



# WA Relationship Authorisation Manager User Guide

## Managing authorisations to act on behalf of a business

Once authorised a representative can act on behalf of a business. If the representative is an administrator (“a **service administrator**”) then the representative can also administer the business in the WARAM.

A business can be a public or private company, partnership, trust, superannuation fund, sole trader, incorporated association, strata title, co-operative, diplomatic/consulate body or high commission, syndicate (who has an ABN), local government jurisdiction or a state, territory or commonwealth agency or any other type of non-person entity.

The authorisation will remain in place until it is removed or it expires. An authorisation expires if it has an end date.

Using the WARAM, any administrator for the business can:

- view the details of the authorisation or of 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 an administrator wants to prevent a representative from acting on behalf of the business but does not want to permanently remove their permission. A disabled authorisation can be re-enabled at any time.

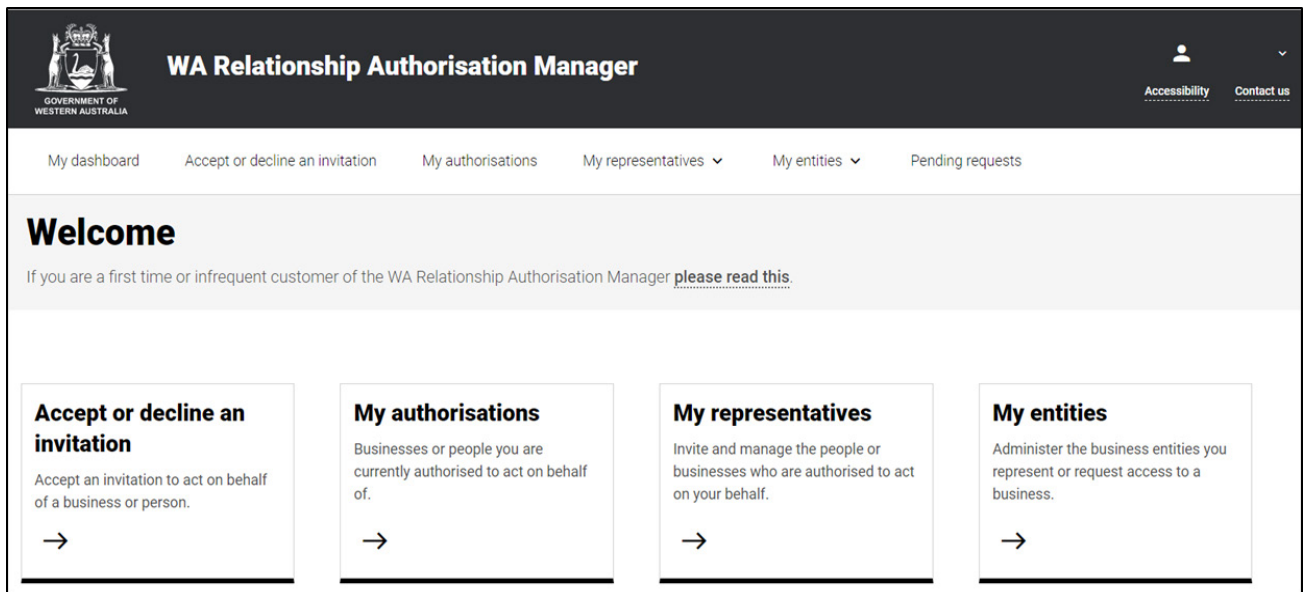
If you are not an administrator and require administrator rights you will need to [submit a request](#) and wait until your request has been approved. Please be aware that you may be asked to provide proof that you are allowed to act on behalf of the requested business.

If you wish to manage the authorisations for another person to act on behalf of yourself, please refer to the instructions titled “Managing authorisations for a person to act on your behalf”.

# STEP 1.

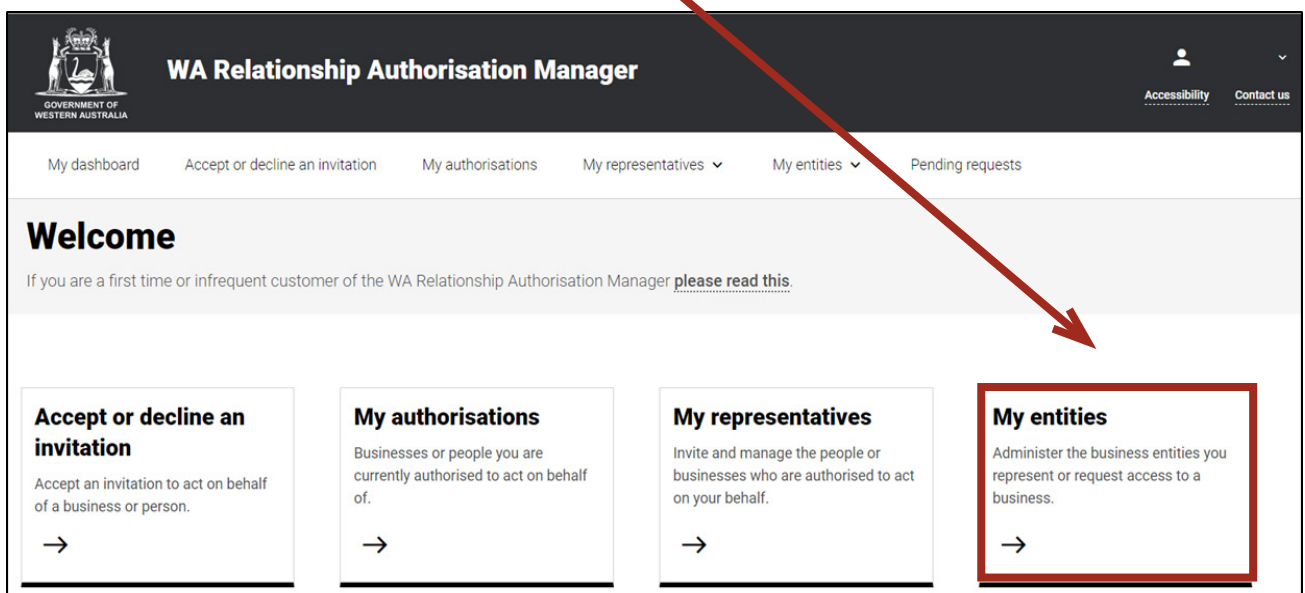
## How to manage authorisations for a person to act on behalf of an entity

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



# STEP 2.

Click on the “My entities” section tab.



# STEP 3.

Click on the “Manage authorisations” section tab.

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 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 'My entities' and includes a sub-header 'Things I can do'. Under this sub-header, there are four cards: 'Request authorisation', 'Send an invitation', 'View invitations', and 'Manage authorisations'. The 'Manage authorisations' card is highlighted with a red border and a red arrow points to it from the text above. The 'Manage authorisations' card contains the text: 'View, edit, remove or temporarily disable authorisations for a person to act on behalf of an entity you administer.'

**NOTE:** If the “Manage authorisations” section tab is not visible on this page then you have not been authorised to administer any entities. If you require administrator rights, you will need to [submit a request](#) and wait until the request is approved.

# STEP 4.

You should now be able to see the “Manage authorisations” page.

The screenshot shows the 'Manage authorisations' page in the WA Relationship Authorisation Manager. The navigation bar at the top includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification badge showing '2'), and 'Event history'. The main content area is titled 'Manage authorisations' and includes search filters: 'Search by representative' and 'Search by entity'. Below these filters, there is a search bar with the text 'Search by using a combination of any of the fields below:'. The search bar contains three input fields: 'Name', 'ABN, ACN, or IARN', and 'Email'. At the bottom of the search bar, there are two buttons: 'Search' and 'Clear'.

# STEP 4. cont...

**NOTE:** The “Manage authorisations” page displays two tabs, “Search by representative” and “Search by entity”. The selected tab is identified with a bold orange underscore. When opening this page, “Search by representative” is the default selected tab.

WA Relationship Authorisation Manager

My dashboard Accept or decline an invitation My authorisations My representatives My entities Pending requests 2 Event history

My dashboard > My entities > Manage authorisations

## Manage authorisations

Search by representative **Search by entity**

Search by using a combination of any of the fields below:

Name ABN, ACN, or IARN Email

Search Clear

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

1. search for a representative and view the businesses and people they are authorised to act on behalf of, go to Step 5; or
2. search for a business or person (an “**entity**”) and view the people who are authorised to represent the entity, go to Step 18.

# STEP 5.

## Search by representative

If not already visible, select the “Search by representative” tab. Enter the relevant search criteria in any single, or combined, field and click the “Search” button.

WA Relationship Authorisation Manager

My dashboard Accept or decline an invitation My authorisations My representatives My entities Pending requests 2 Event history

My dashboard > My entities > Manage authorisations

## Manage authorisations

Search by representative **Search by entity**

Search by using a combination of any of the fields below:

Name ca: ABN, ACN, or IARN Email

Search Clear

Show 2 records found.

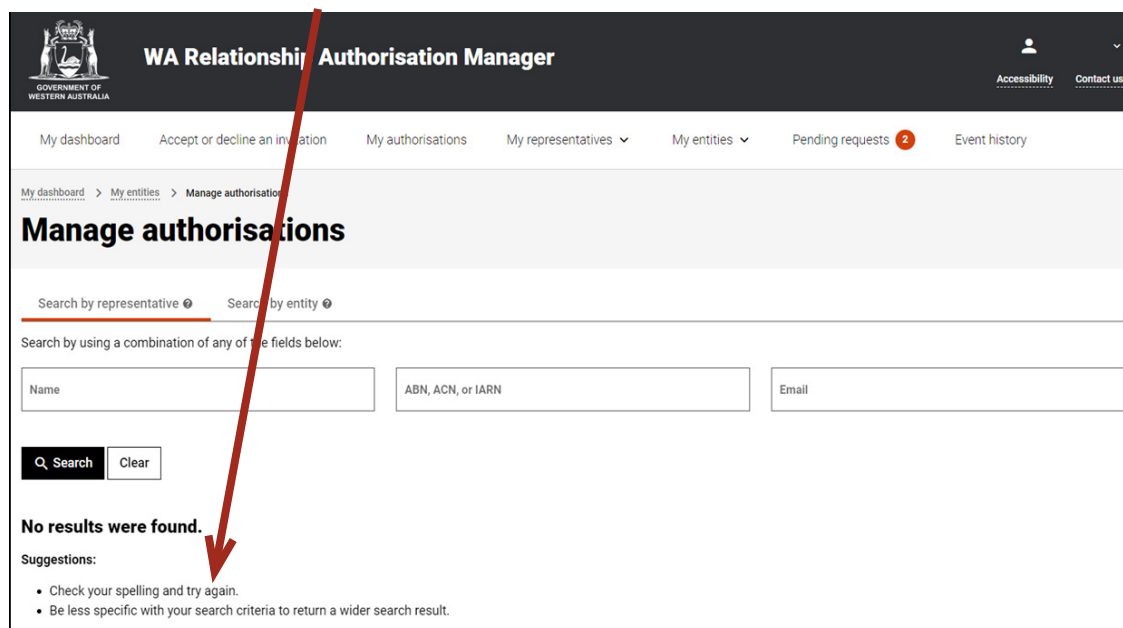
Entity	Email	ABN	ACN	IARN	Action
Tri					

# STEP 5. cont...

**NOTE:** This page will display the first 20 representatives. To find the representative you require, you can:

- enter further details into the search criteria and then click the “Search” button; or
- scroll through the results using the arrows located at the bottom right side of the list.

If there are no matching results, the page will display “No results were found”. Click the “Clear” button to reset the page and amend your search criteria.



The screenshot shows the 'Manage authorisations' page in the WA Relationship Authorisation Manager. The search criteria are set to 'Search by representative' with the value 'cal'. The search results show 'No results were found.' with suggestions to check spelling or be less specific. A red arrow points from the search input field to the 'No results were found.' message.

**WA Relationship Authorisation Manager**

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (2) | Event history

My dashboard > My entities > Manage authorisations

### Manage authorisations

Search by representative | Search by entity

Search by using a combination of any of the fields below:

Name: cal | ABN, ACN, or IARN: | Email: |

Search | Clear

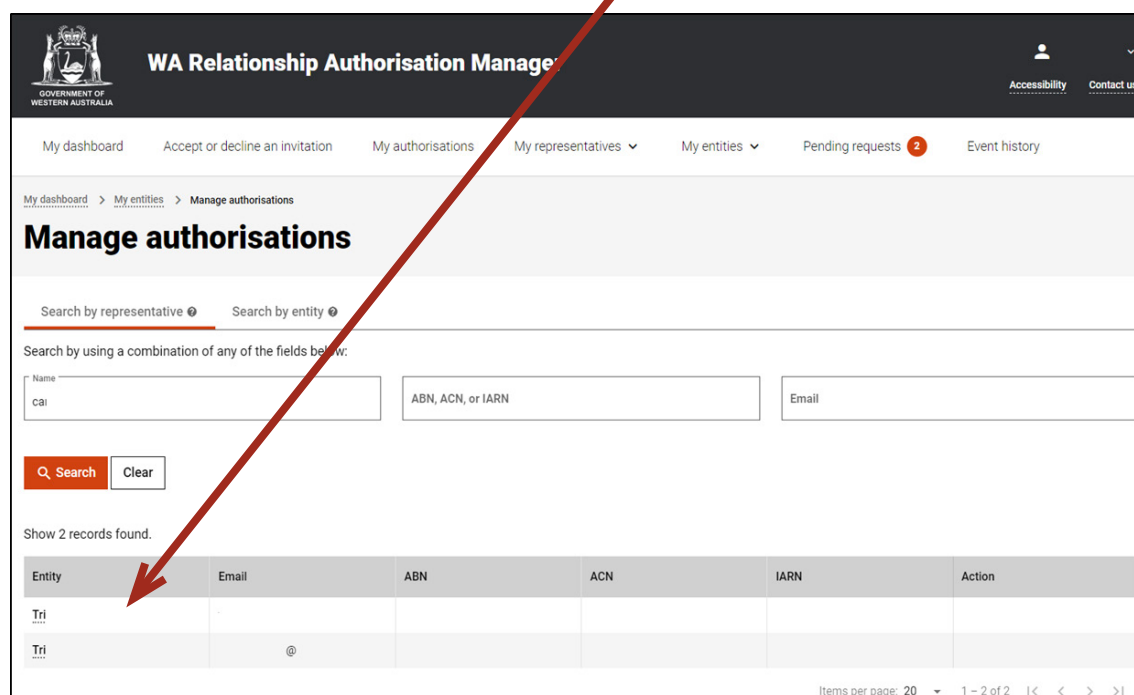
**No results were found.**

Suggestions:

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

# STEP 6.

Click on the “Representative” hyperlink in the list to view the authorisations and pending requests associated with the representative.



The screenshot shows the 'Manage authorisations' page with search results for 'cal'. The search criteria are 'Search by representative' with the value 'cal'. The search results show 'Show 2 records found.' and a table with columns: Entity, Email, ABN, ACN, IARN, and Action. A red arrow points from the search input field to the 'Entity' column header.

**WA Relationship Authorisation Manager**

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (2) | Event history

My dashboard > My entities > Manage authorisations

### Manage authorisations

Search by representative | Search by entity

Search by using a combination of any of the fields below:

Name: cal | ABN, ACN, or IARN: | Email: |

Search | Clear

Show 2 records found.

Entity	Email	ABN	ACN	IARN	Action
Tri					
Tri	@				

Items per page: 20 | 1 - 2 of 2 | < >

# STEP 7

You should now be able to see the “Authorisations by representative” page.

The screenshot shows the WA Relationship Authorisation Manager interface. The page title is "Authorisations by representative". Below the title, there are two tabs: "Authorisations" (selected and underlined in bold orange) and "Pending requests". The main content area shows a table of authorisations for a representative. The table has columns for Entity, Service, Authorisation type, Start date, End date, Status, Verified, and Action. There are two rows of data. Below the table, there is a pagination control showing "Items per page: 20" and "1 - 3 of 3".

Entity	Service	Authorisation type	Start date	End date	Status	Verified	Action
H...	FuelWatch	Service Administrator	16 Dec 2021	None	Active	Yes	⋮
X...	Associations, Co-operati...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

**NOTE:** “Authorisations by representative” 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 page title is "Authorisations by representative". Below the title, there are two tabs: "Authorisations" (selected and underlined in bold orange) and "Pending requests". A red arrow points to the "Authorisations" tab. The main content area shows a table of authorisations for a representative. The table has columns for Entity, Service, Authorisation type, Start date, End date, Status, Verified, and Action. There are two rows of data. Below the table, there is a pagination control showing "Items per page: 20" and "1 - 3 of 3".

Entity	Service	Authorisation type	Start date	End date	Status	Verified	Action
H...	FuelWatch	Service Administrator	16 Dec 2021	None	Active	Yes	⋮
X...	Associations, Co-operati...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

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

1. view authorisations associated with the representative, go to Step 8; or
2. view pending requests associated with the representative, go to Step 11.

# STEP 8

## **Authorisations by representative: view, edit, remove, disable or enable an authorisation**

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 header includes the Government of Western Australia logo and the title 'WA Relationship Authorisation Manager'. The navigation menu contains 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The main content area is titled 'Authorisations by representative' and includes a search bar. Below the search bar, there are two tabs: 'Authorisations' (selected) and 'Pending requests'. A message states 'is authorised to act on behalf of the following entities.' and there is a toggle for 'Display expired and removed authorisations'. A table lists the authorisations:

Entity	Service	Authorisation type	Start date	End date	Status	Verified	Action
H...	FuelWatch	Service Administrator	16 Dec 2021	None	Active	Yes	⋮
X...	Associations, Co-operati...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

At the bottom right of the table, there is a pagination control showing 'Items per page: 20' and '1 - 3 of 3' with navigation arrows. A 'Why am I seeing this name?' dropdown is located at the bottom of the 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 authorisations”.

The screenshot shows the same interface as above, but with no authorisations listed. A red box highlights the message 'There are no active authorisations.' at the bottom of the table area. A red arrow points from the top of the page down to this message.

# STEP 8. cont...

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

The screenshot shows the 'WA Relationship Authorisation Manager' interface. The user is viewing 'Authorisations by representative'. The 'Display expired and removed authorisations' toggle is currently grey and unchecked. Below the toggle is a table of authorisations.

Entity	Service	Authorisation type	Start date	End date	Status	Verified	Action
H	FuelWatch	Service Administrator	16 Dec 2021	None	Active	Yes	⋮
X	Associations, Co-operati...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

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

The screenshot shows the 'WA Relationship Authorisation Manager' interface. The 'Display expired and removed authorisations' toggle is now orange and checked. The table below shows the same authorisations as in the previous screenshot.

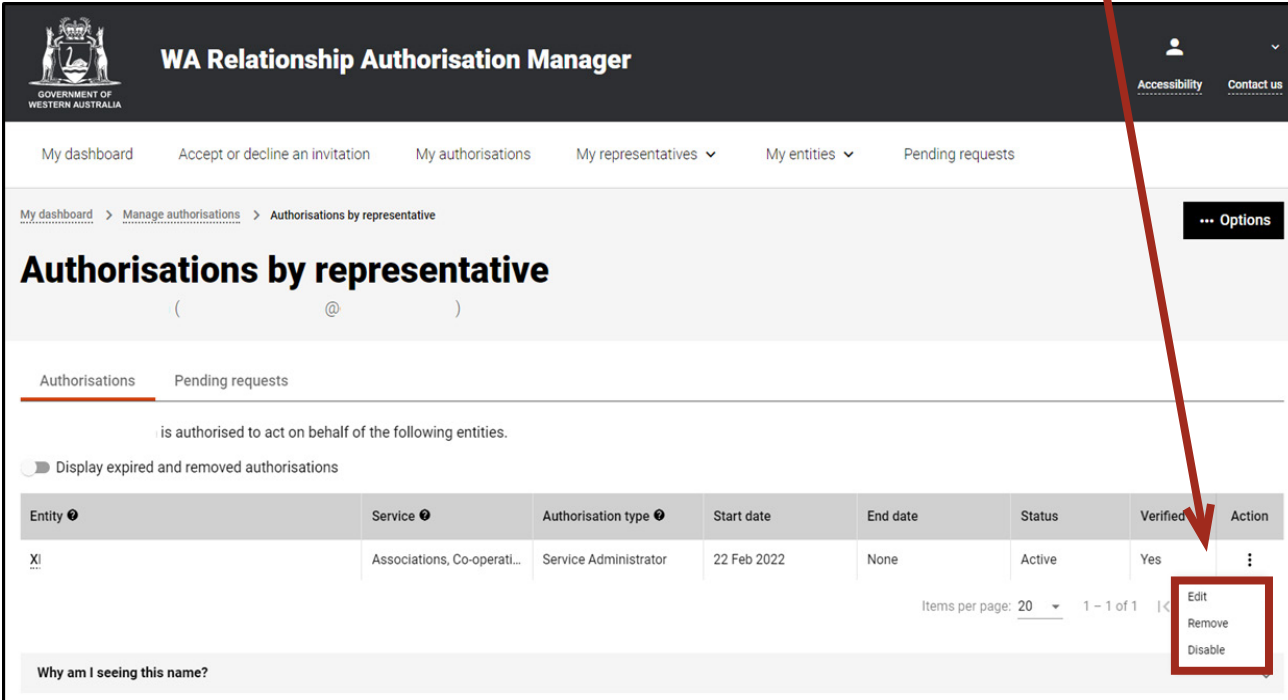
Entity	Service	Authorisation type	Start date	End date	Status	Verified	Action
HA	FuelWatch	Service Administrator	16 Dec 2021	None	Active	Yes	⋮
XE	Associations, Co-operati...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

If there are no expired or removed authorisations the page will display “There are no authorisations” and you should skip to Step 10. If there are authorisations, go to Step 9.



# STEP 9

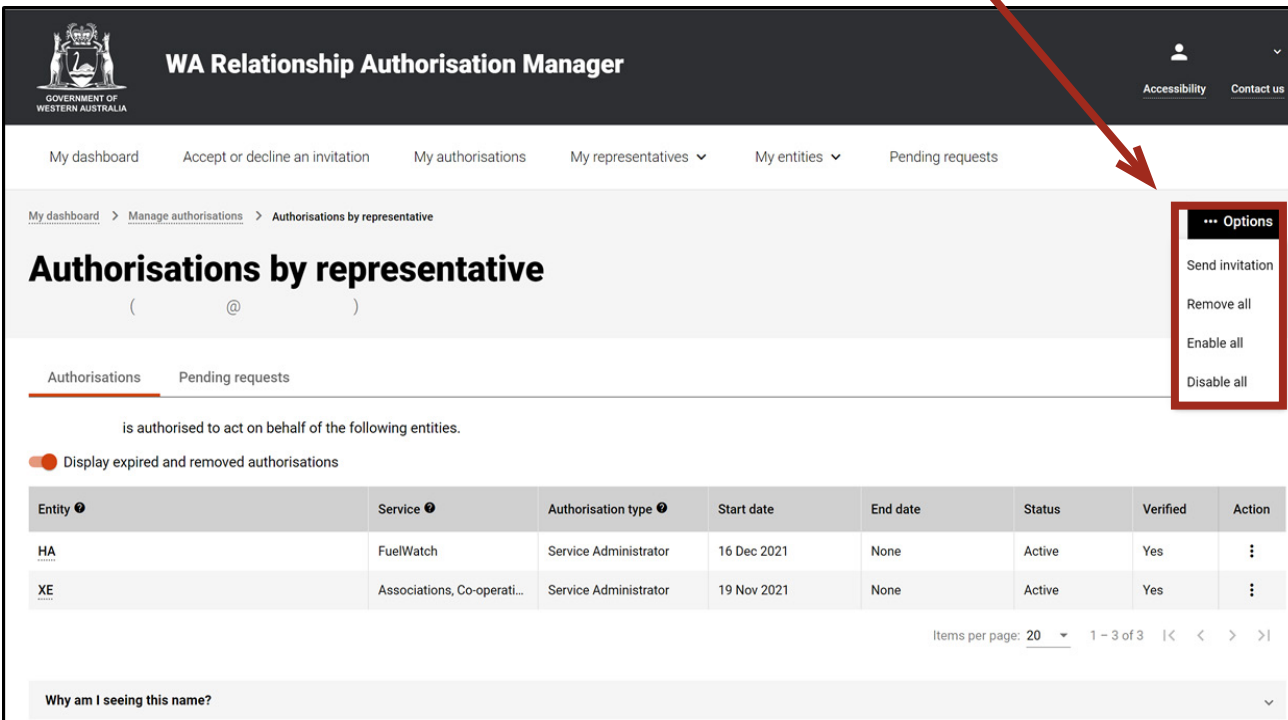
Find the authorisation you require in the list of authorisations now displayed. Once you have found the authorisation, click on the three dots located on the far right side under the Action heading.



The screenshot shows the 'WA Relationship Authorisation Manager' interface. The page title is 'Authorisations by representative'. Below the title, there are tabs for 'Authorisations' and 'Pending requests'. A table lists authorisations with columns: Entity, Service, Authorisation type, Start date, End date, Status, Verified, and Action. The first row shows an authorisation for 'XI' with 'Associations, Co-operati...' as the service and 'Service Administrator' as the type. The 'Action' column for this row contains a three-dot menu. A red arrow points to this menu, and a red box highlights the options: 'Edit', 'Remove', and 'Disable'.

Entity	Service	Authorisation type	Start date	End date	Status	Verified	Action
XI	Associations, Co-operati...	Service Administrator	22 Feb 2022	None	Active	Yes	⋮ Edit Remove Disable

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. You can also send an invitation to the selected representative.



The screenshot shows the 'WA Relationship Authorisation Manager' interface. The page title is 'Authorisations by representative'. Below the title, there are tabs for 'Authorisations' and 'Pending requests'. A table lists authorisations with columns: Entity, Service, Authorisation type, Start date, End date, Status, Verified, and Action. The first row shows an authorisation for 'HA' with 'FuelWatch' as the service and 'Service Administrator' as the type. The 'Action' column for this row contains a three-dot menu. A red arrow points to the 'Options' button in the top right corner, which is highlighted with a red box. The menu options are: 'Send invitation', 'Remove all', 'Enable all', and 'Disable all'.

Entity	Service	Authorisation type	Start date	End date	Status	Verified	Action
HA	FuelWatch	Service Administrator	16 Dec 2021	None	Active	Yes	⋮
XE	Associations, Co-operati...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

# STEP 9. cont...

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.

The screenshot shows a form titled "Active authorisation details". It is divided into three main sections: "Entity", "Representative", and "Authorisation details".

- Entity:** Includes fields for "Name" (with a help icon) and "ABN". To the right, there is a section titled "This entity is also known as" with a scrollable list.
- Representative:** Includes fields for "Name" and "Email" (with an @ symbol).
- Authorisation details:** Includes fields for "Service" (Associations, Co-operatives and Charities WA), "Start date" (19 November 2021), "Verified" (Yes), "Authorisation type" (Service Administrator), and "End date" (None).

A "Close" button is located at the bottom left of the form.

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.

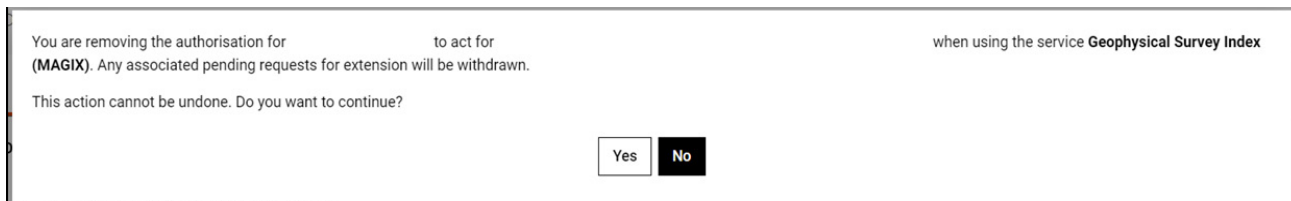
The screenshot shows the same "Active authorisation details" form, but in "Edit" mode. The layout is identical to the "View" mode, but with additional features:

- The "End date" field is now a date picker, and a "New end date" label is visible next to it.
- There is a checkbox labeled "No end date" next to the date picker.
- At the bottom left, there are "Save" and "Cancel" buttons.

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

## STEP 9. cont...

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 a new invitation](#).



You are removing the authorisation for [redacted] to act for [redacted] when using the service **Geophysical Survey Index** (MAGIX). 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 “Authorisations by representative” 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.

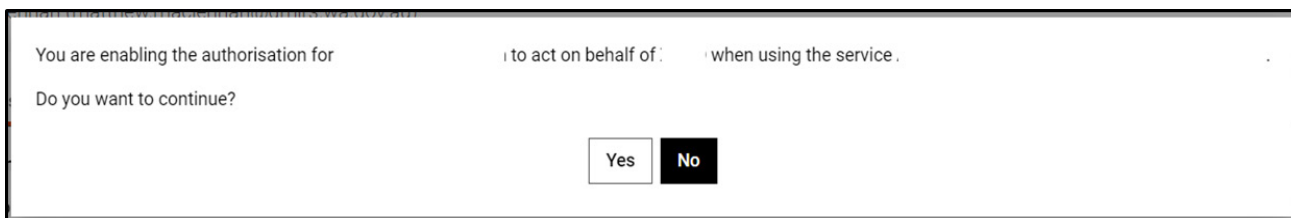
If you select “Disable”, you will be asked to confirm if you want to disable the authorisation. Click Yes to continue or No to leave the authorisation as is. Disable is limited to active authorisations. Once an authorisation is disabled, the representative cannot act on behalf of the business until the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



You are disabling the authorisation for [redacted] to act on behalf of [redacted] when using the service [redacted]. 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 behalf of the business again.

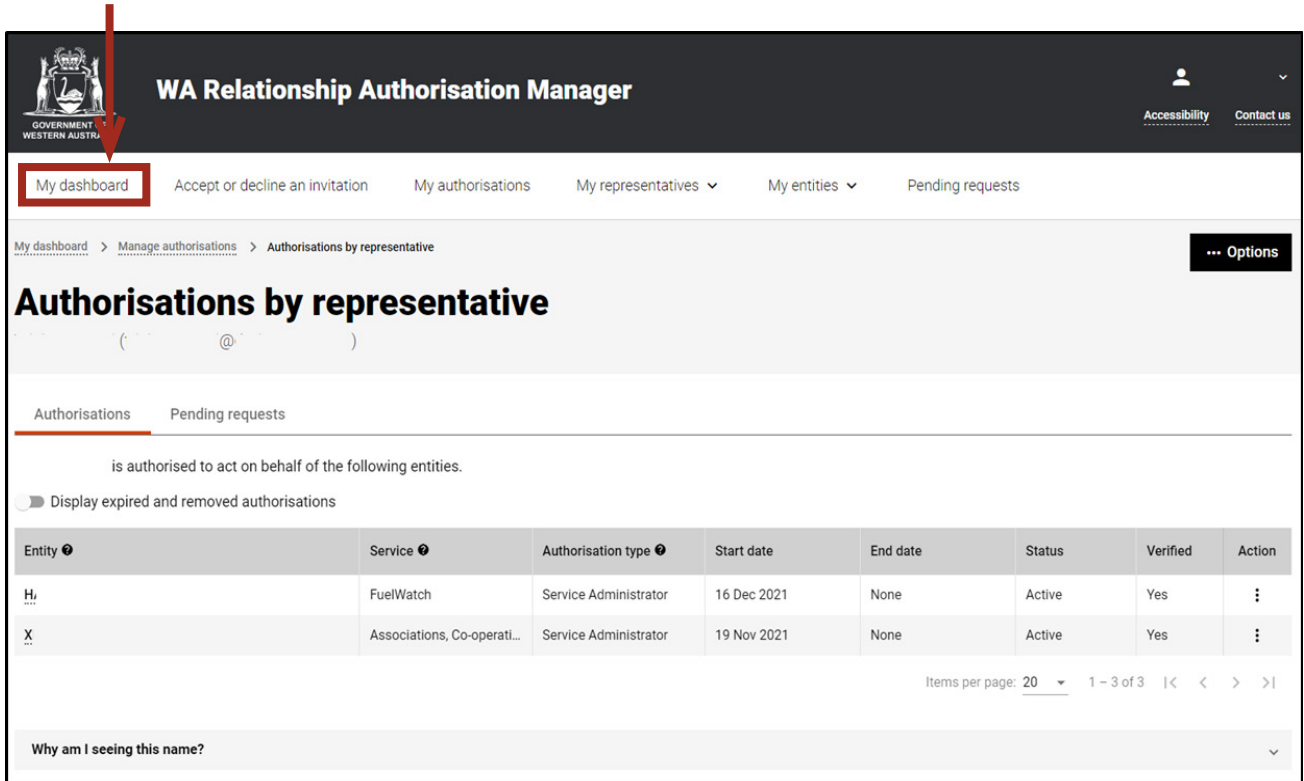


You are enabling the authorisation for [redacted] to act on behalf of [redacted] when using the service [redacted].

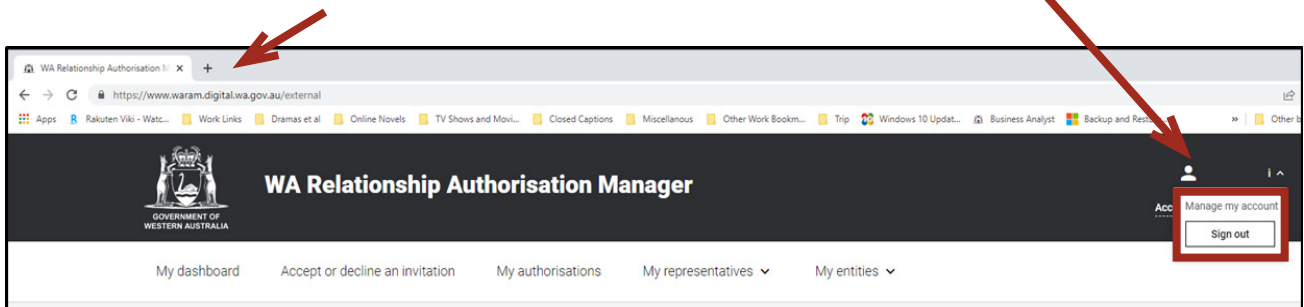
Do you want to continue?

# STEP 10

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 “Authorisations by representative: view, edit, remove, disable or enable an authorisation”.

# STEP 11

## **Authorisations by representative: approve or decline a pending request.**

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

Pending requests are either a new authorisation request or a request for an extension to an existing authorisation. Refer to the Request type heading to determine the type of request. Example screenshots in this section are for a request for extension.

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 bubble containing the number 4), and 'Event history'. The main content area is titled 'Authorisations by representative' and has a sub-tab 'Pending requests' selected. Below the title, it states 'has the following pending requests from representatives who want to act on their behalf.' and 'Showing 1 of 1 requests'. A table displays the request details:

Entity	Service	Authorisation type	Start date	End date	Request ty...	Date requested	Action
		Service User	08 Nov 2022	25 Dec 2022	Extension	08 Nov 2022	Review

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

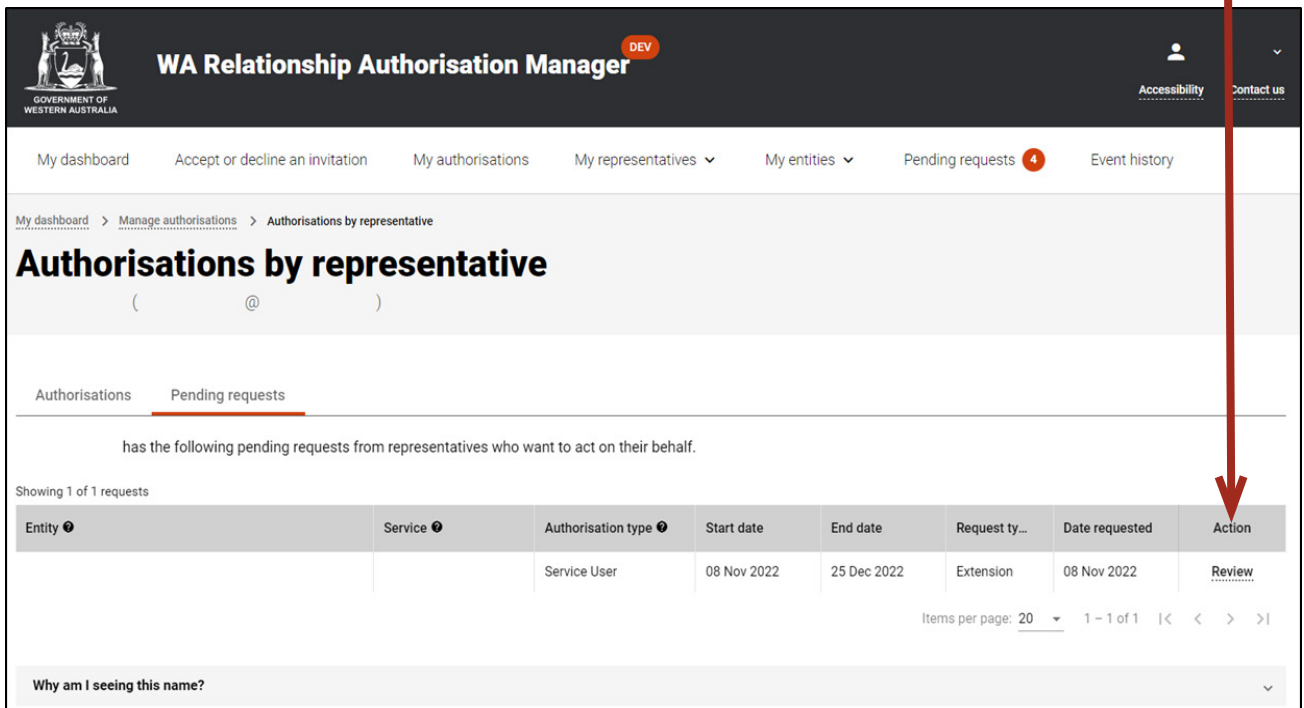
**NOTE:** This page will display the first 20 requests. To find the request you require, you can scroll through the results using the arrows located at the bottom right side of the list.

If there are no pending requests the page will display “There are no pending requests.” and you should skip to Step 17. If there are pending requests, go to Step 12.

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 'Authorisations by representative' and has a sub-tab 'Pending requests' selected. Below the title, it states 'There are no pending requests.'

# STEP 12

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 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 bubble containing the number 4), and 'Event history'. The main heading is 'Authorisations by representative'. Below this, there are tabs for 'Authorisations' and 'Pending requests'. A message states: 'has the following pending requests from representatives who want to act on their behalf.' Below this message, it says 'Showing 1 of 1 requests'. A table displays the request details:


Entity	Service	Authorisation type	Start date	End date	Request ty...	Date requested	Action
		Service User	08 Nov 2022	25 Dec 2022	Extension	08 Nov 2022	<a href="#">Review</a>

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

# STEP 13.

You should now be able to see either the “Approve or decline an authorisation request” page or 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 present, read through the consent located at the bottom of the page.
- If the request is for a new authorisation and you do not agree with the requested information, you can change the requested Authorisation type, Start date and End date.
- If the request is for an extension to an existing authorisation and you do not agree with the requested information, you can change the Requested end date.



## WA Relationship Authorisation Manager

Accessibility Contact us

My dashboard Accept or decline an invitation My authorisations My representatives My entities Pending requests **4** Event history

My dashboard > Manage authorisations > Authorisations by representative > 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
<small>Other names associated with the entity</small>			
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  
25 Dec 2022  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

Cancel Decline **Approve**

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

1. approve the request, go to Step 14;
2. decline the request, go to Step 15; or
3. Should you not agree with the Declaration or Consent or you wish to exit this transaction, click on the “Cancel” button and go to Step 17.

# STEP 14

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. If present, you must also select the “I understand and consent to the sharing of my personal information” checkbox.

**WA Relationship Authorisation Manager**

My dashboard | Accept or decline an invitation | My authorisations | My representatives | My entities | Pending requests (4) | Event history

My dashboard > Manage authorisations > Authorisations by representative > 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
Other names associated with the entity	Name
Authorisation details	Email
Service	Start date
Authorisation type	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  
25 Dec 2022  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 and, if present, the consent carefully. The declaration will change according to the nature of the request.

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

If the request is for a new authorisation then the authorisation will now be present. Once approved, only the end date for the authorisation can be modified.

If the request is for an extension then the authorisation will remain in place.

Instructions on how to edit or remove an authorisation can be found in this guide.

After clicking the “Approve” button, go to Step 16.



# STEP 15

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 Government of Western Australia logo and the title 'WA Relationship Authorisation Manager'. Below this is a breadcrumb trail: 'My dashboard > Manage authorisations > Authorisations by representative > Approve/decline extension request'. The main heading is 'Approve or decline a request for extension'. Below the heading, there is a section titled 'Review and either approve or decline this request for extension'. This section contains a table with the following details:

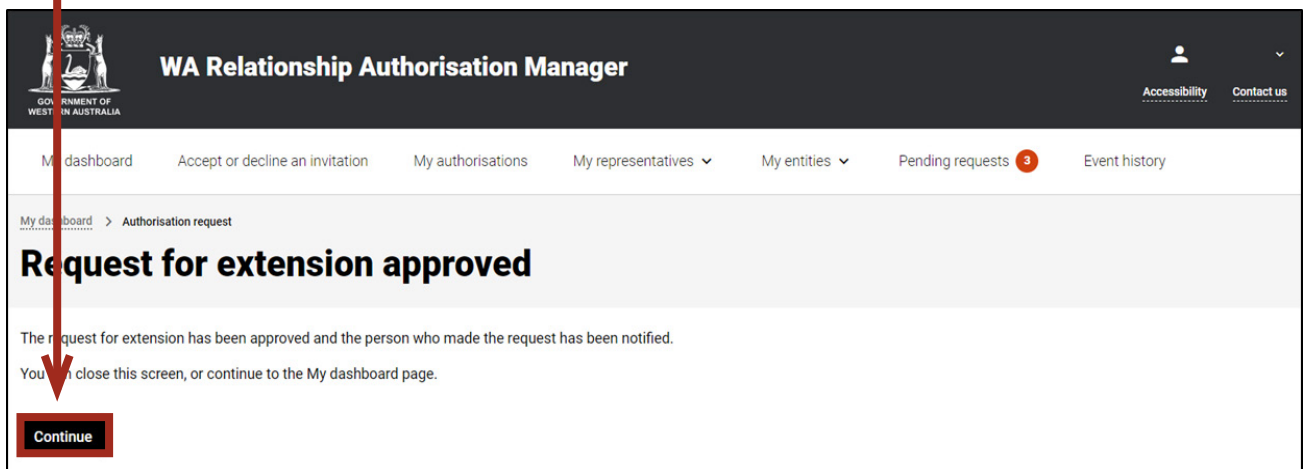
Entity	Representative
Current legal name ACN	Name Email
Other names associated with the entity	
Authorisation details	
Service	Authorisation type Start date End date
Service User	08 November 2022 31 March 2023

Below the table, there is a section titled 'Confirm these details are correct before approving the request'. It includes a 'Requested end date' of '25 December 2022' and 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.

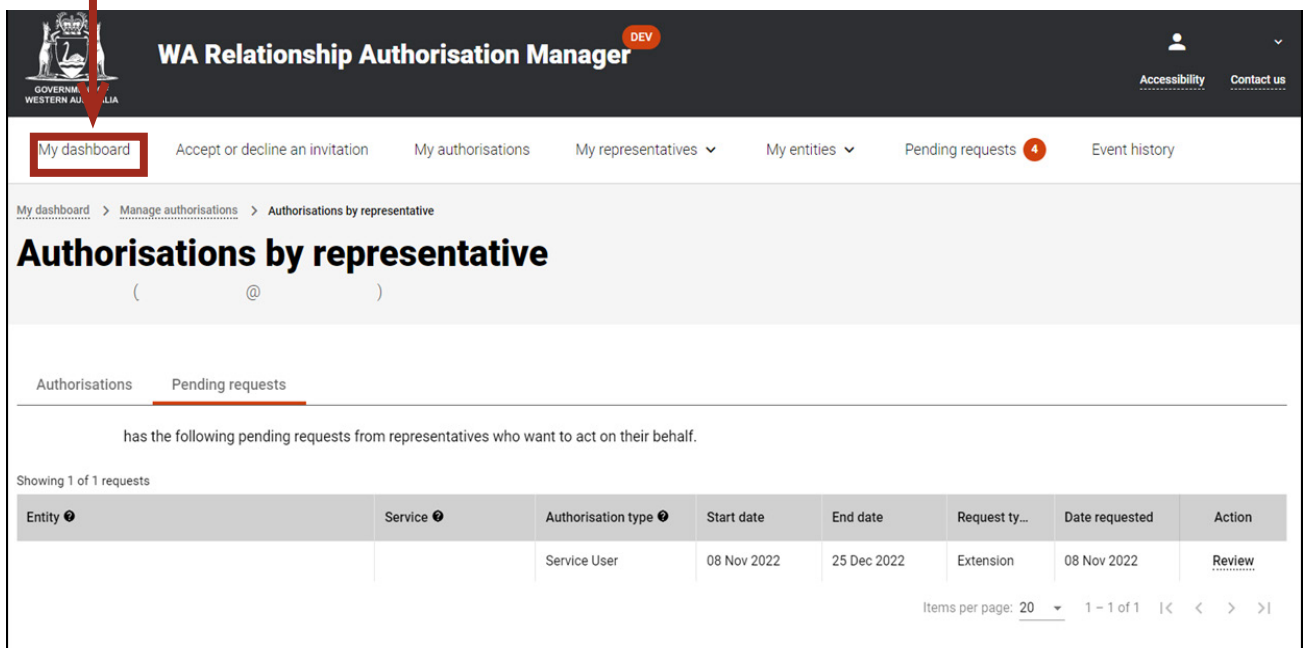
# STEP 16

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.

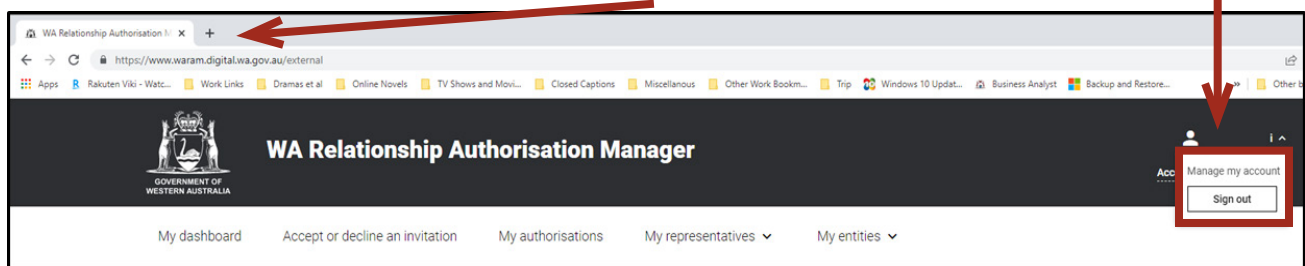


# STEP 17.

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 “Authorisations by representative: approve or decline a pending request”.***

# STEP 18

## Search by entity

Step 18: If not already visible, select the “Search by entity” tab. Enter the relevant search criteria in any single, or combined, field and click the “Search” button.

The screenshot shows the 'Manage authorisations' page in the WA Relationship Authorisation Manager. The page header includes the Government of Western Australia logo and the title 'WA Relationship Authorisation Manager'. The navigation menu contains 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The breadcrumb trail is 'My dashboard > My entities > Manage authorisations'. The main heading is 'Manage authorisations'. Below this, there are two tabs: 'Search by representative' and 'Search by entity', with the latter being selected. A sub-heading reads 'Search by using a combination of any of the fields below:'. There are two input fields: 'Name' and 'ABN, ACN or IARN'. At the bottom of the search area are 'Search' and 'Clear' buttons.

**NOTE:** This page will display the first 20 businesses and people. To find the entity you require, you can:

- enter further details into the search criteria and then click the “Search” button; or
- scroll through the results using arrows located at the bottom right side of the list.

If there are no matching results, the page will display “No results were found”. Click the “Clear” button to reset the page and amend your search criteria.

This screenshot shows the same 'Manage authorisations' page, but with the message 'No results were found.' displayed below the search area. A red arrow points from the 'Clear' button in the previous screenshot to the 'Clear' button on this page. Below the message, there is 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 19

Click on the “Entity name” hyperlink in the list to view the authorisations and pending requests associated with the business.

The screenshot shows the 'Manage authorisations' page in the WA Relationship Authorisation Manager. The page has a dark header with the Government of Western Australia logo and navigation links. Below the header, there are tabs for 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The main content area is titled 'Manage authorisations' and includes search filters for 'Search by representative' and 'Search by entity'. A search form with 'Name' and 'ABN, ACN or IARN' fields is present, along with 'Search' and 'Clear' buttons. Below the search form, it says 'Show 1 record found.' and displays a table with the following data:

Entity Name	ABN	ACN	IARN	Action
DEP.				<a href="#">View other ...</a>

At the bottom of the table, there is a pagination control showing 'Items per page: 20' and '1 - 1 of 1'. A link 'Why am I seeing this name?' is also visible at the bottom of the page.

# STEP 20.

You should now be able to see the “Authorisations by entity” page.

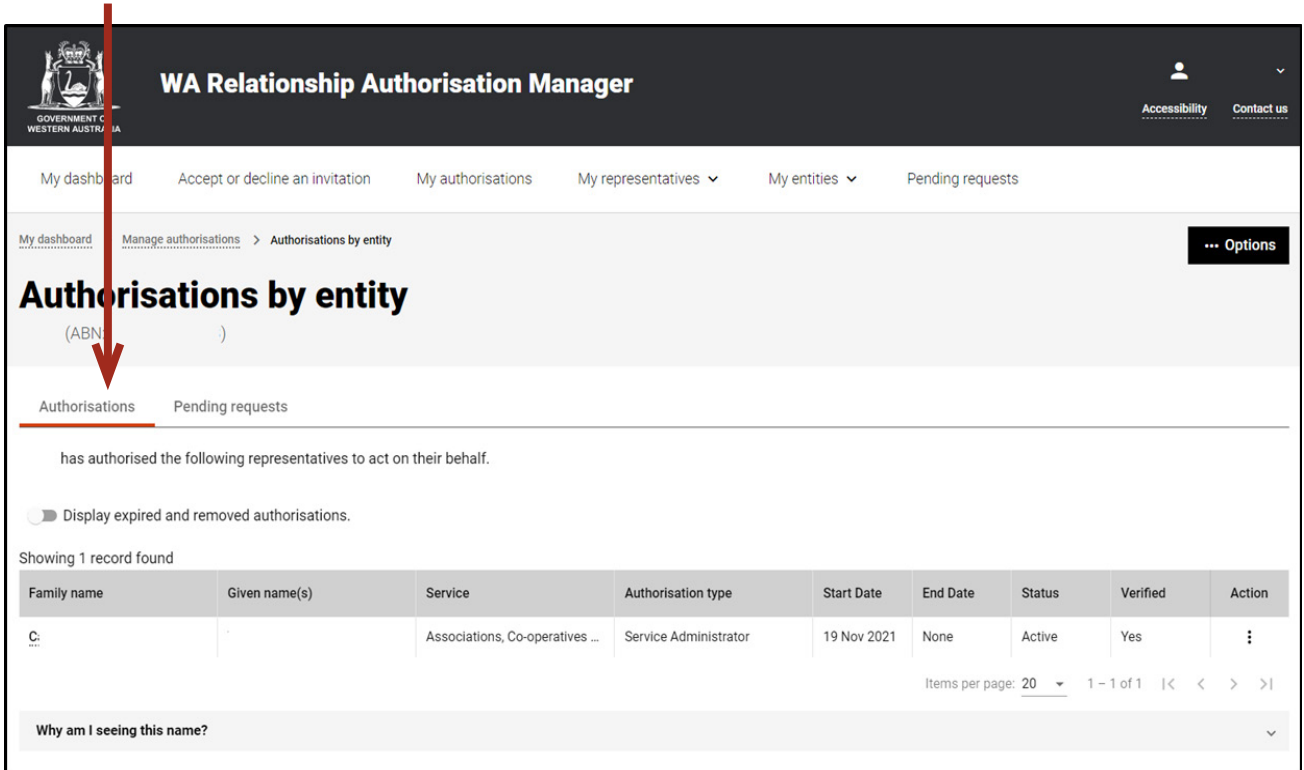
The screenshot shows the 'Authorisations by entity' page in the WA Relationship Authorisation Manager. The page has a dark header with the Government of Western Australia logo and navigation links. Below the header, there are tabs for 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', and 'Pending requests'. The main content area is titled 'Authorisations by entity' and includes a search filter for '(ABN: )'. There are tabs for 'Authorisations' and 'Pending requests'. Below the tabs, it says 'has authorised the following representatives to act on their behalf.' and there is a toggle for 'Display expired and removed authorisations.' Below this, it says 'Showing 2 records found' and displays a table with the following data:

Family name	Given name(s)	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
Ca		Associations, Co-operatives ...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮
Ma		Associations, Co-operatives ...	Service Administrator	22 Feb 2022	None	Active	Yes	⋮

At the bottom of the table, there is a pagination control showing 'Items per page: 20' and '1 - 2 of 2'. A link 'Why am I seeing this name?' is also visible at the bottom of the page.

# STEP 20 cont...

**NOTE:** The “Authorisations by entity” 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 page title is "Authorisations by entity". Below the title, there are two tabs: "Authorisations" (selected, indicated by a bold orange underline) and "Pending requests". A red arrow points to the "Authorisations" tab. The page content includes a message: "has authorised the following representatives to act on their behalf." and a toggle switch for "Display expired and removed authorisations." Below this, it says "Showing 1 record found" and displays a table with the following data:

Family name	Given name(s)	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
C:		Associations, Co-operatives ...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

At the bottom of the table, it says "Items per page: 20" and "1 - 1 of 1". Below the table, there is a dropdown menu labeled "Why am I seeing this name?".

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

1. view authorisations associated with the entity, go to Step 21; or
2. view pending requests associated with the entity, go to Step 24.

# STEP 21

## **Authorisations by entity: view, edit, remove, disable or enable an authorisation.**

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 page title is "Authorisations by entity". Below the title, there is a breadcrumb trail: "My dashboard > Manage authorisations > Authorisations by entity". A red arrow points to the "Authorisations" tab, which is currently selected. Below the tabs, there is a toggle for "Display expired and removed authorisations." and a message: "Showing 1 record found". A table displays the following data:

Family name	Given name(s)	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
C:		Associations, Co-operatives ...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

At the bottom right of the table, there is a pagination control: "Items per page: 20 1 - 1 of 1 |< < > >|".

**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.

You will always be able to see your own authorisation i.e. the authorisation which gives you authority to act on behalf of the entity.

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

This screenshot is identical to the one above, showing the "Authorisations by entity" page. A red arrow points to the "Authorisations" tab, which is selected. The table below shows the same data as in the previous screenshot.

# STEP 21 cont...

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

WA Relationship Authorisation Manager

My dashboard > Manage authorisations > Authorisations by entity

## Authorisations by entity

(ABN: )

Authorisations Pending requests

has authorised the following representatives to act on their behalf.

Display expired and removed authorisations.

Showing 5 records found

Family name	Given name(s)	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
Ca		Associations, Co-operatives ...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮
Ma		Associations, Co-operatives ...	Service User	25 Jan 2022	27 Jan 2022	Removed	Yes	⋮
Ma		Associations, Co-operatives ...	Service Administrator	28 Jan 2022	None	Removed	Yes	⋮
Ki		Associations, Co-operatives ...	Service User	28 Jan 2022	29 Jan 2022	Removed	Yes	⋮
Ma		Associations, Co-operatives ...	Service Administrator	22 Feb 2022	None	Active	Yes	⋮

Items per page: 20 1 - 5 of 5

Why am I seeing this name?

# STEP 22.

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.

WA Relationship Authorisation Manager

My dashboard > Manage authorisations > Authorisations by entity

## Authorisations by entity

(ABN: )

Authorisations Pending requests

has authorised the following representatives to act on their behalf.

Display expired and removed authorisations.

Showing 2 records found

Family name	Given name(s)	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
Ca		Associations, Co-operatives ...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮
Ma		Associations, Co-operatives ...	Service Administrator	22 Feb 2022	None	Active	Yes	⋮

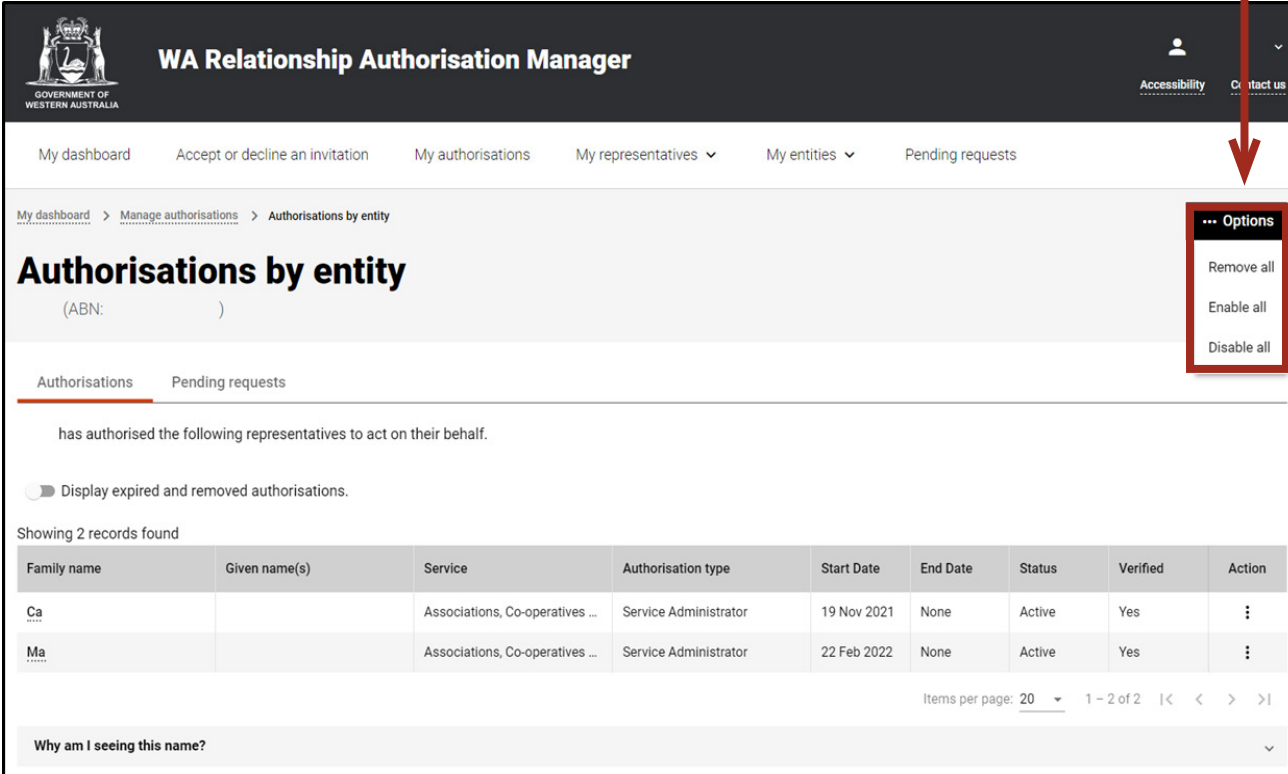
Items per page: 20 1 - 2 of 2

Why am I seeing this name?

Edit  
Remove  
Disable

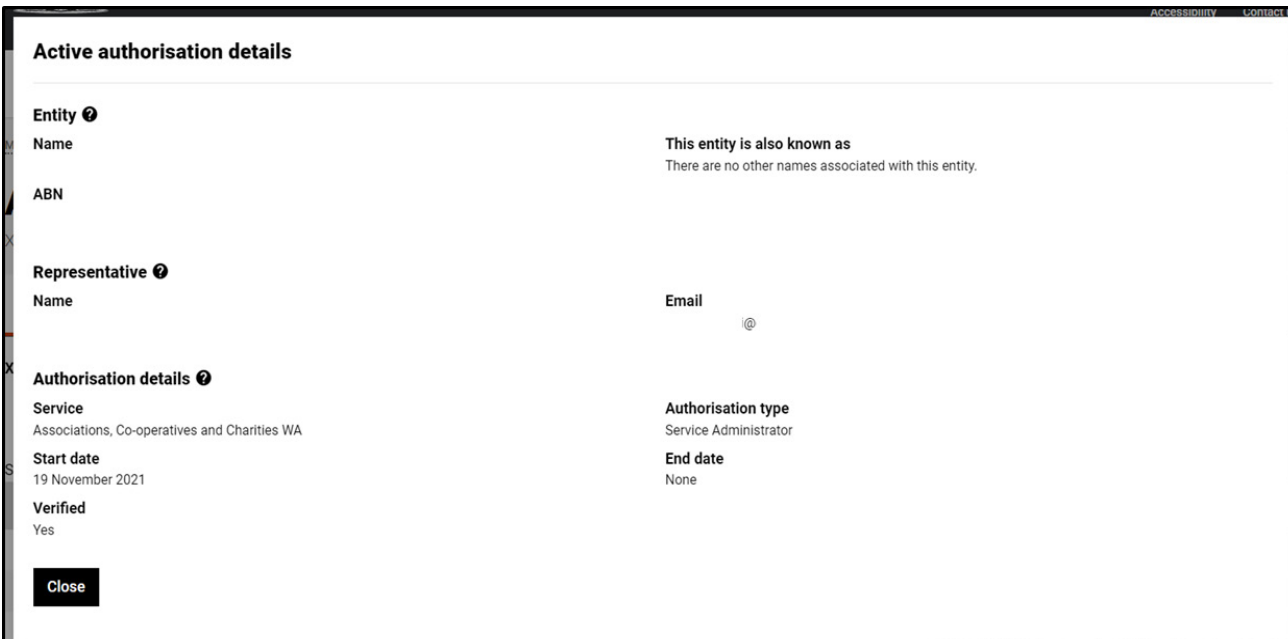
# STEP 22 cont...

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 'WA Relationship Authorisation Manager' interface. At the top right, there is a user profile icon and a dropdown arrow. A red arrow points to a dropdown menu labeled 'Options' which contains three items: 'Remove all', 'Enable all', and 'Disable all'. The main content area is titled 'Authorisations by entity' and shows a table of authorisations. The table has columns for Family name, Given name(s), Service, Authorisation type, Start Date, End Date, Status, Verified, and Action. Two records are shown, both for 'Service Administrator' roles. Below the table, there is a pagination control showing 'Items per page: 20' and '1 - 2 of 2'.

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.



The screenshot shows the 'Active authorisation details' modal window. It is divided into three sections: 'Entity', 'Representative', and 'Authorisation details'. The 'Entity' section shows 'Name' and 'ABN'. The 'Representative' section shows 'Name' and 'Email'. The 'Authorisation details' section shows 'Service', 'Authorisation type', 'Start date', 'End date', and 'Verified'. A 'Close' button is located at the bottom left.

Section	Field	Value
Entity	Name	This entity is also known as There are no other names associated with this entity.
	ABN	
Representative	Name	
	Email	@
Authorisation details	Service	Associations, Co-operatives and Charities WA
	Authorisation type	Service Administrator
	Start date	19 November 2021
	End date	None
	Verified	Yes



## STEP 22 cont...

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 This entity is also known as  
There are no other names associated with this entity.

ABN

**Representative**

Name Email

**Authorisation details**

Service Associations, Co-operatives and Charities WA  
Authorisation type Service Administrator

Start date 22 February 2022  
End date None

Verified Yes

**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 a new invitation](#).

You are removing the authorisation for [redacted] to act for [redacted] when using the service **Geophysical Survey Index (MAGIX)**. 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 amongst the authorisations on the “Authorisations by entity” 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 behalf of the business until the authorisation is re-enabled.

You are disabling the authorisation for [redacted] to act for [redacted] when using the service [redacted]. The authorisation will need to be enabled again before they can access the related services.

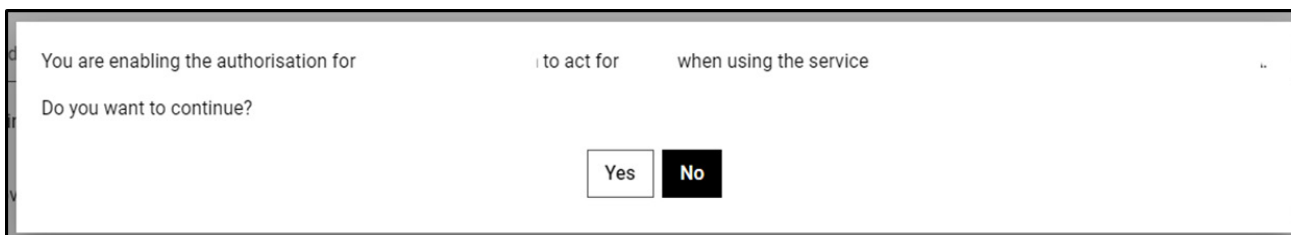
Do you want to continue?

Yes No

Showing 2 records found

## STEP 22 cont...

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 behalf of the business again.



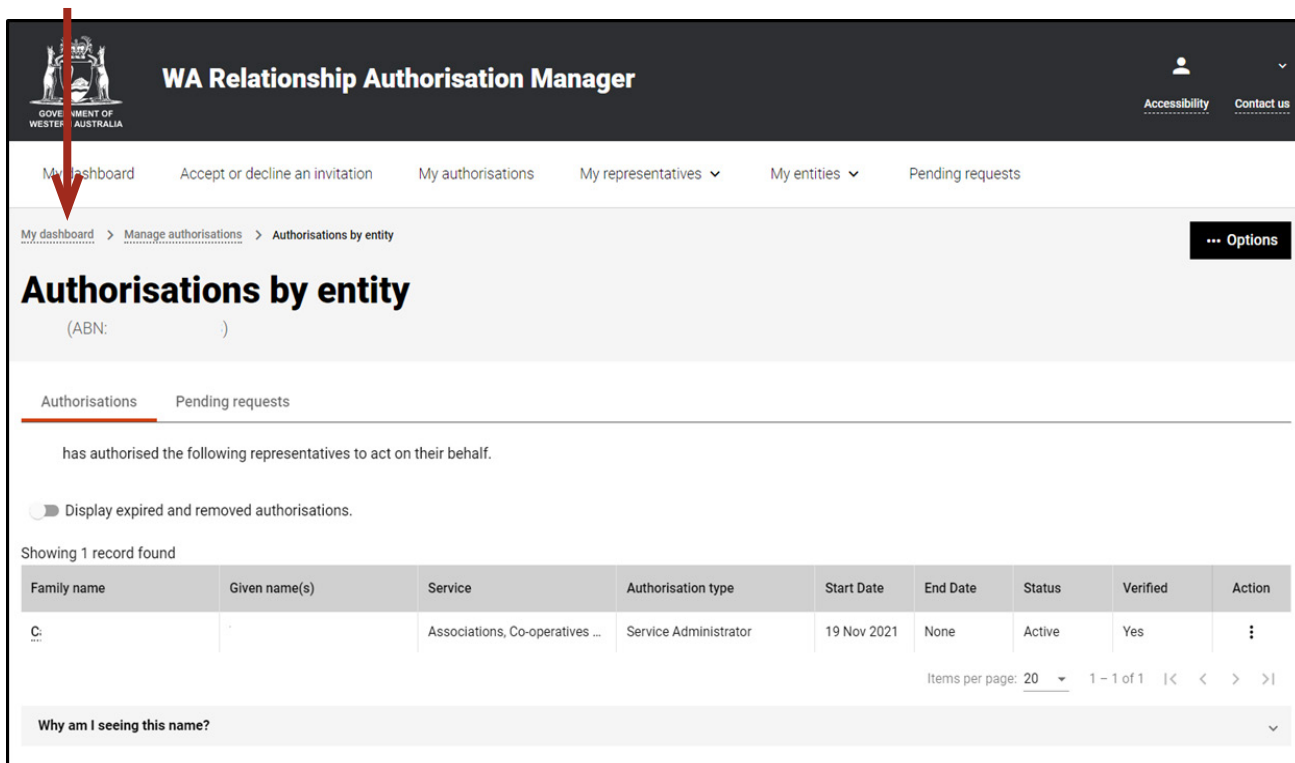
You are enabling the authorisation for [redacted] to act for [redacted] when using the service

Do you want to continue?

Yes No

## STEP 23.

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

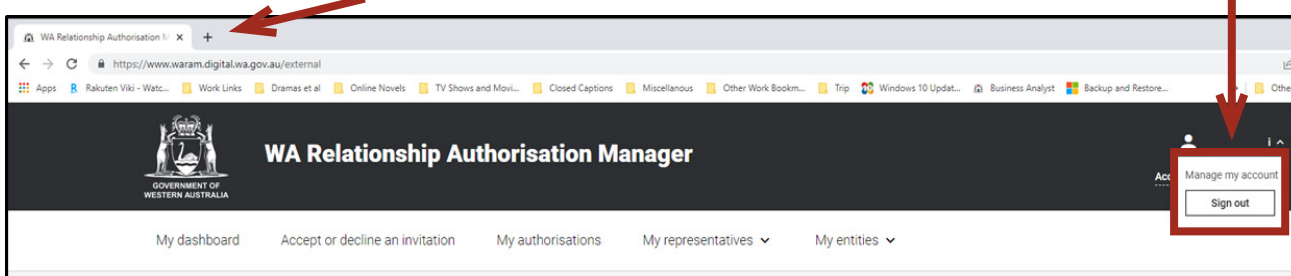


The screenshot shows the WA Relationship Authorisation Manager interface. At the top, there is a navigation bar with tabs: My dashboard, Accept or decline an invitation, My authorisations, My representatives, My entities, and Pending requests. A red arrow points to the 'My dashboard' tab. Below the navigation bar, the breadcrumb trail reads: My dashboard > Manage authorisations > Authorisations by entity. The main heading is 'Authorisations by entity' with '(ABN: )' below it. There are two tabs: 'Authorisations' (selected) and 'Pending requests'. The text states: 'has authorised the following representatives to act on their behalf.' Below this is a toggle for 'Display expired and removed authorisations.' It says 'Showing 1 record found' and displays a table with the following data:

Family name	Given name(s)	Service	Authorisation type	Start Date	End Date	Status	Verified	Action
C:		Associations, Co-operatives ...	Service Administrator	19 Nov 2021	None	Active	Yes	⋮

At the bottom of the table, it says 'Items per page: 20' and '1 - 1 of 1'. There is also a dropdown menu for '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 in the top of the browser.

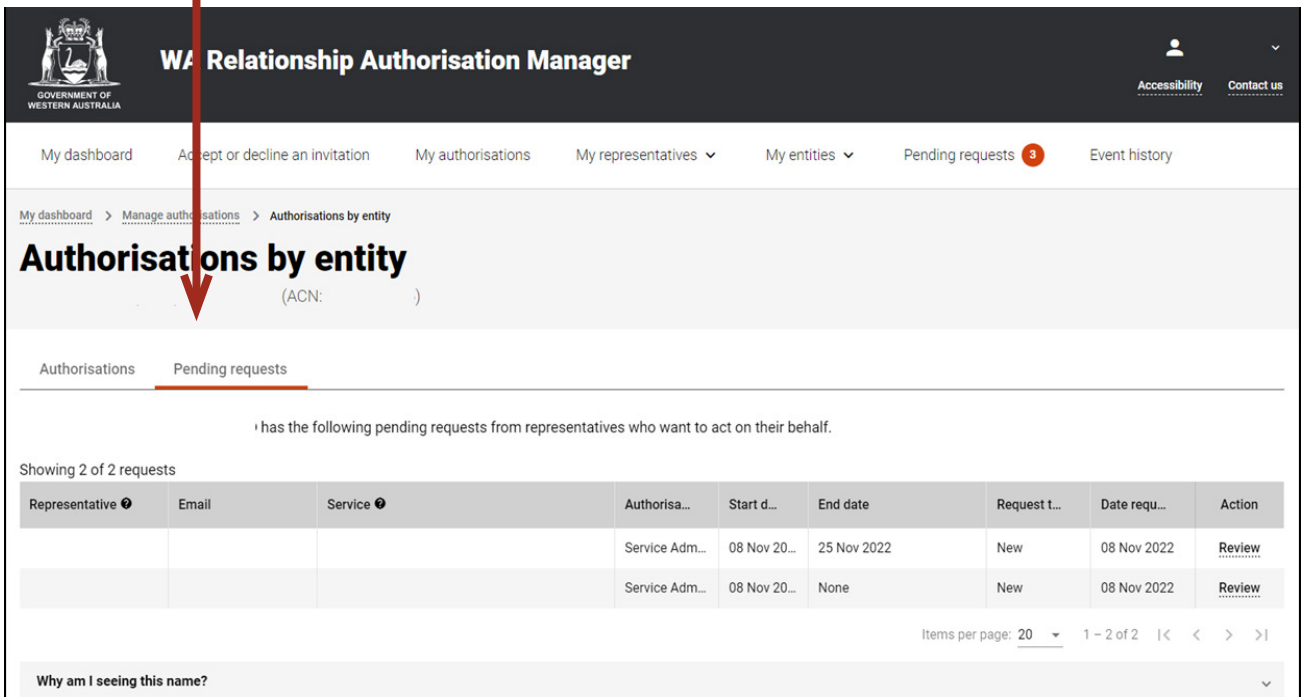


The screenshot shows the same WA Relationship Authorisation Manager interface as in the previous image. A red arrow points to the 'My dashboard' tab in the navigation bar. Another red arrow points to the 'Sign out' button in the user profile menu at the top right of the page. The 'Sign out' button is highlighted with a red box.

***This completes the step-by-step instructions for the “Authorisations by entity: view, edit, remove, disable or enable an authorisation”.***

# STEP 24

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



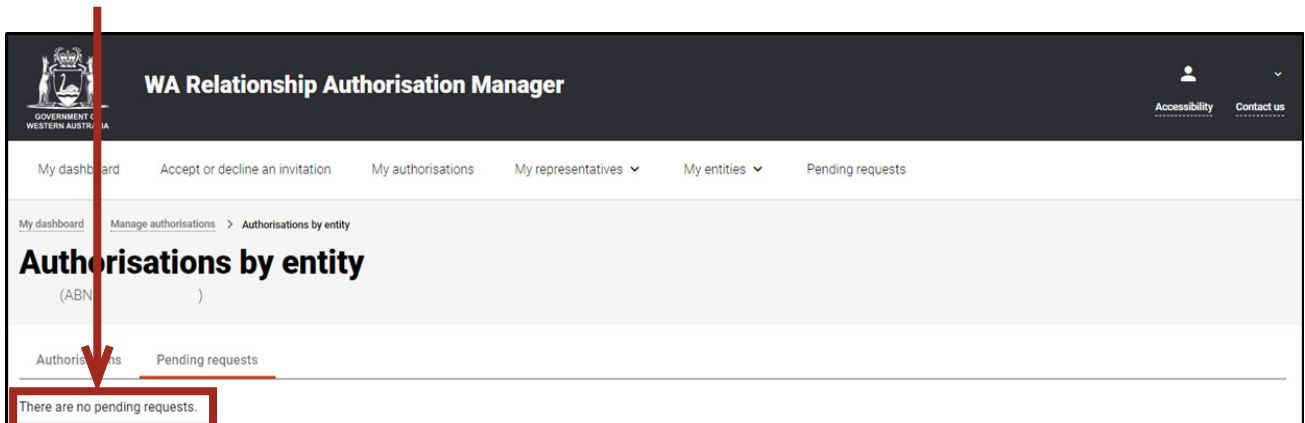
The screenshot shows the 'WA Relationship Authorisation Manager' interface. The top navigation bar includes 'My dashboard', 'Accept or decline an invitation', 'My authorisations', 'My representatives', 'My entities', 'Pending requests' (with a red notification bubble containing the number 3), and 'Event history'. The main content area is titled 'Authorisations by entity' and includes a breadcrumb trail: 'My dashboard > Manage authorisations > Authorisations by entity'. Below the title, there are tabs for 'Authorisations' and 'Pending requests', with the latter being selected. A message states: ' has the following pending requests from representatives who want to act on their behalf.' Below this, it says 'Showing 2 of 2 requests'. A table displays the following data:

Representative	Email	Service	Authorisa...	Start d...	End date	Request t...	Date requ...	Action
			Service Adm...	08 Nov 20...	25 Nov 2022	New	08 Nov 2022	<a href="#">Review</a>
			Service Adm...	08 Nov 20...	None	New	08 Nov 2022	<a href="#">Review</a>

At the bottom right of the table, there is a pagination control: 'Items per page: 20' and '1 - 2 of 2' 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 scroll through the results using the arrows located at the bottom right side of the list.

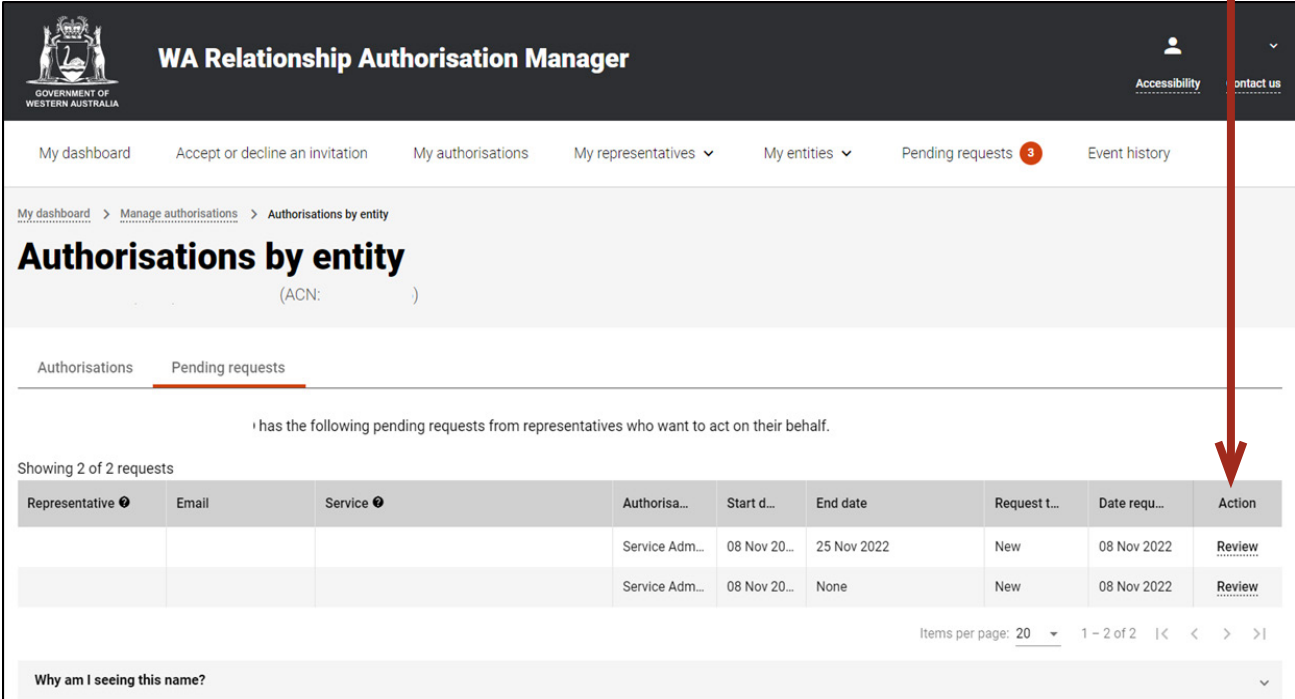
If there are no pending requests the page will display “There are no pending requests.” and you should skip to Step 30. If there are pending requests, go to Step 25.



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 'Authorisations by entity' and includes a breadcrumb trail: 'My dashboard > Manage authorisations > Authorisations by entity'. Below the title, there are tabs for 'Authorisations' and 'Pending requests', with the latter being selected. A message states: 'There are no pending requests.' This message is highlighted with a red rectangular box. A red arrow points from the top of the page down to the 'Pending requests' tab.

# STEP 25

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 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 showing '3'), and 'Event history'. The main content area is titled 'Authorisations by entity' and shows a list of pending requests. A red arrow points to the 'Review' link in the 'Action' column of the table.


Representative	Email	Service	Authorisa...	Start d...	End date	Request t...	Date requ...	Action
			Service Adm...	08 Nov 20...	25 Nov 2022	New	08 Nov 2022	<a href="#">Review</a>
			Service Adm...	08 Nov 20...	None	New	08 Nov 2022	<a href="#">Review</a>

# STEP 26.

You should now be able to see the “Approve or decline an authorisation request” page or 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 present, read through the consent located at the bottom of the page.
- If the request is for a new authorisation and you do not agree with the requested information, you can change the requested Authorisation type, Start date and End date.
- If the request is for an extension to an existing authorisation and you do not agree with the requested information, you can change the requested End date.

# STEP 26. cont...



## WA Relationship Authorisation Manager

Accessibility Contact us

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

My dashboard > Manage authorisations > Authorisations by entity > 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		Start date	End date
Service	Authorisation type Service Administrator	08 November 2022	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.

I understand and accept this declaration

Cancel Decline **Approve**

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

1. approve the request, go to Step 27;
2. decline the request, go to Step 28; or
3. Should you not agree with the Declaration or Consent or you wish to exit this transaction, click on the "Cancel" button and go to Step 30.

# STEP 27.

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. If present, you must also select the “I understand and consent to the sharing of my personal information” checkbox.

**WA Relationship Authorisation Manager**

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

My dashboard > Manage authorisations > Authorisations by entity > 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
Other names associated with the entity			
Authorisation details		Start date	End date
Service	Authorisation type Service Administrator	08 November 2022	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.

I understand and accept this declaration

Cancel Decline **Approve**

**NOTE:** Please ensure you read the declaration and, if present, the consent carefully. The declaration will change according to the nature of the request.

The requestor will be notified that their request has been approved by email. If the request is for a new authorisation then an authorisation will now be present. Once approved, only the end date for the authorisation can be modified. If the request is for an extension then the authorisation will remain in place. Instructions on how to edit or remove an authorisation can be found in this guide. After clicking the “Approve” button, go to Step 29.

# STEP 28.

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 Government of Western Australia logo and the title 'WA Relationship Authorisation Manager'. Below this, a breadcrumb trail shows the path: 'My dashboard > Manage authorisations > Authorisations by entity > 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' which 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

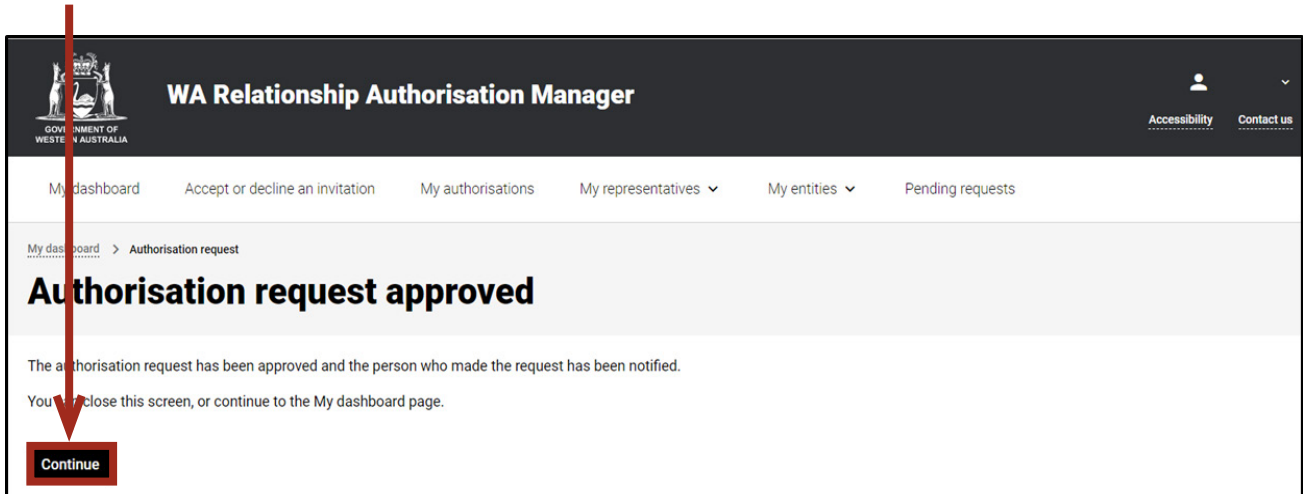
Below the table, there is a section titled 'Confirm these details are correct before approving the request' with three input fields: 'Change Authorisation type' (set to 'Service Administrator'), 'Change start date' (set to '08 Nov 2022'), and 'Change end date' (set to '25 Nov 2022' with a checkbox for 'No end date').

The 'Declaration' section follows, starting with 'I declare that:' and a list of terms and conditions. At the bottom of the declaration section, there is a checkbox labeled 'I understand and accept this declaration'. Below this, there are three buttons: 'Cancel', 'Decline', and 'Approve'. A red arrow points from the top of the page down to the 'Decline' button.

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

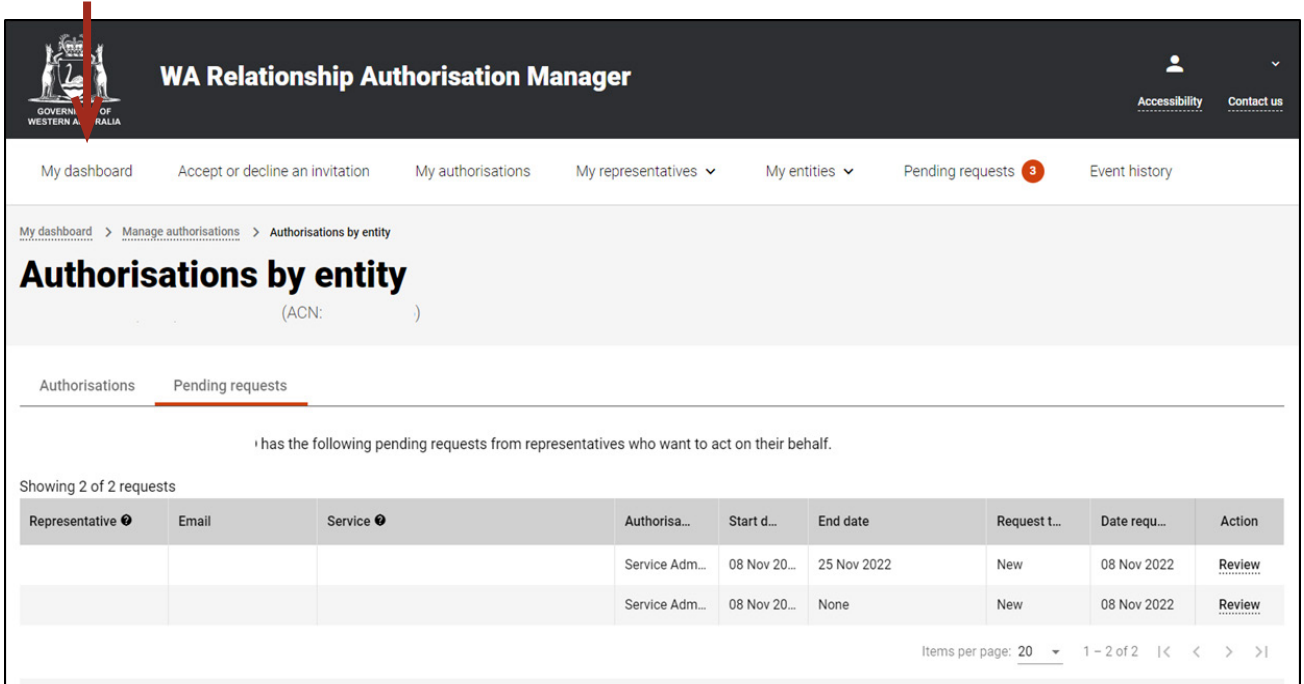
# STEP 29.

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.

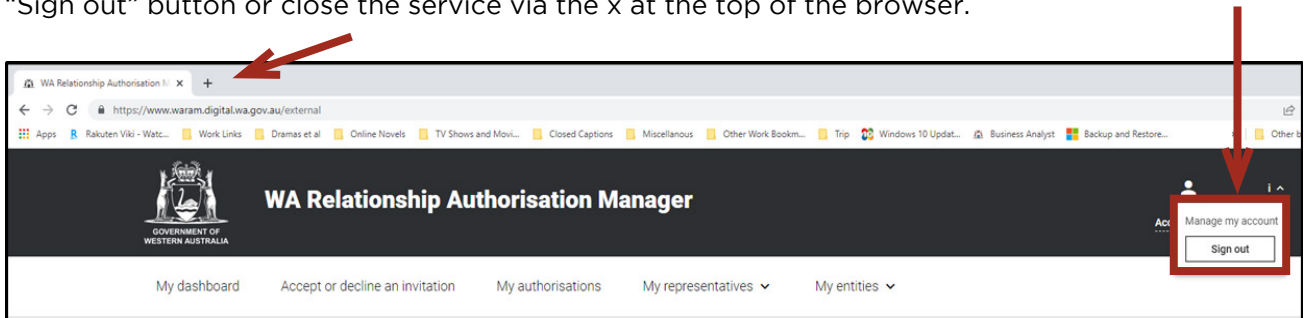


# STEP 30.

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 “Authorisations by entity: 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.