



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.

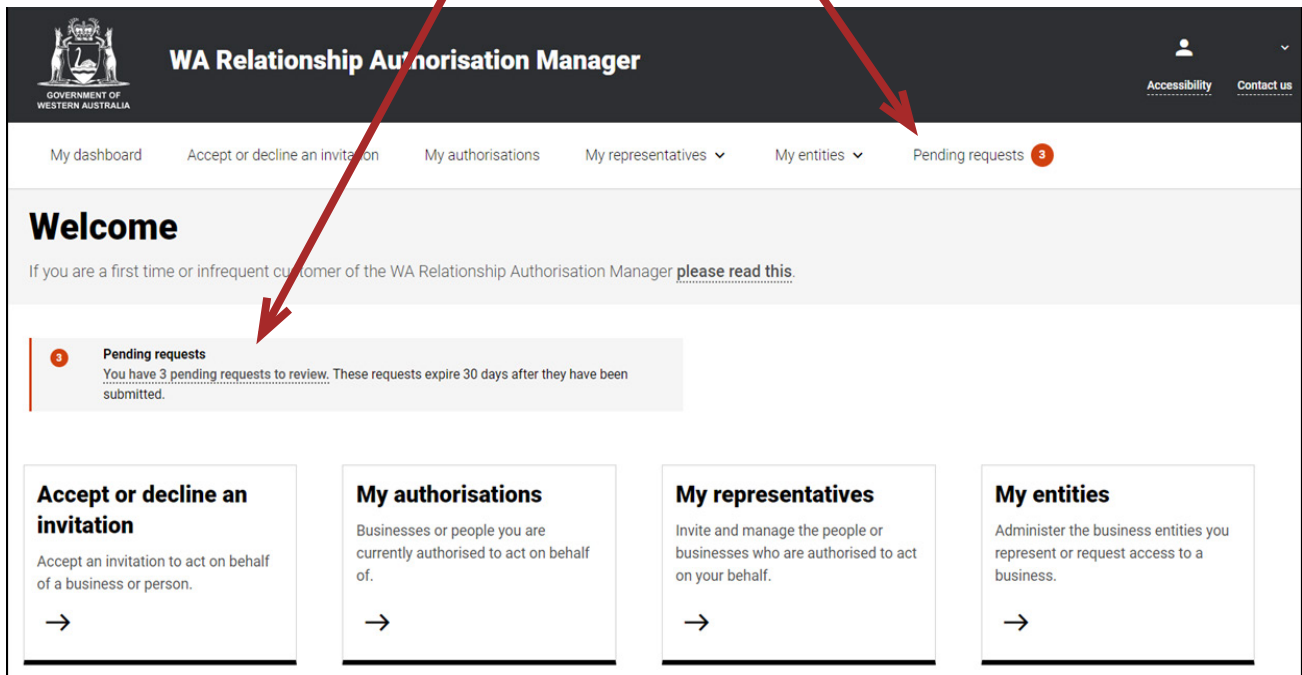
NOTE: New requests cannot be submitted to act on behalf of another person.

STEP 1.

How to approve or decline a pending request

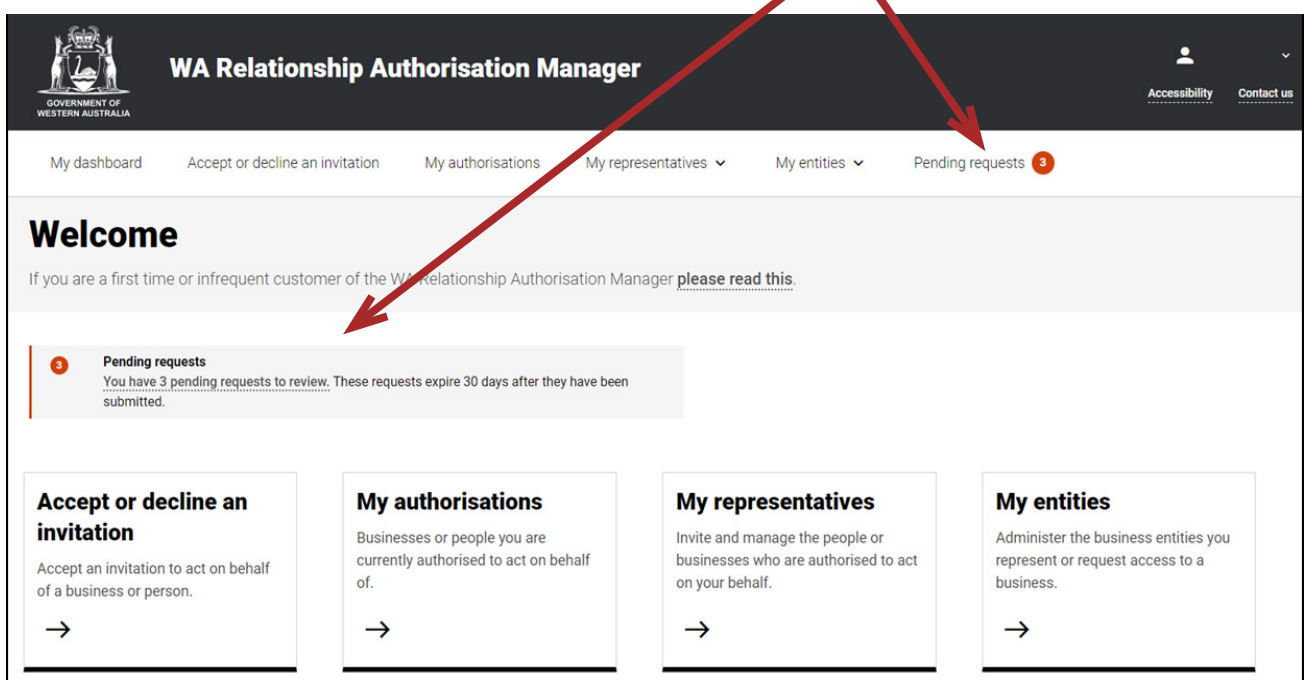
[Sign into the WARAM.](#) This will automatically start you at the “My dashboard” / “Welcome” page.

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.



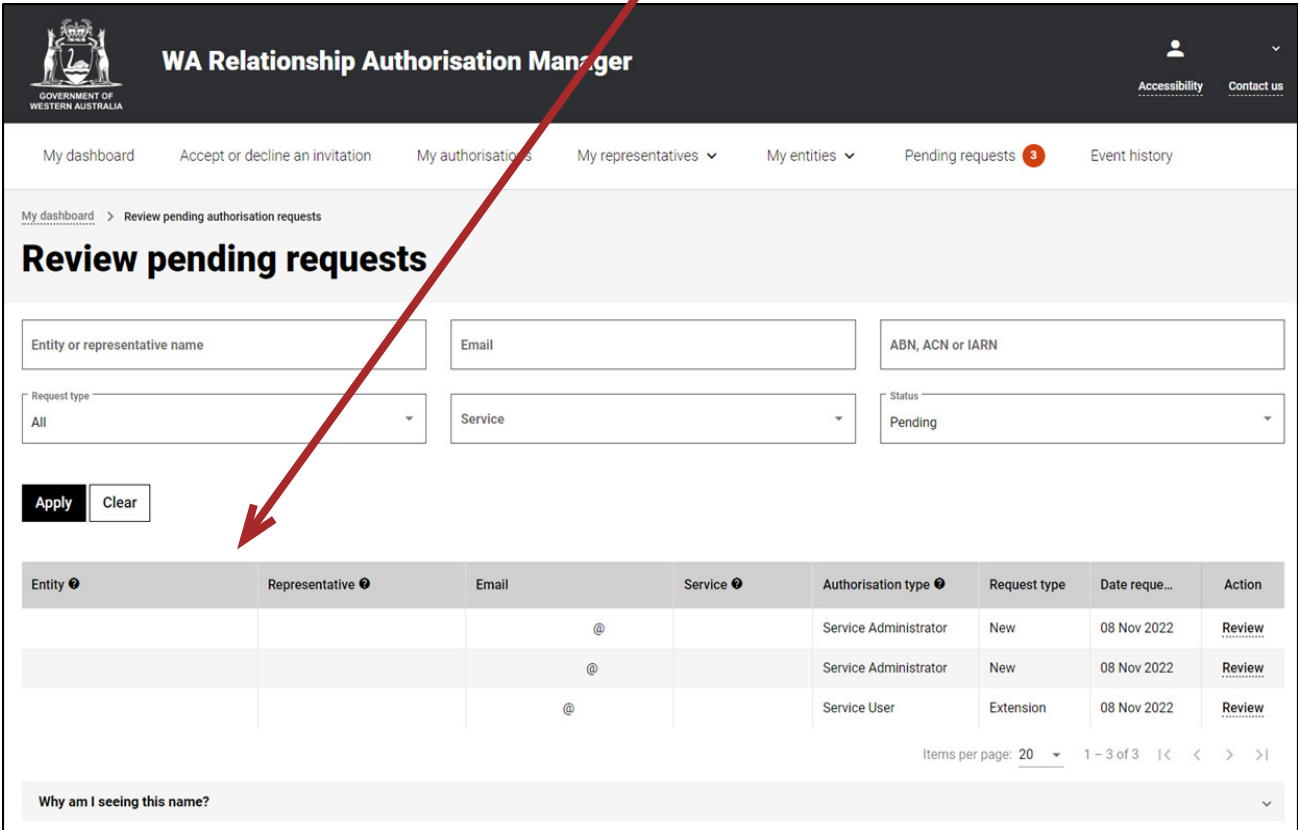
STEP 2.

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.



The screenshot shows the 'Review pending requests' page in the WA Relationship Authorisation Manager. The page includes a navigation bar with 'Pending requests' highlighted and a notification badge showing '3'. Below the navigation bar, there are search filters for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons. Below the filters is a table with the following data:

Entity	Representative	Email	Service	Authorisation type	Request type	Date requ...	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

At the bottom of the table, there is a pagination control showing 'Items per page: 20' and '1 - 3 of 3' with navigation arrows. Below the table is a dropdown menu labeled 'Why am I seeing this name?'.

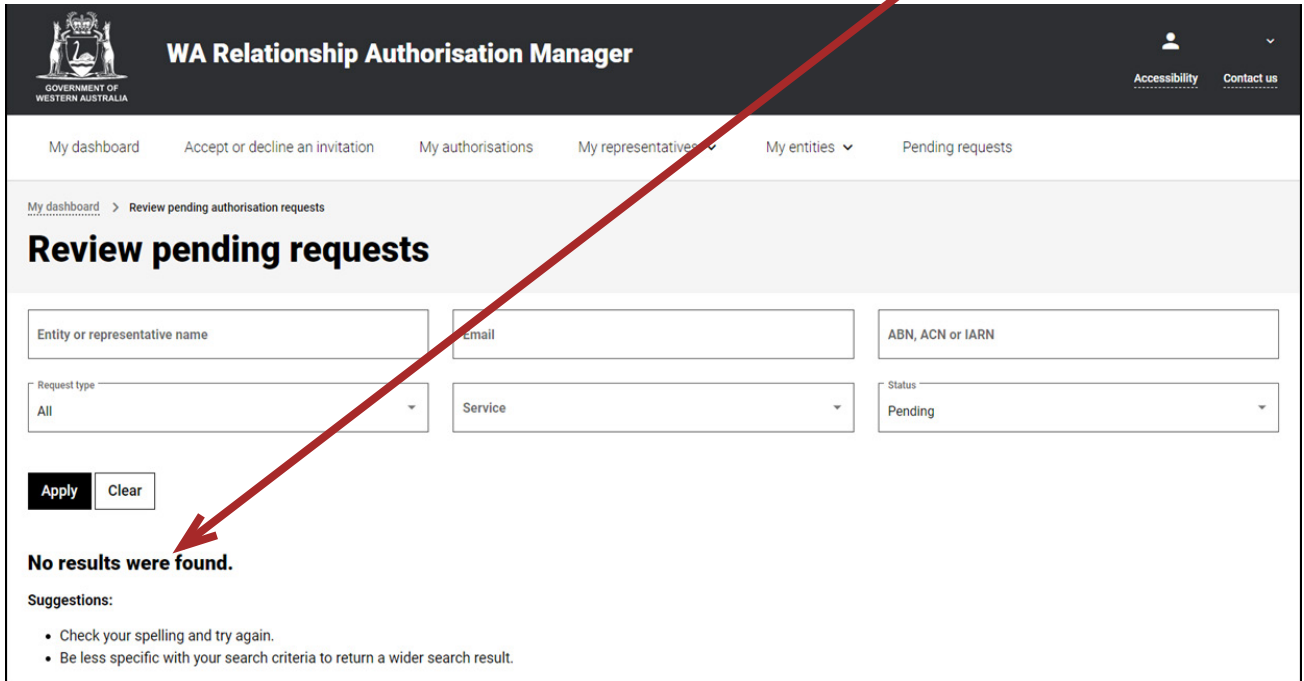
NOTE: This page will display the first 20 requests. To find the request you require, you can:

- 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.

STEP 3. cont...

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.



The screenshot shows the 'WA Relationship Authorisation Manager' interface. At the top, there is a navigation bar with the Government of Western Australia logo and the title 'WA Relationship Authorisation Manager'. Below this is a secondary navigation bar with links: 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The main content area is titled 'Review pending requests' and contains a search form with the following fields: 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons below the search fields. A red arrow points from the top right of the page down to the 'Apply' button. Below the search results, the text 'No results were found.' is displayed, followed by a 'Suggestions:' section with two bullet points: 'Check your spelling and try again.' and 'Be less specific with your search criteria to return a wider search result.'

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.

The screenshot displays 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 > Review pending authorisation requests'. The main heading is 'Review pending requests'. There are several filter fields: 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons. Below the filters is a table with the following columns: Entity, Representative, Email, Service, Authorisation type, Request type, Date requested, and Action. The table contains three rows of data. The first row has 'Service Administrator' as the authorisation type, 'New' as the request type, and '08 Nov 2022' as the date. The 'Action' column for this row contains a red-bordered 'Review' button. A red arrow points from the top right of the page down to this 'Review' button. Below the table, there is a pagination control showing 'Items per page: 20' and '1 - 3 of 3'. At the bottom, there is a link 'Why am I seeing this name?'.

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

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”.

My dashboard Accept or decline an invitation My authorisations My representatives ▼ My entities ▼ Pending requests **3** Event history

My dashboard > Review pending authorisation requests > Approve/decline authorisation request

Approve or decline an authorisation request

Review and either approve or decline this request

Entity [?]		Representative [?]	
Current legal name	ACN	Name	Email
<small>Other names associated with the entity</small>			
Authorisation details [?]			
Service	Authorisation type Service Administrator	Start date 08 November 2022	End date 25 November 2022

Confirm these details are correct before approving the request

Change Authorisation type
Service Administrator

Change start date
08 Nov 2022

Change end date
25 Nov 2022 No end date

Declaration

I declare that:

- I have used my own account to access this service.
- I am creating a relationship between the entity and the representative named above.
- I am authorised to create this relationship on behalf of the entity named above.
- I understand that by creating this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above 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 the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity 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 that by creating this relationship:
 - the representative named above will be able to authorise other representatives to transact on behalf of the entity named above with the service named above.
 - I will **not** be notified when the representative named above authorises other representatives to transact on behalf of the entity named above with the service named above.

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.

The screenshot shows the 'WA Relationship Authorisation Manager' interface. The page title is 'Approve or decline an authorisation request'. Below the title, there is a section for 'Review and either approve or decline this request' with a table of details:

Entity	ACN	Representative	Email
Current legal name		Name	@
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
Service Administrator		08 November 2022	25 November 2022

Below the table, there is a section 'Confirm these details are correct before approving the request' with a dropdown menu for 'Change Authorisation type' (Service Administrator), a date picker for 'Change start date' (08 Nov 2022), and a date picker for 'Change end date' (25 Nov 2022) with a checkbox for 'No end date'.

The 'Declaration' section contains the following text:

I declare that:

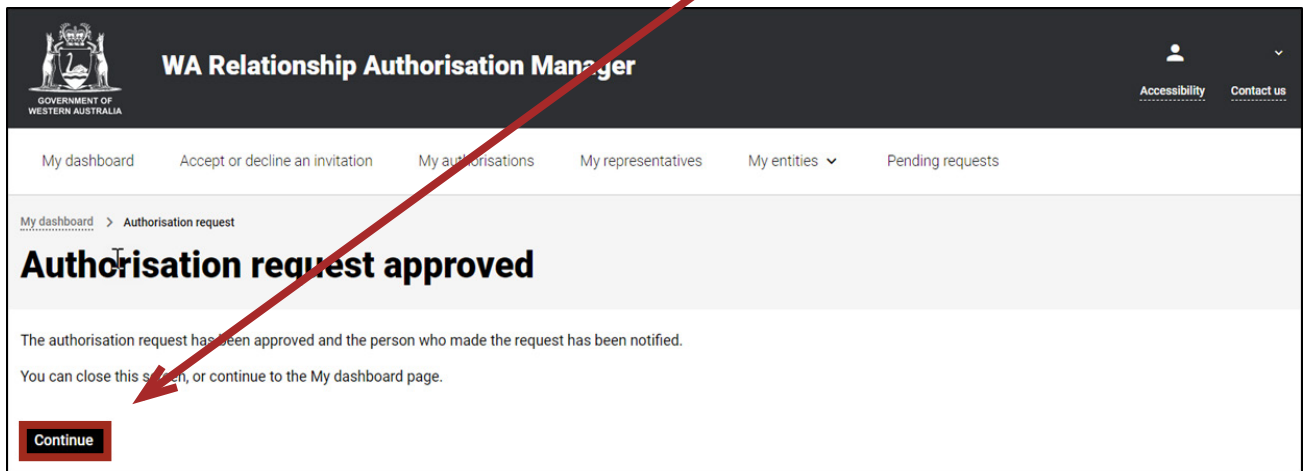
- I have used my own account to access this service.
- I am creating a relationship between the entity and the representative named above.
- I am authorised to create this relationship on behalf of the entity named above.
- I understand that by creating this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above 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 the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity 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 that by creating this relationship:
 - the representative named above will be able to authorise other representatives to transact on behalf of the entity named above with the service named above.
 - I will **not** be notified when the representative named above authorises other representatives to transact on behalf of the entity named above with the service named above.

At the bottom, there is a checkbox for 'I understand and accept this declaration' and three buttons: 'Cancel', 'Decline', and 'Approve'.

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.

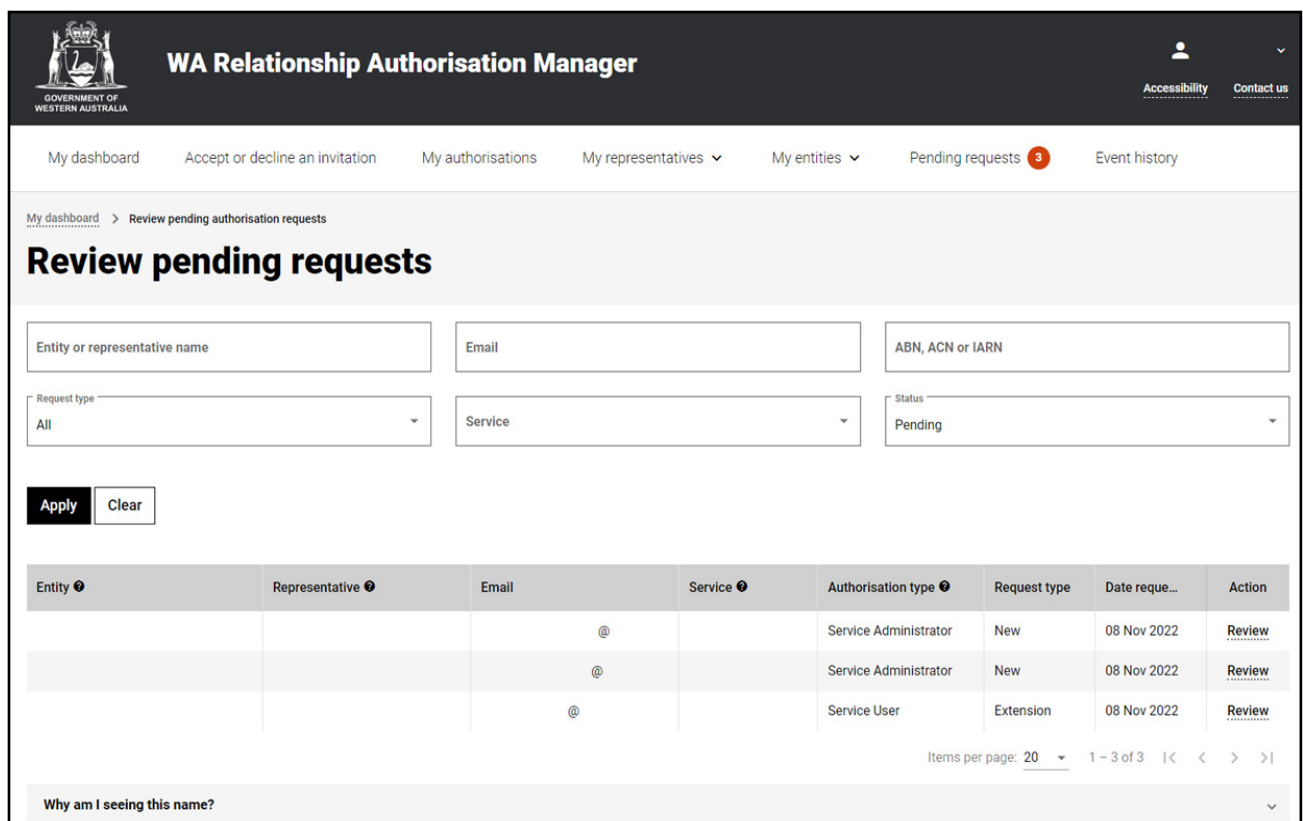
You should now be able to see the “Authorisation request approved” page. Click on the “Continue” button located at the bottom of the page.



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

Entity or representative name

Email

ABN, ACN or IARN

Request type

All

Service

Status

Pending

Apply Clear

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Items per page: 20 1 - 3 of 3

Why am I seeing this name?

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.

WA Relationship Authorisation Manager

Manage my account

Sign out

My dashboard Accept or decline an invitation My authorisations My representatives My entities

WA Relationship Authorisation Manager

GOVERNMENT OF WESTERN AUSTRALIA

https://www.waram.digital.wa.gov.au/external

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 screenshot displays the WA Relationship Authorisation Manager interface. At the top, there is a navigation bar with the logo of the Government of Western Australia and the title 'WA Relationship Authorisation Manager'. Below this, there is a breadcrumb trail: 'My dashboard > Review pending authorisation requests > Approve/decline authorisation request'. The main heading is 'Approve or decline an authorisation request'. Below the heading, there is a section titled 'Review and either approve or decline this request'. This section contains a table with the following details:

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
	Service Administrator	08 November 2022	25 November 2022

Below the table, there is a section titled 'Confirm these details are correct before approving the request'. This section contains three dropdown menus: 'Change Authorisation type' (set to 'Service Administrator'), 'Change start date' (set to '08 Nov 2022'), and 'Change end date' (set to '25 Nov 2022'). There is also a checkbox for 'No end date' which is currently unchecked.

Below the confirmation section, there is a section titled 'Declaration'. This section contains a list of declaration points:

- I have used my own account to access this service.
- I am creating a relationship between the entity and the representative named above.
- I am authorised to create this relationship on behalf of the entity named above.
- I understand that by creating this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above 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 the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity 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 that by creating this relationship:
 - the representative named above will be able to authorise other representatives to transact on behalf of the entity named above with the service named above.
 - I will **not** be notified when the representative named above authorises other representatives to transact on behalf of the entity named above with the service named above.

At the bottom of the declaration section, there is a checkbox for 'I understand and accept this declaration' which is currently unchecked. Below this, there are three buttons: 'Cancel', 'Decline', and 'Approve'. A red arrow points from the 'Decline' button in the screenshot to the 'Decline' button in the screenshot.

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.

WA Relationship Authorisation Manager

My dashboard > Authorisation request

Authorisation request declined

The authorisation request has been declined and the person who made the request has been notified.
You can close this screen, or continue to the My dashboard page.

[Continue](#)

STEP 12.

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

WA Relationship Authorisation Manager

My dashboard > Review pending authorisation requests

Review pending requests

Entity or representative name: Email: ABN, ACN or IARN:

Request type: Service: Status:

[Apply](#) [Clear](#)

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Items per page: 20 1 - 3 of 3 < > >>

Why am I seeing this name?

STEP 13.

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

WA Relationship Authorisation Manager

My dashboard Accept or decline an invitation My authorisations My representatives My entities Pending requests 3 Event history

My dashboard > Review pending authorisation requests

Review pending requests

Entity or representative name Email ABN, ACN or IARN

Request type All Service Status Pending

Apply Clear

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

Items per page: 20 1 - 3 of 3

Why am I seeing this name?

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.

WA Relationship Authorisation Manager

My dashboard Accept or decline an invitation My authorisations My representatives My entities

Manage my account Sign out

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.

The screenshot shows the WA Relationship Authorisation Manager interface. The header includes the Government of Western Australia logo and the title 'WA Relationship Authorisation Manager'. The navigation menu includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification badge showing '3'), and 'Event history'. The breadcrumb trail is 'My dashboard > Review pending authorisation requests > Approve/decline extension request'. The main heading is 'Approve or decline a request for extension'. Below this, there is a section titled 'Review and either approve or decline this request for extension'. This section contains a table with the following details:

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
Service User		08 November 2022	31 March 2023

Below the table, there is a section titled 'Confirm these details are correct before approving the request'. It shows the 'Requested end date' as '25 December 2022'. There is a 'Change end date' field with a calendar icon, currently showing '25 Dec 2022', and a checkbox for 'No end date'. Below this is the 'Declaration and consent' section, which starts with 'I declare that:' followed by a list of statements. At the bottom, there is a checkbox for 'I understand and accept this declaration' and three buttons: 'Cancel', 'Decline', and 'Approve'.

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.

WA Relationship Authorisation Manager

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (3) | Event history

My dashboard > Review pending authorisation requests > 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	ACN	Name	Email
Other names associated with this entity			
Authorisation details			
Service	Authorisation type	Start date	End date
	Service User	08 November 2022	31 March 2023

Confirm these details are correct before approving the request

Requested end date: 25 December 2022

Change end date: No end date

Declaration and consent

I declare that:

- I have used my own account to access this service.
- I am extending an existing relationship between the entity and the representative named above.
- I am authorised to extend this relationship on behalf of the entity named above.
- I understand that by extending this relationship:
 - the representative named above will be authorised to transact on behalf of the entity named above 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 the entity.
 - the entity named above will **not** be notified when the representative whom I have authorised chooses to transact on behalf of the entity with the service named above.
 - the representative's name and email address may be shared with the service named above.

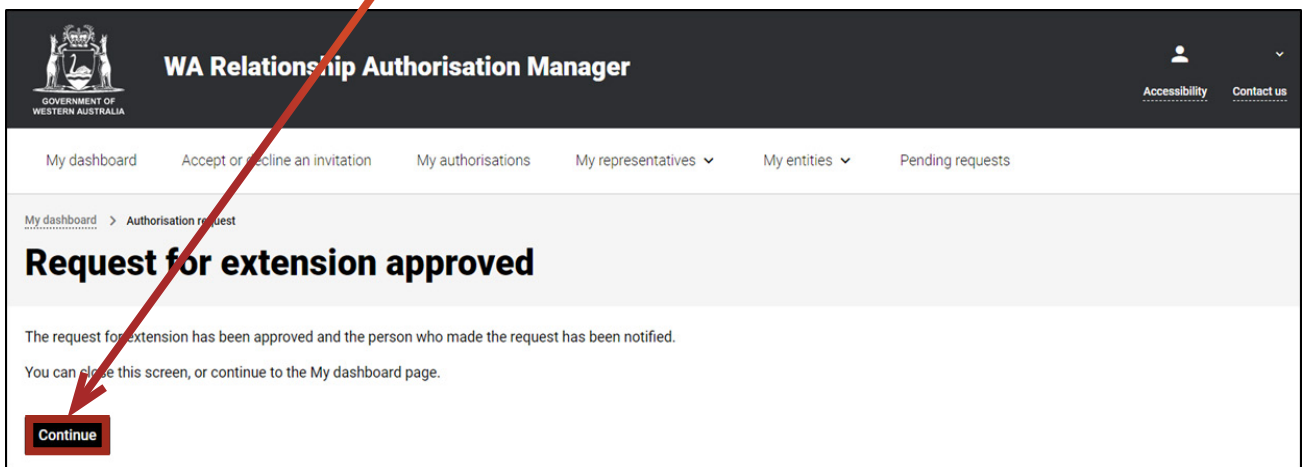
I have reviewed and, where appropriate amended, the request details and these correctly reflect my intent.

I understand and accept this declaration

NOTE: Please ensure you read the declaration carefully.

STEP 16.

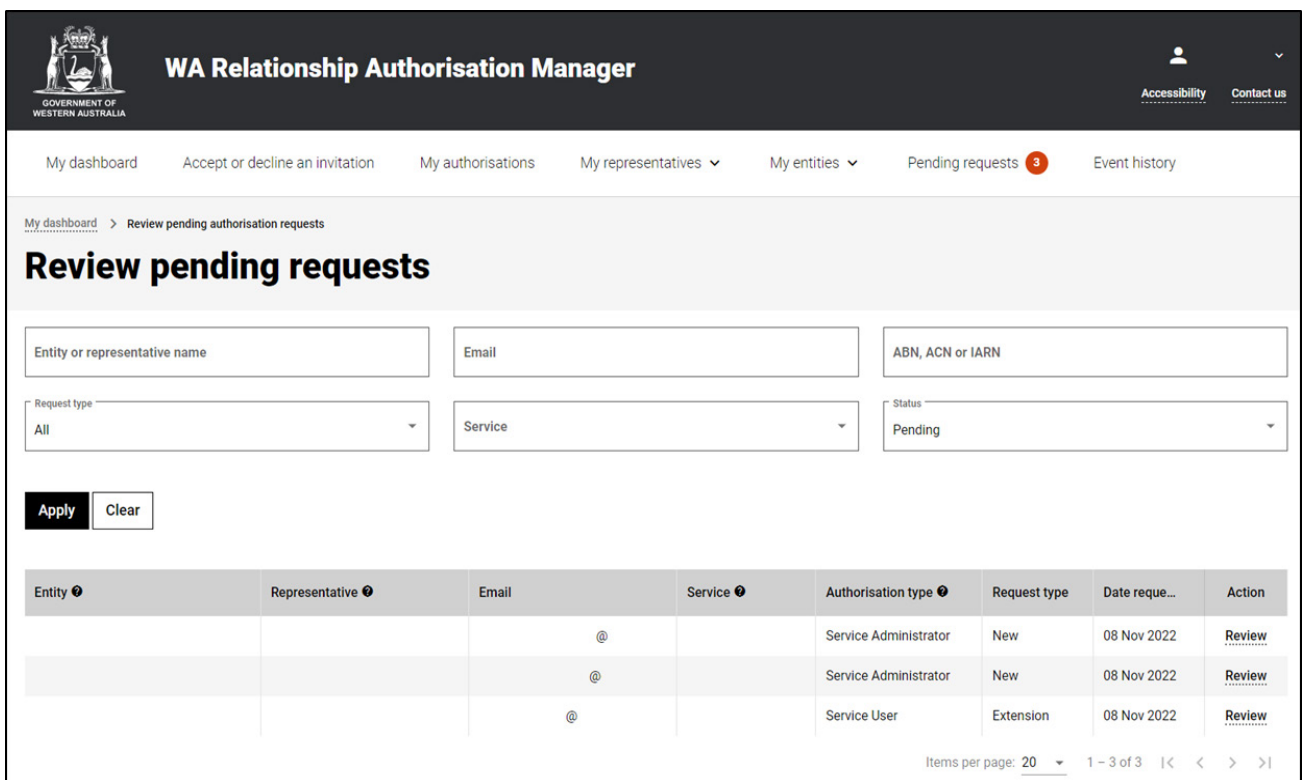
You should now be able to see the “Request for extension approved” page. Click on the “Continue” button located at the bottom of the page.



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.

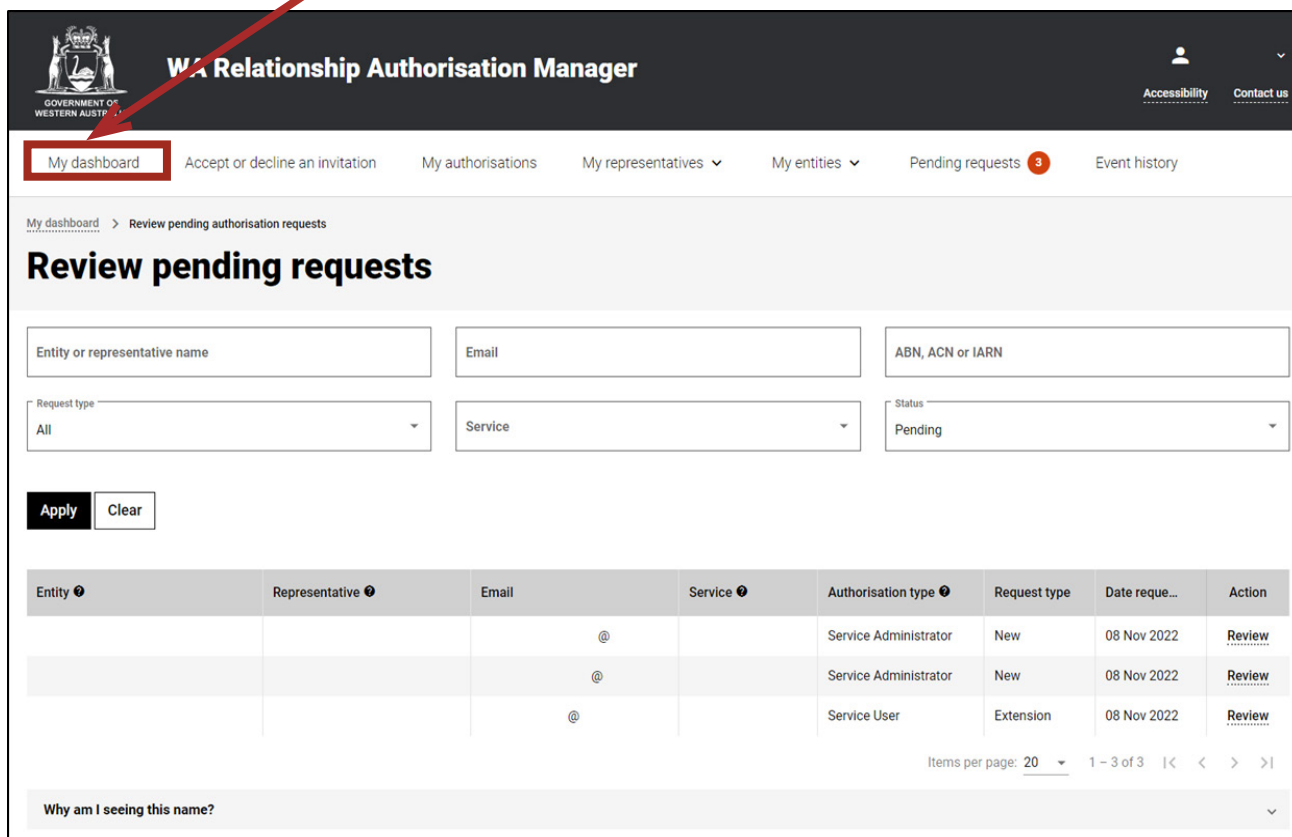
STEP 17.

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

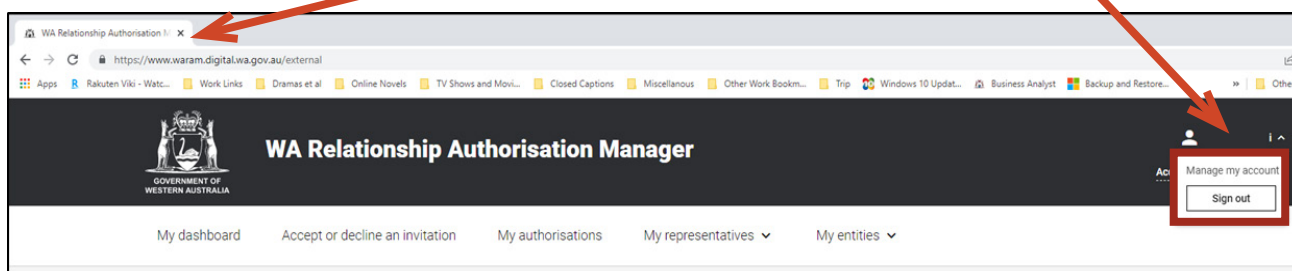


STEP 18.

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 screenshot displays the 'WA Relationship Authorisation Manager' interface. The page title is 'Approve or decline a request for extension'. The breadcrumb trail is 'My dashboard > Review pending authorisation requests > Approve/decline extension request'. The main content area is titled 'Review and either approve or decline this request for extension'. It contains a table with the following details:

Entity		Representative	
Current legal name	ACN	Name	Email
Other names associated with the entity			
Authorisation details			
Service	Authorisation type	Start date	End date
	Service User	08 November 2022	31 March 2023

Below the table, there is a section titled 'Confirm these details are correct before approving the request'. It shows the 'Requested end date' as '25 December 2022'. There is a 'Change end date' field with a calendar icon and a 'No end date' checkbox. Below this is a 'Declaration and consent' section with the heading 'I declare that:' and a list of bullet points. At the bottom, there is a checkbox for 'I understand and accept this declaration' and three buttons: 'Cancel', 'Decline', and 'Approve'. A red arrow points to the 'Decline' button.

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.

The screenshot shows the 'Request for extension declined' page in the WA Relationship Authorisation Manager. The page title is 'Request for extension declined'. Below the title, there is a message: 'The request for extension has been declined and the person who made the request has been notified. You can close this screen, or continue to the My dashboard page.' At the bottom left, there is a 'Continue' button highlighted with a red box and a red arrow pointing to it from the top left of the page.

STEP 21.

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

The screenshot shows the 'Review pending requests' page in the WA Relationship Authorisation Manager. The page title is 'Review pending requests'. Below the title, there is a search filter section with fields for 'Entity or representative name', 'Email', 'ABN, ACN or IARN', 'Request type' (set to 'All'), 'Service', and 'Status' (set to 'Pending'). There are 'Apply' and 'Clear' buttons below the filters. Below the filters is a table of pending requests with columns: Entity, Representative, Email, Service, Authorisation type, Request type, Date requested, and Action. The table contains three rows of data. At the bottom right, there is a pagination control showing 'Items per page: 20' and '1 - 3 of 3'. At the bottom left, there is a dropdown menu labeled 'Why am I seeing this name?'.

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

STEP 22.

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

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

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.

Entity	Representative	Email	Service	Authorisation type	Request type	Date requested	Action
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service Administrator	New	08 Nov 2022	Review
		@		Service User	Extension	08 Nov 2022	Review

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.