

# How to order RIW cards

## QUICK GUIDE

This quick guide will demonstrate how to order a physical or virtual RIW card for an RIW cardholder.

- Step 1** Go to <https://app.riw.net.au> and login using Employer Administrator credentials.
- Step 2** Click on the **People** tab or **Search For My People** shortcut on the Main Dashboard to locate the worker.
- Step 3** Enter a search field or leave blank to bring up the entire workforce. Select the worker by highlighting their name and clicking on **edit** button.

The screenshot shows the 'People' management interface. At the top, there are navigation tabs: Home, People, Competencies, E-Learning, Swipes, Expiries, Administration, My Account, Payment History, and Reports. Below the tabs, there's a search bar and a table of people. The table has columns for First Name, Surname, RIW Number, Competency, Relationship, Project Crew, and Current Project. Below the table, there are filter options: Filter By Hierarchy, Filter By Project, Filter By Site, and Clear Filters. The 'Edit' button in the table header is highlighted with a red box.

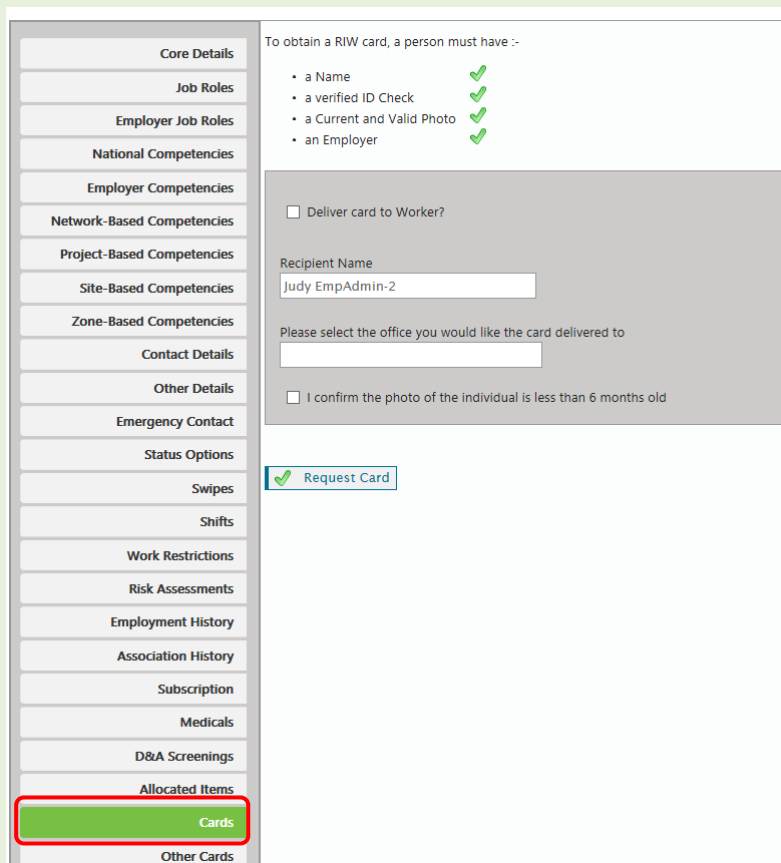
- Step 4** Firstly, ensure cardholder details such as home address, personal email address and phone number are up to date. Click on the **Contact Details** tab on the left-hand side menu and update details if required. Click **save** if any details are updated.

The screenshot shows the 'RIW Cardholder' details page for 'RIW Cardholder 16 21-0000441 (Current Subscription)'. It includes a profile picture, a QR code, and a list of tabs: Core Details, Job Roles, Employer Job Roles, National Competencies, Employer Competencies, Network-Based Competencies, Project-Based Competencies, Site-Based Competencies, and Zone-Based Competencies. The 'Contact Details' tab is highlighted with a red box. Below the tabs, there's a form with fields for Address Line 1, Address Line 2, Suburb, State, Postcode, Country, Phone, Mobile Number, and Email Address. The 'Save' button is highlighted with a red box.





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**Step 5** Next, to request a card for the worker, select the **Cards tab** on the left-hand side menu. All the requirements for requesting a card should be flagged with a green tick. If any are missing, they will be flagged with a red cross and card request will be unable to progress until the requirements have been met in full.



To obtain a RIW card, a person must have :-


- a Name 
- a verified ID Check 
- a Current and Valid Photo 
- an Employer 

Deliver card to Worker?

Recipient Name  
Judy EmpAdmin-2

Please select the office you would like the card delivered to

I confirm the photo of the individual is less than 6 months old

 Request Card

**Cards**

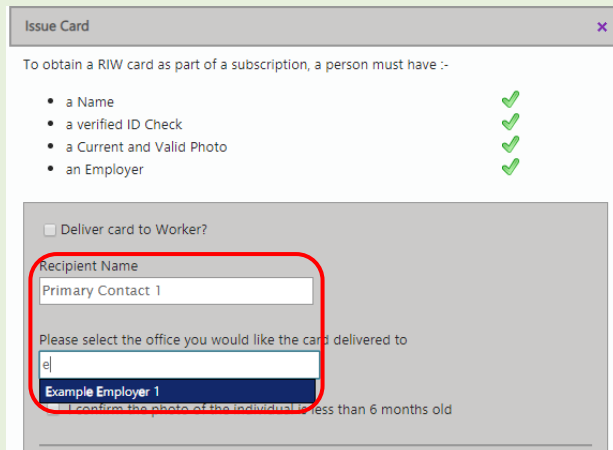
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**Step 6** The card delivery address needs to be confirmed. There are two options:

### 1. Deliver to the Employer

By default, the name of the logged in user automatically populates the **Recipient** field as shown in the screen, however, the name of another administrator or person can be entered manually instead.



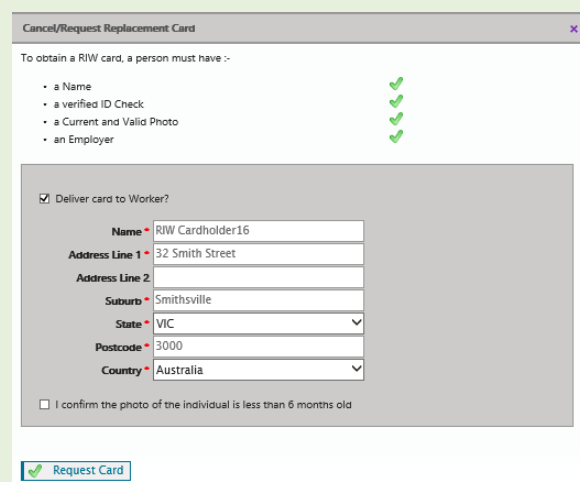
Next, start to type the name of the relevant **Delivery Address** and select it from the options displayed:

**Note:** The **Delivery Address** can only be one of the **Offices** added as part of the employer's RIW profile - these can be viewed via the main **My Account** tab.

### 2. Delivery to the cardholder

If the card should be delivered direct to the cardholder, tick the **Deliver card to Worker?** checkbox and the next screen will display the worker's personal address where the card will be delivered.

**Note:** if requesting card delivery to the worker's address ensure this is correct and up to date.



**For both delivery options**, click the checkbox to confirm the worker's photograph is less than 6 months old and click the **Request Card** button.

The card request will be passed electronically to the card issuing organisation and dispatched. Manufacture and delivery of the card can take up to 2 weeks.

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**Step 7** To issue a virtual RIW card for immediate use by the cardholder, click on the **Cards tab** on the cardholder's profile. From here, click **Request Virtual Card**.

Active Cards Only:  Show Cancelled:

This person has been issued with 1 cards

**Status:** CARD REQUESTED  
**Card Number:** 21-00000441/2  
**Issued Date:** 06/01/2020  
**Print Date:**  
**Expiry Date:** 18/12/2024  
**Delivery Address:**  
 RIW Cardholder16, Default,  
 32 Smith Street, Smithville, VIC, 3000,  
 Australia.

**Step 8** On the next screen, a request can now be sent to the cardholder via the appropriate delivery method. Click on **Send by Email** or **Send by SMS** radio button as required.

Request Virtual Card

Please add or confirm the cardholder's email and/or mobile number and select which method will be used to send the cardholder their virtual card details.

Email Address: riw.userguide+ch16@gmail.com

Mobile Number: 0479856484

Send by Email

Send by SMS

Click **Save and Send** and the instructions for registering the virtual card will be sent to the worker by the selected method.

**Note:** An Employer Administrator can review the card production status of all cards by selecting the **Card Status** shortcut from the Main Dashboard.

CARDS