



EARS2 Frequently Asked Questions

GENERAL

Q1. Is it mandatory to submit an Annual Environmental Report?

An Annual Environmental Report (AER) is required for each Environmental Group Site (EGS) associated with mining tenements with active AER conditions. Therefore, it is mandatory for you to submit an AER when it is a condition of your tenement to do so. If you have a query regarding this, please contact an Environmental Officer (EO) within the Department of Mines and Petroleum (DMP).

Q2. Do I need to submit my AER online?

As of 1 July 2013 it is compulsory to submit your AER online via the new Environment Assessment Regulatory System, EARS2. The DMP released EARS2 as part of DMP's commitment to improving data collection, efficiencies and transparency for industry, the department and the public.

For AERs due after 1 July 2013, hardcopy reports will no longer be accepted.

Q3. Is there a separate AER process for people previously referred to as 'small operators'?

There is no separate form for people previously referred to as small operators. The EARS2 online wizard is to be used for **all** AER reporting requirements.

COMPANY ADMINISTRATOR (set up and administration)

Q4. How do I register to access the EARS2 system to lodge AERs online?

It is a requirement for a company to nominate a Company Administrator to initially set up the company's access to EARS2 and then to administer the other users of the system on behalf of the company. *Please note, for the purposes of this system, sole traders are treated the same as companies.*

Therefore, the first person to request EARS2 access is required to be the Company Administrator and is required to fill out the [Online Systems Registration e-form](#).

The Company Administrator will be able to perform all functions of the system, including completing AERs, adding new users, managing existing users and revoking access when someone leaves the company.

If you are requesting access to complete an AER for a company that has nominated another person as Company Administrator, your request for access must be made through that person who will provide you with the required access.

All individuals within a company requiring access to EARS2 will need to have registered their details with DMP to obtain an ex account number and password. The Company Administrator can register individual users who do not already hold an ex account prior to granting their access to EARS2.



Q5. What parts of the Online Systems Registration form do I (as the Administrator) need to complete?

The steps to follow are:

Go to [DMPs website](#):

Step 1 – Login and confirm the details:

- Select **My Account** at the top right hand side of web page > Select **Manage my account and frequently asked questions** under **Systems and service desk**
- Select one of the following:

Manage My Account - FAQ

New users can sign up for a login and password to access DMP's online systems; current users can modify their account details or find support for lost passwords.

For technical issues with Mineral Titles Online (MTO), Tengraph, Western Australian Mineral Exploration Index (WAMEX) or, Safety Regulation System (SRS) please refer to these troubleshooting tips before contacting the IT Service Desk.



[Register](#)



[Manage my account](#)



[Forgot password](#)

- Follow Step 2 and 3 to complete the online form for access to **EARS Online Systems**.

Step 2 – Enter company details and request access to EARS2:

- Scroll down to the heading “Environmental Assessment and Regulatory System 2 (EARS2)”
- Tick ‘**Company Access**’ and complete the company details, including the ABN.

Step 3 – Enter site details and request access to the compliance reporting sub-system

- Enter the EGS details eg **Site name** (ABC Environmental Group), **Site Code** (SXXXXXXXX)
- Select Subsystem – **Compliance reporting**
- **Request Access, Done, UPDATE**

You will receive a confirmation email from DMP that your request has been received and a separate confirmation email from the system (within 2 days) granting you access to the EARS2 subsystem.

Following receipt of the confirmation email, you will be able to log in and gain access to EARS2 and commence completion of your AER obligations:

-  **Environmental Assessment and Regulatory System (EARS)** > 
- **Login** using your ex account number and password



Q6. I have registered as a Company Administrator in EARS2 – how do I set up more people to access the AER under my Company’s profile?

As an administrator, you can add new users, maintain current user details and revoke user access.

Logging into EARS2, select [Administration] on the menu bar and click on [Manage Company Users] or [Register Company User].

To manage an existing user, select [Manage Company Users – Overview Users] and enter their name or ex account number in the search fields.

Select [Manage User] in the blue ribbon below the search options, select the company (if relevant), and grant roles as required.

To add a new user, select [Register Company User]. If you are adding an individual with an existing ex account, enter the ex number in [DMP Username] field. To add a new user without an ex account, you will need to complete their details to enable an ex account to be created.

Q7. Can I set up someone else to also be an administrator, say for when I am out of the office?

Yes, you can assign up to 3 administrators via the [Manage Company Users] option. You can also assign more than one role to a person. The roles which can be assigned are:

- administrator (who can perform all functions, including management of users);
- company representative (who can complete AER obligations);
- corporate endorser (who can complete AERs and corporately endorse the AER). Please ensure you assign a corporate endorser role or you will not be able to submit your AER.

Q8. Can I register to complete more than one AER?

Yes. Company Administrators can request access for multiple companies and/or multiple sites. An Administrator can then allocate access to multiple sites/companies for individuals.

Q9. If the Company Administrator revokes the administration access of another company administrator or corporate endorser does the system notify the individual?

No, the EARS2 system does not communicate any change of permissions to the user.

Q10. I am the Company Administrator and I keep getting important email notices relating to security. What should I do with them?

As per the Department’s audit requirements you will receive a quarterly email for you to confirm the users accessing the system. You will need to login to EARS2 and from the Home tab, select the Alert communication and then [Review User Access] to confirm and/or update the user details.



OTHER USER INFORMATION

Q11. I am a consultant and wish to complete an AER on behalf of my client. How do I register to access EARS2?

Consultants must request access to EARS2 via the Company Administrator of the company they are representing. This means that the company they are representing must be set up in EARS2 with a Company Administrator.

Q12. I gave all my details to the DMP to be registered in EARS2, have been issued with an ex account number, however when I try to log on all I get is a “Permission Denied” message on the screen?

All individuals requiring access to the EARS online environment (incl EARS2 access) will need to have registered their details with DMP to obtain an ex account number.

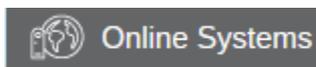
If you are requesting access to a company that has nominated another person as Company Administrator your request for EARS2 access must be made through that person who will provide you with the required access.

If you receive the message “Permission Denied” when you log on, contact your Company Administrator first to confirm you have the required access and then contact the DMP IT Service Desk on (08) 9222 0777 for further assistance if required.

AER REPORT COMPLETION

Q13. I have been granted access to EARS2. How do I start to complete my report?

The link to Access EARS2 is located on the DMP website under



Environmental Assessment and Regulatory System (EARS)



ACCESS EARS 2

You will be asked to log in using your ex account number and password. Once, you are successfully logged in, you will be presented with the EARS2 home menu. From here:

- Select the [Compliance] menu option
- Select [Summary] Tab

Your current AER obligation will be listed for selection and you can now begin lodgement of your AER. Select the icon  to create a new AER.

For more information on the AER, please refer to the [AER Guidelines](#).

Q14. I have logged into EARS2 and I have clicked on the picture saying Annual Environment Reports on the home page and I can't find where to complete my report.

When you click on the picture labelled Annual Environmental Reports (AER) you are in the Public Information area of the system. To support the Government's commitment to environmental transparency, AER summary information for all submitted AERs will be publically available via the DMP website and EARS2.



To access and begin working on your own company's AER obligations, [click Compliance, Summary] from the home page menu.

Q15. The list of tenements captured under the project and Environmental Group Site code in my AER does not reflect how my company would like to submit their AER. How can I request changes are made to this structure?

To request changes to where a tenement sits, users should contact their Environmental Officer with a request or email EARSMANAGER@dmp.wa.gov.au and reason for change. All requests will be assessed by the Environmental Officer and the Geological Survey team to determine if these changes will influence the information the department is looking to capture about the different tenements and you will be advised accordingly.

Q16. Am I able to attach an email or further documents which might be relevant when completing the AER?

Yes, there is provision to attach relevant documentation as the AER is being completed at Steps 9 – Other Information. [Click on Attach File].

You can also view all attached documents at Step 10 – Attachments Summary.

Q17. Can an AER be printed?

Yes. You can print the document to pdf at any time during the process, wherever you see the print button.



SUBMITTING MY REPORT

Q18. How do I corporately endorse my Company's AER?

To corporately endorse the AER, you need to hold a senior position within the operating company (e.g. Registered Mine Manager / Director) and be set up within EARS2 by your Company Administrator with the status of 'Corporate Endorser'.

Once the AER has been completed in EARS2 and your AER meets the department's guidelines, the Corporate Endorsement statement needs to be read and agreed.

To finalise the process of lodgement, the signatory needs to add their name and contact information located under the Corporate Endorsement statement.

Q19. Once the AER is submitted, is DMP or my company able to change the document?

Once the document is submitted to DMP it becomes a read only document. If changes do need to be made to the document, DMP will request the company amend or add information. The revised document will then need to be resubmitted and corporately endorsed again.



SYSTEM

Q20. What are the system requirements to run EARS2?

EARS2 has been designed to support and look the best with Internet Explorer 9 (IE9). Internet Explorer 8 and Mozilla Firefox 15 can be used as an alternative, but the Department of Mines and Petroleum (DMP) recommend IE9 for the best experience. *Please note IE7 is NOT supported.* JavaScript needs to be enabled in your browser to allow for uploading of attachments.

Q21. When completing my AER, what type of attachments can I upload into the system?

The Department of Minerals and Petroleum accepts file types to a maximum size of 160mb per file and unlimited number of files.

The accepted file types:-

.csv|.doc|.docx|.xls|.xlsx|.ppt|.pptx|.mpp|.msg|.vsd|.pdf|.jpeg|.jpg|.gif|.png|.tif|.tiff|.bmp|.zip|.psp|.txt|.rtf|.xml|.dbf|.prj|.sbn|.sbx|.shp|.shp.xml|.shx|.mid|.mif|.dat|.id|.map|.tab|.zip.001|.zip.002|.zip.003|.zip.004|.zip.005|.zip.006|.zip.007|.zip.008|.zip.009

JavaScript needs to be enabled in your browser to allow for uploading of attachments.

Q22. Is there a time-out on the system screens in EARS2?

Yes, the EARS2 system will time-out after 20 minutes of inactivity. The connection will not be timed out if there is typing/activity within this 20 minute period.

The document can be saved by using the [previous step, next step, save form and save form and exit buttons] located at the bottom of the page. At any point the application can be saved and retrieved for completion at a later date. Please note if the EARS2 system times-out and the information on screen has not been saved, this information will not be retained.

Q23. When DMP conducts system updates, will it affect my AER that is currently in progress?

If the system updates while the AER is being lodged it will not affect the report in progress. Any future AER's will have an updated format based on system updates.

CONTACT

Q24. Who should I contact if I require help or assistance?

For assistance, please also refer to the [AER Guidelines](#) on the website.

Should you require any further assistance regarding the system contact the Department's IT Service Desk between the business hours of 8.30 am and 5.00 pm (WST) Monday to Friday on (08) 9222 0777 or EARS Support Group (08) 9222 3535 or email EARSManager@dmp.wa.gov.au