



# WA Relationship Authorisation Manager User Guide

## Managing authorisations for a person to act on your behalf

Once authorised a representative can act on your behalf. The authorisation will remain in place until you remove it or it expires. An authorisation expires if it has an end date.

Using the WARAM, you can:

- view the details of the authorisation or a pending request;
- amend the authorisation end date or approval or decline a pending request either to extend or shorten the time the authorisation will remain in place;
- remove the authorisation; or
- temporarily disable an authorisation. This function is used when you want to prevent your representative from acting on your behalf but do not want to permanently remove their permission. A disabled authorisation can be re-enabled at any time.

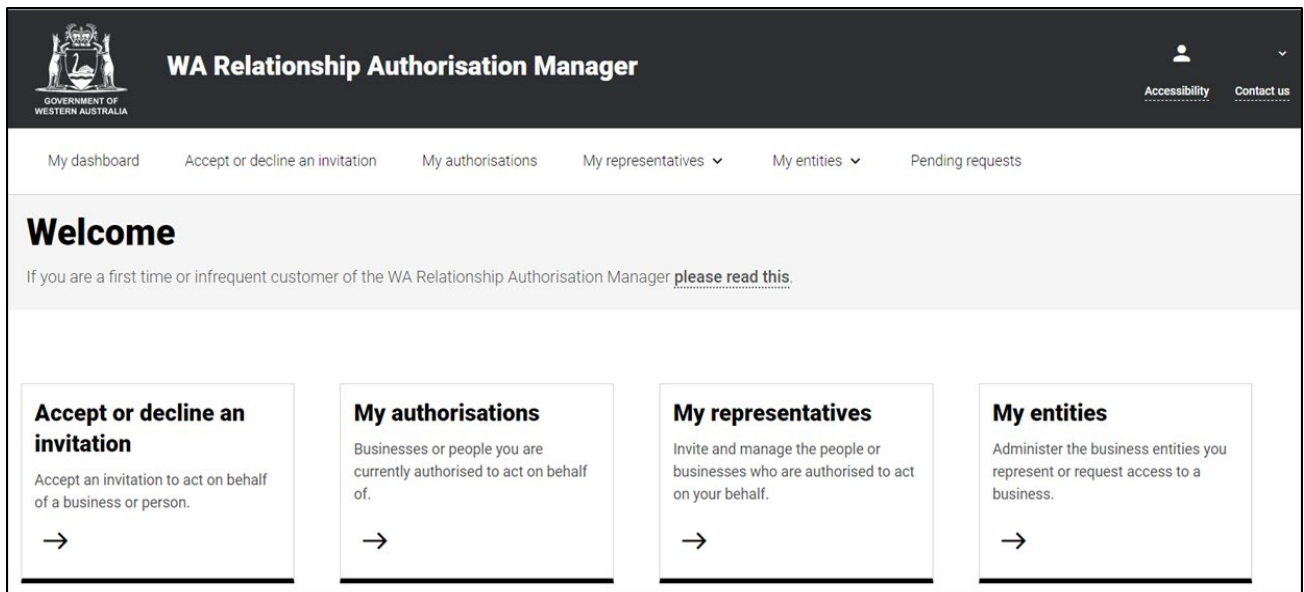
To manage the authorisations for another person to represent you (“a **representative**”), you will be required to sign in using an account against which you have already verified your identity and which was used to send the invitation which resulted in the authorisation. This restriction is a protection against identity thief and fraud.

If you are a sole trader with an ABN or you want to manage invitations for a person to act on behalf of your business or volunteer organisation, please refer to the instructions titled, “Managing authorisations to act on behalf of a business”.

# STEP 1.

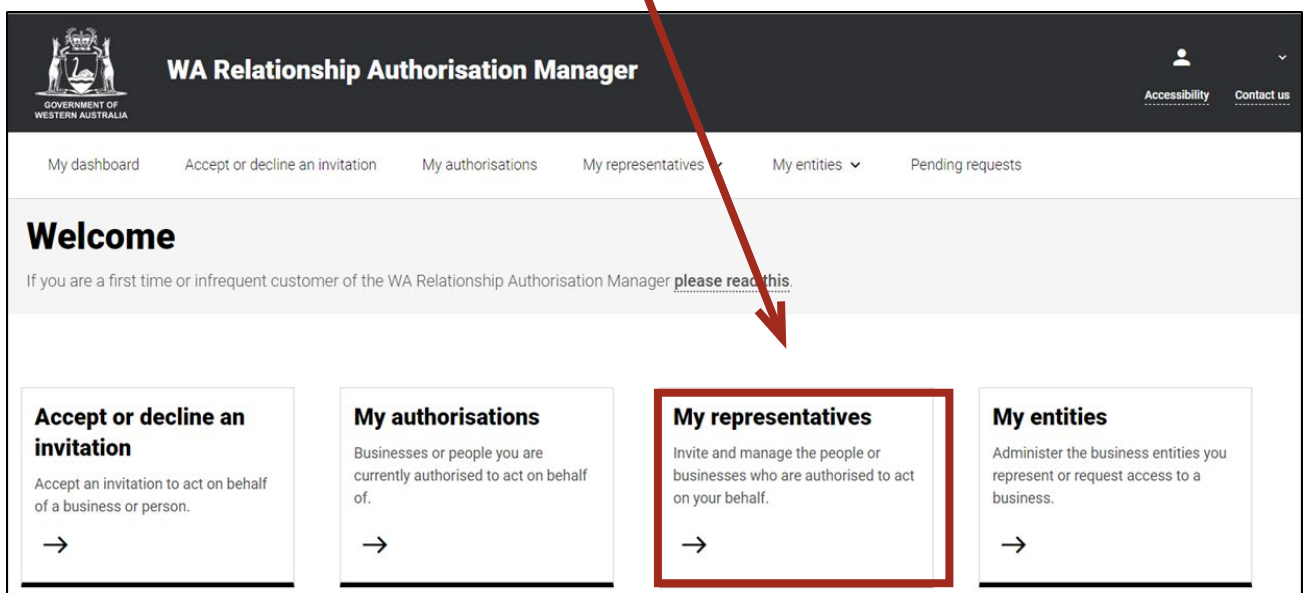
## How to manage authorisations for another person to act on your behalf

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



# STEP 2.

Click on the “My representatives” section tab.



# STEP 3.

Click on the “Manage authorisations” section tab.

The screenshot displays the WA Relationship Authorisation Manager interface. At the top left is the Government of Western Australia logo. The main header reads "WA Relationship Authorisation Manager". On the top right, there are links for "Accessibility" and "Contact us". Below the header is a navigation menu with items: "My dashboard", "Accept or decline an invitation", "My authorisations", "My representatives" (with a dropdown arrow), "My entities" (with a dropdown arrow), and "Pending requests". The current page is "My representatives", as indicated by the breadcrumb "My dashboard > My representatives". The main heading is "My representatives", followed by the sub-heading "Send and manage invitations, and manage authorisations that allow people or businesses to act on your behalf." Underneath, a section titled "Things I can do" contains three cards: "Send an invitation" (invite a person or business to act on your behalf), "View invitations" (resend or withdraw invitations), and "Manage authorisations" (view, edit, remove or temporarily disable authorisations). The "Manage authorisations" card is highlighted with a red border, and a red arrow points from the text above to it.

# STEP 4.

You should now be able to see the “My authorised representatives” page.

**NOTE:** The “My authorised representatives” page displays two tabs, “Authorisations” and “Pending requests”. The selected tab is identified with a bold orange underscore. When opening this page, “Authorisations” is the default selected tab.

The screenshot shows the 'WA Relationship Authorisation Manager' interface. The header includes the Government of Western Australia logo and navigation links for 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The main content area is titled 'My authorised representatives' and features two tabs: 'Authorisations' (selected) and 'Pending requests'. Below the tabs, there is a toggle for 'Display expired and removed authorisations' and a message 'Showing 1 record found'. A table lists the authorised representative details:

Representative	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
	Environment Online	Service User	04 Jul 2022	31 Dec 2022	Active	Yes	⋮

At the bottom, there is a dropdown menu labeled 'Why am I seeing this name?' and pagination controls showing 'Items per page: 1' and '1 - 1 of 1'.

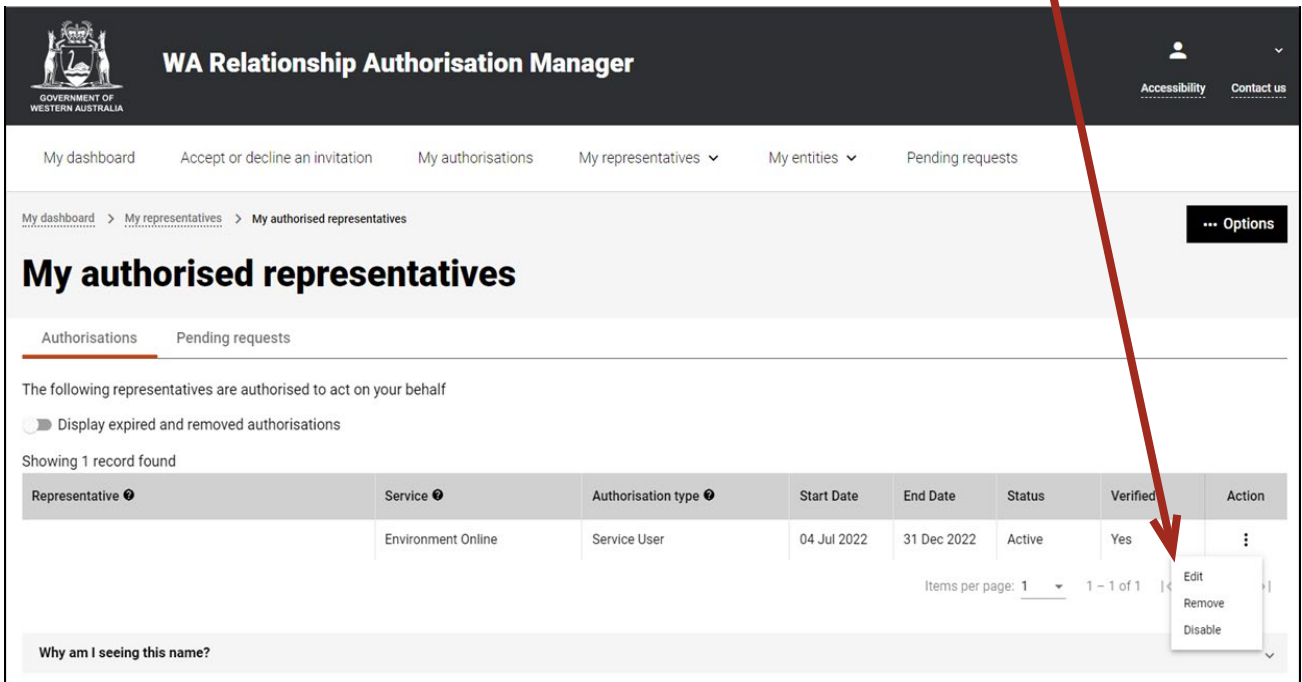
**NOTE:** At this stage you have two possible actions, these include:

1. view authorisations , go to Step 5; or
2. view pending requests, go to Step 8.

**My authorised representatives: view, edit, remove, disable or enable an authorisation.**

# STEP 5.

If not already visible, select the “Authorisations” tab. Any active or disabled authorisations will be displayed towards the bottom of this page.



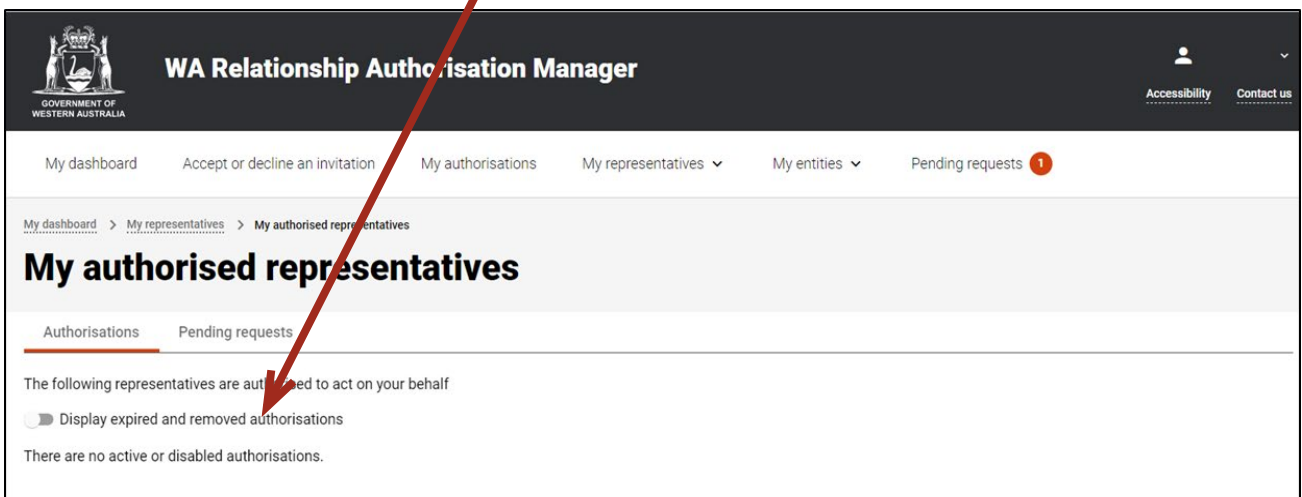
The screenshot shows the 'WA Relationship Authorisation Manager' interface. The top navigation bar includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The main content area is titled 'My authorised representatives' and has two tabs: 'Authorisations' (selected) and 'Pending requests'. Below the tabs, there is a message: 'The following representatives are authorised to act on your behalf' and a toggle for 'Display expired and removed authorisations'. A table shows one record found:

Representative	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
	Environment Online	Service User	04 Jul 2022	31 Dec 2022	Active	Yes	<ul style="list-style-type: none"><li>Edit</li><li>Remove</li><li>Disable</li></ul>

At the bottom right of the table, there is a pagination control showing 'Items per page: 1' and '1 - 1 of 1'. A red arrow points from the top right of the page to the action menu.

**NOTE:** This page will display the first 20 authorisations. To find the authorisation you require, you can scroll through the results using the arrows located at the bottom right side of the list.

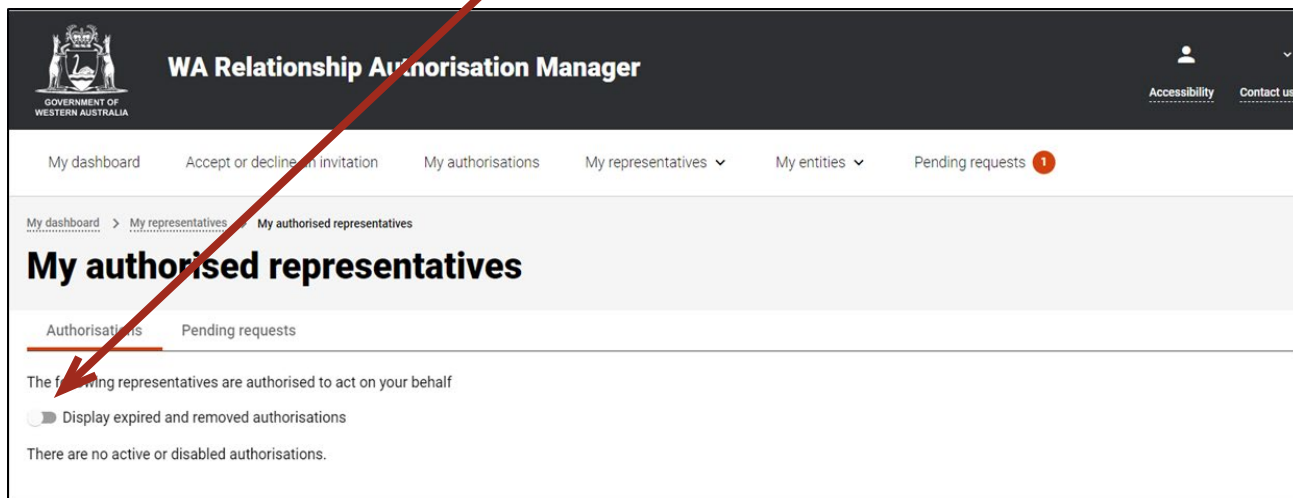
If there are no active or disabled authorisations the page will display “There are no active or disabled authorisations”.



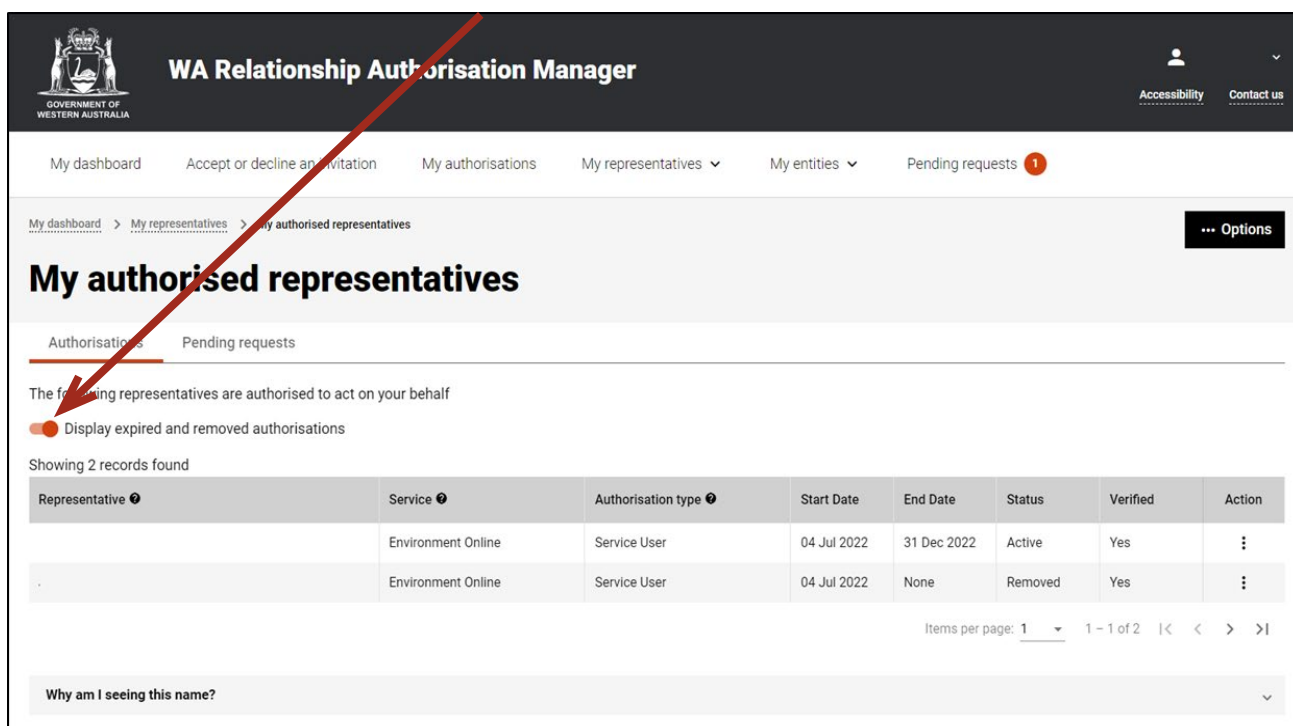
The screenshot shows the 'WA Relationship Authorisation Manager' interface. The top navigation bar includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests' (with a red notification badge '1'). The main content area is titled 'My authorised representatives' and has two tabs: 'Authorisations' (selected) and 'Pending requests'. Below the tabs, there is a message: 'The following representatives are authorised to act on your behalf' and a toggle for 'Display expired and removed authorisations'. Below this, it says 'There are no active or disabled authorisations.' A red arrow points from the top left of the page to the message.

# STEP 5. cont...

To see any expired or removed authorisations, click on the toggle for “Display expired and removed authorisations”, located underneath the selection tabs.



When selected, this toggle will turn orange in colour, if there are expired or removed authorisations they will be displayed underneath the toggle.



If there are no expired or removed authorisations the page will display “There are no authorisations” and you should skip to Step 7. If there are authorisations, go to Step 6.

# STEP 6.

Find the authorisation you require in the list of authorisations now displayed. Once you have found the authorisation, click on the three dots located on the far right side under the Action heading.

The screenshot shows the 'My authorised representatives' page in the WA Relationship Authorisation Manager. The page title is 'My authorised representatives' and it has tabs for 'Authorisations' and 'Pending requests'. Below the tabs, there is a section for 'The following representatives are authorised to act on your behalf' with a toggle for 'Display expired and removed authorisations'. A table shows one record found. The table has columns: Representative, Service, Authorisation type, Start Date, End Date, Status, Verified, and Action. The first row has the following data: Representative (Environment Online), Service (Environment Online), Authorisation type (Service User), Start Date (04 Jul 2022), End Date (31 Dec 2022), Status (Active), and Verified (Yes). The Action column for this row has a dropdown menu open with options: Edit, Remove, and Disable.

Representative	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
Environment Online	Environment Online	Service User	04 Jul 2022	31 Dec 2022	Active	Yes	<ul style="list-style-type: none"><li>Edit</li><li>Remove</li><li>Disable</li></ul>

Alternatively the “Options” button found near the right top of the page allows you to “Remove all”, “Disable all” or “Enable all” authorisations displayed in the list. These actions behave in the same manner as the remove, disable and enable functions except they apply to all active and disabled authorisations on the page.

The screenshot shows the 'My authorised representatives' page in the WA Relationship Authorisation Manager. The page title is 'My authorised representatives' and it has tabs for 'Authorisations' and 'Pending requests'. Below the tabs, there is a section for 'The following representatives are authorised to act on your behalf' with a toggle for 'Display expired and removed authorisations'. A table shows one record found. The table has columns: Representative, Service, Authorisation type, Start Date, End Date, Status, Verified, and Action. The first row has the following data: Representative (Environment Online), Service (Environment Online), Authorisation type (Service User), Start Date (04 Jul 2022), End Date (31 Dec 2022), Status (Active), and Verified (Yes). The Action column for this row has a dropdown menu open with options: Remove all, Enable all, and Disable all.

Representative	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
Environment Online	Environment Online	Service User	04 Jul 2022	31 Dec 2022	Active	Yes	<ul style="list-style-type: none"><li>Remove all</li><li>Enable all</li><li>Disable all</li></ul>

# STEP 6.

- If you select “View”, the details of the selected authorisation will be displayed. Click the “Close” button located to the bottom left to hide the authorisation details. You can view details for removed and expired authorisations.

**Removed authorisation details**

**Entity** ⓘ  
Name

**Representative** ⓘ  
Name Email

**Authorisation details** ⓘ  
Service Environment Online  
Start date 11 February 2022  
Verified Yes  
Authorisation type Service User  
End date None

Close

- If you select “Edit”, the details of the selected authorisation will be displayed, allowing you to amend the end date. Click the “Save” button to retain any changes or the “Cancel” button to hide the authorisation details.

**Active authorisation details**

**Entity** ⓘ  
Name

**Representative** ⓘ  
Name Email

**Authorisation details** ⓘ  
Service Environment Online  
Start date 11 February 2022  
Verified Yes  
Authorisation type Service User  
End date None

**Review authorisation details**  
New end date   No end date

Save Cancel

The representative will receive an email advising them that the authorisation end date has been changed.

- If you select “Remove”, you will be asked to confirm if you want to remove the authorisation. Click Yes to continue or No to retain the authorisation. Remove is limited to active and disabled authorisations. Once removed an authorisation is finalised. To reinstate the authorisation you will need to [send an invitation](#).



# STEP 6.

You are removing the authorisation for \_\_\_\_\_ to act on your behalf when using the service **Environment Online**. Any associated pending requests for extension will be withdrawn.

This action cannot be undone. Do you want to continue?

Once the authorisation is removed, it will no longer appear among the active or disabled authorisations on the “My authorised representatives” page. The representative will receive an email advising them that the authorisation has been removed.

To see the removed authorisation, click on the toggle for “Display expired and removed authorisations”, located underneath the selection tabs.

- If you select “Disable”, you will be asked to confirm if you want to disable the authorisation. Click Yes to continue or No to leave the authorisation as is. Disable is limited to active authorisations. Once an authorisation is disabled, the representative cannot act on your behalf until the authorisation is re-enabled.

You are disabling the authorisation for \_\_\_\_\_ to act on your behalf when using the service **Environment Online**. This authorisation will need to be enabled again before they can access the related services.

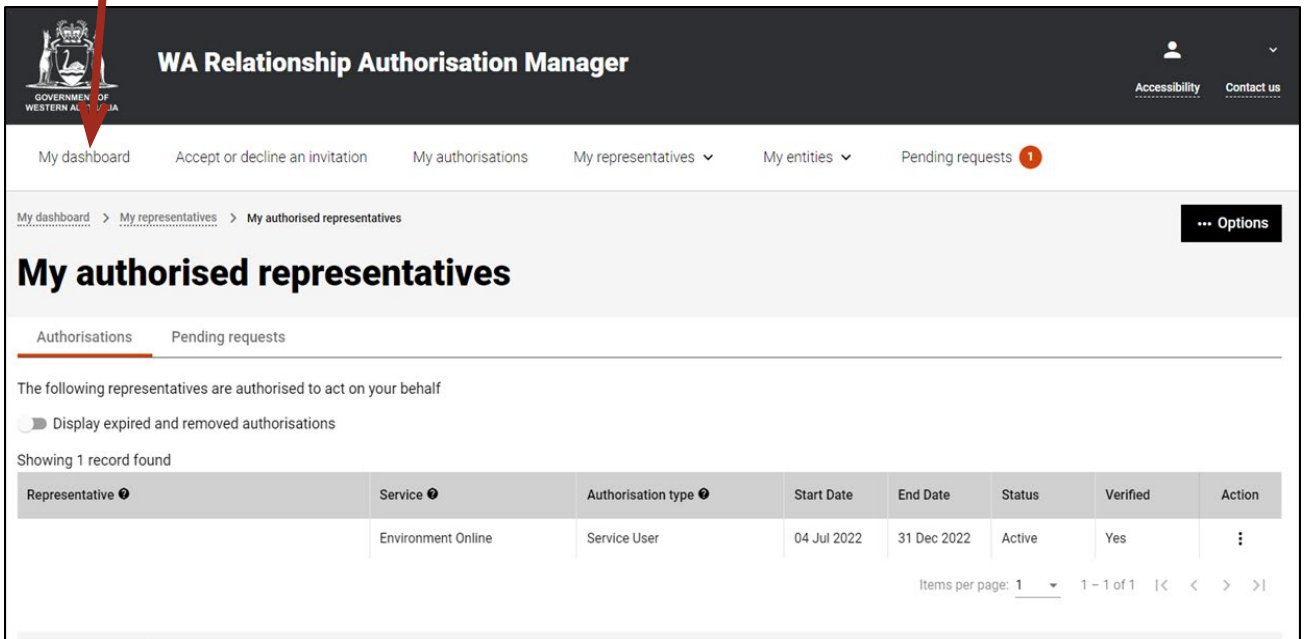
Do you want to continue?

- If you select “Enable”, you will be asked to confirm if you want to enable the authorisation. Click Yes to continue or No to leave the authorisation disabled. Enable is limited to disabled authorisations. Once an authorisation is enabled, the representative is authorised to act on your behalf again.

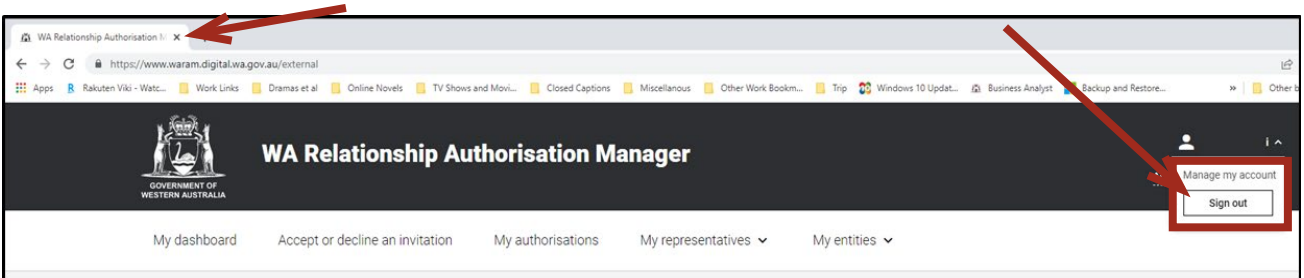
You are enabling the authorisation for \_\_\_\_\_ to act on your behalf when using the service **Environment Online**.

Do you want to continue?

# STEP 7.



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 “My authorised representatives: view, edit, remove, disable or enable an authorisation”.

*My authorised representatives: approve or decline a pending request.*

# STEP 8.

If not already visible, select the “Pending requests” tab. Any pending requests will be displayed towards the bottom of this page.

The screenshot shows the 'WA Relationship Authorisation Manager' interface. The top navigation bar includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification badge '1'), and 'Event history'. The breadcrumb trail is 'My dashboard > My representatives > My authorised representatives'. The main heading is 'My authorised representatives'. Below this, there are two tabs: 'Authorisations' and 'Pending requests' (which is active). A message states: 'You have following pending requests form representatives who want to act on your behalf'. Below this, it says 'Showing 1 of 1 requests'. A table displays the request details:

Representative	Service	Authorisation type	Start date	End date	Request type	Date requ...	Action
		Service Administrator	28 Feb 2023	30 Dec 2022	Extension	26 Oct 2022	Review

At the bottom right of the table, there is a pagination control: 'Items per page: 20 0 of 0 |< < > >|'. Below the table is a dropdown menu labeled 'Why am I seeing this name?'.

**NOTE:** This page will display the first 20 requests. To find the request you require, you can scroll through the results using the arrows located at the bottom right side of the list.

If there are no pending requests the page will display “There are no pending requests.” and you should skip to Step 14. If there are pending requests, go to Step 9.

The screenshot shows the 'WA Relationship Authorisation Manager' interface. The top navigation bar is the same as in the previous screenshot, but the 'Pending requests' tab now has a red notification badge '1'. The breadcrumb trail is 'My dashboard > My representatives > My authorised representatives'. The main heading is 'My authorised representatives'. Below this, there are two tabs: 'Authorisations' and 'Pending requests' (which is active). A message with a red notification icon states: 'There are no pending authorisations for representatives.'

# STEP 9.

Find the request you require in the list of pending requests now displayed. You can approve or decline a request via the “Review” hyperlink on the far right side under the Action heading.

The screenshot displays the 'WA Relationship Authorisation Manager' interface. The top navigation bar includes the Government of Western Australia logo, the title 'WA Relationship Authorisation Manager', and links for 'Accessibility' and 'Contact us'. Below the navigation bar, there are several menu items: 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification badge showing '1'), and 'Event history'. The main content area shows a breadcrumb trail: 'My dashboard > My representatives > My authorised representatives'. The title 'My authorised representatives' is prominently displayed. Underneath, there are two tabs: 'Authorisations' and 'Pending requests' (which is selected). A message states: 'You have following pending requests form representatives who want to act on your behalf'. Below this, it says 'Showing 1 of 1 requests'. A table lists the pending request with the following data:

Representative	Service	Authorisation type	Start date	End date	Request type	Date reque...	Action
		Service Administrator	28 Feb 2023	30 Dec 2022	Extension	26 Oct 2022	<a href="#">Review</a>

At the bottom right of the table, there is a pagination control: 'Items per page: 20' and '0 of 0'. Below the table, there is a search bar with the text 'Why am I seeing this name?' and a dropdown arrow.

# STEP 10.

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 top navigation bar includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification icon), and 'Event history'. The main content area is titled 'Approve or decline a request for extension' and contains a table with the following details:

Entity	Representative
Current legal name	Name
Authorisation details	Email
Service	Start date
Authorisation type	End date
Service User	08 November 2022
	30 April 2023

Below the table, there is a section for 'Confirm these details are correct before approving the request'. It includes a 'Requested end date' field set to 'None', a 'Change end date' button, and a checked 'No end date' checkbox. The 'Declaration and consent' section contains a declaration statement with a list of bullet points and a checkbox for 'I understand and accept this declaration'. The 'I consent to:' section includes a checkbox for 'I understand and consent to the sharing of my personal information'. At the bottom, there are three buttons: 'Cancel', 'Decline', and 'Approve'.

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

1. approve the request, go to Step 11;
2. decline the request, go to Step 12; or
3. Should you not agree with the Declaration or wish to exit this transaction, click on the “Cancel” button and go to Step 14.

# STEP 11.

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 (4) | Event history

My dashboard > My representatives > 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	Name   Email
Authorisation details	Start date   End date
Service	Authorisation type   Service user   Start date   End date
	08 November 2022   30 April 2023

**Confirm these details are correct before approving the request**

Requested end date: None

No end date

**Declaration and consent**

**I declare that:**

- I have used my own account to access this service.
- I am the person identified as the entity.
- I am extending an existing relationship between myself and the representative named above.
- I understand that by extending this relationship:
  - the representative named above will be authorised to transact on my behalf 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 me.
  - I will **not** be notified when the representative whom I have authorised chooses to transact on my behalf 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

**I consent to:**

- The sharing of my personal information, including my full name, date of birth and email address, with the service named above in accordance with the privacy statement when the representative is transacting on my behalf.

I understand and consent to the sharing of my personal information

**NOTE:** Please ensure you read the declaration carefully.



# STEP 12.

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. At the top, the Government of Western Australia logo is on the left, and the title 'WA Relationship Authorisation Manager' is in the center. On the right, there are links for 'Accessibility' and 'Contact us'. Below the header, a navigation bar includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification badge showing '4'), and 'Event history'. The main content area has a breadcrumb trail: 'My dashboard > My representatives > Approve/decline extension request'. The title of the page is 'Approve or decline a request for extension'. Below this, a section titled 'Review and either approve or decline this request for extension' contains a table with the following details:

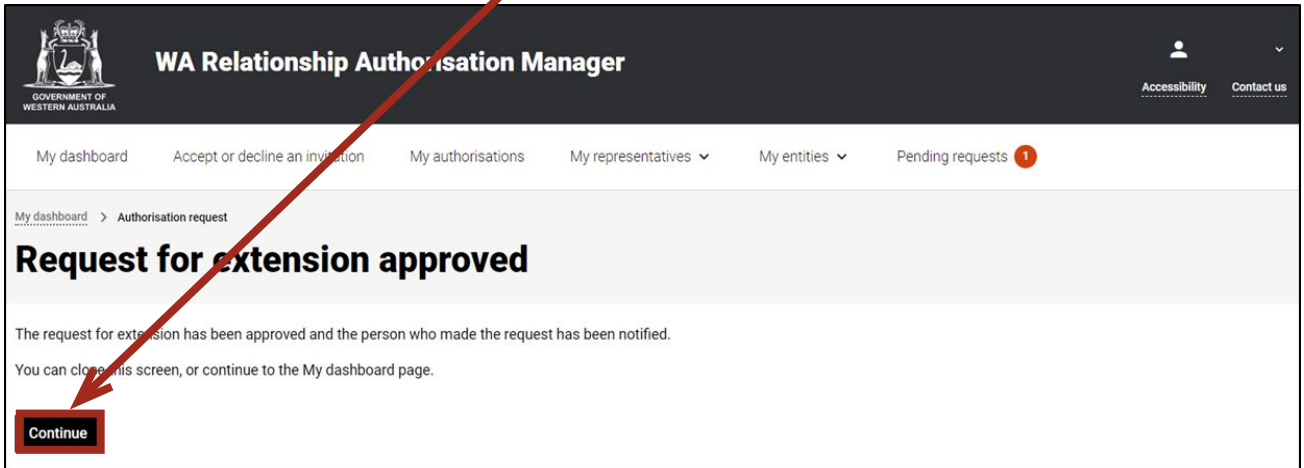
Entity	Representative
Current legal name	Name
	Email
Authorisation details	
Service	Authorisation type
	Start date
	End date
	Service User
	08 November 2022
	30 April 2023

Below the table, a section titled 'Confirm these details are correct before approving the request' includes a 'Requested end date' field set to 'None', a 'Change end date' button, and a checked checkbox for 'No end date'. The 'Declaration and consent' section contains a 'I declare that:' section with a list of bullet points and a checkbox for 'I understand and accept this declaration'. The 'I consent to:' section includes a checkbox for 'I understand and consent to the sharing of my personal information'. At the bottom, there are three buttons: 'Cancel', 'Decline' (highlighted with a red box and a red arrow), and 'Approve'.

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

# STEP 13.

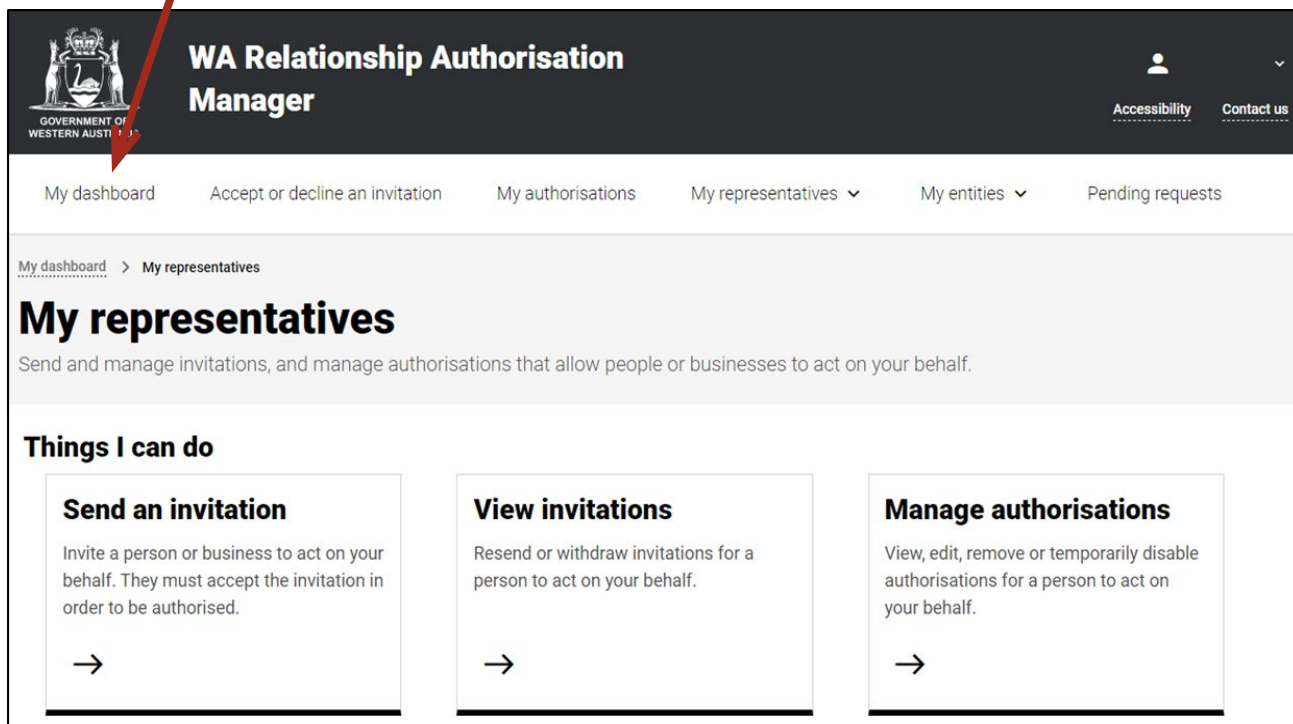
You will now be taken to the “Request approved” or “Request declined” page. The page will confirm that the request has either been accepted or declined. Click on the “Continue” button located at the bottom of this page.



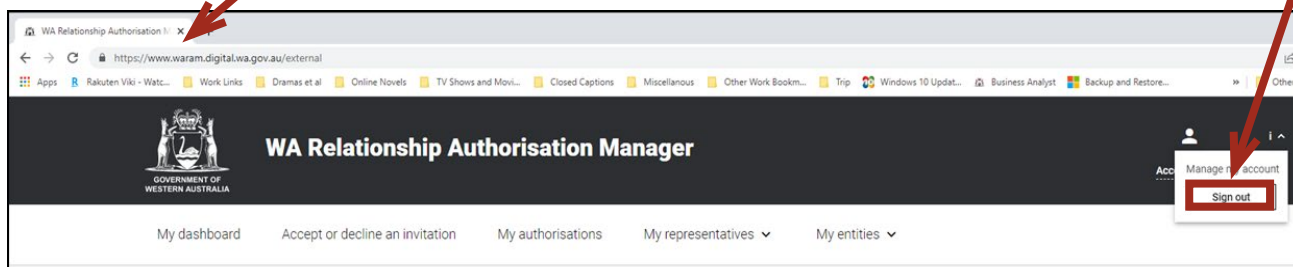


# STEP 14.

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 in the top of the browser.



This completes the step-by-step instructions for the “My authorised representatives: approve or decline a pending request”.

## 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.