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".
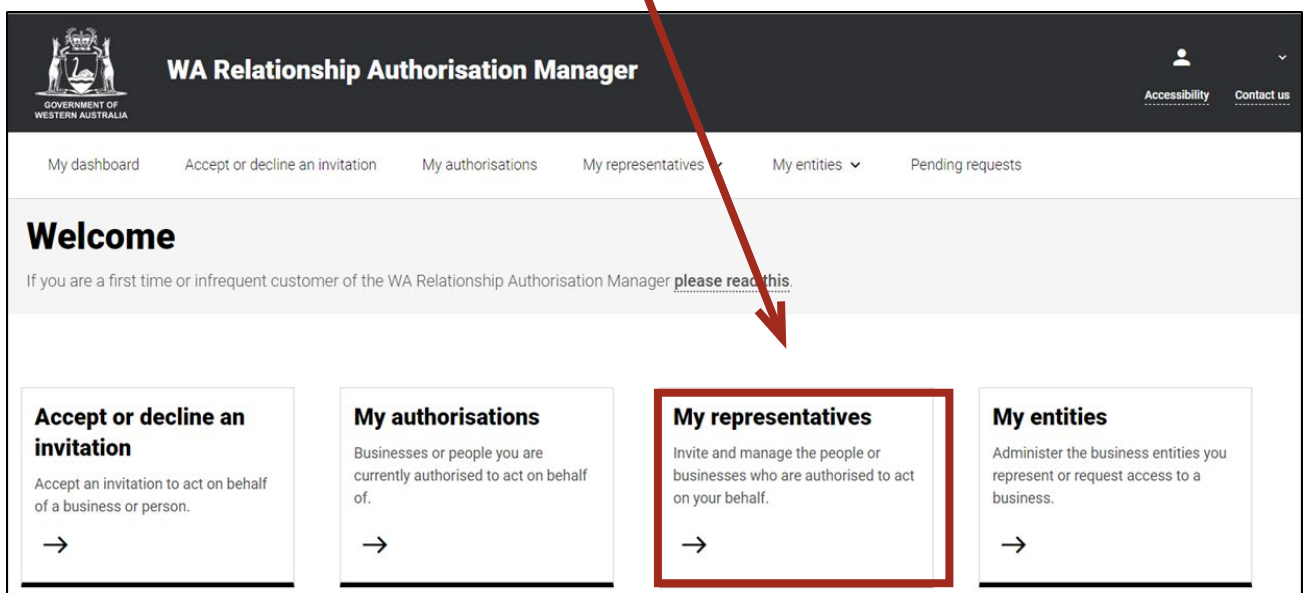
STEP 1.

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.
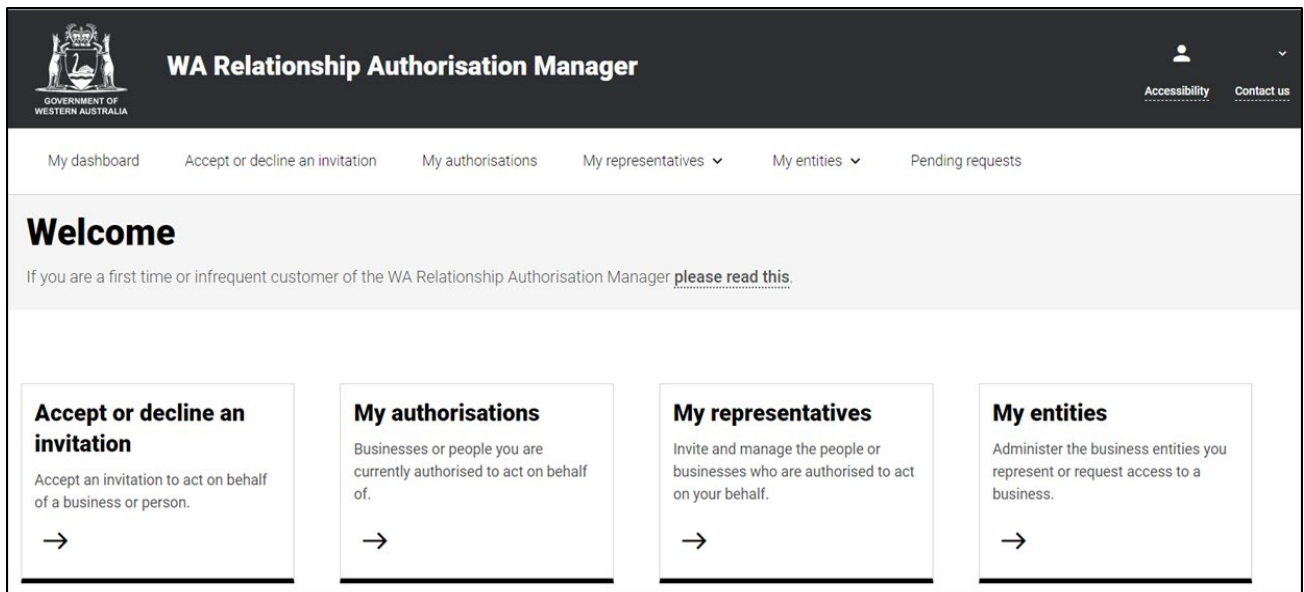
STEP 2.

Click on the "My representatives" section tab.

STEP 3.

Click on the "Manage authorisations" section tab.

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.
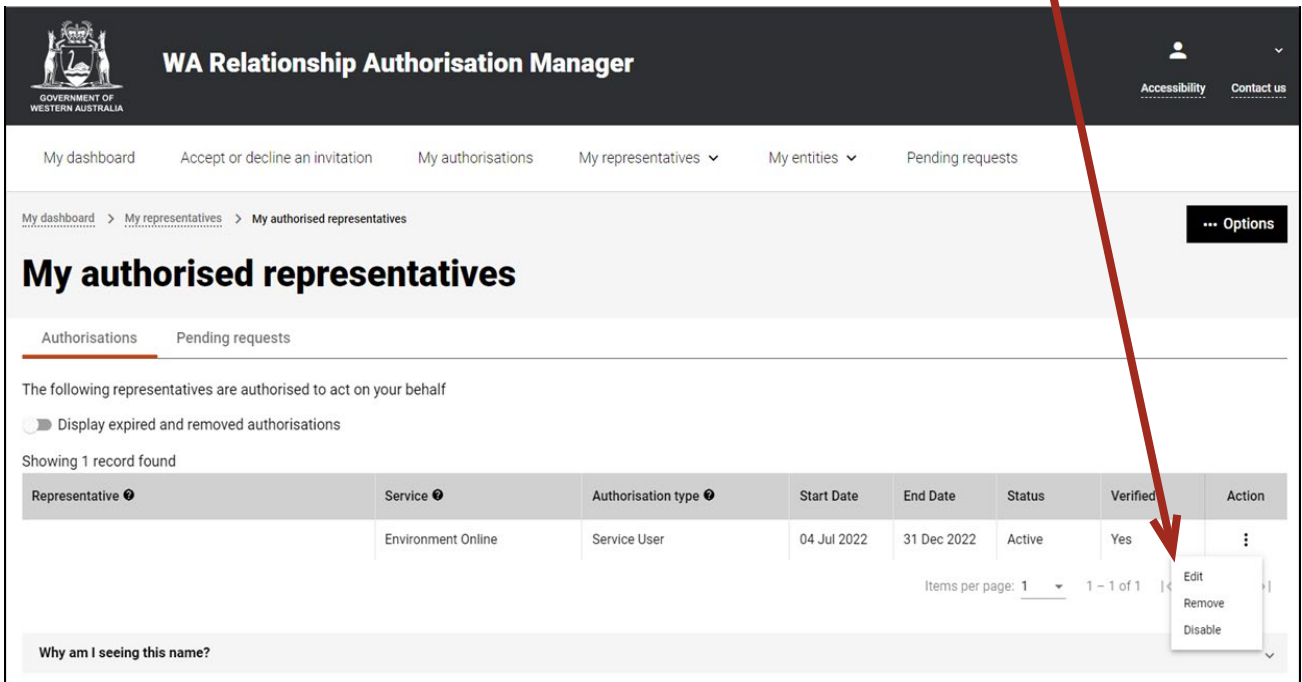

> **NOTE:** At this stage you have two possible actions, these include:
>
> 1. view authorisations , go to Step 5; or
>
> 2. view pending requests, go to Step 8.

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 displayed towards the bottom of this page.
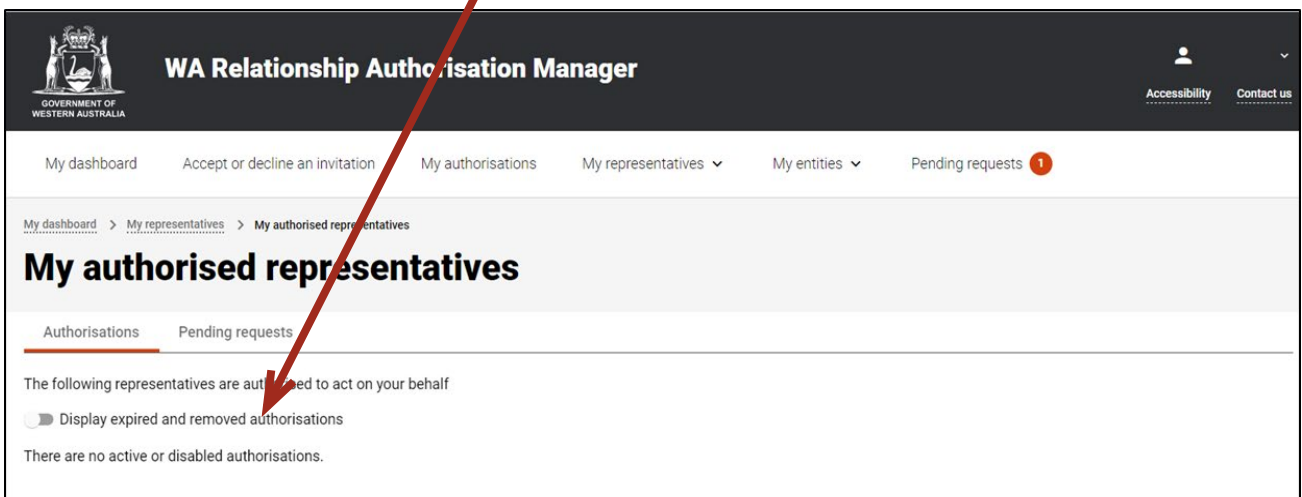

NOTE: This page will display the first 20 authorisations. To find the authorisation you require, you can scroll through the results using the arrows located at the bottom right side of the list.
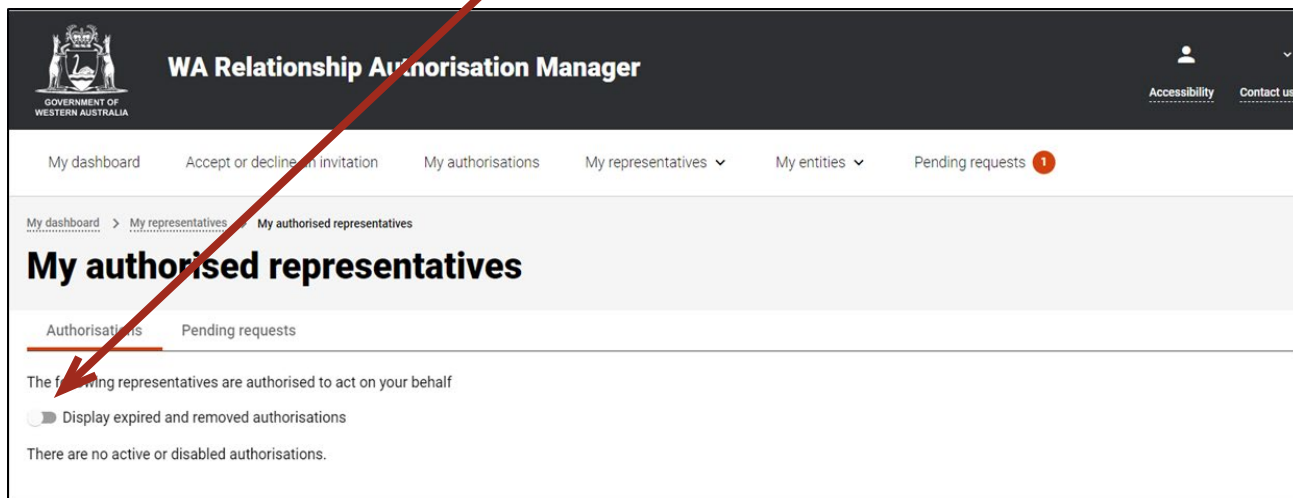
If there are no active or disabled authorisations the page will display "There are no active or disabled authorisations".
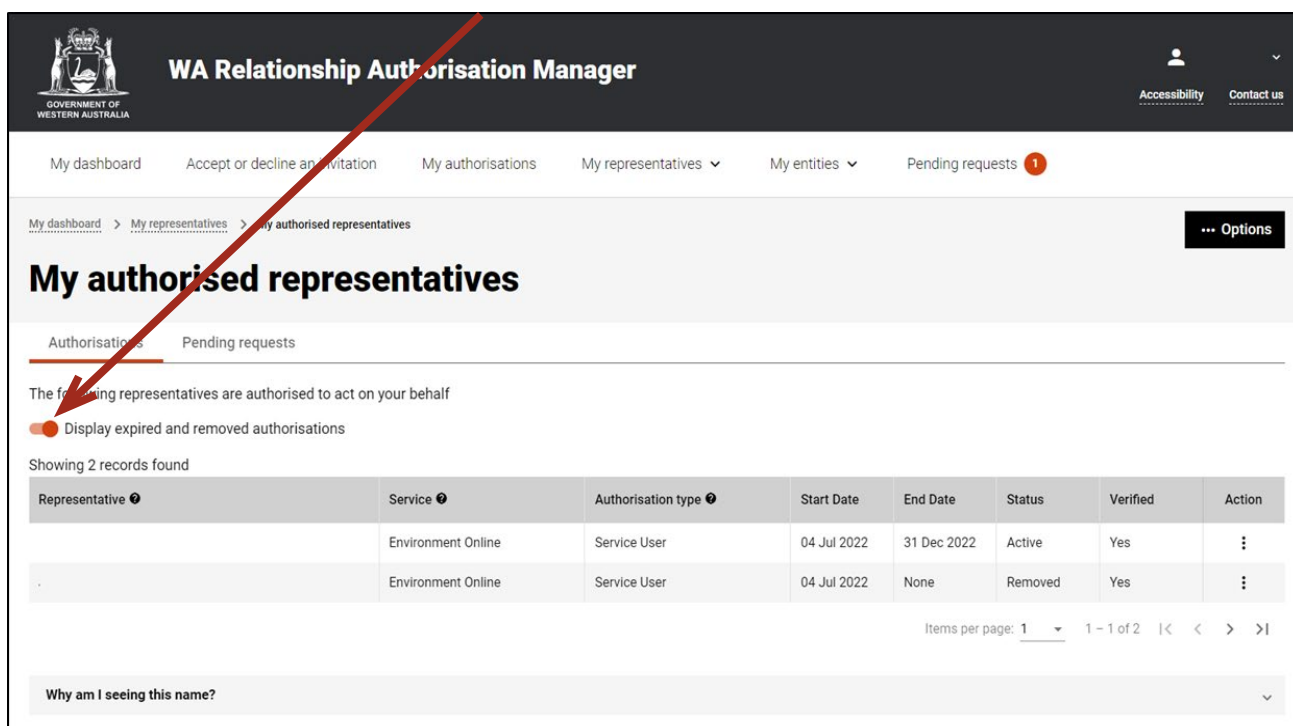
To see any expired or removed authorisations, click on the toggle for "Display expired and removed authorisations", located underneath the selection tabs.

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.

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.

- 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.

- 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.

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?

Yes   **No**

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?

Yes   No

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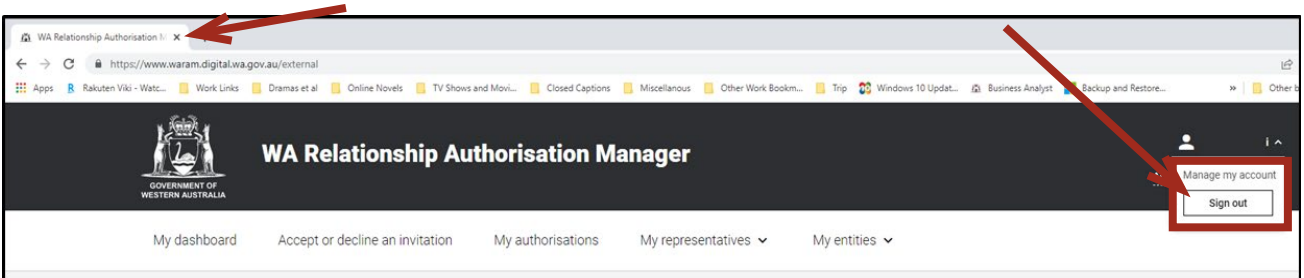
You are enabling the authorisation for   to act on your behalf when using the service **Environment Online**.

Do you want to continue?
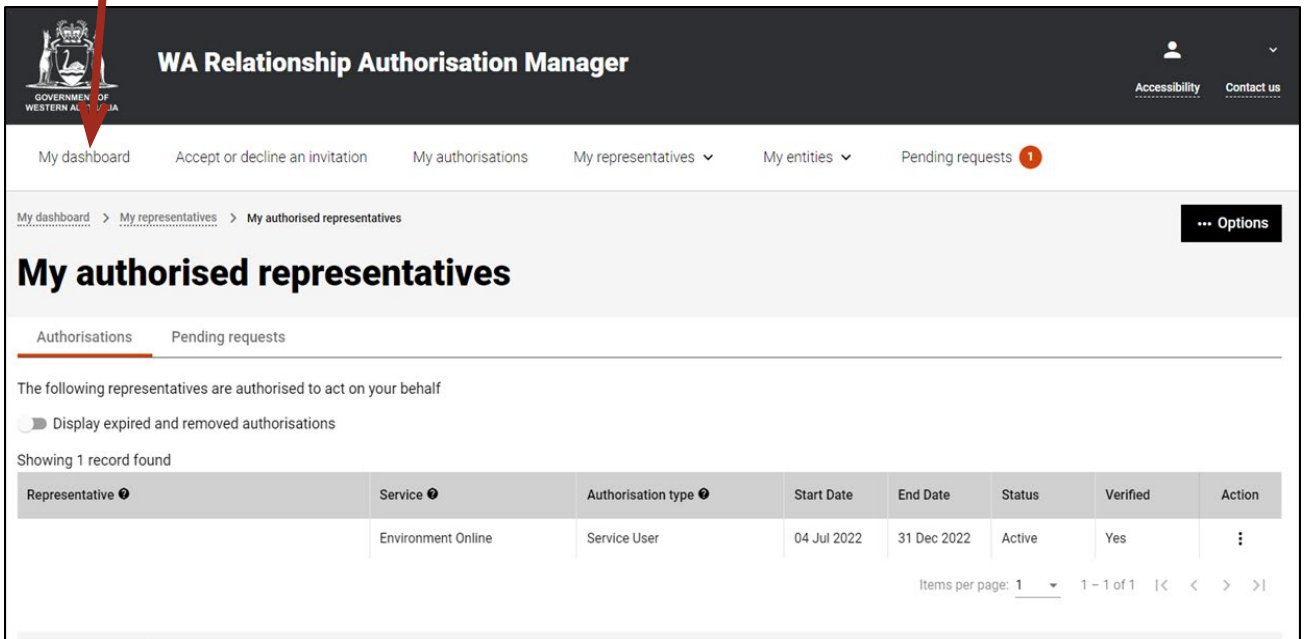
Yes   No

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.

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.

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.

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.

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.

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

STEP 13.

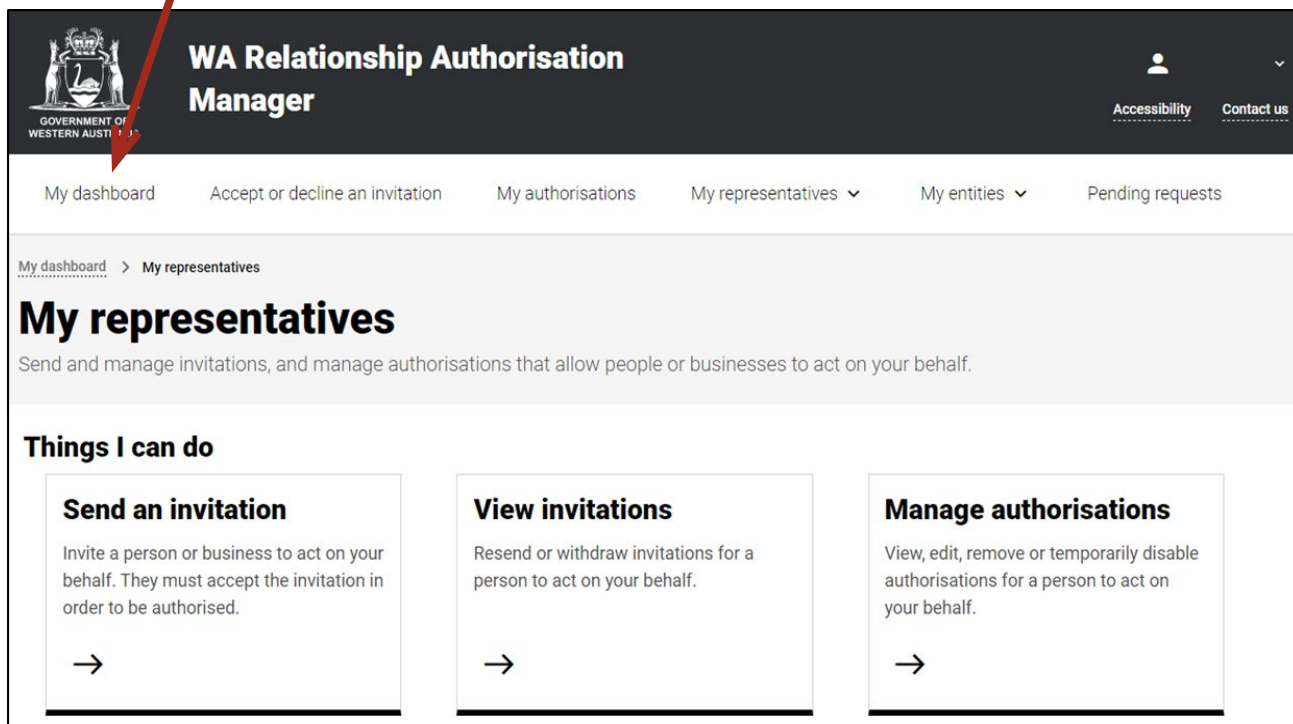You will now be taken to the "Request approved" or "Request declined" page. The page will confirm that the request has either been accepted or declined. Click on the "Continue" button located at the bottom of this page.
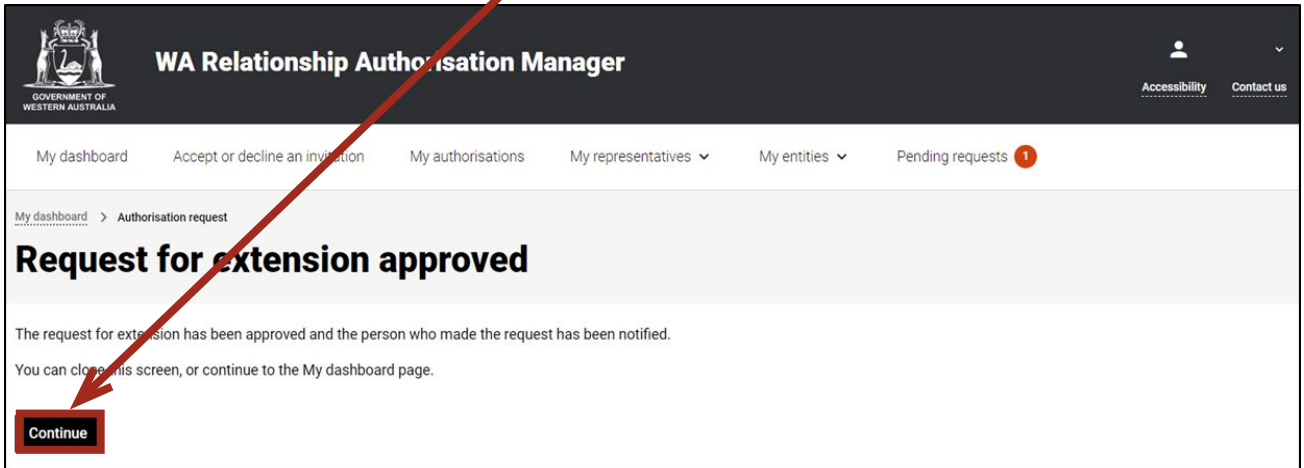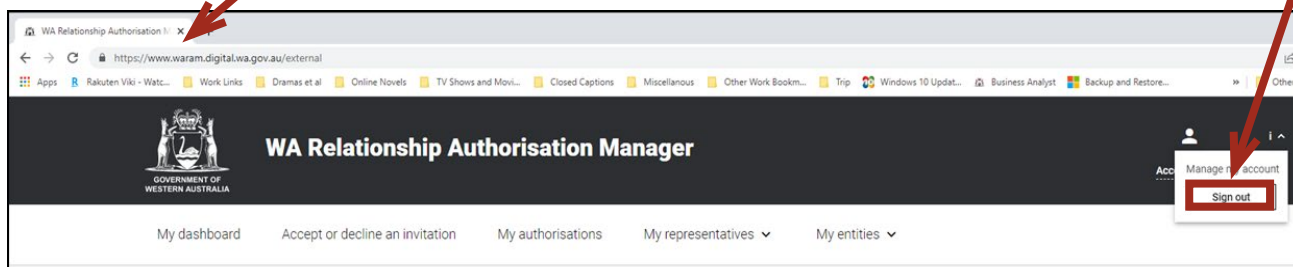
STEP 14.

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.