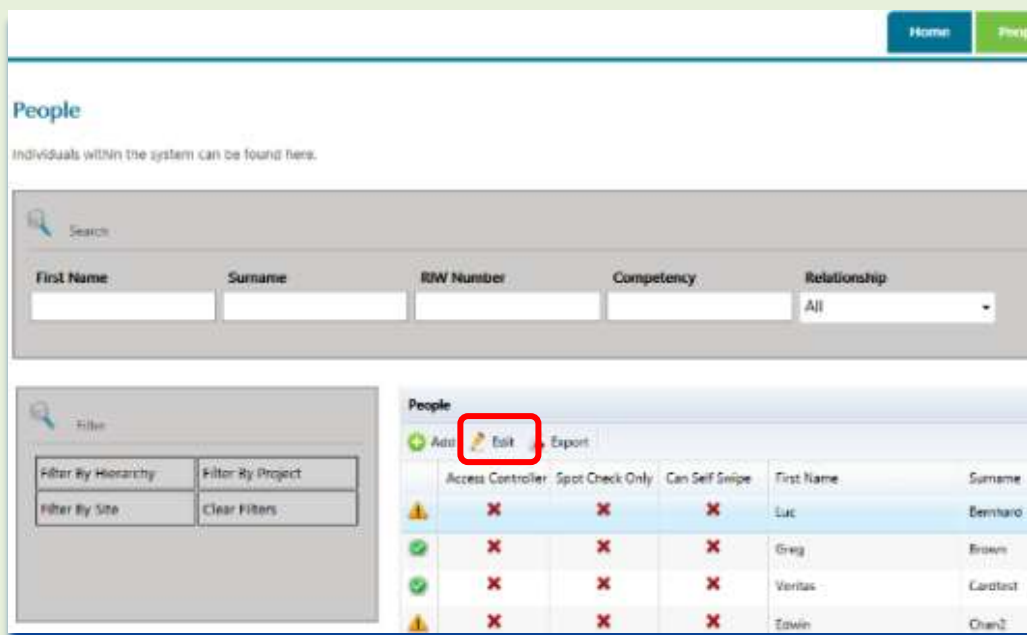


How to order RIW cards

QUICK GUIDE v1.1

This quick guide will demonstrate how Employers can order a physical or virtual RIW card for their employees.

- Step 1** Go to <https://app.riw.net.au> and login using your 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**.



- Step 4** Firstly, you need to ensure worker details, such as their home address, personal email address and phone number are up to date, so the physical card can be sent or their virtual card issued to their email or phone via SMS. To do this, click on the **Contact Details tab** on the left-hand side menu and update details if required.



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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 you will be unable to request the card until the requirements have been met in full.



The screenshot shows a web interface for requesting a Rail Industry Worker (RIW) card. On the left is a vertical navigation menu with various tabs. The 'Cards' tab is highlighted in green. The main content area is titled 'To obtain a RIW card, a person must have :-' and lists four requirements, each with a green checkmark: 'a Name', 'a verified ID Check', 'a Current and Valid Photo', and 'an Employer'. Below this list is a section with a checkbox for 'Deliver card to Worker?'. There is a text input field for 'Recipient Name' containing 'Judy EmpAdmin-2'. Below that is another text input field for 'Please select the office you would like the card delivered to'. At the bottom of this section is a checkbox for 'I confirm the photo of the individual is less than 6 months old'. A green 'Request Card' button is visible at the bottom left of the main content area.

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

1. Deliver to the Employer

By default, the name of the logged in user automatically populates the *Recipient* field as shown in the screen above, 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 record - these can be viewed via the main *My Account* tab.

2. Delivery to the Worker

If the card should be delivered direct to the worker, 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.

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Step 7 You'll be returned to the **Cards tab**. From here, a virtual card can now be requested for the worker. Click the **Request Virtual Card** button.

Active Cards Only: Show Cancelled:

This person has been issued with 1 cards

Status: CARD REQUESTED
Card Number: 10-00092418/1
Issued Date: 15/05/2019
Print Date:
Expiry Date: 26/05/2024

Step 8 On the next screen, select the appropriate delivery method - *Send by Email* or *Send by SMS* radio button:

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: Chazz.Abshire24161@rpltest.com
 Mobile Number: 0712 3456789
 Send by Email
 Send by SMS

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

Note: As an Employer Administrator you can review the card production status of all cards by selecting the **Card Status** button on the home screen.

CARDS