

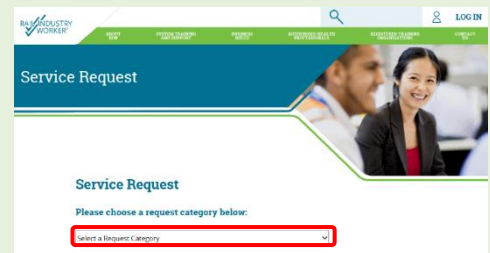
# Fast track medicals

## QUICK GUIDE

This Quick Guide will demonstrate how to submit a medical certificate for fast track, which means it will be processed within 8 business hours. The cost of this service is \$55+GST, and can include the medical and up to 20 fast tracked competencies for the cardholder.

**NOTE: Do not submit or pay for fast track competencies in the RIW system if a medical that requires fast track is also required.**

**Step 1** Go to the RIW Service Request page at <https://www.riw.net.au/contact-us/request-a-service/>



**Step 2** Drop down the **Select a Request Category** box and choose Fast Track Medical.

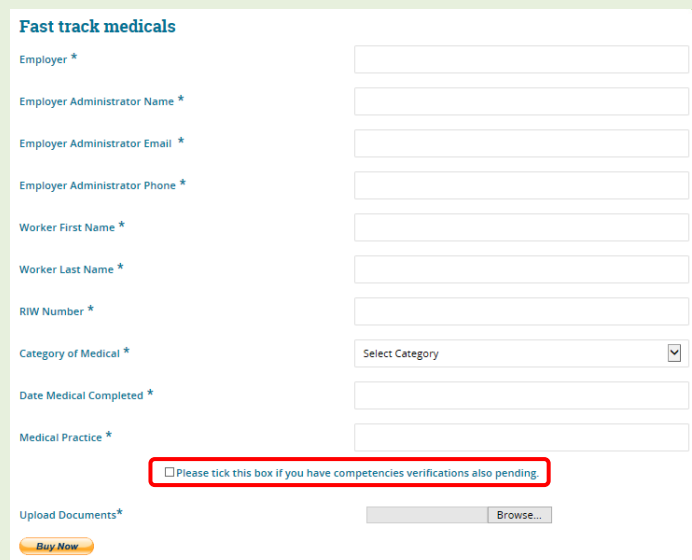
**Step 3** Fill in the required details, noting that fields marked with an \* must be filled in.

Please note this must only be used for one cardholder at a time. Each cardholder will require a new form to be completed.

If you also have competencies for this cardholder that you would like to have fast tracked as part of this request, please **tick the box** that you have competency verifications pending. The RIW Service Desk will action any competencies pending verification for this cardholder (limit is 20 including the medical).

To speed up the verifications process, please email the competency names that require fast track to [medicals@riw.net.au](mailto:medicals@riw.net.au).

**NOTE: Do not submit or pay for the competencies in the RIW system if you also have a medical that requires fast track. Use the Service Request form only.**



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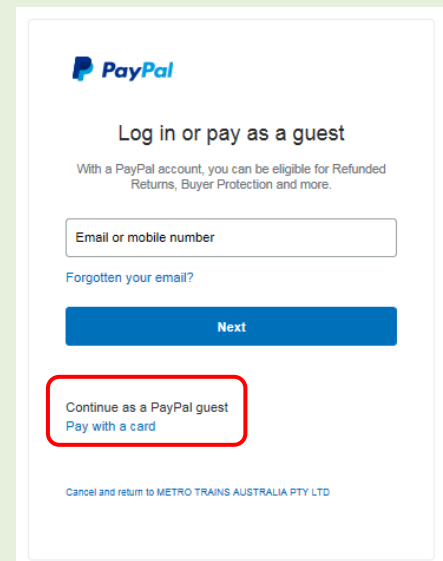
**Step 4** Upload the Medical Assessment Certificate(s) by clicking on the **Browse** button to find the file(s) on your computer and click **OK** to upload.



You can select multiple documents for this cardholder if required. Any documents not relevant to the individual cardholder will be ignored.

**Step 5** Once all the fields are completed and the document has been uploaded, click on the **Buy Now button** to proceed to the PayPal platform for payment.

**Step 6** On arrival at the PayPal platform, you can proceed to **log in** if you already have an account, or you can continue to process the payment as a PayPal guest by directly **paying with a credit card**.

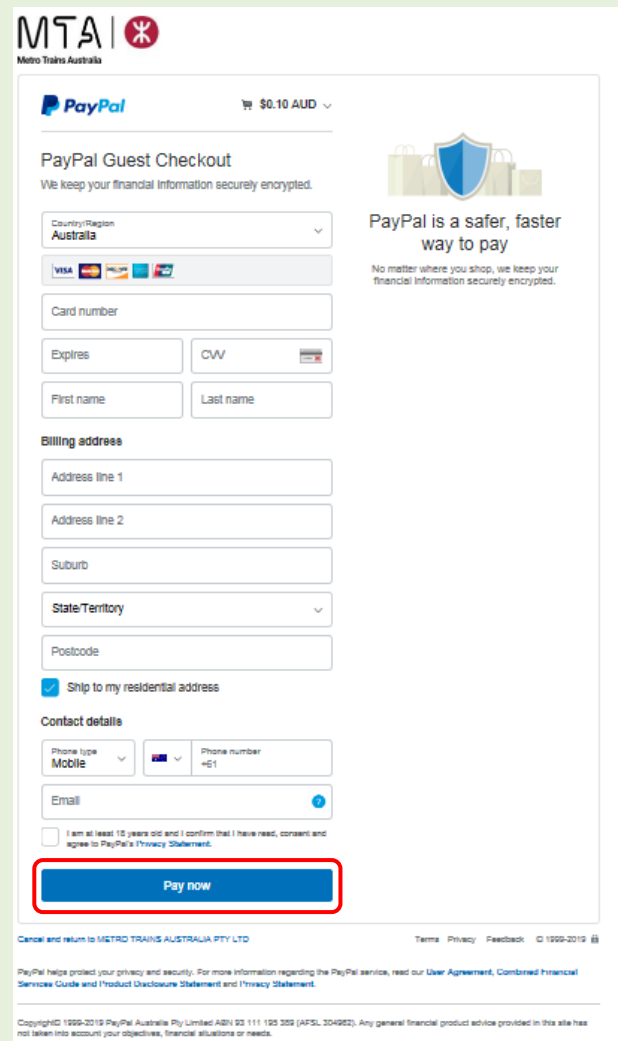


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**Step 7** If you elected to log in with your own PayPal profile, the following screen should already be populated with your details. If not, then you will have to populate all the required fields with your payment details.

Click on **Pay now**.



**Step 8** Once payment is complete, you will receive a PayPal confirmation email and be copied in to an automated email sent to the RIW Service Desk with your Service Request details.

**IMPORTANT! Please note that record of this transaction will NOT be available in the RIW system Payment History function.**

**This Service Request is made outside of the system.**

**Please maintain the email receipt as record of your purchase.**