Government of **Western Australia**
Department of **Mines, Industry Regulation and Safety**
Consumer Protection

ASSOCIATIONS ONLINE

Help guides

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Department of Mines, Industry Regulation and Safety

Welcome to AssociationsOnline

Start

AssociationsOnline is the Department of Commerce's online portal for associations incorporated in Western Australia. The portal makes managing Association's legal obligations easier by giving users access to key information about the group and the ability to lodge a range of applications without the need to use paper forms.

Login for existing users

User name (email address)*

Password*

[Login >]   Forgotten password

OR

Create an AssociationsOnline account

To create an AssociationsOnline account, you will need your own personal email address (not your club/association email address) to verify your identity.

[Enrol >]

Incorporated association search

Use the search to view information about an incorporated association and purchase extracts or other documents

[   ] [Q Search]

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AssociationsOnline

[? FAQ and help resources]

🏠 AssociationsOnline   [   ] (i) [Q Search]

AssociationsOnline allows you to manage your own user details, and to lodge applications for any incorporated association that your account is linked to.

⚙ Manage my account   📋 Lodge application   👥 Add an existing association   👥 Add a new association   ✉ Notifications

- Update your contact information
- Change your password or security details
- Manage your linked associations

- Update association contact details
- Lodge applications for changes

- Link your user account to an incorporated association

- Setup a new incorporated association

- Read your notifications

Help guide 1: enrol, login and search

The guide helps AssociationsOnline users navigate through the 'Welcome', enrol, login and search for associations.

Welcome screen: enrol, login or search

On the 'Welcome' you will be able to:

- Log into your account.

- Enrol and create an AssociationsOnline account.

- Search for information about your or another association and purchase documentation (you are not required to login to do this).

- Obtain information and assistance.

- Obtain information on the service availability of the system.

To search for an association or find documents about an association (you may be required to pay for these), simply type in the name of the association in the search box and click on the 'Search' button. You will be given a list of options to select. The process for purchasing documents is covered in the Find and buy documents guide.

Home screen (after you login)

This is your 'Home' screen. Once you have logged in you will land on a 'Dashboard' screen which will give you access to:

- manage my account

- lodge applications - temporarily unavailable

- add an existing association

- add a new association

- notifications

Details of how to do each of these activities is covered in other guides.

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Password*

OR

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Login >

Forgotten password

Enrol >

ociation se

Forgotten password

If you have forgotten your password select the 'Forgotten password' button on the 'Welcome' screen. The 'Forgotten password' screen will open where you will be prompted to complete the mandatory fields:

• email address and verification word; or

• secret question and answer.

Click the 'Send reset link' button on the bottom right corner and an email with a reset link will be sent to you.

If you have not received the email within five minutes you should:

• Check your spam or junk folder.

• Redo the process above.

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Forgotten password

Start > Forgotten password

Please enter the following personal information to identify yourself:

If the information is verified, we will email a reset link to your email address. If you haven't received the email after five minutes, please check in your spam folder, then try again. You can then click on the reset link in the email to enter a new password.

Email address*

Verification word*

OR

Security question*   Security question answer*

-

< Back   Send reset link

Enrol

You can enrol / create an account by clicking the 'enrol' button on the right of the screen.

In order to enrol you need to complete the following information:

- Personal details such your title, full name, address and contact details.

- Your security details including password, retype password, verification word, security question and answer.

- Agree to the AssociationsOnline Terms and Conditions of Use and verify your enrolment by retyping an auto generated code.

Passwords must be:

- 8 or more characters in length;

- include at least one number; and

- at least one non-alphanumeric character, for example ~@#$%^&*()_+{}[]\|<>/.

Once the enrolment information is received, you will receive a confirmation email from associations@dmirs.wa.gov.au.

Click on the link in the email to finalise your enrolment.

Once confirmed you will have full access to the AssociationsOnline system.

If you do not receive the confirmation email within five minutes please click on the 'Resend the email' button on the confirmation page.

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Welcome to AssociationsOnline

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Login >   Forgotten password

OR

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Enrol >

cts or other documents

Search

Incorporated association search

Use the search to view information about an incorporated association and purchase extracts or other documents

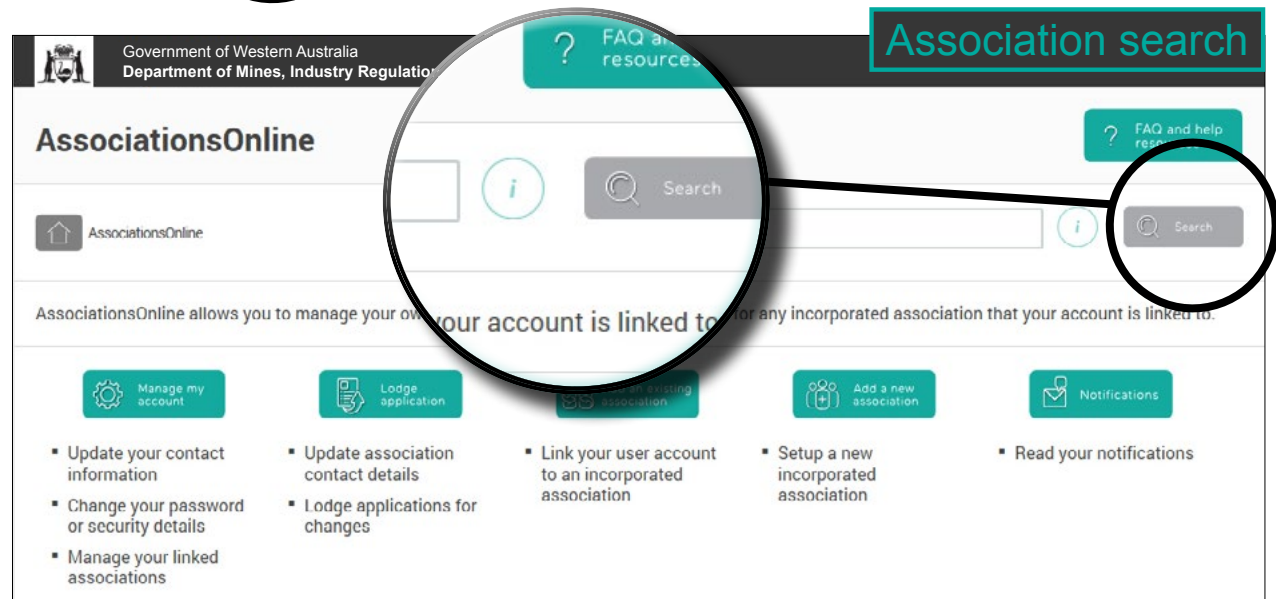Search

Association search

You will be able to search for an association to find and purchase documents. The results are limited to 100 associations.
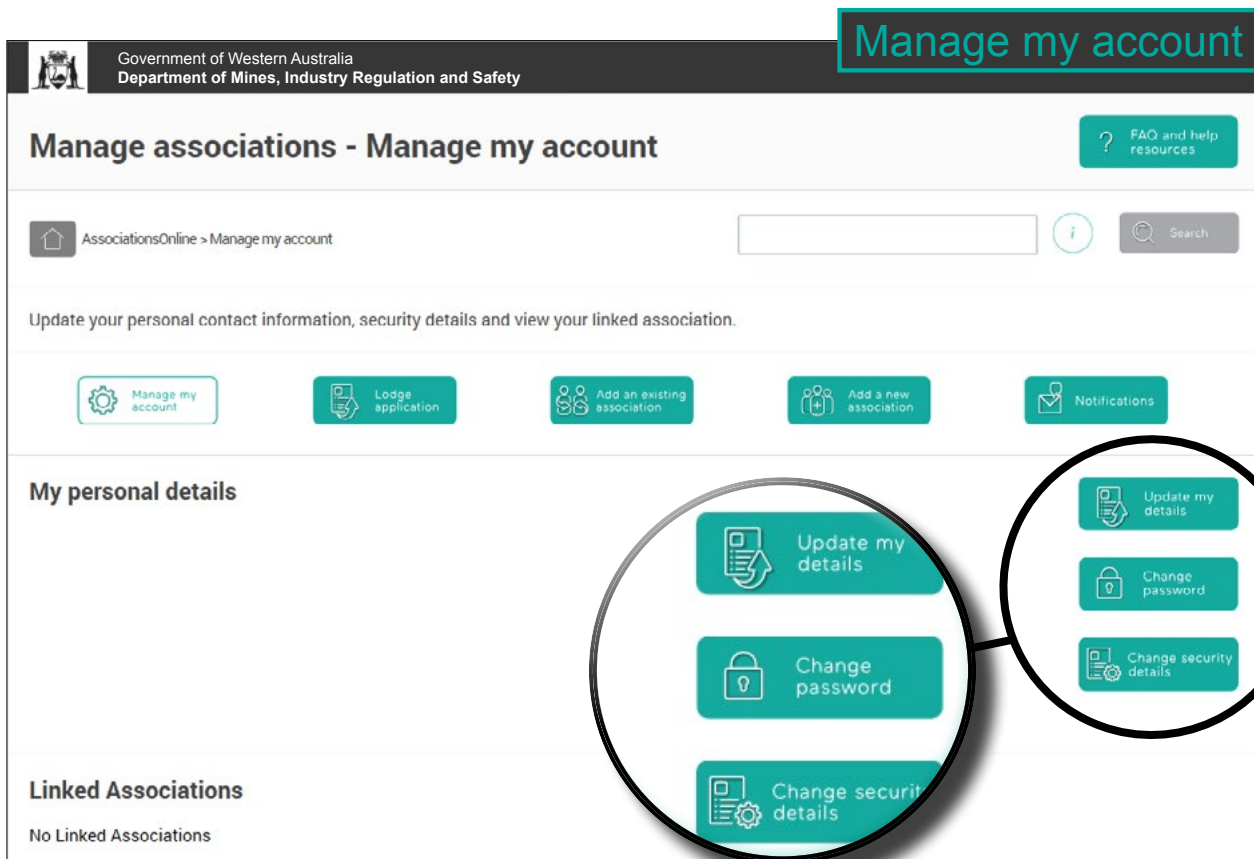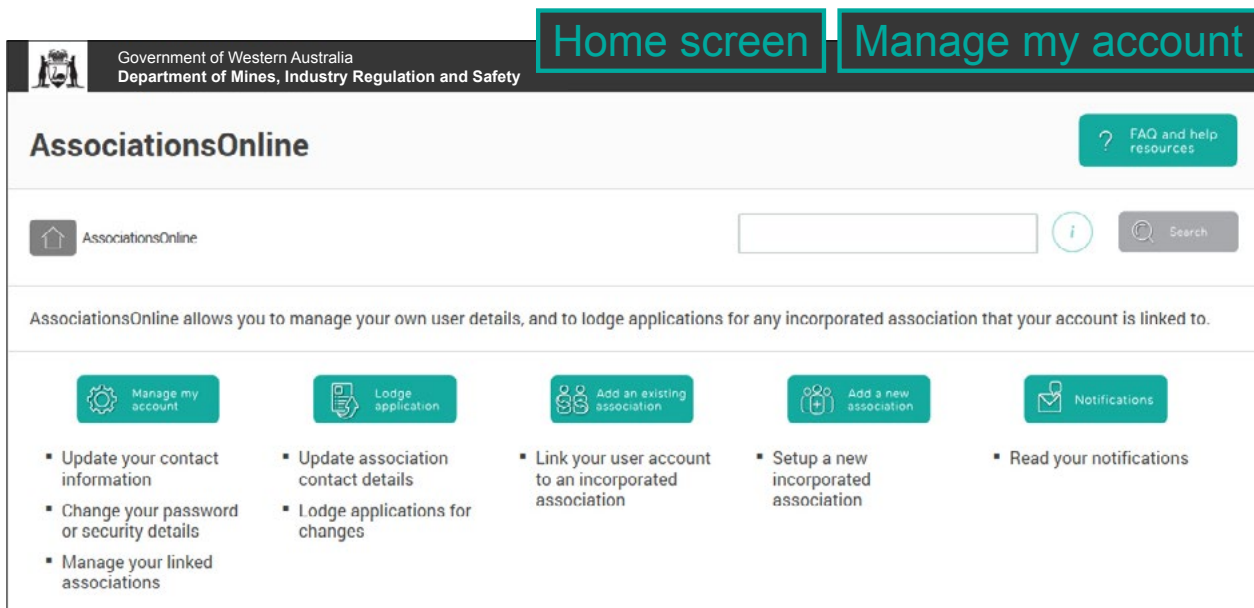
There are two ways to search for associations and their documents. Firstly in the 'Search' box at the bottom of the 'Welcome' screen and secondly in the search box on the top of the 'Home' screen once you have logged in.

You are able to:

• Search for associations by their association name or number (IARN). Once a list is displayed, you can sort the information by association name, number, status or date incorporated.

• Order documents by selecting the 'Order documents' button.

• Review the documents you have selected and the price to be paid for them by hovering over the 'Shopping cart' icon.

Both enrolled users and members of the public will be able to conduct searches and purchase documents.

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AssociationsOnline

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AssociationsOnline

Search   (i)   Search

AssociationsOnline allows you to manage your ow **your account is linked to** or any incorporated association that your account is linked to.

Manage my account | Lodge application | existing association | Add a new association | Notifications

• Update your contact information

• Change your password or security details

• Manage your linked associations

• Update association contact details

• Lodge applications for changes

• Link your user account to an incorporated association

• Setup a new incorporated association

• Read your notifications

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AssociationsOnline | | i | Search

AssociationsOnline allows you to manage your own user details, and to lodge applications for any incorporated association that your account is linked to.

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Manage associations - Manage my account

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AssociationsOnline > Manage my account | | i | Search

Update your personal contact information, security details and view your linked association.

Manage my account | Lodge application | Add an existing association | Add a new association | Notifications

My personal details

Update my details

Change password

Change security details

Update my details

Change password

Change security details

Linked Associations

No Linked Associations

Help guide 2: manage my account

The guide helps AssociationsOnline users manage their account including updating their personal details and password.

Manage my account

Click on the 'Manage my account' button. On the 'Manage my account' screen you can perform the following actions:

- Update your details.

- Change your password.

- Change your security details.
  - › View association/s you are linked to.
  - › View whether you are a primary or authorised user for an association.

- Update your association's details.

- Manage other users accounts (if you are a primary user).

Update my details

From the 'Home' screen, click the 'Manage my account' button then select 'Update your contact information'.

You can edit your street address, email and telephone number.

You must select the 'Update' button on the bottom right to save the changes.

Change password

From the 'Home' screen, click on the 'Manage my account' button, then click 'Change password' button.

You will need to type in your current password then create a new password in the left box and retype it in the second box on the right.

Click the 'Change password' button on the bottom right to save the change.

Remember passwords must be at least eight characters, and include:

- one number; and

- one non-alphanumeric character, for example ~@#$%^&*()_+{}[]\|<>/.

Change my security details

From the 'Home' screen, click on the 'Manage my account' button, then the 'Change security details' button.

You will need to enter/reset a:

- verification word (must be a word - no numbers or symbols are accepted);

- security question; and

- security question answer.

You must click on the 'Change security details' button at the bottom right to save the change/s.

Help guide 3: manage my association/s

The guide helps AssociationsOnline users manage associations they are linked to, lodge applications and read notifications.

Add an existing

From the 'Home' screen, select 'Add an existing association' button.

- Use the 'Search' box to find the association you wish to be linked to either by the:
  › name of the association; or
  › incorporated association's registration number (IARN).

- Select your role with the association (for example, primary or authorised user).

- Declare you are authorised by the association's committee to enrol as a user.

If you are unsure we urge you to contact the committee to clarify before signing this declaration.

Click the 'Go' button to submit your changes.

Note: 'Add a new association' is temporarily unavailable. This option will be active soon.
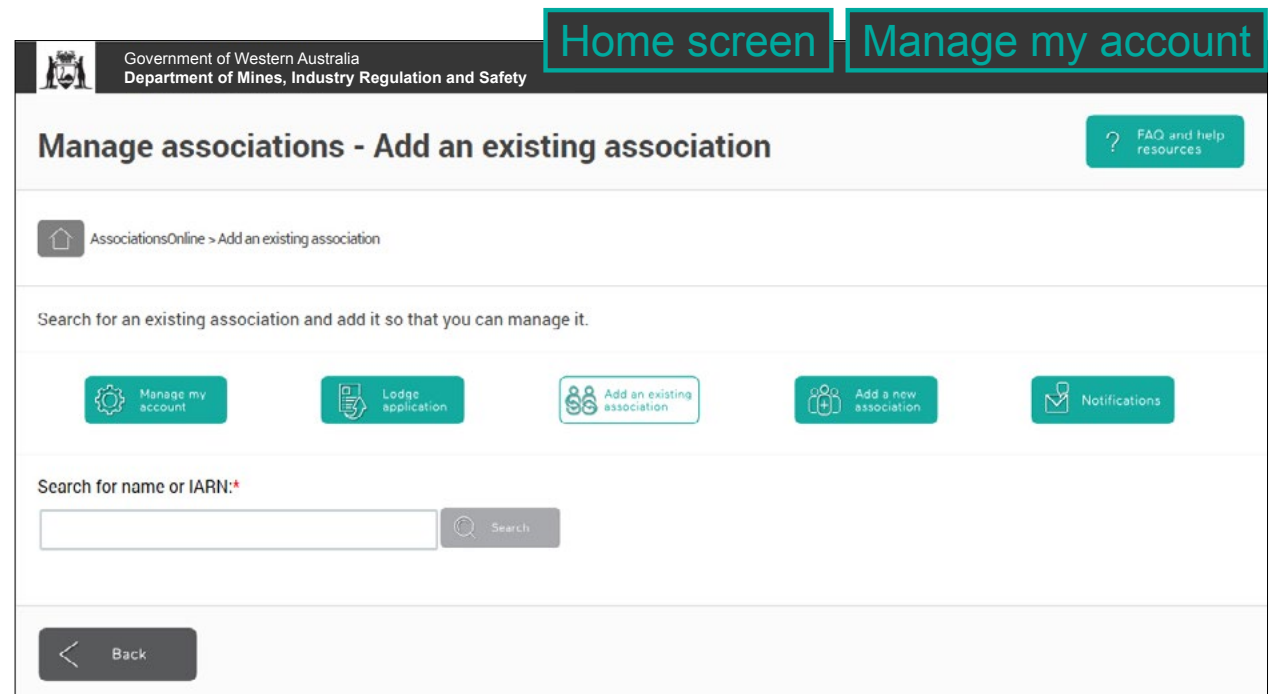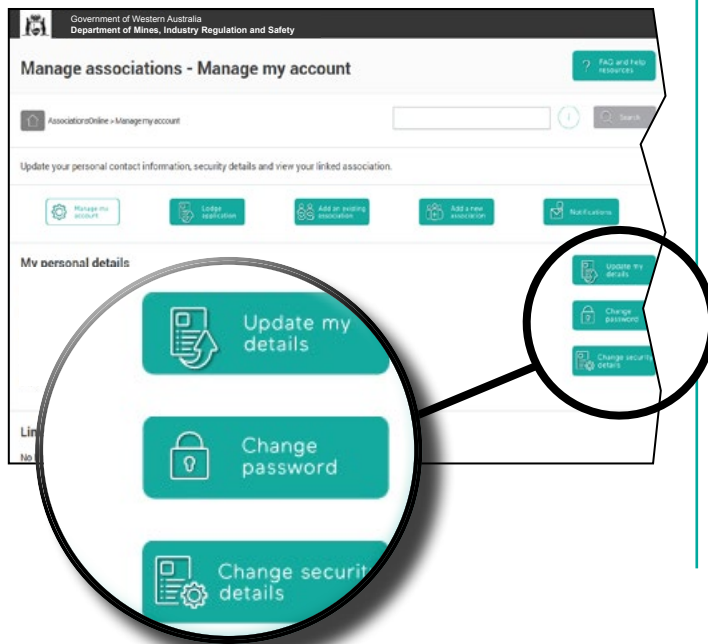
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Manage associations - Manage my account

AssociationsOnline > Manage my account

Update your personal contact information, security details and view your linked association.

- Manage my account
- Lodge application
- Add an existing association
- Add a new association
- Notifications

My personal details

- Notifications
- Update my details
- Change password
- Change security details

Linked Associations

No Linked Associations

PO Box

Street number*

Town or suburb*

Post code*   State*

Email address* (i)

Update

Update an association's details

From the 'Home' screen, click on 'Manage my account' button. It will show your account profile with a list of associations you are linked to.

Click on the 'Update' button next to the association name.

You can update the association's contact details. The following information is mandatory:

- The association's street address (number, name, town/suburb, postcode, state and country).

- There is an option to include an address for service of notices. You can select the tick box 'same as contact address' or fill out the address details for the alternative address.

- You can also select the information added in this screen to be applied to all associations you are the linked to by selecting the tick box at the bottom of the screen.

Click the 'Update' button at the bottom right of the screen to save your changes.

Lodge an application - temporarily unavailable

Click on 'Lodge applications' button (or you can access this information via 'manage my account' dashboard). From the options on this page you will be able to access the pages where you can:

- View and lodge applications for associations that you are linked to.

- Manage user details and roles for each association.

Click the 'Go' button to go to your selected action.

Manage associations - Notifications

AssociationsOnline > Notifications

Read your notifications

Manage my account | Lodge application | Add an existing association | Add a new association | Notifications

Notifications

Date	Subject	
06.07.2016	Your security details have been changed	X
06.07.2016	Your details have been updated	X

Back

Manage Users - **Test association INC**

AssociationsOnline > Manage my account > Manage users

This page allows you to switch your own user account access and if you are a Primary User for an association, manage any other Authorised Users.

Manage my account | Manage authorised user accounts | Invite new user | New user requests

- Switch your user access or retire
- Switch access or retire other users
- Reset user passwords
- Invite a person to become a user for the association
- Action user requests to link to an association

Notifications

From the 'Home' screen', click on the 'Notifications' button.

You will receive notifications through the system for actions to be performed by you or the association.

- Click on the 'Notifications' button to be taken to the screen displaying the notifications.
- Click on the 'Notification' link to see the full text of the notification you received.
- Your notifications will have the word 'READ' before the title once you have viewed it.
- To delete the notification click on the 'X' on the right hand side of the screen.

Help guide 4: manage other users

The AssociationsOnline guide helps you to manage your own role and other user's accounts (if you are a primary user).

Manage users

From the 'Home' screen, click on the 'Manage my account' button, then click on the 'Manage authorised users accounts' for your association/s.

From here you can:

- Retire or switch your user type.
- Manage authorised user access to associations (this activity is restricted to primary users).
- Invite people to become new users in an association.
- Accept or decline requests from other users.

AssociationsOnline Help guides

Manage users - my account

Primary users can change their role to an authorised user for their linked association/s.

From the 'Home' screen, click on the 'Manage my account' button, then click on the 'Manage authorised users accounts' for your association/s.

In the action drop down menu, select the change you wish to make:

- change to an authorised user; or
- retire.

If you need to become a primary user again, you will need to request to be linked to your association as a primary user and have it approved by another primary user.

Click the 'Go' button on the bottom right to save your changes.

Manage users - authorised user accounts

Only primary users can manage the accounts of authorised users.

From the 'Home' screen, click on the 'Manage my account' button, then click on the 'Manage authorised users accounts' for your association/s.

You can manage multiple users in the name box on this screen.

In the action drop down menu, select the change you wish to make:

- Switch to user roles.
- Remove from association.

Click the 'Go' button on the bottom right to save your changes.

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Manage Users **Test association INC**

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🏠 AssociationsOnline > Manage my account > Manage users > Invite New Authorised User | ⓘ | 🔍 Search

This page allows you to send an invitation to join AssociationsOnline to an individual.

⚙️ Manage my account | 👥 Manage authorised user accounts | 👤 Invite new user | 👤 New user requests

Invite new Authorised User

Title*	Name*	Email address*	Actions
- ⌄			- ⌄

Invite new user

Only primary users can invite new users to join as a member of an association.

From the 'Home' screen, click on the 'Manage my account' button, then click on the 'Manage authorised users accounts' for your association/s.

You must complete the following details of the new user:

- Title
- Name (first and surname)
- Email address
- Action – send invitation

Click the 'Go' button on the bottom right to save your changes.

New user requests

Only primary users can approve or decline requests from other users to join an association.

From the 'Home' screen, click on the 'Manage my account' button, then click on the 'Manage authorised users accounts' for your association/s.

- Click on 'New user' request tab.
- Any requests to join your association will appear listed here.
- In the action drop down list, select either :
  - ❯ Approve; or
  - ❯ Decline.
- Upgrade the user to a primary user - you will have to manage the user once approved.

Click the 'Go' button on the bottom right to save your changes.

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Manage Users **Test association INC**

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🏠 AssociationsOnline > Manage my account > Manage users > New User Requests | ⓘ | 🔍 Search

This page allows you to approve or decline requests by users to link to an incorporated association.

⚙️ Manage my account | 👥 Manage authorised user accounts | 👤 Invite new user | 👤 New user requests

New user requests

No User Requests

< Back | ▷ Go

Help guide 5: finding and buying documents

The guide helps AssociationsOnline users find and purchase documents.

Finding documents

Begin with a search for an organisation, select the association you are interested in and then click 'Order documents'.

To order the documents:

- Select the document/s you require from the drop down list.
- Click on the 'Shopping cart' icon to add the document/s to your order.
- If you want to purchase additional documents relating to another association, click the 'Continue shopping' button at the bottom of the screen.
- If you wish to obtain a certified copy of a document click in the column titled 'Certified'.

When you have completed your choices, click the 'Checkout' button to proceed to the 'Payment' screen.

Review your cart

Please review your cart contents, then click on Checkout to purchase the items.

Documents in my cart

Document date ▾	Association name		Type	Availability	Cost	Remove from order
13/11/2007	Test association INC		Form 1 - Application for Incorporation of an Association	6 days	$16.00	🛒
Archive	Test association INC	CLUB (INC)	Duplicate Certificate of Incorporation	6 days	$12.00	🛒

Total cost		$28.00

Back   Continue shopping   Checkout

Review cart

You can review any documents you have selected before purchasing them.

Your cart will show the:

- document title;
- most recent document date;
- name and association it is linked to;
- availability of the document to download. Some documents will need to be retrieved from microfiche and will take longer to be sent to you;
- status of the document; and
- cost of the document.

You will be able to:

- remove documents from your cart by selecting the minus sign '-' (or trolley icon) in the column titled 'remove from order';
- continue shopping if you have missed a document by clicking the 'Continue shopping' button; or
- proceed to 'Checkout' to purchase the documents.

Ordering a replacement Certificate of Incorporation - temporarily unavailable

This functionality will be available soon.

If you have ordered a replacement Certificate of Incorporation you will need to complete a declaration to certify the following points:

- The original certificate of incorporation has been damaged or mislaid.
- State you are a duly elected committee member of the association in question.
- Confirm all the details set out in the application are true and correct.

Once you have completed this declaration you can proceed to the 'Checkout' screen by selecting this button.

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Documents payment

? FAQ and help resources

AssociationsOnline > Search > Documents > Review > Payment

Your documents will be available for download, or ordered for you, after payment. We accept either MasterCard or Visa.

Payment details

Government charge code (Government users only)

[ ] (i)

Card type*

○ MasterCard   ○ VISA

Email address*

[fingerscrossed@fingerscrossed.com] (i)

Name on card*

[ ]

Card number (16 digit number, no spaces)*

[ ]

Expiry date*

[ ] Month   [ ] Year

Security code*

[ ] (i)

Amount: **$28.00**

< Back   Continue shopping   Pay now

Checkout - document payment

This screen is only available if there are items in your shopping cart.

The 'Documents payment' screen enables you to input:

- The waiver code (for example, government users do not need to pay a fee for obtaining associations' documents).
- Credit card details, expiry date, security code and the amount payable (payment by MasterCard or VISA is accepted).
- Email address.

You can continue shopping at this point if you have forgotten to add a document. You can return to this screen via the 'Checkout' button.

AssociationsOnline Help guides

Confirmation and download

Confirmation and download

Once your payment has been confirmed, you can either:

- Download your payment receipt.
- Download your documents.
- Have the documents sent to the email address you have indicated.
- Have the documents posted to your address (ensure you complete all the mandatory fields of your name and address).

Once you have completed your actions on this screen you can select the 'Back to my account' tab at the bottom of the screen. If you are logged in you will taken back to the 'Manage My Account' dashboard otherwise you will be taken back to the 'Log In' screen.