



DMIRS My Account and Your Digital Identity: Frequently Asked Questions (FAQs)

What is happening to my usual account?

From 2021 through to 2024 the Department of Mines, Industry Regulation and Safety (DMIRS) is transitioning their existing online services to use the single account called My Account. Your original account information will not be lost, it will simply be transferred and accessible through My Account.

What is My Account?

My Account is a secure single sign-in service that enables access to DMIRS multiple online services. This single account makes transacting with DMIRS online services much easier.

When using My Account, only one password/passphrase is required for access to DMIRS multiple online services. Alternatively you may sign in using another account, i.e. via your myGovID, Facebook or Google accounts.

My Account was successfully deployed with the Geophysical Survey Index (MAGIX) on 19 May 2021, with FuelWatch 13 October 2021 and the WARAM 19 July 2022.

Why is this change happening?

My Account addresses growing community concerns regarding online identity theft, fraud, privacy and cyber security.

Additionally, DMIRS has many different accounts across multiple online services that each require their own sign in (their own username and password). My Account simplifies this sign in process, enabling the one username and password (or use of other accounts) to access multiple online services.

Once completed, the transition to My Account will allow for upgrades that:

- provide modern sophisticated privacy and cybersecurity measures that protect your personal information now and into the future;
- enable single sign-in access to all DMIRS online services from the one account called My Account;
- enable single sign-in access to all DMIRS online services by using other accounts (i.e. myGovID, Facebook or Google accounts);
- form part of your online [digital identity](#) with DMIRS;
- provide a consistent and efficient user-friendly experience when signing into online services and streamlining of interactions; and
- enable easy self-help, such as updating your email address, contact details, adding two-step authentication etc.

What is a Digital Identity?

A [digital identity](#) is an electronic representation of a person online, it enables them to prove who they are during online transactions. For DMIRS, a [digital identity](#) is associated with the My Account that is created when you sign up to use FuelWatch, Geophysical Survey Index (MAGIX) or the WA Relationship Authorisation Manager (WARAM). An established and verified [digital identity](#) assures DMIRS the person they are interacting with is who they say they are.

Your [digital identity](#) contains your personal information and provides you with online access to the range of DMIRS online services that you choose to transact with.

Is My Account secure and private?

Yes. My Account incorporates improved cybersecurity (such as modern password/passphrase practices) with focus on protecting your personal information and privacy, plus safeguards against online identity theft and fraud, whilst ensuring accessibility options are available.

Can I create more than one account?

Yes. You can create multiple My Accounts particularly if you want to keep your personal and business interests separate, however each account must have its own separate email address.

What will the new accounts look like?

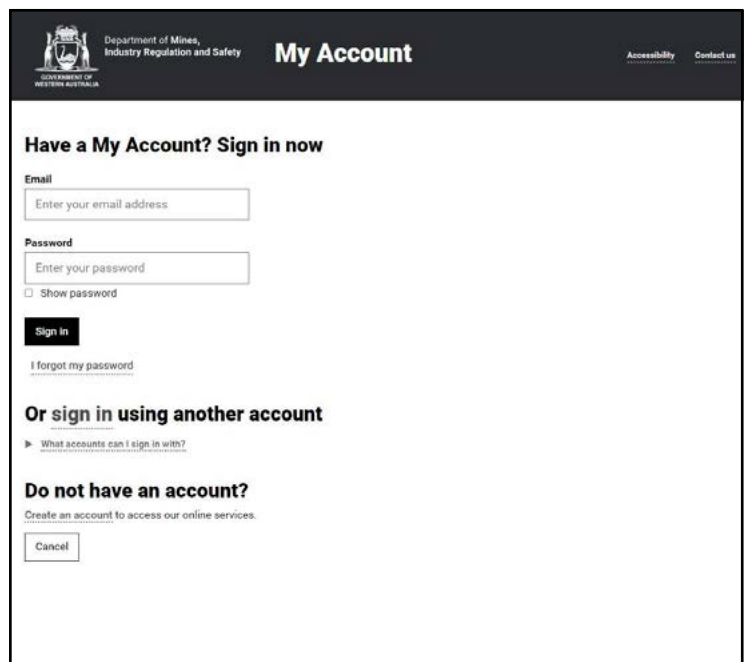
If using My Account, you will be able to sign in using your email address.

Your new password will be a case sensitive phrase (also called a passphrase) that is at least 14 characters long. It can contain spaces and should be a memorable phrase or simple sentence which has meaning to you.

Research shows that a simple phrase provides superior security to a password of mixed characters and is easier for most people to remember.

You will no longer be required to supply a password containing an upper case letter, number and special character.

Alternatively, you can sign in using your existing Gmail, Facebook or MyGovID.



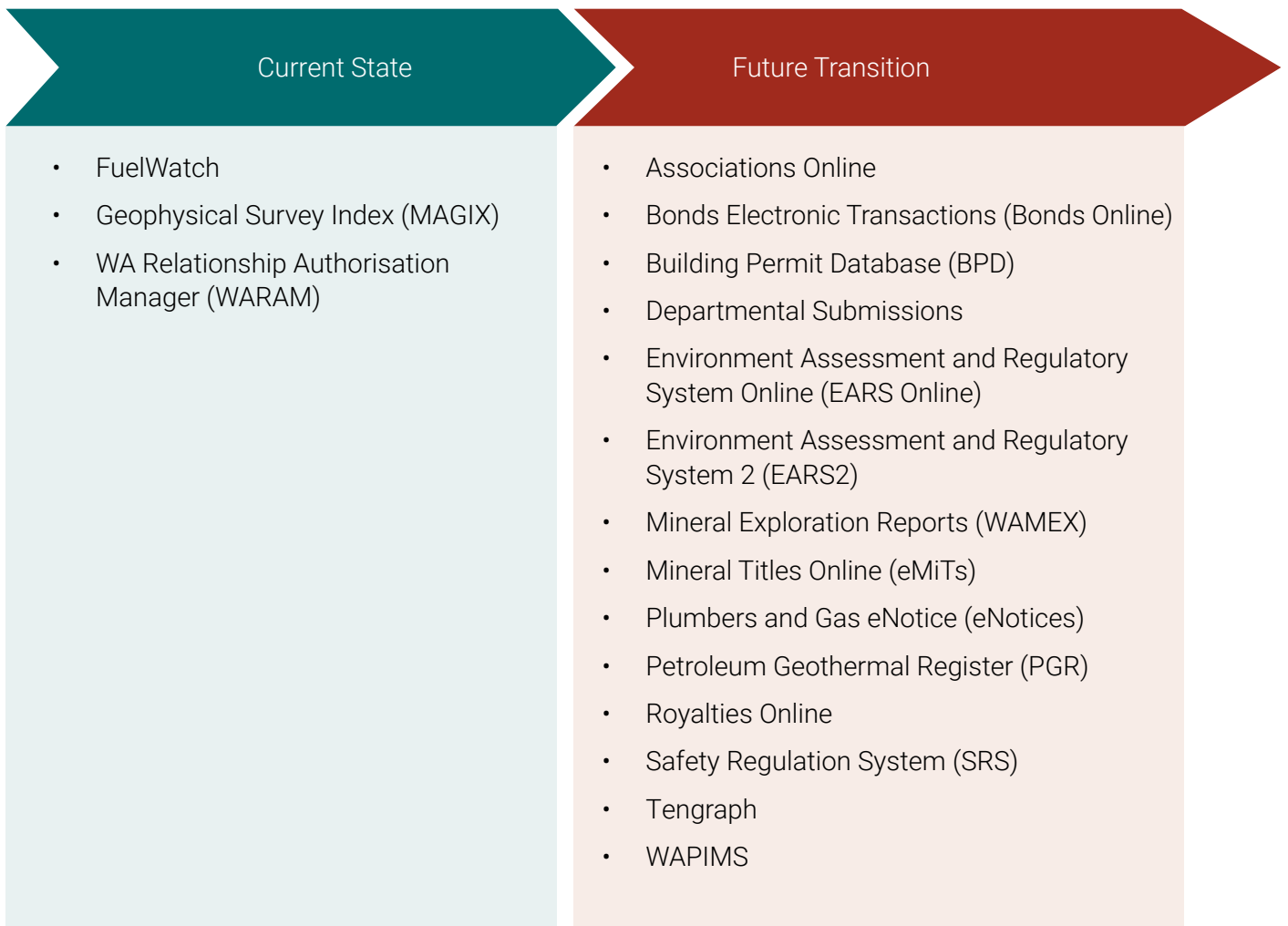
The screenshot shows the DMIRS My Account sign-in interface. At the top, it displays the Department of Mines, Industry Regulation and Safety logo and the text 'My Account'. Below this, there are sections for signing in with an existing account and creating a new one. The 'Have a My Account? Sign in now' section includes fields for 'Email' (with the placeholder 'Enter your email address') and 'Password' (with the placeholder 'Enter your password' and a 'Show password' checkbox). A 'Sign in' button is present, along with a link for 'I forgot my password'. The 'Or sign in using another account' section has a link for 'What accounts can I sign in with?'. The 'Do not have an account?' section includes a link for 'Create an account to access our online services.' and a 'Cancel' button.

I already have at least one account with DMIRS. When and how will I be affected?

DMIRS My Account went live with Geophysical Survey Index (MAGIX) on 19 May 2021, with FuelWatch 13 October 2021 and with the WA Relationship Authorisation Manager (WARAM) 19 July 2022. The majority of online services are expected to transition to My Account late 2023 and 2024.

As each online service is transitioned, DMIRS will be in contact with affected customers to inform them of what is happening and how to easily navigate the changes.

The below diagram shows DMIRS' transition approach, broken down into its Current and Future stages.



Will I still be able to meet my legal obligations?

DMIRS is aware that some customers are legally obligated to report matters to the Department within specified timeframes and that penalties can apply for non-compliance.

For this reason, legal obligations are factored into our transition plan. Prior to any transition activities all customers will be contacted and supported through the process.

When will my existing account be transferred?

Prior to the transition of your online service to My Account, you will be contacted with relevant details and instructions on how to easily navigate these changes.

Our focus will be to transfer/migrate as many accounts as possible. However, if there is not enough information associated with your account to enable migration, you will be required to create a new account. The process of creating a new account is simple however if you require assistance easy to follow online instructions are available plus avenues of support if required.

Please note that until all accounts are migrated you may have multiple accounts across multiple DMIRS online services.

Why am I being asked to create an account?

You may be requested to sign up for a new account if:

- the online service is new and does not have any existing accounts;
- your current account does not meet minimum requirements for your My Account service under the upgraded platform;
- you are sharing an account with another person. In this event you will be required to establish your own My Account. Remember, My Account is **your** [digital identity](#) with DMIRS; or
- you have more than one account using the same email address.

Can I share an account with someone else?

No. Your My Account is your personal [digital identity](#) with DMIRS.

Accounts cannot be shared. Please do not share your confidential account and password with another person.

Is there easy to use online help available?

Yes. My Account has been developed with the customer in mind. For security reasons, My Account has been developed to be self-help. Inline help is available on most pages. Detailed help is also available via self-help step-by-step [Guides](#).

Need further assistance?

If you have a question regarding your specific situation or you have a question not covered in this FAQ that you require an answer for, please contact: MyAccount.Enquiries@dmirs.wa.gov.au

If you have a general help or assistance requirement, please [contact us](#).