FAQs

Why do I need to use myGovID to enter or modify a proposal?

- It is a fundamental responsibility of the Department to protect your data and information and ensure that any changes made to that information are authorised.
- The impact of any fraudulent transactions or activity could be environmentally, socially or economically significant.
- We have therefore chosen to go with myGovID (or '100 point check') to help mitigate this risk.
- The use of myGovID, combined with the WA Relationship Authorisation Manager (WARAM) protects proponents, and ensures only users authorised by a business can access EO and transact on behalf of a business.
- This aligns with requirements of the Digital Strategy for the Western Australia Government 2021-2025 and the Australian Government Digital Identity System and is currently used to access more than 60 business applications federally.
- Personal information used by an individual to establish a myGovID is not shared with EO at any time.
- MyGovID is currently the only identity provider available that meets the verification level required, however it is expected that additional identity providers will become available over time.

FAQs

Will there be a 'transition period' for using Environment Online?

- It is not compulsory to use Environment Online
- However, you and your members are strongly encouraged to use and engage with EO because:
  - ✓ The next 3 months of dedicated optimisation will shape and improve the functions in Release 1.
  - ✓ The content, quality and function of future releases depends on your engagement with this first release.

We need your feedback!

- By using Environment Online during this optimisation period you will also receive:
  - ✓ 'High Care' support from a dedicated team of EO experts (12 weeks).
  - ✓ Real time, automated process notifications and updates for proposals.
  - ✓ Timely and transparent assessment of proposals.

FAQs

Will there be further consultation, information and training for external users?

- Yes!
- This is a different way of doing business for DWER (but pretty standard for digital transformations)
- There have been opportunities for engagement during the initial build, but the next 12 weeks is critical
- To help you make the most of this opportunity to help shape the way we do things in the future, we are providing:
  - ✓ Go-live campaign with key information you/your members need to engage with EO
  - ✓ Get Started Guide
  - ✓ Guidance materials have been in-built in the EO Portal and will continue to be developed based on feedback
  - ✓ 'High care' support team – expertise in EO, Part IV and IT
  - ✓ EO Community for registered EO users to deliver ongoing engagement and communications
  - ✓ Dedicated technical support to deliver the optimisations

Feedback, Feedback, Feedback!