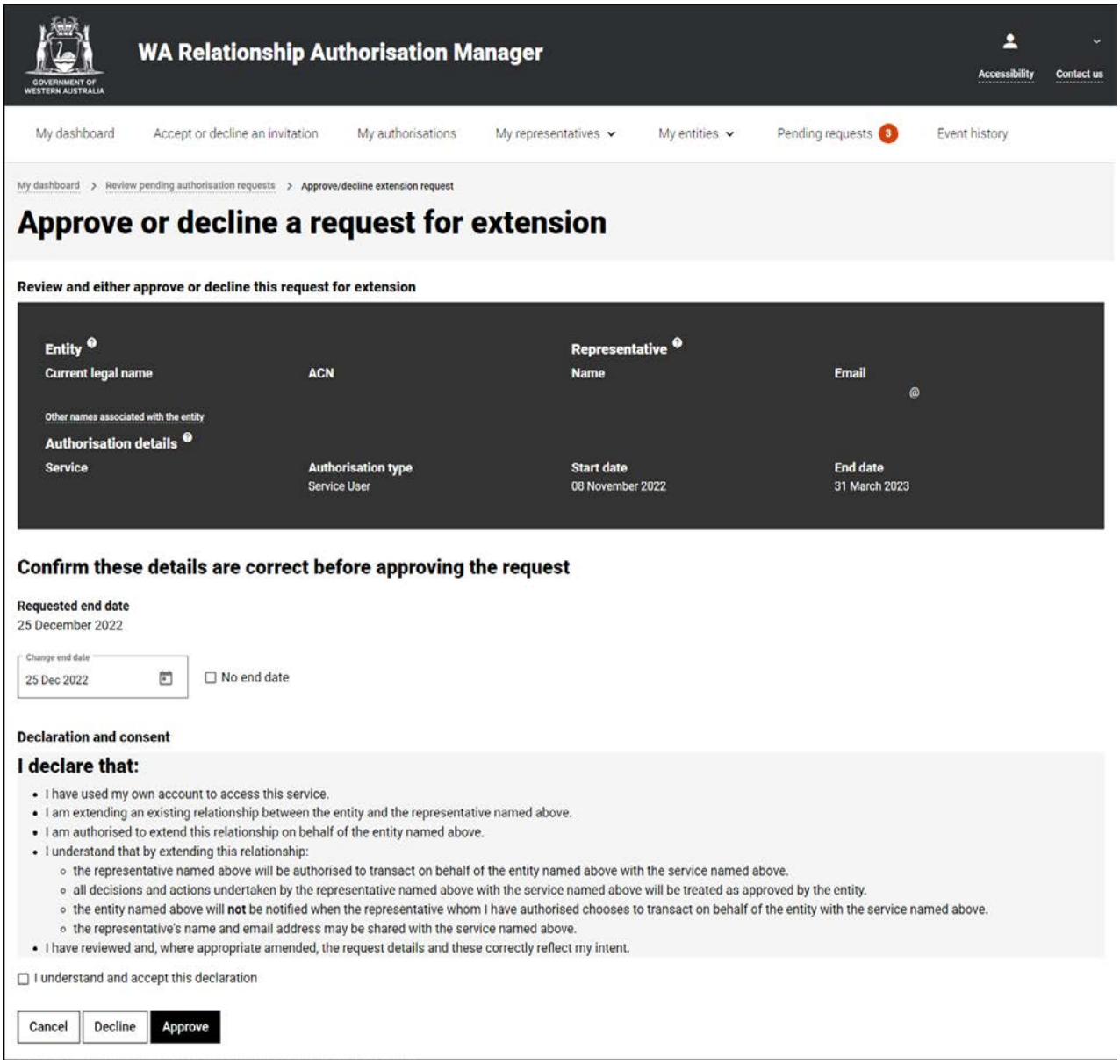
This completes the step-by-step instructions for the “Decline an authorisation request”.

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.



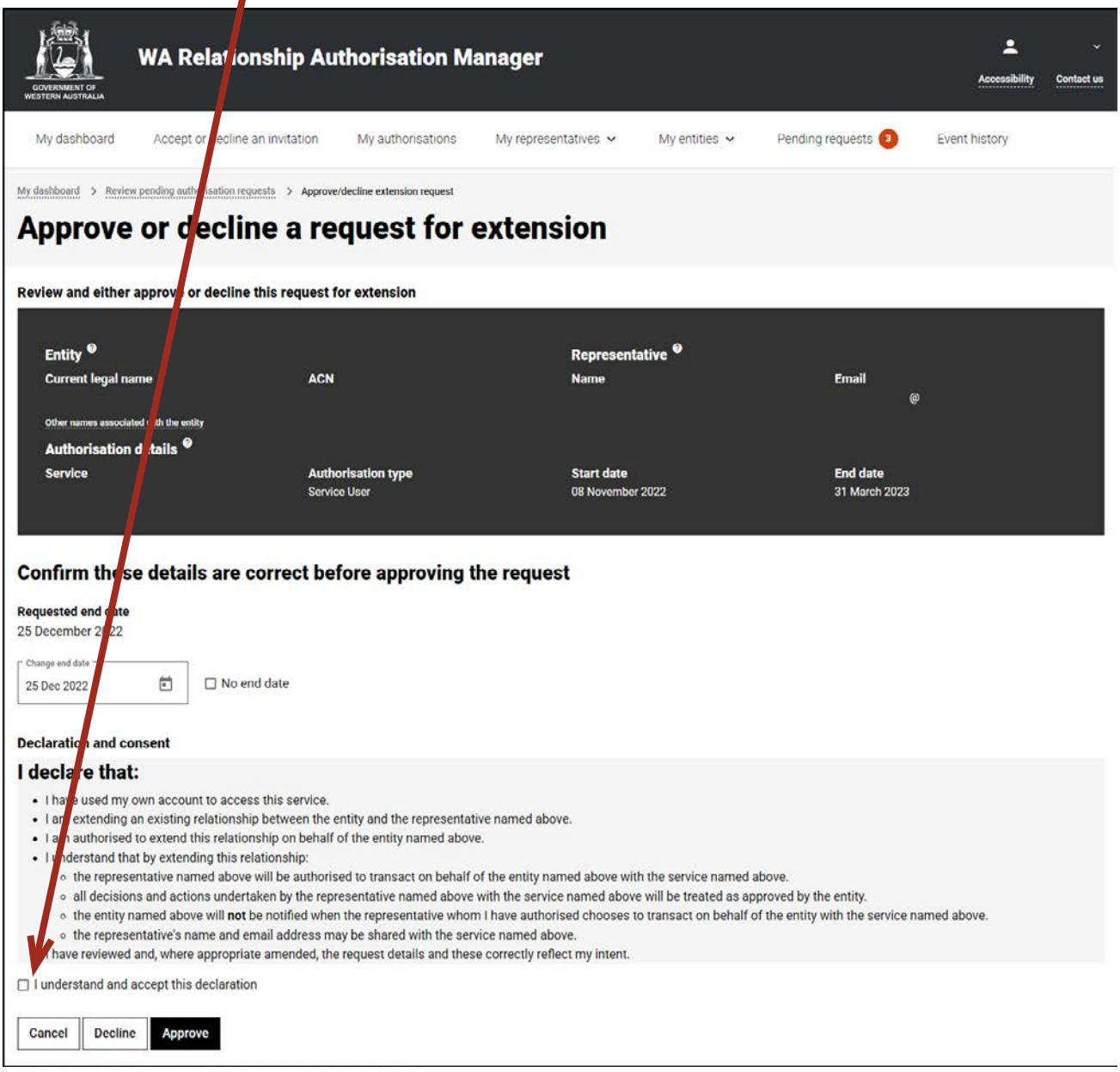
NOTE: At this stage you have three possible actions, these include:

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

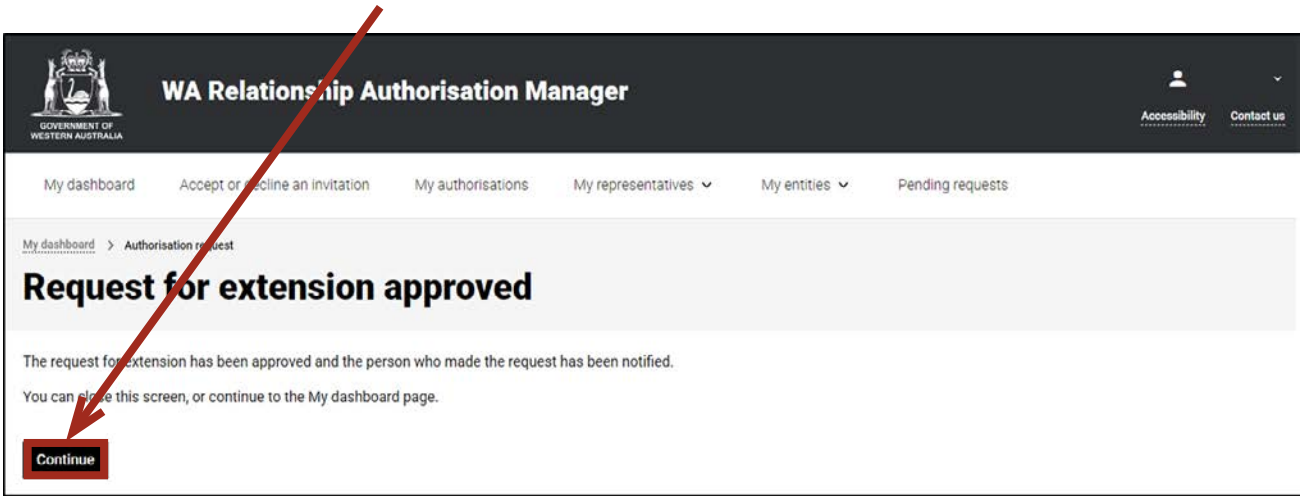
If the details on this page are correct, you agree with the Declaration and you wish to approve the request, click on the “I understand and accept this declaration” checkbox and then click on the “Approve” button.



NOTE: Please ensure you read the declaration carefully.

Step 16.

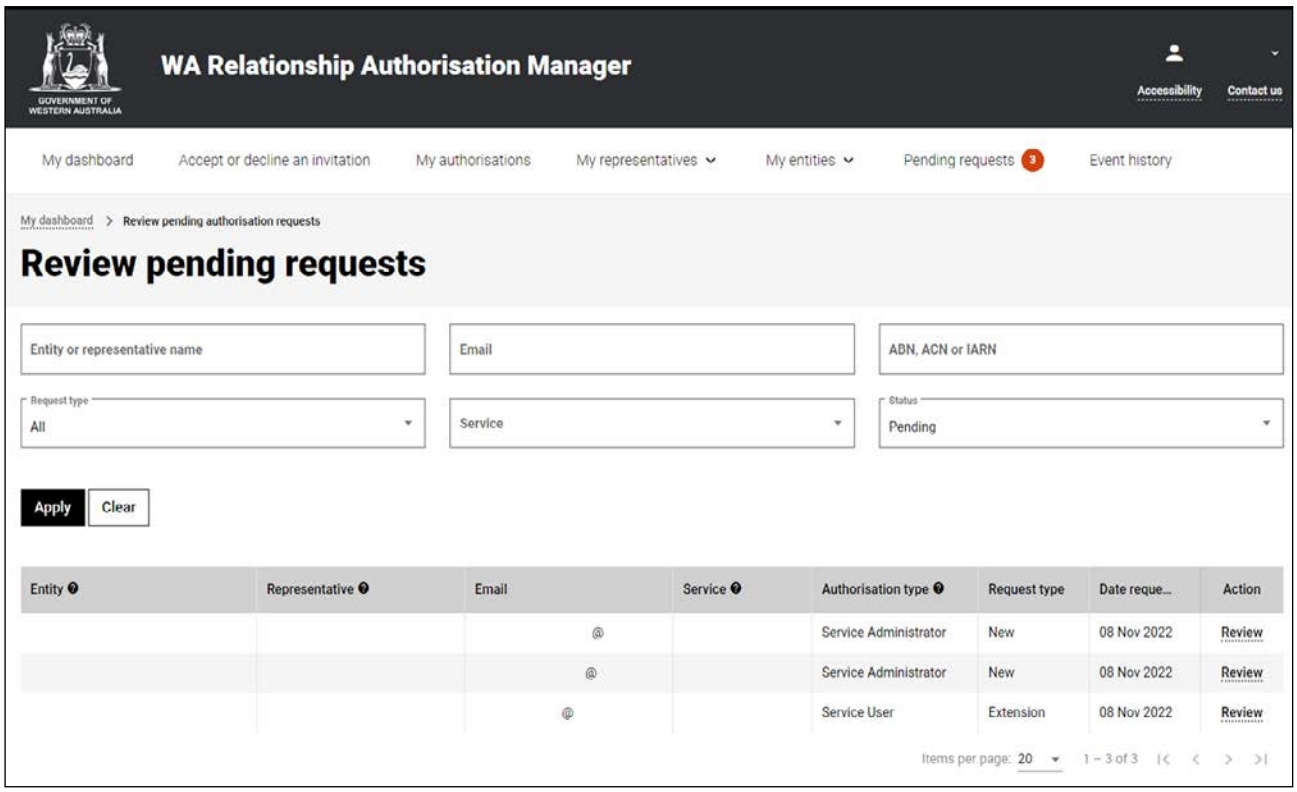
You should now be able to see the “Request for extension approved” page. Click on the “Continue” button located at the bottom of the page.



The 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.

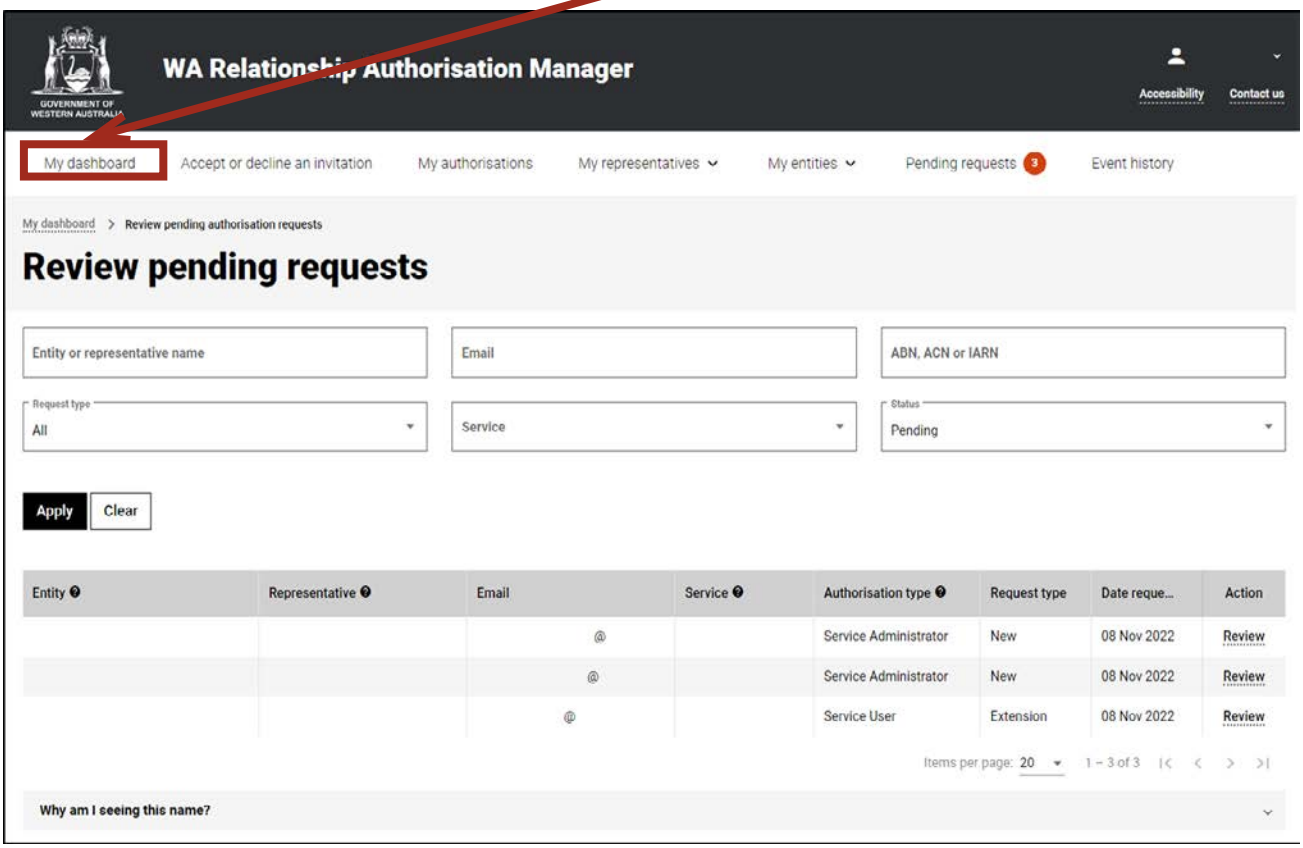
Step 17.

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

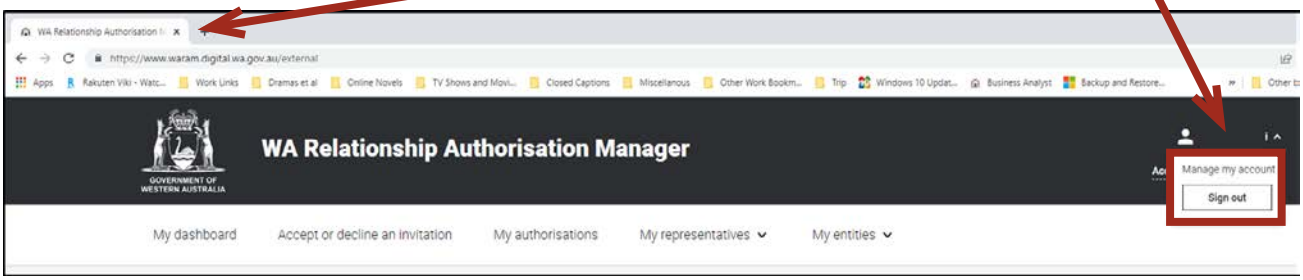


Step 18.

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



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.

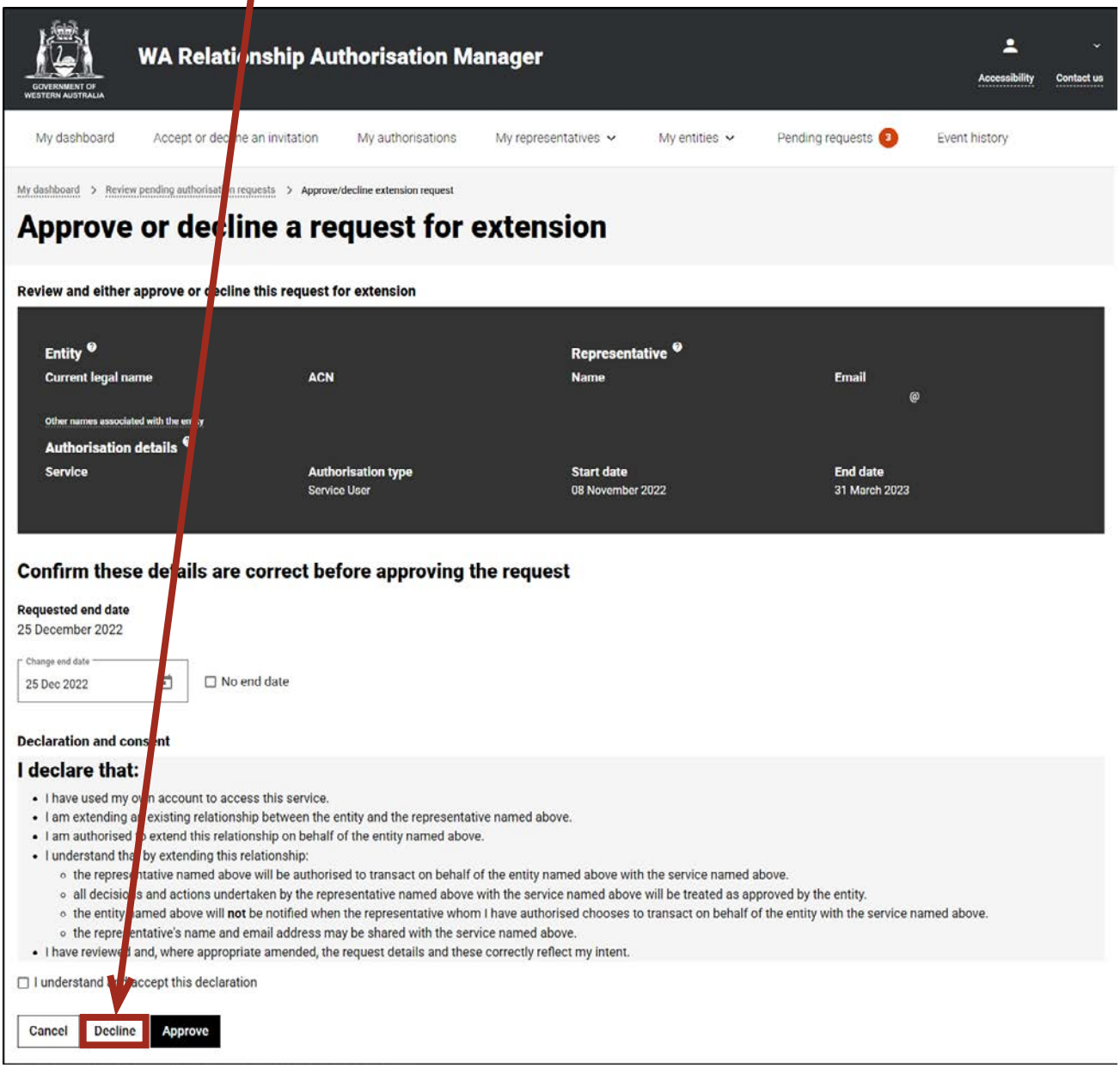


This completes the step-by-step instructions for the “Approve a request for extension”.

Step 19.

Decline a request for extension

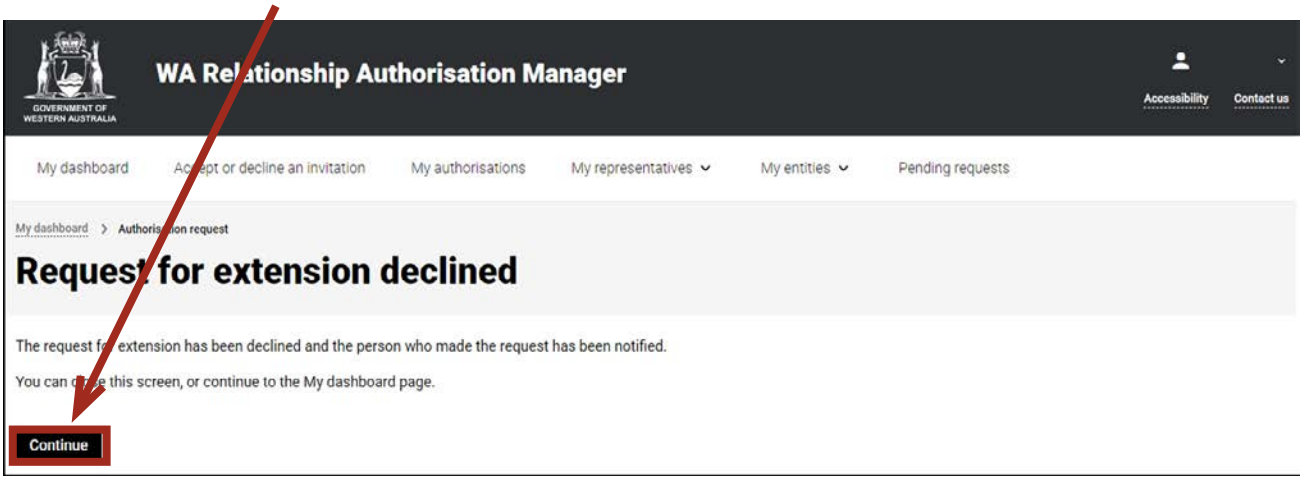
Should you wish to decline this request, click on the “Decline” button, located at the bottom left of the page.



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

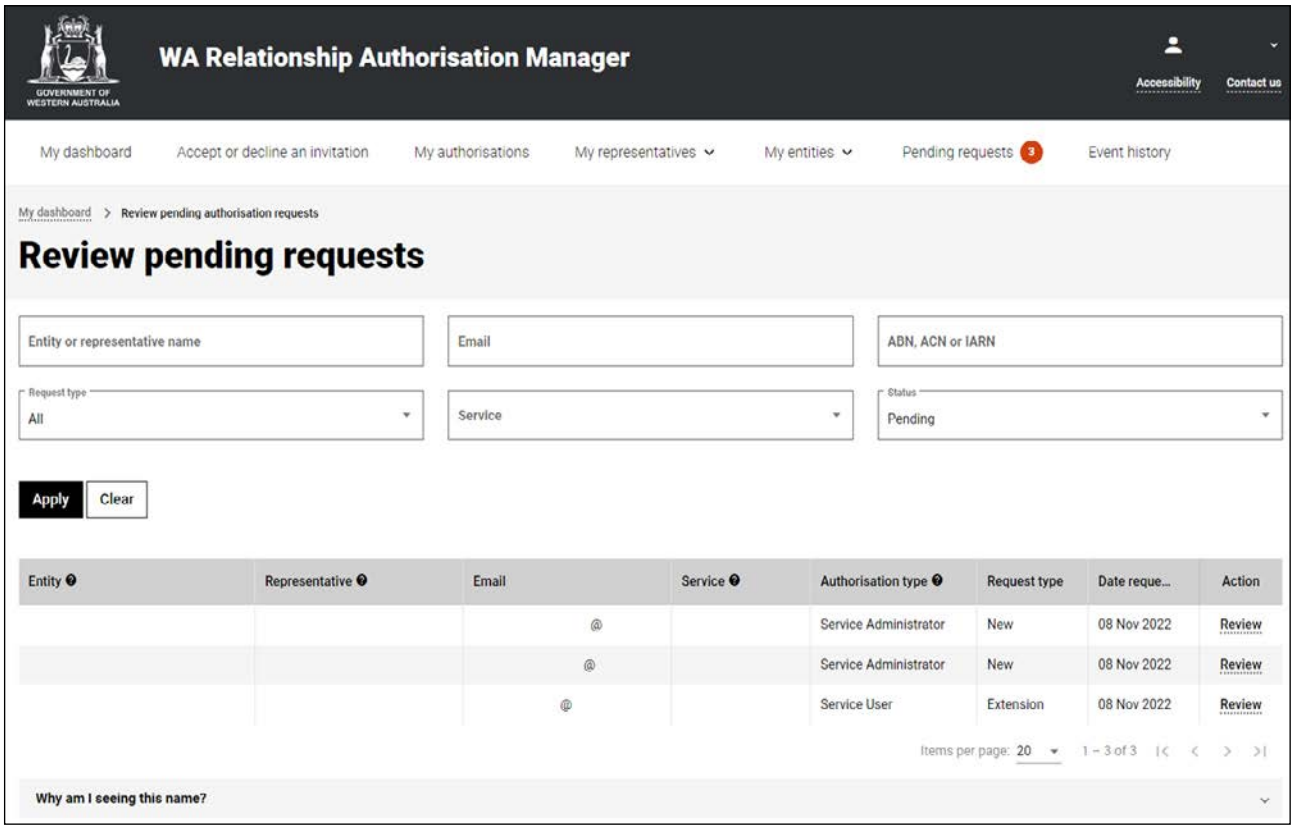
Step 20.

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.



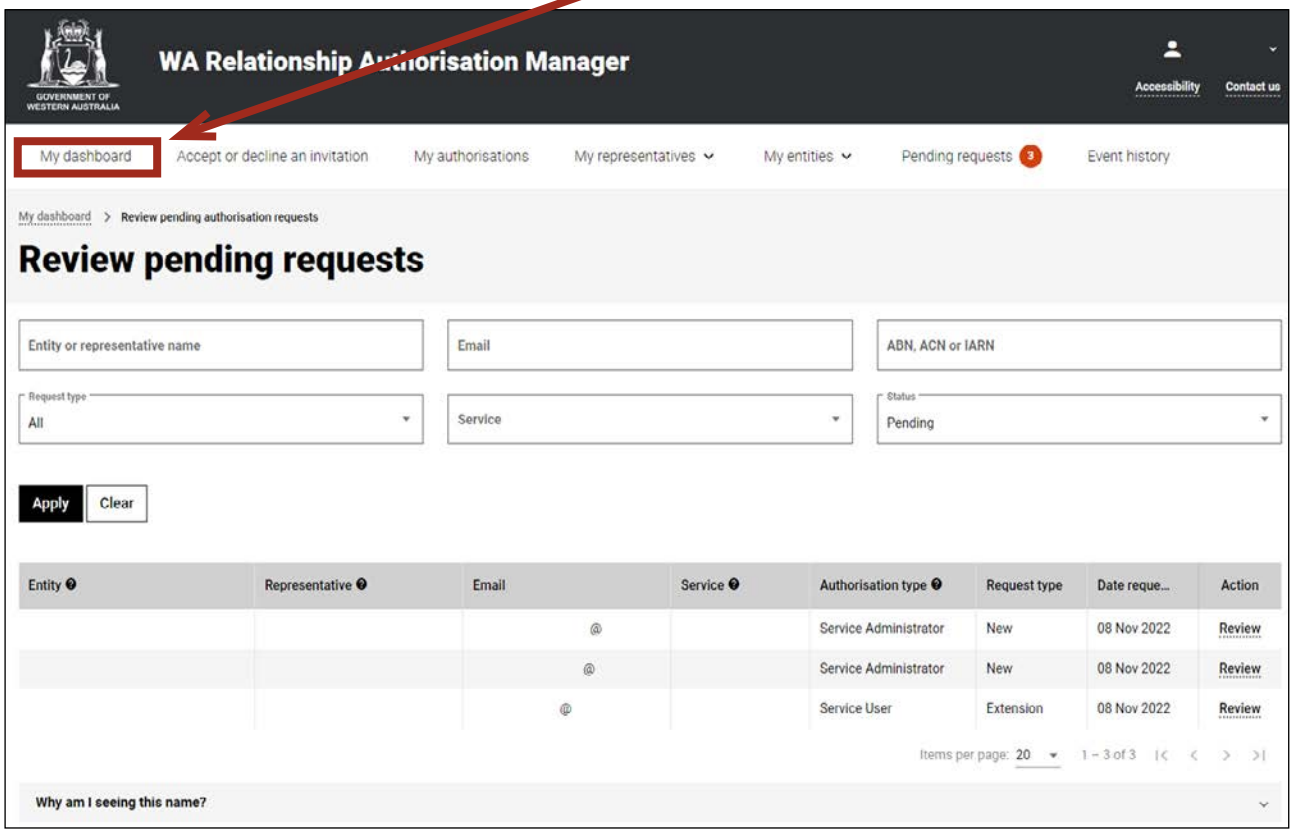
Step 21.

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

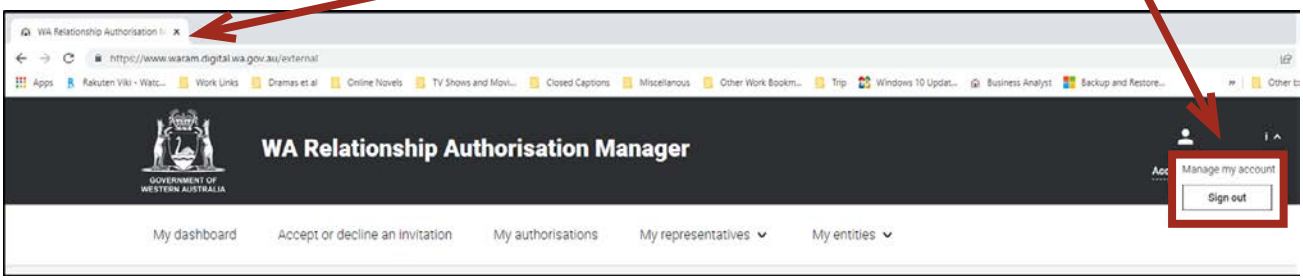


Step 22.

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



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 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.

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