



WA Relationship Authorisation Manager User Guide

Managing invitations for a person to act on your behalf

You can invite another person to act on your behalf. Once invitations have been sent, you can:

- view the details of the invitation;
- resend the invitation code; or
- withdraw the invitation.

To manage invitations sent to 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. This restriction is a protection against identity thief and fraud.

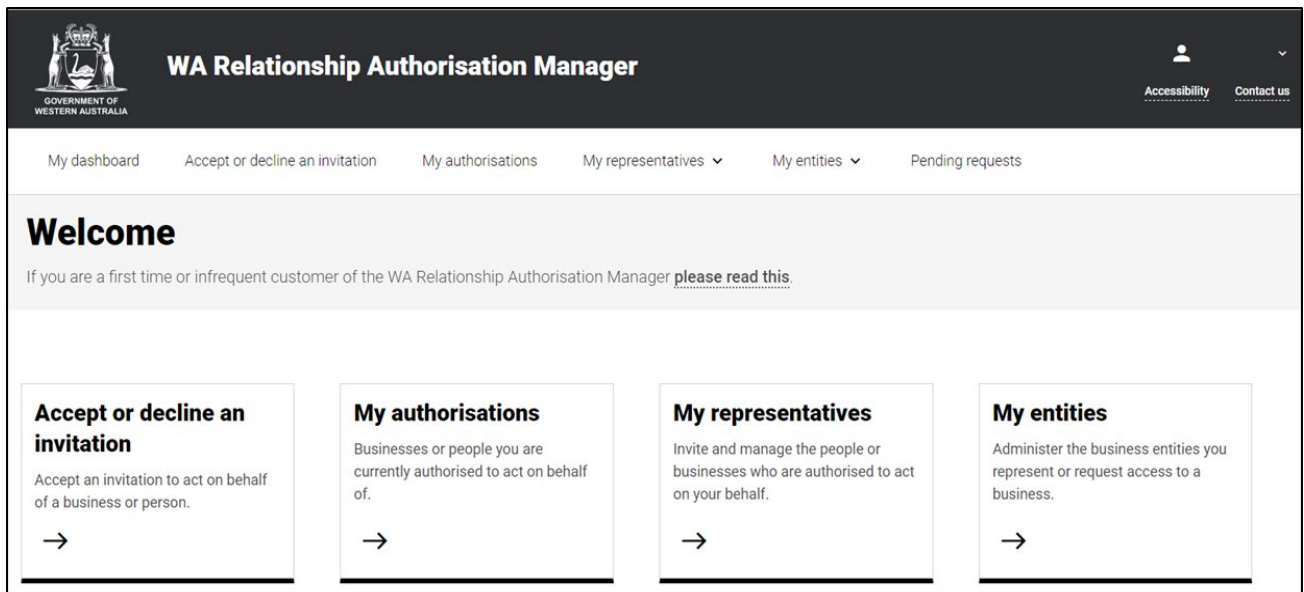
If you are a sole trader with an ABN or you want to manage invitations for a person to act on behalf of your business or volunteer organisation, please refer to the instructions titled, “Managing invitations to act on behalf of a business”.

Invitations which have not been accepted or declined will expire after 14 days.

STEP 1.

How to manage an invitation for another person to act on your behalf

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

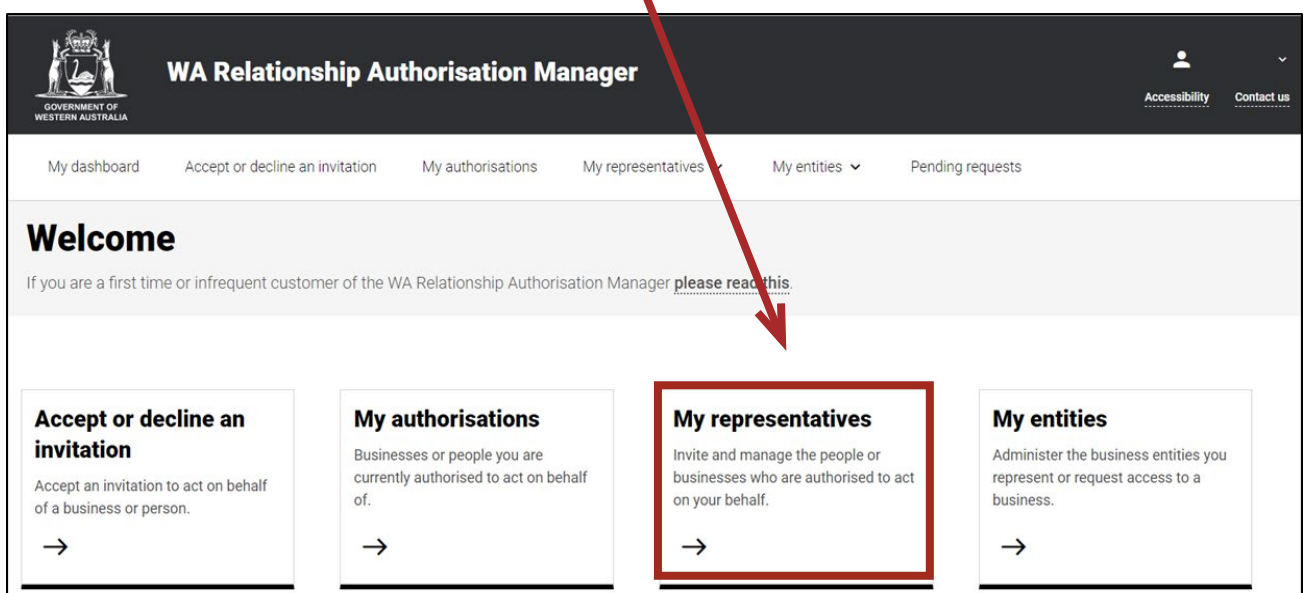


The screenshot shows the WARAM 'Welcome' page. At the top left is the Government of Western Australia logo. The page title is 'WA Relationship Authorisation Manager'. On the top right, there are links for 'Accessibility' and 'Contact us'. Below the header is a navigation menu with tabs: 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The main content area starts with a 'Welcome' heading and a note: 'If you are a first time or infrequent customer of the WA Relationship Authorisation Manager [please read this](#).' Below this are four main sections, each with a title, a brief description, and a right-pointing arrow:

- Accept or decline an invitation**: Accept an invitation to act on behalf of a business or person.
- My authorisations**: Businesses or people you are currently authorised to act on behalf of.
- My representatives**: Invite and manage the people or businesses who are authorised to act on your behalf.
- My entities**: Administer the business entities you represent or request access to a business.

STEP 2.

Click on the “My representatives” section tab.



This screenshot is identical to the one in Step 1, but with a red arrow pointing to the 'My representatives' tab in the navigation menu. Additionally, the 'My representatives' section card in the main content area is highlighted with a red rectangular border.

STEP 3.

Click on the “View invitations” section tab.

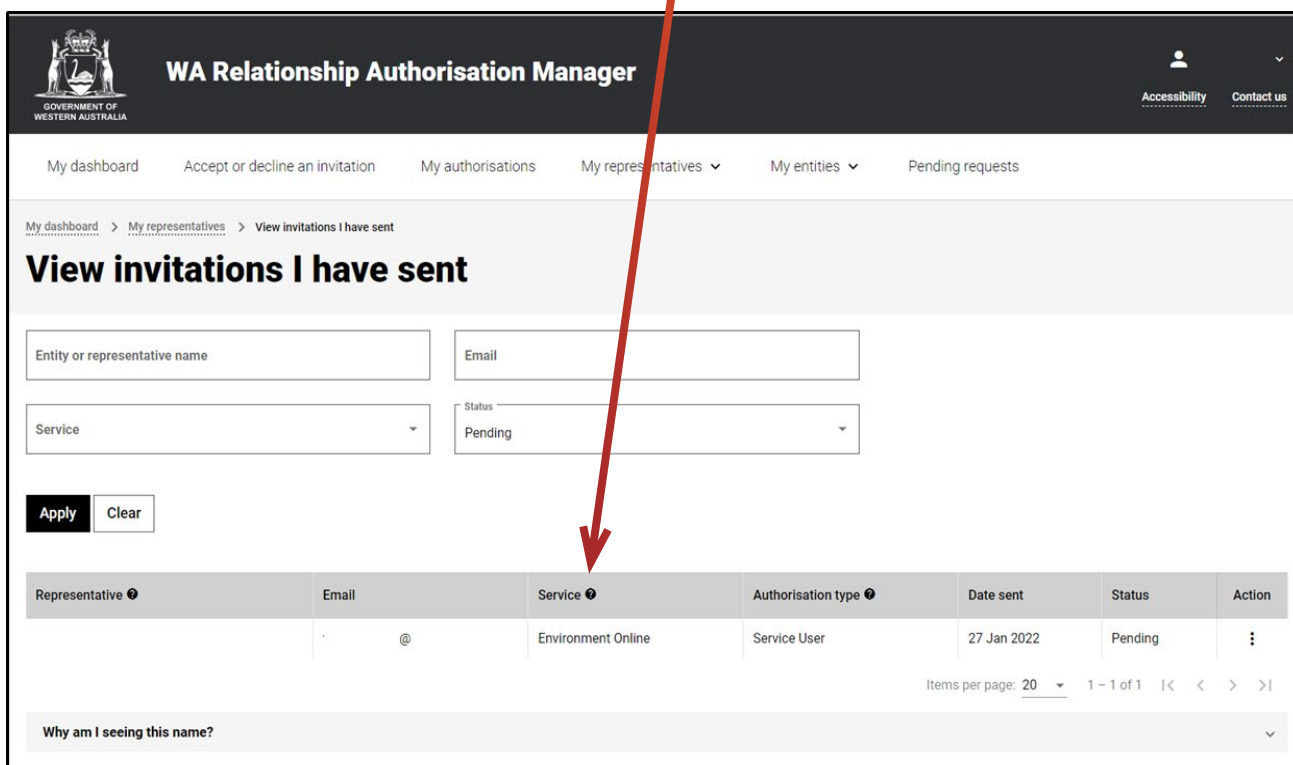
The screenshot shows the WA Relationship Authorisation Manager interface. At the top left is the Government of Western Australia logo. The main header reads "WA Relationship Authorisation Manager". On the right, there are links for "Accessibility" and "Contact us". Below the header is a navigation bar with tabs: "My dashboard", "Accept or decline an invitation", "My authorisations", "My representatives", "My entities", and "Pending requests". The "My representatives" tab is selected. Below the navigation bar, the page title is "My representatives" with a subtitle: "Send and manage invitations, and manage authorisations that allow people or businesses to act on your behalf." Underneath, there is a section titled "Things I can do" containing three cards: "Send an invitation", "View invitations", and "Manage authorisations". A red arrow points from the top of the page down to the "View invitations" card.

NOTE: If you have not signed in using an account against which you have already verified your identity, you will not be permitted to continue and will be taken to a page with instructions on how to proceed.

This screenshot shows the same WA Relationship Authorisation Manager interface as the previous one, but with a prominent warning message. The warning is titled "PLEASE READ" and states: "In order to manage your representatives i.e. people who can act on your behalf, you need to first verify your identity. This means you must sign in using an account where you have proven your digital identity." It then lists seven steps for verification: 1. Read the following steps carefully before carrying them out. 2. Sign out and close all browsers. 3. Sign in again to the WA Relationship Authorisation Manager. 4. On the Sign in page, select "Sign in using another account". 5. In the WA Identity Exchange, select "Digital Identity". 6. Choose the digital identity you wish to use. 7. Sign back in using your new verified digital identity. The message concludes with: "Alternatively please contact us for assistance."

STEP 4.

You should now be able to see the “View invitations I have sent” page. Any pending invitations will be displayed towards the bottom of the page.



The screenshot shows the 'View invitations I have sent' page in the WA Relationship Authorisation Manager. The page includes a search form with fields for 'Entity or representative name', 'Email', 'Service', and 'Status'. Below the form are 'Apply' and 'Clear' buttons. A table displays one invitation with the following details:

Representative	Email	Service	Authorisation type	Date sent	Status	Action
	@	Environment Online	Service User	27 Jan 2022	Pending	

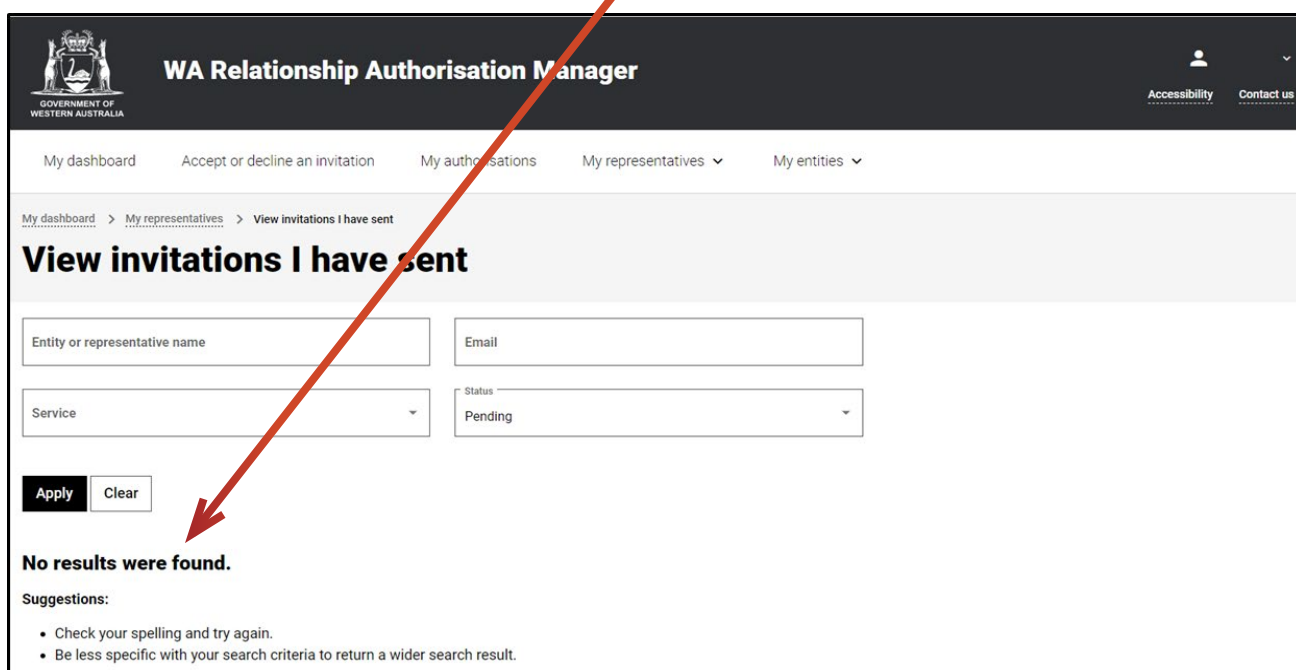
At the bottom right of the table, it indicates 'Items per page: 20' and '1 - 1 of 1'. A red arrow points from the text above to the 'Apply' button.

NOTE: This page will display the first 20 invitations. To find the invitation 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 invitation, change the Status dropdown (which is always defaulted to “Pending”) to “All” and then click the “Apply” button.

If there are no invitations the page will display “No results were found” and you should skip to Step 6. If there are invitations go to Step 5.



The screenshot shows the 'View invitations I have sent' page with the search form and 'Apply' button. Below the form, the message 'No results were found.' is displayed, followed by 'Suggestions:' and a list of two items:

- Check your spelling and try again.
- Be less specific with your search criteria to return a wider search result.

A red arrow points from the text above to the 'Apply' button.

STEP 5

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

The screenshot shows the 'WA Relationship Authorisation Manager' interface. At the top, there is a navigation bar with the government logo and the title 'WA Relationship Authorisation Manager'. Below this is a breadcrumb trail: 'My dashboard > My representatives > View invitations I have sent'. The main heading is 'View invitations I have sent'. There are search filters for 'Entity or representative name', 'Email', 'Service', and 'Status' (set to 'Pending'). Below the filters are 'Apply' and 'Clear' buttons. A table lists the invitations with columns: Representative, Email, Service, Authorisation type, Date sent, Status, and Action. The first row shows a pending invitation for 'Environment Online' sent on '27 Jan 2022'. The 'Action' column for this row has a dropdown menu open, with 'View', 'Resend', and 'Withdraw' options. A red arrow points from the text above to the 'View' option in the dropdown.

If you select “View”, the details of the selected invitation will be displayed. Click the “Close” button located to the bottom left to hide the invitation details.

The screenshot shows the 'Pending invitation details' page. It is divided into several sections: 'Entity' with a 'Name' field; 'Representative' with 'Name' and 'Email' fields; 'Authorisation details' with 'Service' (Environment Online), 'Start date' (27 January 2022), and 'Authorisation type' (Service User); and 'Invitation sent details' with 'Date sent' (27 January 2022 02:08:14 pm). At the bottom, there are three buttons: 'Resend' (highlighted in red), 'Withdraw', and 'Close'.

STEP 5. cont...

If you select “Resend”, you will be asked to confirm if you wish to resend the invitation. Click Yes to continue or No to return to the page.

NOTE: The resend function is limited to pending invitations which are resent to the associated email address. If any invitation details are incorrect, including the email address, you must withdraw the invitation and [send a new invitation](#) with the correct details.

You are sending a new invitation code to [redacted] @ [redacted] for [redacted] to have authority to act for [redacted].

The invitation will have a new invitation code and previous codes can no longer be used to accept the invitation.

Do you want to continue?

Confirmation the invitation has been resent will appear for 3 seconds at the top of the page. The representative will then receive an email with a new invitation code. Please note, the old invitation code will now no longer be valid.

The screenshot shows the WA Relationship Authorisation system dashboard. At the top, a green notification box states: "A new invitation has been sent to the recipient." Below this, the dashboard header includes the WA Government logo and navigation links: "My dashboard", "Accept or decline an invitation", "My authorisations", "My representatives", "My entities", and "Pending requests". The main content area is titled "View invitations I have sent" and contains a search filter section with fields for "Entity or representative name", "Email", "Service", and "Status" (set to "Pending"). Below the filters are "Apply" and "Clear" buttons. A table displays the following data:

Representative	Email	Service	Authorisation type	Date sent	Status	Action
	@	Environment Online	Service User	11 Feb 2022	Pending	

At the bottom of the table, it indicates "Items per page: 20" and "1 - 1 of 1". A link "Why am I seeing this name?" is visible at the bottom left.

STEP 5. cont...

If you select “Withdraw”, you will be asked to confirm if you want to withdraw the invitation. Click Yes to continue or No to retain the invitation. Withdraw is limited to pending invitations. Once withdrawn an invitation is finalised. To reinstate the invitation you will need to [send a new invitation](#).

You are withdrawing the invitation for _____ to have authority to act for _____

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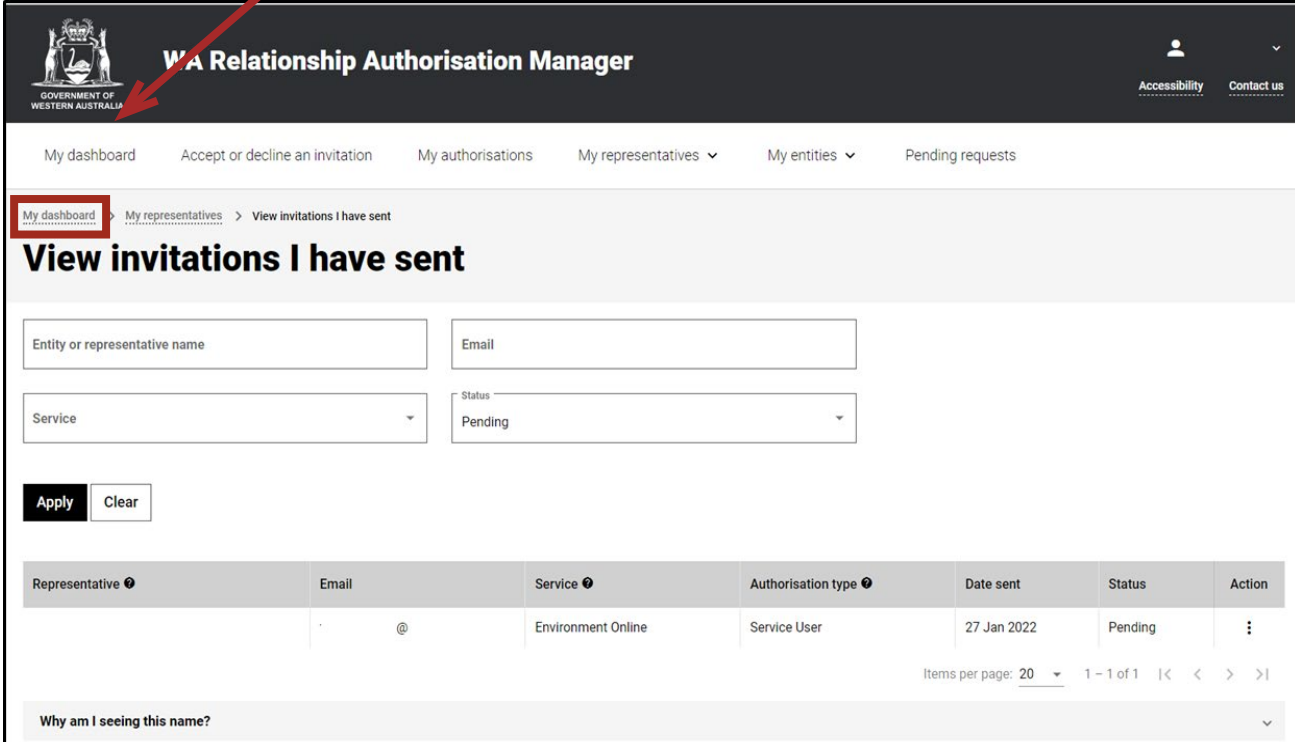
Any invitation codes that have been sent can no longer be used to accept the invitation.

Do you want to continue?

Once the invitation is withdrawn, it will no longer appear among the invitations on the “View invitations I have sent” page. The representative will receive an email advising them that the invitation has been withdrawn.

STEP 6.

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



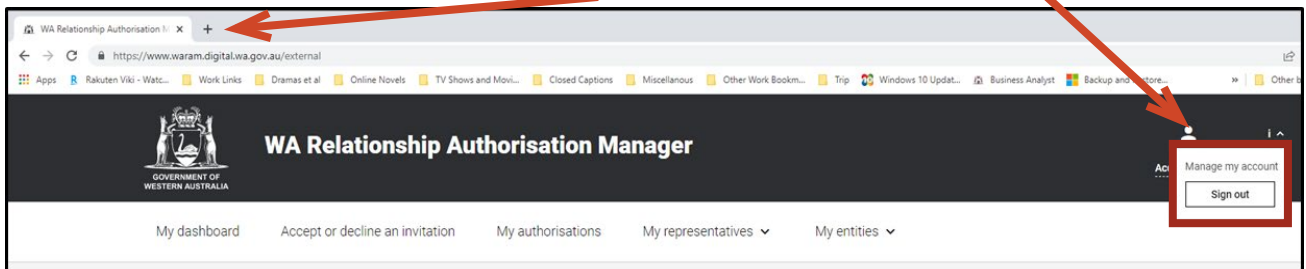
The screenshot shows the WARAM interface. At the top, the Government of Western Australia logo is on the left, and 'WA Relationship Authorisation Manager' is in the center. On the right, there are links for 'Accessibility' and 'Contact us'. Below the header is a navigation bar with tabs: 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The 'My dashboard' tab is highlighted with a red box and a red arrow. Below the navigation bar, the breadcrumb trail reads 'My dashboard > My representatives > View invitations I have sent'. The main heading is 'View invitations I have sent'. There are four search filters: 'Entity or representative name', 'Email', 'Service', and 'Status'. The 'Status' filter is set to 'Pending'. Below the filters are 'Apply' and 'Clear' buttons. A table displays the search results:

Representative	Email	Service	Authorisation type	Date sent	Status	Action
	@	Environment Online	Service User	27 Jan 2022	Pending	⋮

At the bottom right of the table, it says 'Items per page: 20' and '1 - 1 of 1'. Below the table is a link 'Why am I seeing this name?'.

STEP 6. cont...

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

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.