Online Services
Department of Environment and Science

User Guide – Using Online Services

- How to sign in and select a customer record
- How to view and update customer details
- How to add, view and manage users
- How to navigate Online Services
- How to update your user profile and sign out

The images and screenshots used in this guide are for demonstration purposes only and may differ from the screens and images that you see when using Online Services.

Queensland Government

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1. Working with Online Services

If you have not yet registered or set up your customer record

You will need to register for Online Services. Refer to the Getting Started user guide (https://www.business.qld.gov.au/running-business/environment/online-services) for instructions on registering and setting up your customer record.

Link to Online Services: https://www.business.qld.gov.au/running-business/environment/online-services

If you have already registered and set up your customer record

You can use this guide to familiarise yourself with how to navigate Online Services, including how to:

- Update your details
- Manage your customer record
- View and manage permits
- Transact online

For further assistance with registering and creating your customer record, contact technical support Monday to Friday 8.30am to 4.30pm (AEST) (except public holidays). Phone: 1300 130 372 (select option 6) or email: digital@des.qld.gov.au.

2. Signing in

1. Open a web browser and navigate to Online Services https://ehp.appiancloud.com/suite

2. Read the **Terms of Use** and **Privacy Statement** and click **I AGREE** to continue.
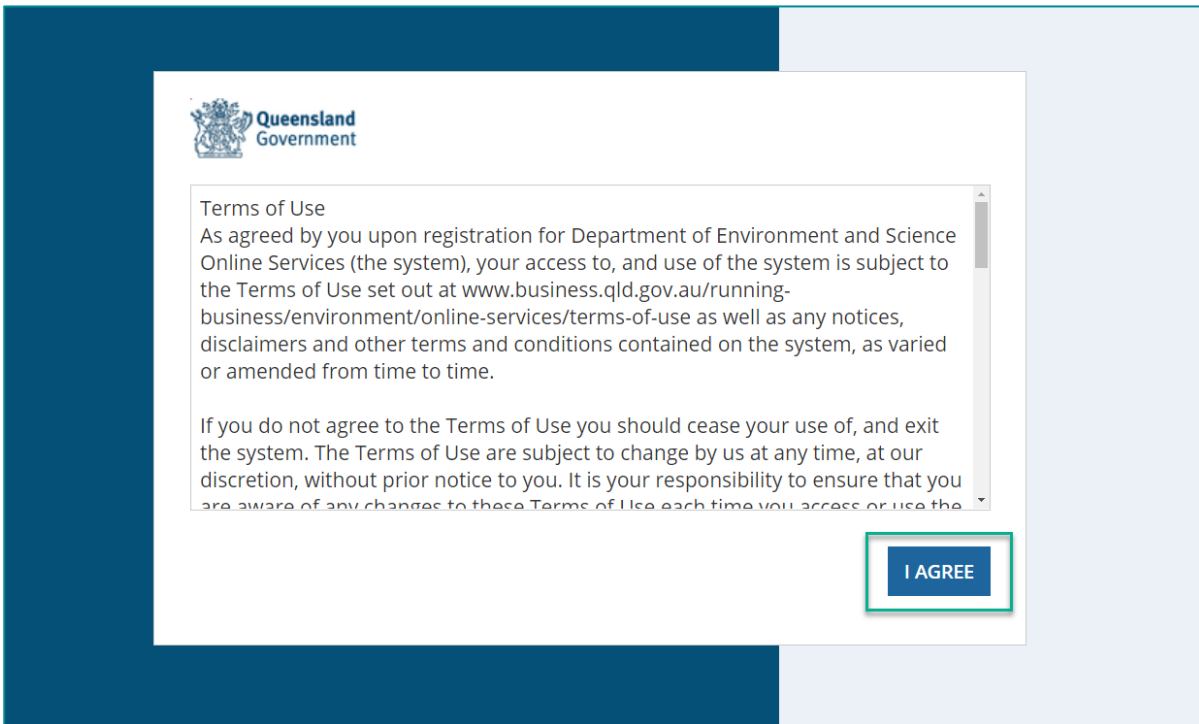
3. Click the **Username** field and type your username. This is the email address you used to register.

Note: *If this is your first time signing in and you are entering your temporary password, the system will prompt you to change your password. Follow the screen prompts or refer to the* Getting Started *user guide for more information on how to register and set up your password.*

4. Click the **Password** field and type your password. If you have forgotten your password, click **Forgot your password?** and follow the screen prompts.

5. Click **LOG IN**.

Tip*: Click the* **Remember me** *checkbox if you want Online Services to remember your username and password.*

Existing Online Services users

If you have previously registered and set up your customer record, the Online Services home page displays.

New Online Services users

If this is your first time signing in and you have not previously set up your customer record, the **Finalise your registration** page displays.

Refer to the Getting Started user guide for instructions on setting up your customer record.

Online Services: https://www.business.qld.gov.au/running-business/environment/online-services.

Macropod customers

If you are a Macropod customer, the system will display your Macropod home page when you sign in to Online Services.

Click **Non-Macropod Actions** to navigate to your customer record home page.

3.   Selecting a customer record

The Online Services Home Page displays the Authority hubs that you can access.

1. Click on the **Authorities Hub** name that relates to the activity and/or permit you wish to manage and transact on
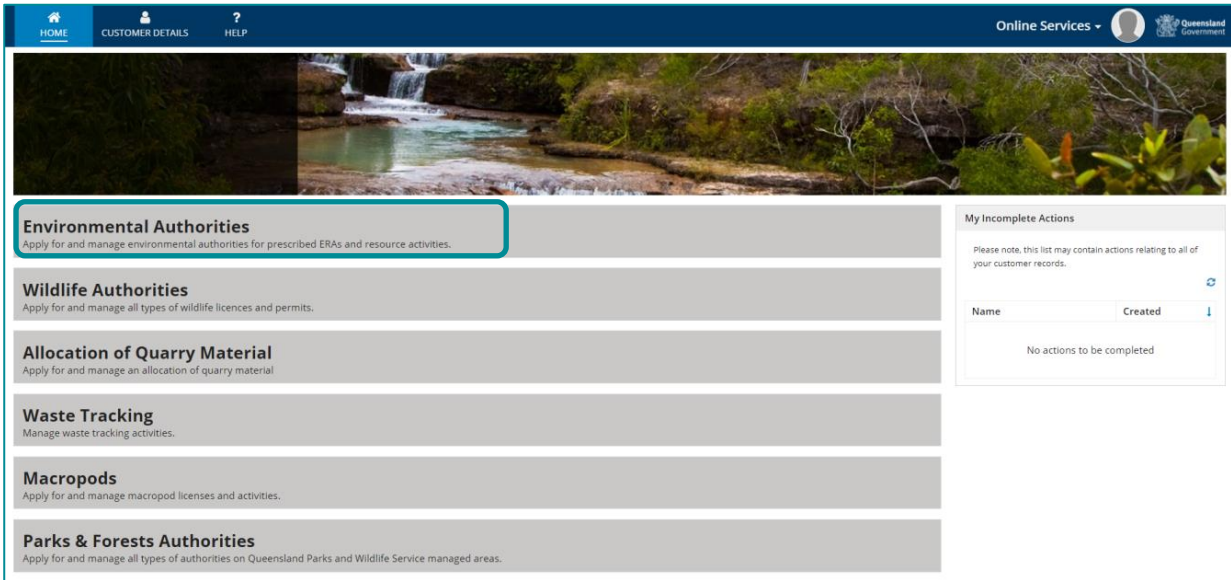
2. Under **Select Customer Record** heading, click the customer record you wish to access.
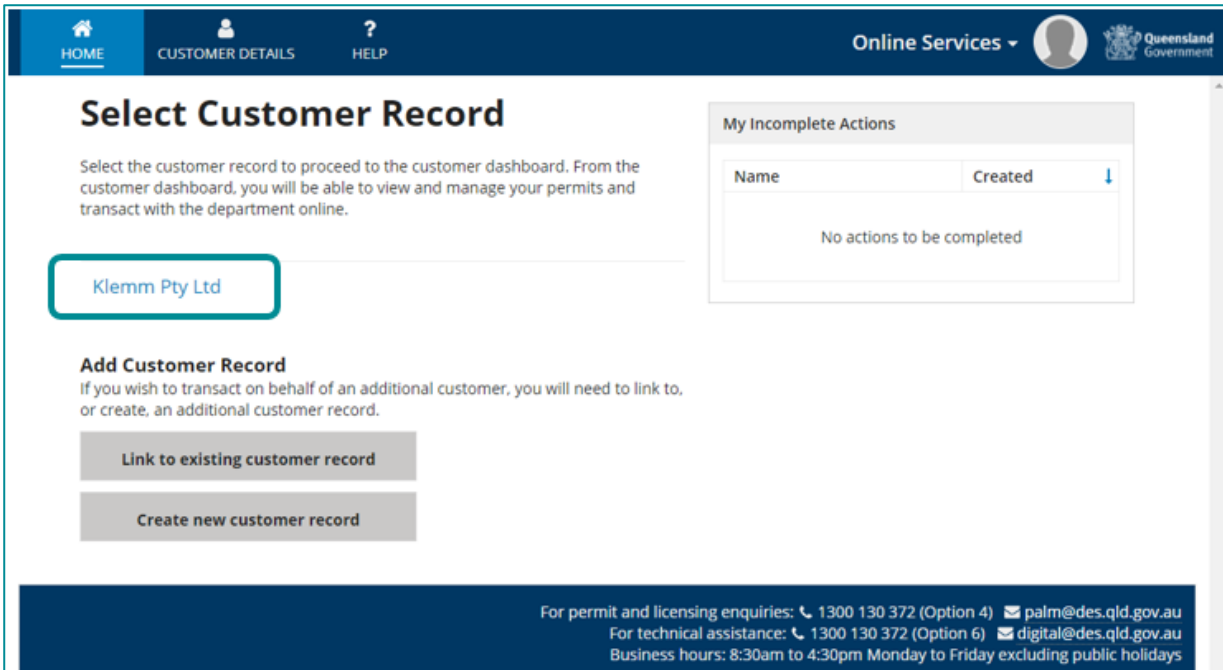
Note: If your customer record you are looking does not appear in the list, you must link to or create the customer record. Refer to the Getting Started user guide for instructions.

Online Services: https://www.business.qld.gov.au/running-business/environment/online-services

4.   Authorities hub home page

The following image shows an example of an **Authorities Hub** home page.
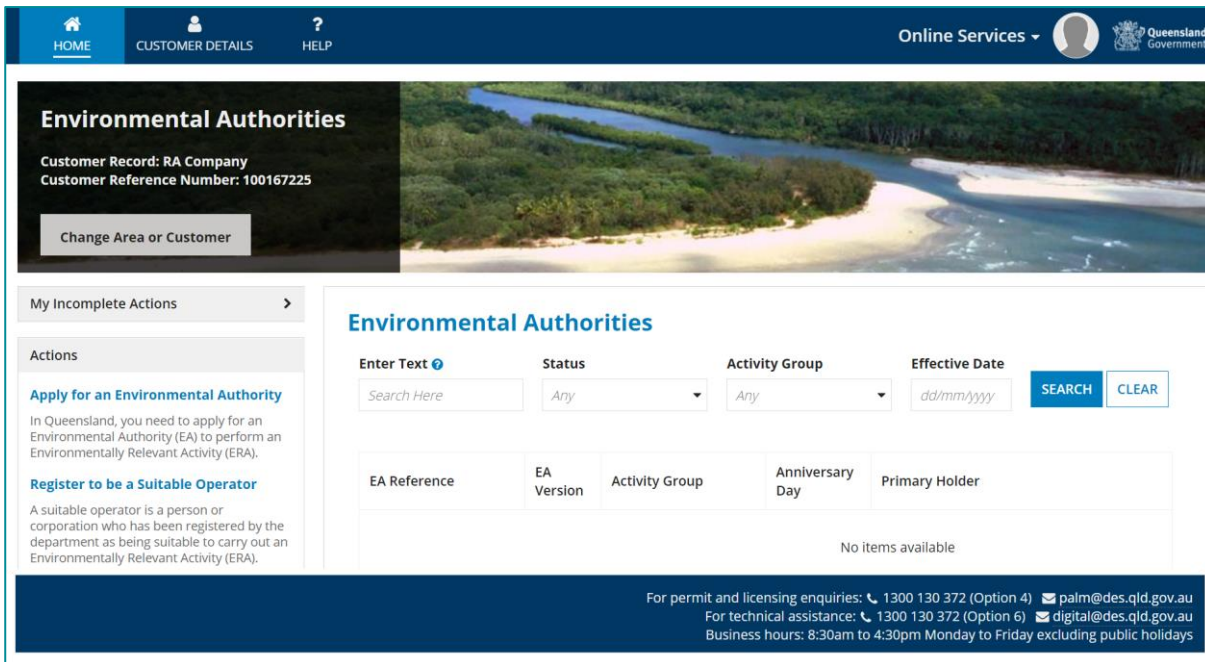
From any of the Authorities hub home pages you can access the following key features.

- Main menu
- Customer details banner
- My incomplete actions
- Page footer

Main menu

The main menu is always visible at the top of the page.

- Click **HOME** to return to the customer record home page.
- Click **CUSTOMER DETAILS** to view the customer details page. For further information, refer to Managing your customer details.
- Click **HELP** for more information and a link to the online user guides.
- Click the user icon (avatar silhouette) to view your user profile or sign out. For further information, refer to Managing your user profile.

Customer details banner and change area or customer button

The customer details banner is located below the main menu and displays the name of the customer record, **Customer Reference Number** and a **Change Area or Customer** button.
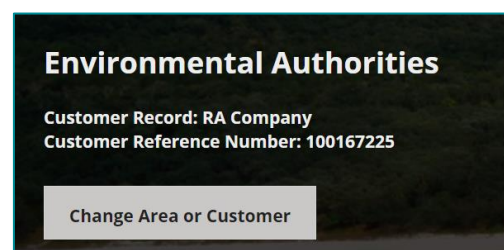
Click **Change Area or Customer** to return to the **Online Services Home Page,** where you can click on the relevant **Services links** and **Customer record** home page (where you can select another linked customer record, link to another existing customer record and create a new customer record.

Services links

Services links appear in the main body of the page. Click any of the services to go to the selected page. Refer to the Navigating the Services Pages section (in this document) for more information on viewing and managing permits and transacting online.

Environmental Authorities
Apply for and manage environmental authorities for prescribed ERAs and resource activities.

Wildlife Authorities
Apply for and manage all types of wildlife licences and permits.

Allocation of Quarry Material
Apply for and manage an allocation of quarry material

Waste Tracking
Manage waste tracking activities.

Macropods
Apply for and manage macropod licenses and activities.

Parks & Forests Authorities
Apply for and manage all types of authorities on Queensland Parks and Wildlife Service managed areas.

Customer Record home page

On this page you can:

1. Select from any of the linked customer records
2. Add a customer record
   a. Link to another existing customer record
   b. Create a new customer record.
3. Return to Home (return to the Services links page)

Select Customer Record

Select the customer record to proceed to the customer dashboard. From the customer dashboard, you will be able to view and manage your permits and transact with the department online.

RA Company

Add Customer Record
If you wish to transact on behalf of an additional customer, you will need to link to, or create, an additional customer record.

Link to existing customer record

Create new customer record

Return to Home

My Incomplete Actions

My Incomplete Actions displays any actions or tasks that you have started but not completed. It will also display tasks that require your action.

Note: *The actions and tasks displayed in this menu are associated with your user profile. That is, the list will contain actions relating to all the customer records on which you are linked.*

My Incomplete Actions	
Name	**Created** ↓
Add customer type	09 Oct 2020
Upload documents	08 Oct 2020
Select customer record	06 Oct 2020
Payment for Invoice INV7400832	02 Oct 2020
Manage Users - Klemm Pty Ltd	01 Oct 2020
	‹ **1 – 5** of 8 ›

To complete an action

- In the **My Incomplete Actions list**, click the name of the action. The system opens the related process at the last saved page. Continue to complete the process or leave to return at a later stage.

To remove or cancel an action

- Some actions automatically expire after a period of time elapses.

- For those actions that do not expire automatically, you may be able to cancel the process. To do this, click the action in the list of **My Incomplete Actions**. The system will open the process and, where available, you can click **Cancel** to cancel the process.

Page footer

The page footer displays on most pages and provides contact details for further assistance. You can also view these contact details by clicking on Help in the Main Menu.

For permit and licensing enquiries: ☎ 1300 130 372 (Option 4) ✉ palm@des.qld.gov.au
For technical assistance: ☎ 1300 130 372 (Option 6) ✉ digital@des.qld.gov.au
Business hours: 8:30am to 4:30pm Monday to Friday excluding public holidays

5. Managing your customer details

The **CUSTOMER DETAILS** page displays your customer record details and your user profile. To open the customer details page:

- On the main menu (header), click **CUSTOMER DETAILS**.

All users that have access to the customer record can:

- View the customer details; and
- View their user profile.

You must be an **Administrative User** on the customer record to edit and manage other users' access to the customer record. You are an **Administrator** if you see the **Manage Users** option under the **Actions** menu.

Users that have an **Administrative User** role on the customer record can also:

- Edit the customer details
- View and manage other users who have access to the customer record. For further information, refer to Managing users on a customer record.

If you do not have an **Administrative User** role but believe you should, contact your organisation's administrator to request access. If you do not know your organisation's administrator or they have left your organisation, contact Digital Operations Support: 1300 130 372 (option 6) or digital@des.qld.gov.au.

Editing your customer record details

1. From the **Customer Details** page, click **Edit details**.

  a) If you are editing an **Organisational** customer, the **Edit customer** section of the form is read-only, with the exception of the **CEO** field. Edit this field if you wish to update the CEO information, and then click **NEXT**.

  NOTE: If you wish to update the organisation name or business number, contact Permits and Licensing on 1300 130 372 (option 4).

  b) If you are editing a customer who is an **Individual**, edit the fields you wish to change, and then click **NEXT**. The **Edit Customer Address** page will display.

2. To update the customer address details, in the **Address** field, enter the registered (**Organisational** customer) or residential (**Individual** customer) address – *for example, 400 Georg* – and click **SEARCH ADDRESS**.

The system displays address results that match the information you entered.

3. In the **Results** section, identify the correct address by selecting the relevant checkbox.

   If the correct address does not appear in the list, click the **Address not found** checkbox. The system displays additional address fields, allowing you to enter the address manually.

4. If the postal address is the same as the registered address, click the **Postal address same as registered/residential address** check box.

5. If the postal address is different, the system will display **the Postal Address** search fields. Repeat the above steps to complete the postal address

6. Click **NEXT**. The **Edit customer contact** page displays.

Editing the Customer Contact

7. Click and select the **Customer Contact** to edit **(**or delete) or click **+Add** to create a new customer contact record. **Contact details** fields will display.

   NOTE: You may need to scroll to the bottom of the table to edit the contact details

8. Update the relevant information in the **Contact details** fields.

   NOTE: Updating the email address will not change the username you use to sign in.

9. Click **FINISH**. The Customer details page is displayed, with the update customer details.

6. Managing users on a customer record

You must be an **Administrative** user on the customer record to add and manage user access to the customer record. Before you start, check your role on the Customer Record.

1. From the Select Customer Record screen, select the relevant Customer Record

2. Click **Customer Details** on the Main Menu. You are an Administrator on the customer record if you see the **Manage users** option under the Actions menu.

If you do not have administrative access and believe you should contact your organisation's administrator to request administrative access. If you do not know your organisation's administrator or they have left your organisation contact Digital Operations Support: 1300 130 372 (option 6) or digital@des.qld.gov.au.

Take the following step to view users on the customer record.

- In the Actions menu, click **Manage users**. The Manage Users table is displayed in the middle section of the page.

NOTE: Users are people who have online access to transact on a customer record.

From here you can also:

- Click **+ Show Help** to see information about the available roles that can be allocated to a user.

- Click **Add Users** to add additional users to the customer record.

- Click **Edit Users** to change a user's role or remove the user from the record.

Adding users to a customer record

You can add existing users (a person who has an Online Services user profile) or new users (a person who does not have an Online Services user profile) to a customer record.

1. In the Actions menu, click **Manage users**.
2. From the Manage User page, click **Add User**. The Add user details page is displayed.
3. In the Email Address field type the email address of the user you wish to add.

Add user details

Enter the email address of the user to be added to the customer record.

Email Address:

CANCEL   NEXT

4. Click **NEXT**. The system checks for a user profile with the email address you provided and displays the Add user details section.

Add user details

Enter the email address of the user to be added to the customer record.

Email Address:

brianklemm@mailinator.com

User Details:

First Name *

Last Name *

Role *

☐ Administrative User

☐ General User

Administrative User role can update the customer details, view and manage user access, view all records and transact with the department on behalf of the customer.
General User role can view all records and transact with the department on behalf of the customer.

CANCEL   ADD USER

5. If a matching email address is **not found**, the system displays the First Name and Last Name fields. Enter the First Name and Last Name of the user you wish to add.
6. If a matching email address is **found**, the system only displays the **Role** checkboxes. Click one of the checkboxes to assign a role.

NOTE: Refer to the help text on the form to decide which role to assign. You can assign Administrative User role to multiple users.

7. Click **ADD USER** and then click **CONFIRM**.

Confirm User Details

Please confirm you wish to add maryklemm@mailinator.com with
General User role.

CLOSE   **CONFIRM**

The system will:

- Display the new user in your Manage Users table,

- Link the user to the customer record, and

- Send an email with the subject "Department of Environment and Science Online Services – Access Granted" to the email address you provided. For example:

Dear Mary Klemm,

You have been granted General User level access to Department of Environment and Science's online services for the following customer.

~~Benji Klemm Pty ltd~~

If you are new to our online services, you should also receive an email with your user details and instructions to sign in.

Click here to sign in.

If you have any questions or concerns, please contact the owner of the customer record or the Department of Environment and Science.

Digital Operations Support
Department of Environment and Science
Phone: 1300 130 372 (Option 6)
Email: digital@des.qld.gov.au
Business Hours: 8:30am to 4:30pm Monday to Friday excluding public holidays

If you have added a new user (someone who does not have an Online Services user profile) then the system sends an additional email with the subject "Confirmation of user account creation" to the email address you provided. This email provides the new user with instructions for signing in and setting their password.

Editing users

The Edit users function allows you to change a user role or remove a user from the customer record.

- From the Manage User page, click **EDIT USERS**. The Manage Users table is displayed.

Changing user roles

1. Click in the **Role** field (on the user record you wish to change). The system displays the role options (Administrative User or General User)

2. Click the required option

3. To save and submit your changes, click **SUBMIT**, otherwise click Cancel to discard changes and return to the Manage Users screen.

Note: *A customer record can have multiple users with Administrative user role and must always have at least one Administrative User.*

Removing users

1. On the far right of the user table, click the red X. The user is removed from the list.

2. To save and submit your changes, click **SUBMIT**, otherwise click Cancel to discard changes and return to the Manage Users screen.
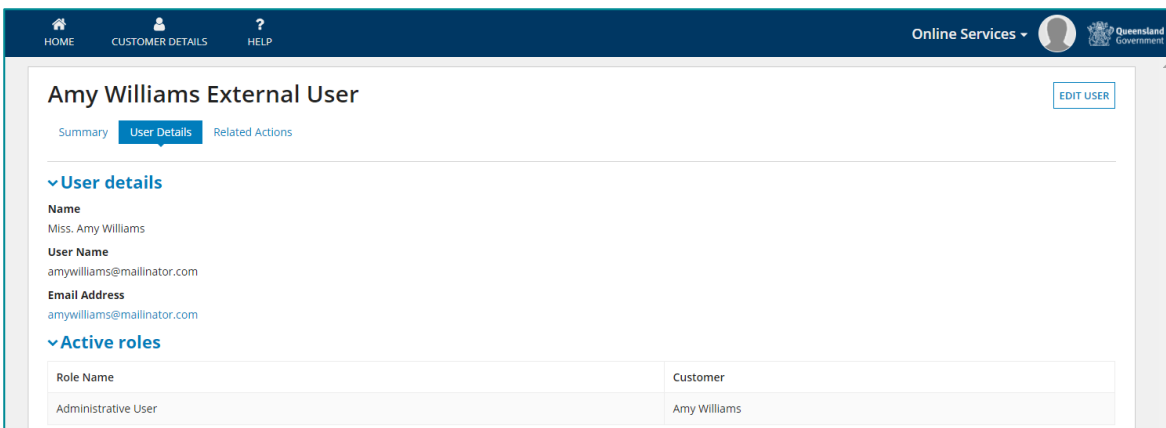
7. Managing your user profile

The **CUSTOMER DETAILS** page shows your customer record details and your user details. To open the customer details page:

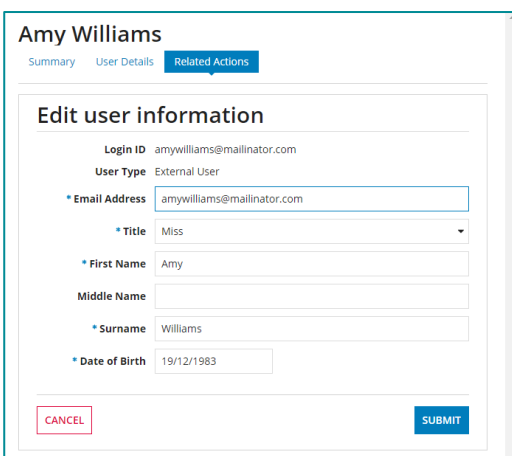- On the main menu, click **CUSTOMER DETAILS**.
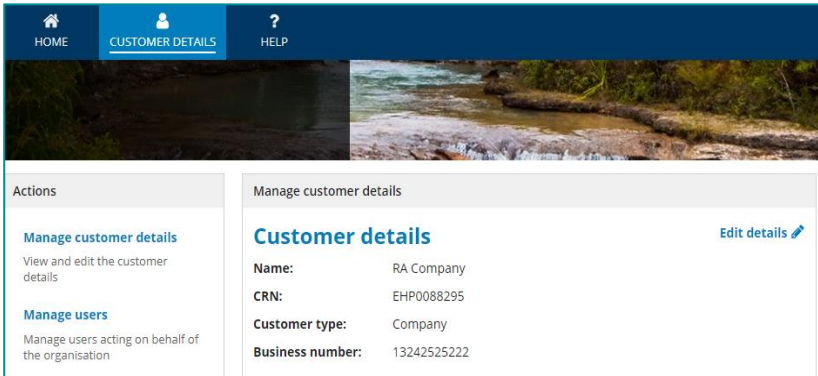
Updating your user profile

1. In the User details section, click **View profile.** The **User Details** page displays.

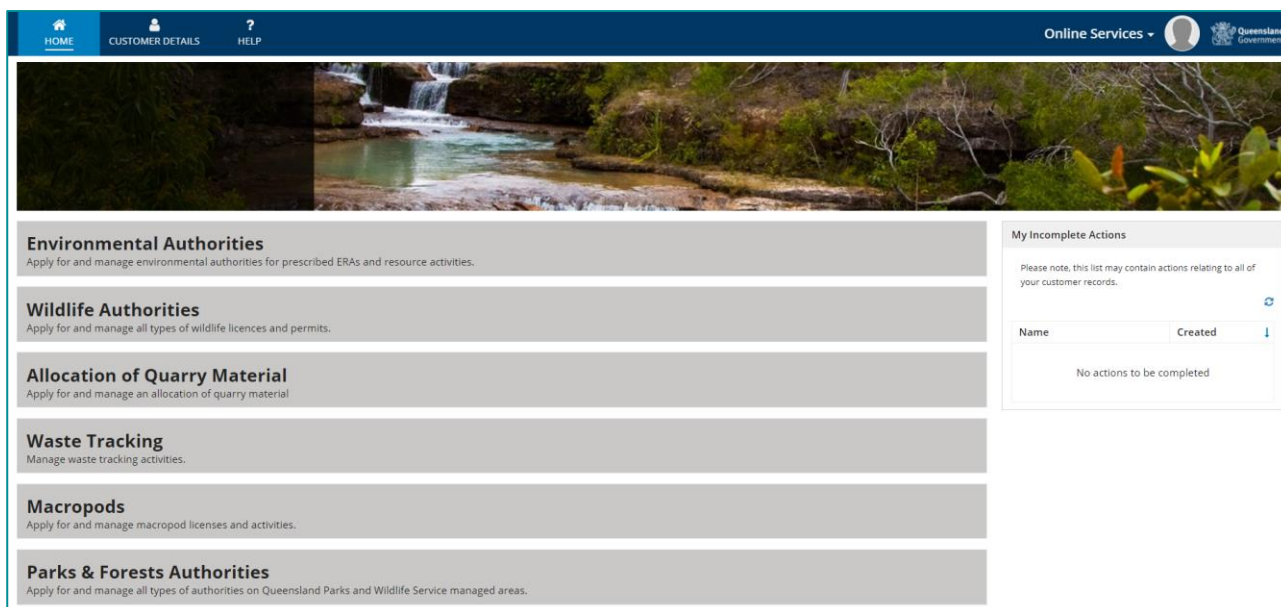2. In the top right corner, click **Edit User.**

3. Update the user details as required. Then click **Submit** to save, or click **Cancel** to discard changes and return to the previous window.

8.   Navigating the Authorities Home Page

Each of the Services Links is opened from your Online Services Authorities home page.

NOTE: Once you click on a service link, you will be given a list of customer records you can transact on. Selecting a customer record opens the Authorities home page
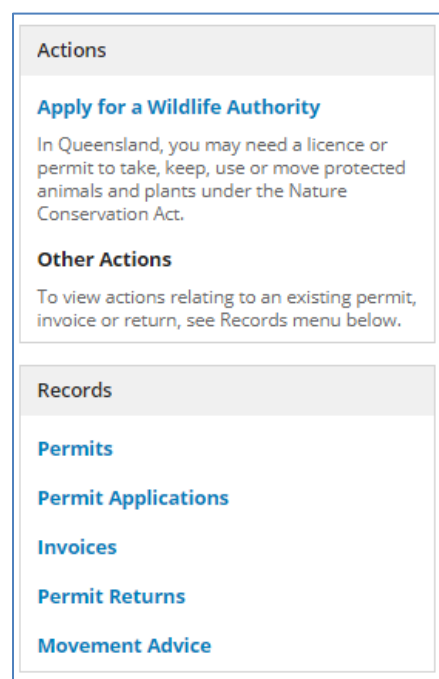
Each Authorities home page has a list of available **Actions** and **Records** (located on the left-hand side of the screen).

The **Actions** and **Records** are specific to each of the pages and are used to transact with the department in several ways (depending on the business area), including:

- View permits, applications, returns, annual notices, advices, certificates, files, invoices etc.

- Apply for permits/authorities/allocations

- Sign up and apply for books/certificates etc.

- Submit returns/certificates

- Register to be a Suitable Operator (Environmental Authorities only)

For specific information on each of the Authorities pages, refer to the guides on the Business Queensland website (https://www.business.qld.gov.au/running-business/environment/online-services)

The image below shows the Wildlife Actions and records.

Sorting, filtering and searching records

From any of the records pages, you can access the filter function (which is located on the top section of the record view).

Change the default sort order

- Click a column heading. The sort order is indicated by the blue up/down arrow.

Open a record

- Click the **blue text**, this is typically the reference number.

Hide or show the filter function

- Click **Hide/Show Filters**, located on the top right of the list section.

Apply filters to the list view

- Click a filter field, select an option from the list (you can select multiple) and click **SEARCH**.

Remove filter

- Click **CLEAR**.

Search record

- In the search field, type your search criteria, for example, part of a reference number such as **55115**, and click **SEARCH**.

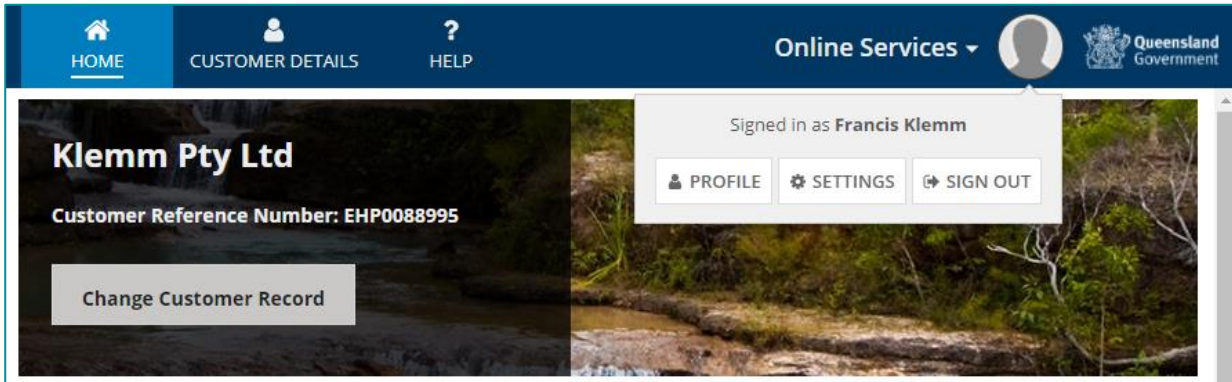# 9.   Signing out

1. From the Main Menu, click the **User icon** (avatar silhouette)

2. Click **Sign Out**.

The system displays the **Terms of Use** page. You are now signed out of Online Services.

10. Want more information or need help?

Click [HERE](#) to learn more about using Online Services.

For more information on new licences, please contact the Permits and Licensing team:

General Enquiries: 1300 130 372 (option 4)
Email: palm@des.qld.gov.au

Technical Support: 1300 130 372 (option 6)
Email: digital@des.qld.gov.au