

How to order an ID check

QUICK GUIDE

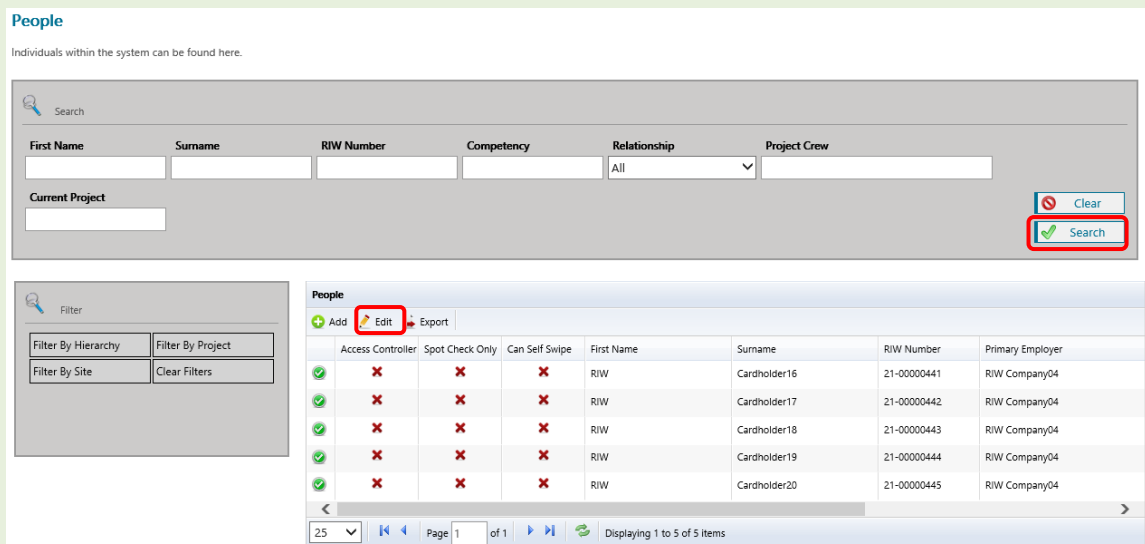
An Employer Administrator may need to order an ID check when

- Creating a new RIW cardholder. In this case, please refer to the [Quick Guide – New RIW cardholder creation](#) for the full on boarding process.
- Updating an RIW cardholder profile core details, including their photograph.
- The initial ID check was rejected. Please refer to the [Quick Guide – Rejected ID checks](#) for more information.
- The RIW cardholder reaches their 10-year card anniversary.

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

Step 2 Click on the **People** tab or the **Search for My People** shortcut on the main dashboard.

Step 3 Enter a search field or leave blank to bring up the entire workforce by clicking **Search**. Find the cardholder by highlighting their name and clicking on the **Edit** button.



People
Individuals within the system can be found here.

Search

First Name Surname RIW Number Competency Relationship Project Crew

Current Project

Clear Search

Filter

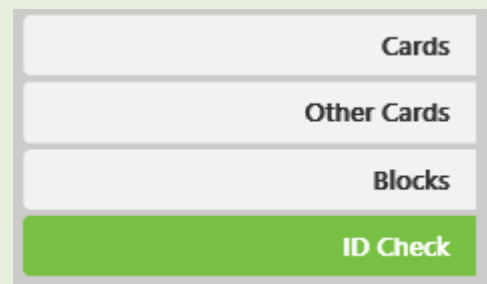
Filter By Hierarchy Filter By Project
Filter By Site Clear Filters

People

	Access Controller	Spot Check Only	Can Self Swipe	First Name	Surname	RIW Number	Primary Employer
✓	✗	✗	✗	RIW	Cardholder16	21-0000441	RIW Company04
✓	✗	✗	✗	RIW	Cardholder17	21-0000442	RIW Company04
✓	✗	✗	✗	RIW	Cardholder18	21-0000443	RIW Company04
✓	✗	✗	✗	RIW	Cardholder19	21-0000444	RIW Company04
✓	✗	✗	✗	RIW	Cardholder20	21-0000445	RIW Company04

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Step 4 Navigate to the **ID check** menu on the left hand side of the cardholder's profile.



Cards

Other Cards

Blocks

ID Check

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Step 4 Click on **Request ID check** to commence the ID check.

Step 5 The ID check will not progress if there is missing key information on the cardholder's profile. The missing items are indicated by a red cross. Resolve any missing requirements before selecting **Request ID check** again.

Field Name	Present?
First Name	✓ Yes
Surname	✓ Yes
Date of Birth	✓ Yes
Email Address	✓ Yes
Mobile Number	✗ No
Photo	✗ No

Step 6 After the ID check has been requested, the RIW system will prompt for payment. Complete the payment via PayPal by clicking on **Checkout** and following the prompts.

ID Verification				Totals	
			REF: JKH3V-JQBTk-FG8R8	Net:	\$15.00
First Name	Surname	RIW Number	Net Price:	GST:	\$1.50
Employee	Worker	21-00000316	Total:	Total:	\$16.50
				<input type="button" value="✗ Remove"/> <input type="button" value="✓ Checkout"/>	

