



Deny a Request to Join a Billing Account

Quick Guide

21/02/2020
Version: 1

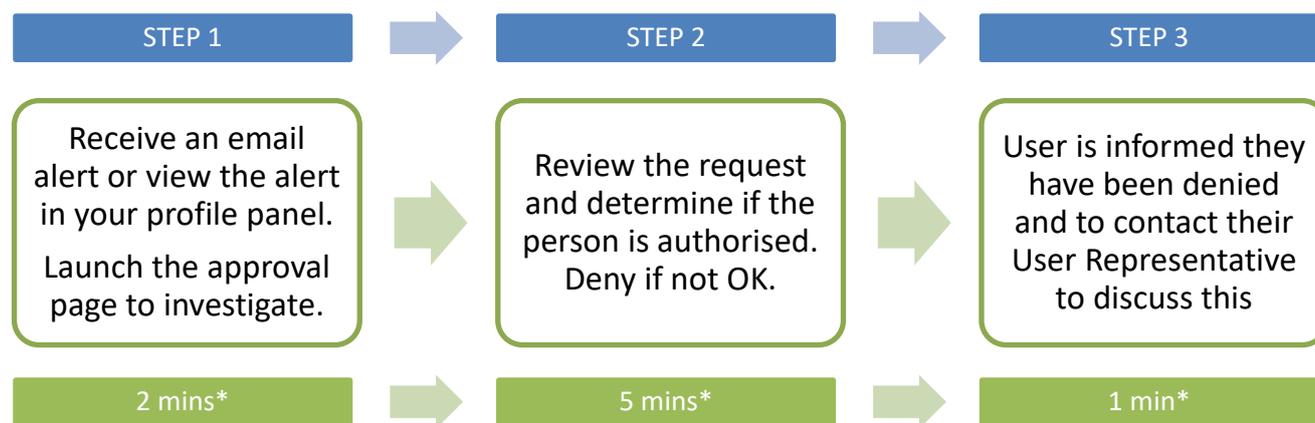
Deny a Request to Join a Billing Account

When you are a User Representative, one of the responsibilities is to action submissions to join the billing account. If the person is not authorised to join the account, you will need to deny the request.

Denying access ensures your billing account is not accessed by the unauthorised user.

Denying is a 3 step process

Steps to deny a request to join the billing account:



*Time estimates based on average customer experience and optimum system functionality.

Step 1

The User Representative will be alerted in two ways when a request is submitted by a user, via:

- 1) an email
- 2) an alert within the My Profile portal.

Launching the request from the email alert

An email is sent to all User Representatives to action when a request to join a billing account is made. Only one person is required to action it.

The email provides a summary of who is requesting to join the account. The email also provides further clarity for the User Representative:

Your billing account will be responsible for any charges or fees accrued by this user. As the approving User Representative for this request please ensure that the person you are approving:

1. Works for your organisation and is authorised to use this application
2. Is aware of the charges and fees that apply for using this application

It is possible that users can request access to an account by accident as a result of miss-typing the account number. Diligence during the approval process will ensure your billing account is protected from unauthorised personnel.

Please DO NOT REPLY to this email. It was sent automatically from an unattended mailbox.

Hello,

Mary Smith has requested access to **10017627-13639**

The contact details for this requestor are:

Name : Mary Smith

Phone Number : +61 8 9273 7373

Email : marysmith2148@gmail.com

By clicking the link below you can either **Approve** or **Deny** this request.

Your billing account will be responsible for any charges or fees accrued by this user. As the approving User Representative for this request please ensure that the person you are approving:

1. Works for your organisation and is authorised to use this application
2. Is aware of the charges and fees that apply for using this application

Note, if you choose to **Deny** the request, please provide details of the reason by posting a comment. Click the '**Comments**' button for the approval item to view the comments.

[Link to work items above](#)

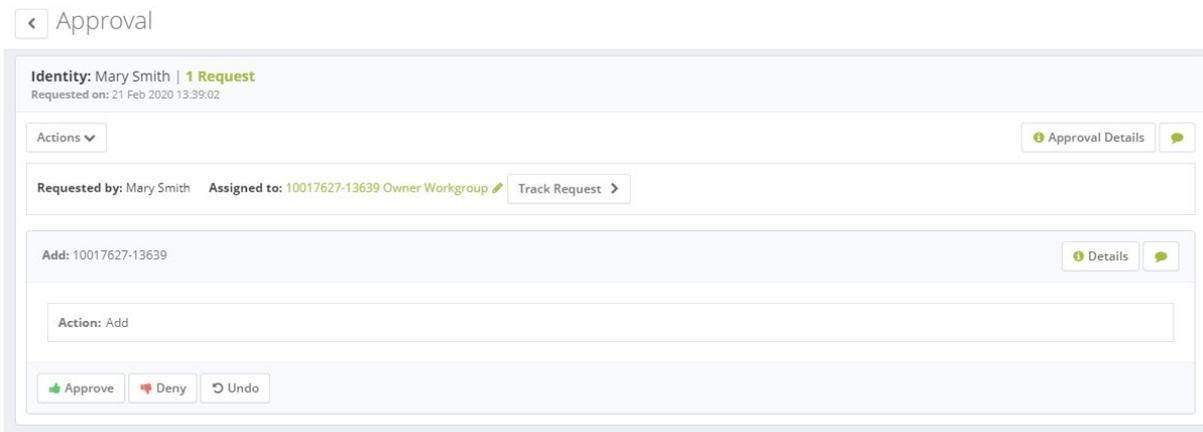
If you have any questions please contact the Landgate Customer Service team on (08) 9273 7373 or email CustomerService@landgate.wa.gov.au.

Customer Service
Landgate

Western Australian Land Information Authority

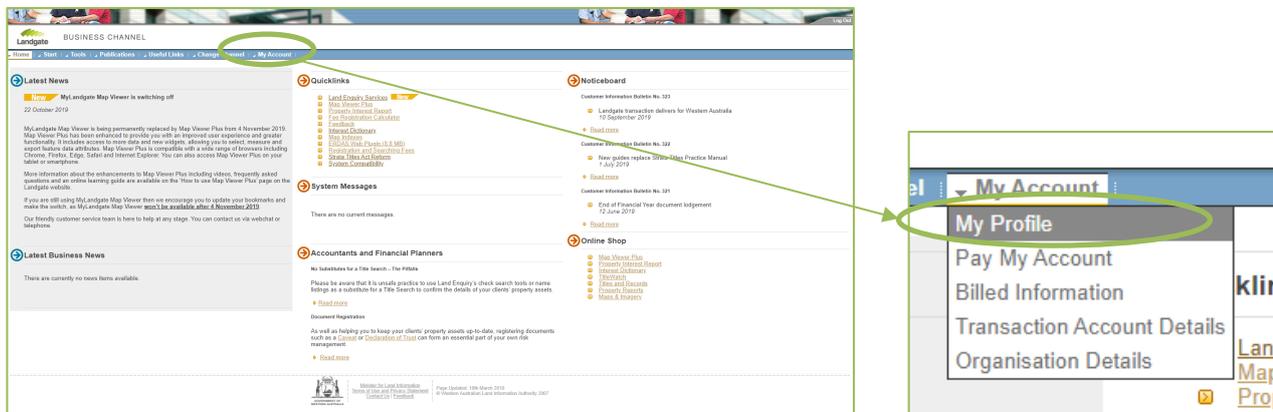
To action the request, click on the green link in the email.

This will open the Approval Item screen so that you can review that specific submission.

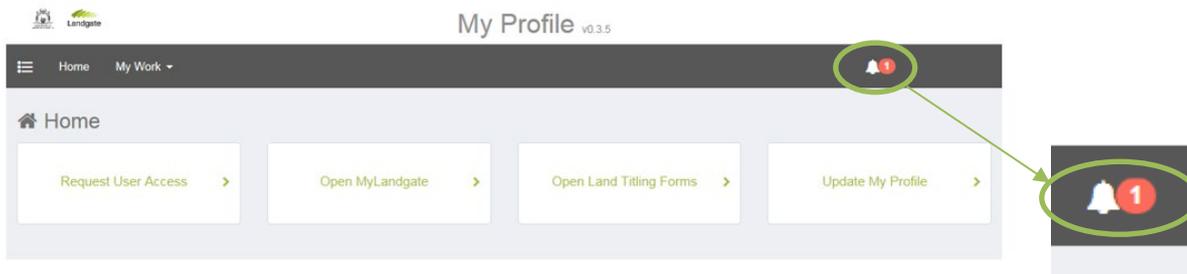


Launching the request from the portal alert

Requests are also available through the MyLandgate portal, via My Profile.



The My Profile menu has tile options to select from, and the alert bell icon at the top right-hand side.



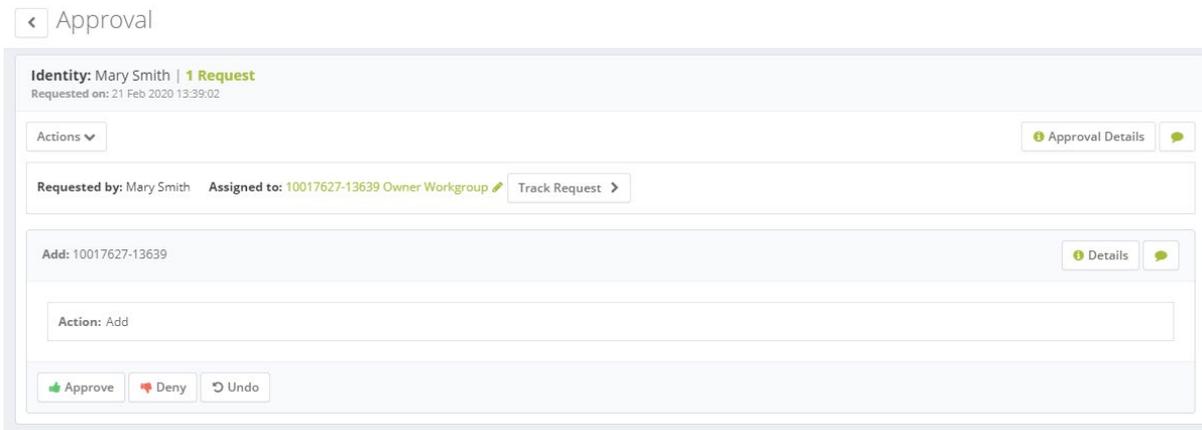
A red number will appear when there is an unattended request. To view the alerts, click on the icon. A menu will appear to allow you to view the approval requests. This will open the Manage Work Items screen so that you can review any number of submissions.

Manage Work Items

Work Item Administration		Work Item Archive										
ID	Name	Type	Requester	Owner	Assignee	Created	Expiration	Next Event	Priority	Reminders	Escalation	Access Request ID
6651	Owner Approval - Account Changes for User: Mary Smith	Approval	Mary Smith	10017627-13639 Owner Workgro...	21/02/20	25/02/20	Normal	0	0	78778		

Step 2

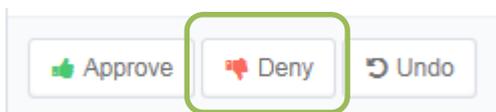
If you are on the 'Manage Work Items' screen, select the request you want to review by clicking on it. If you have opened the request directly from your email, it will automatically launch the approval screen.



On the Approval screen, you can review details of the user requesting access. There are 'Approval Details' and 'Details', which may help you to determine who the user is, and contact details should you need to clarify anything prior to action.



If this user is not authorised to access the account, you may want to add a comment so that the user being denied knows why. The comment button is on the right-hand side and looks like a speech bubble. The comments must be added before you select deny.

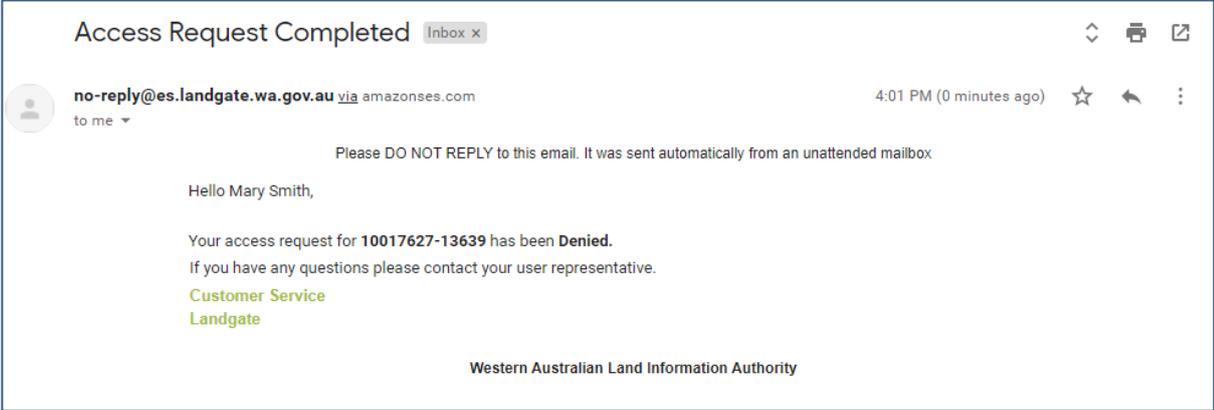


There is the 'Deny' button at the bottom left. Click it to deny the request.

The application will prompt you to confirm your decision. If you have chosen to deny access for a user, there is no further administrative tasks for you to complete.

STEP 3

Once denied, the user will receive an email to inform them, including any comments you have made.



This advises the user they have not been granted access and should consult their User Representative to discuss this.