



QUICK GUIDE USER ACCESS WATER ONLINE.

Security roles and levels

KEY ACCOUNT HOLDER: The account holder can amend organisation details and invite additional users within the organisation to act on behalf of the organisation. They can allocate levels of user access as well as access to specific information only such as licencing or land-use planning.

They can complete, submit and review applications and requests on behalf of an organisations interacting with the Department of Water.

FULL ACCESS:The delegated account holder can complete, submit and review applications and requests on behalf of an organisation interacting with the Department of Water.

ENTRY LEVEL ACCESS:The account holder can complete applications for review by the Key Account Holders or Full Access account holders.

READ ONLY ACCESS: The account holder can only view applications and licensing information.

PLANNING ADVICE: The account holder can complete, submit and review planning advice requests (if applicable to your organisation).

How to change your password

If you were registered by the Department of Water you will need to change your password on your first log in.

Click on Water Online from the Department's webpage www.water.wa.gov.au

Click on the **Log in** option in the top right hand corner

Click on the [I forgot my password](#) link

Enter the email address you have been registered with and click on the RESET button

An email will then be sent to you with a link that will allow you to reset your password.