

How to set up an email address for myRIW

QUICK GUIDE v1.0

myRIW is a system which allows rail industry workers to view their profile on the web. From here you can see your employers, associations and job roles, and you can view your competencies and medical results. You can also update your email address, mobile or password, and ask your Employer to make any corrections to your profile.

Already have your own email address?

Many workers will already have an email address that can be used to access their record on myRIW. This email address might be one set up for you by your employer or you might have a personal one that you're happy to use.

If you already have your own email address, then you're ready to register for myRIW as soon as you know your new RIW number (this is on your new RIW smartcard and is included in the e-mail from the system if your employer has also requested a virtual card for you). As soon as you either receive a Virtual Card email or have your physical card, you are ready to register.

If you want more information on this, read **Registering on myRIW** below.

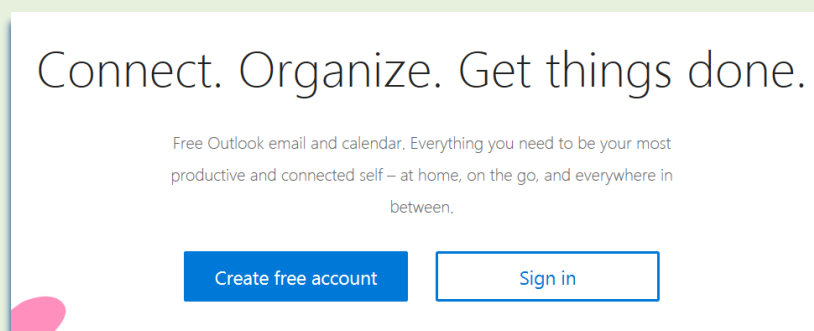
Never had an email address?

This is something that's really simple to set up. There are lots of companies offering this service for no charge - e.g. Gmail, Outlook and Yahoo.

As a guide, this is how you would set up an email address in Outlook.

Step 1 Go to the website: <https://outlook.live.com>

Step 2 Click on the button **Create free account**.

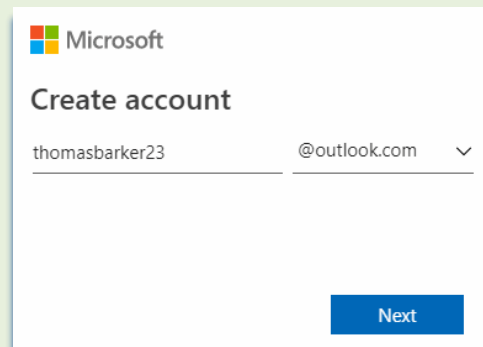


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Step 3 Type in your preferred email address. You may need to try a few combinations if your email address is already in use.

In this example, we have chosen thomasbarker23.



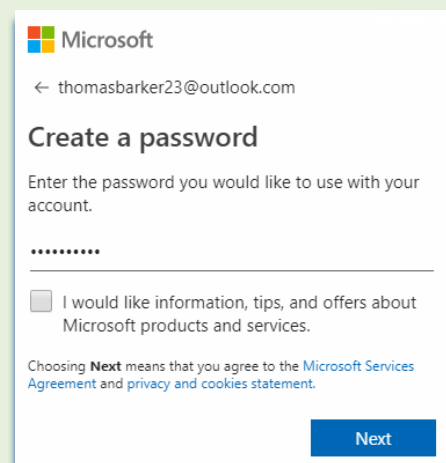
Microsoft
Create account

thomasbarker23 @outlook.com

Next

Step 4 Once your preferred email address is accepted, you will need to create a password to use with your account.

Note: passwords must have at least 8 characters and contain at least two of the following: uppercase letters, lowercase letters, numbers, and symbols



Microsoft
← thomasbarker23@outlook.com

Create a password

Enter the password you would like to use with your account.

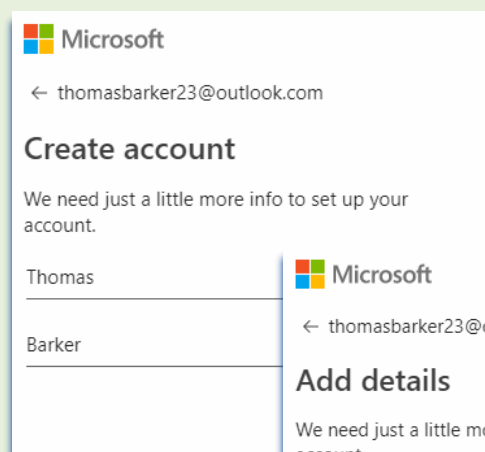
.....

I would like information, tips, and offers about Microsoft products and services.

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

Step 5 You will then be asked to add a little more information about yourself to create the account, such as your name, your date of birth and your country of residence.



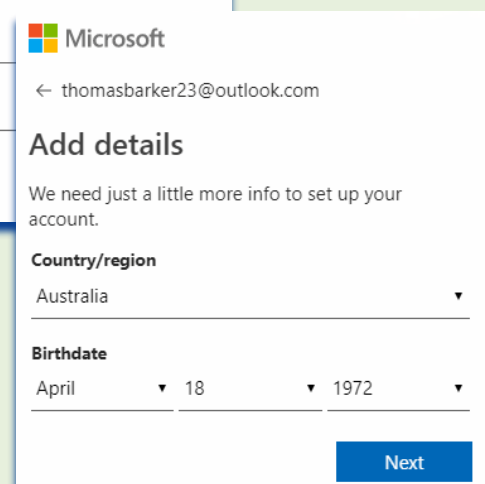
Microsoft
← thomasbarker23@outlook.com

Create account

We need just a little more info to set up your account.

Thomas

Barker



Microsoft
← thomasbarker23@outlook.com

Add details

We need just a little more info to set up your account.

Country/region
Australia

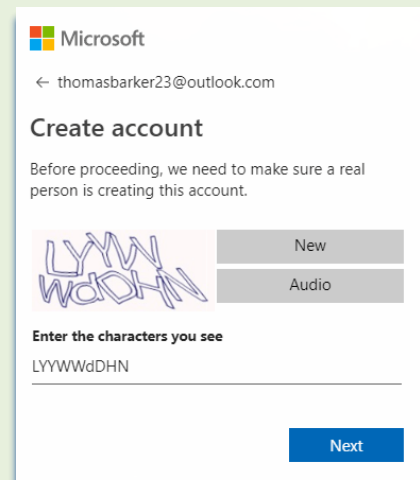
Birthdate
April 18 1972

Next

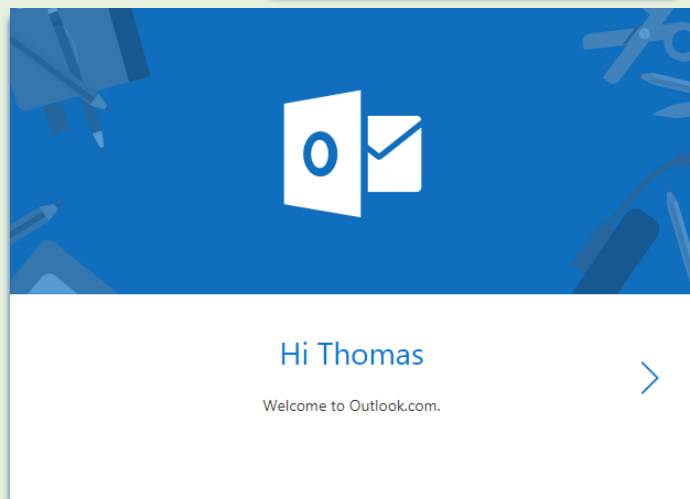
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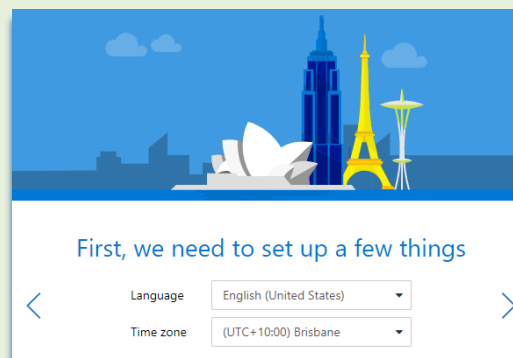
Step 6 Before proceeding, Outlook just wants to check that you are a real person, so it will ask you to enter the displayed characters



Step 7 You will now reach a confirmation screen that welcomes you to Outlook.



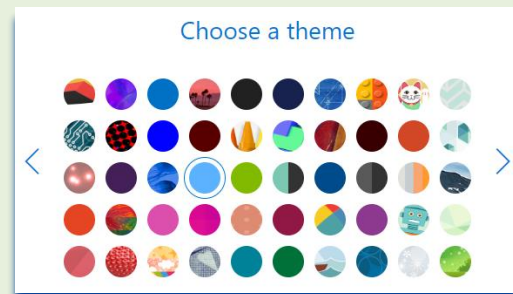
Step 8 You will need to set up a few more details, such as your preferred language and timezone.



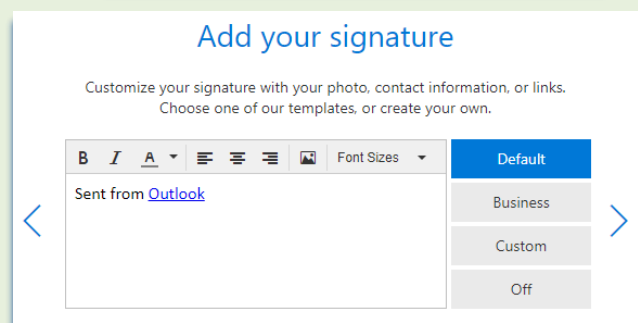
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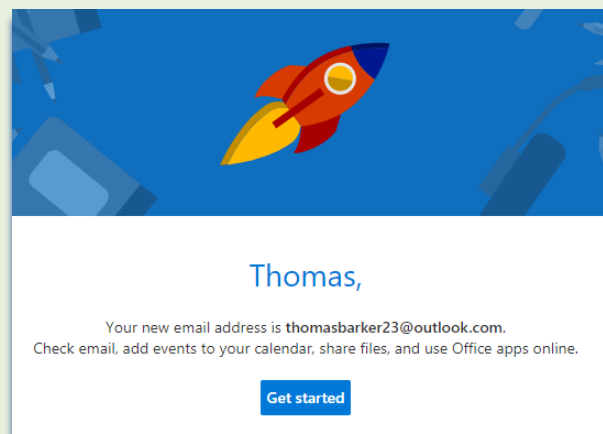
Step 9 You will also get to choose a theme for how your email looks.



Step 10 Now you can customise the standard signature that will be appended to the end of your email. You can just choose the default option (easiest), or you can add your photo, contact information or address.



Step 11 You are now successfully set up.
Click **Get Started** to access your inbox.



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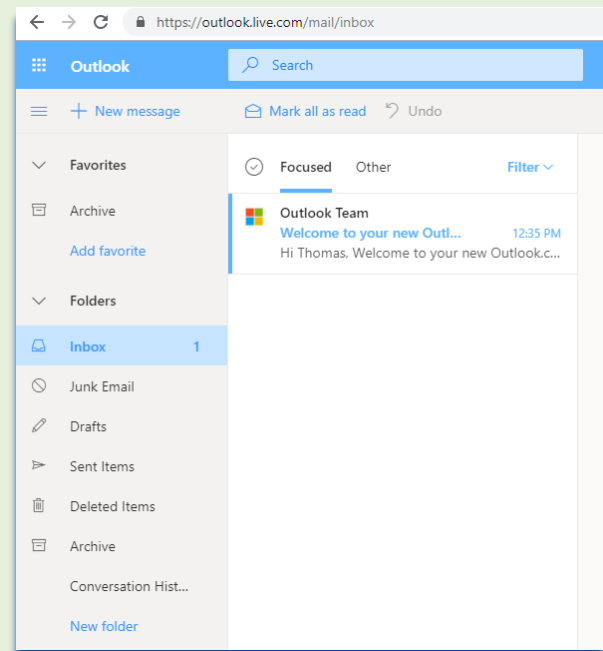
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Step 12 You now have your own email address set up.

This is the email you should now use to register on myRIW.

You will be notified on this email when there are any changes to your profile, to accept employment or association requests, when your card / medicals / competencies / job roles etc. are due for renewal.

It's important to check your mail box regularly!



Read on for how to register for myRIW.

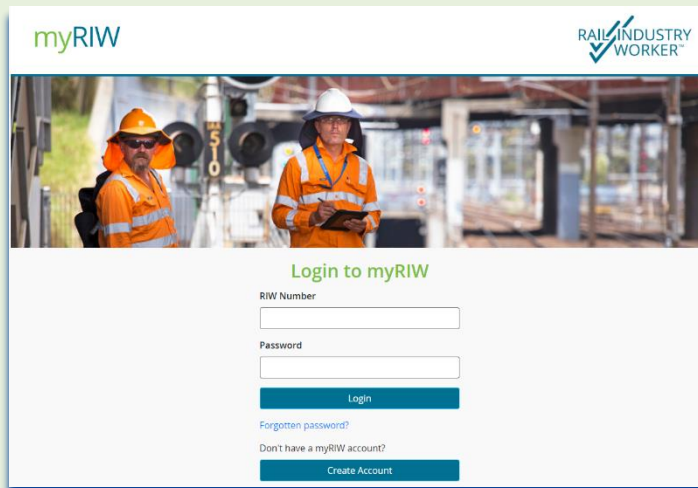
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Registering for myRIW

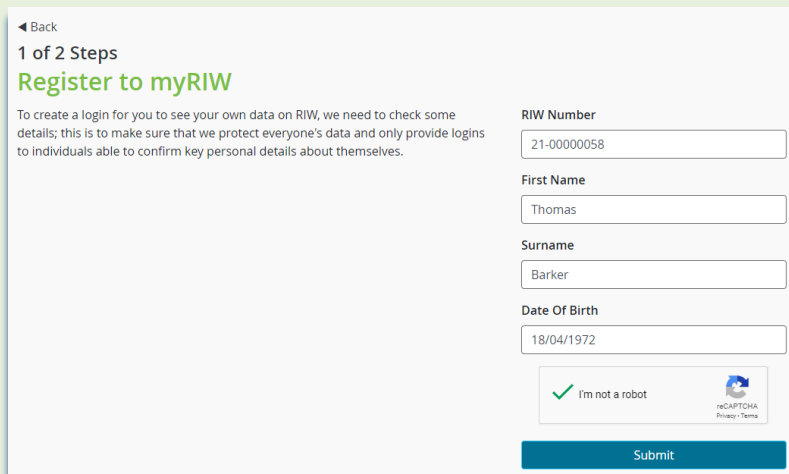
Now that you've got your own email address, you can register on myRIW, provided you also know your new RIW number. This is the number that is on your RIW card, or one that is email to you from your employer.

- Step 1** Go to the website <https://app.riw.net.au/MySkillGuard/Account/LogOn>
Click on the **Create Account** button.



The screenshot shows the myRIW login interface. At the top left is the 'myRIW' logo, and at the top right is the 'RAIL INDUSTRY WORKER' logo. Below the logos is a banner image of two railway workers in orange high-visibility gear. The main heading is 'Login to myRIW'. There are two input fields: 'RIW Number' and 'Password'. Below these is a blue 'Login' button. Underneath the login button are two links: 'Forgotten password?' and 'Don't have a myRIW account?'. At the bottom of the form is a blue 'Create Account' button.

- Step 2** Complete the requested information, which is your RIW number, first name, surname and date of birth. Make sure you type them in correctly as we match what you enter to your record on the main RIW database, and the match has to be perfect for us to give you access. Click the **Submit** button when done.

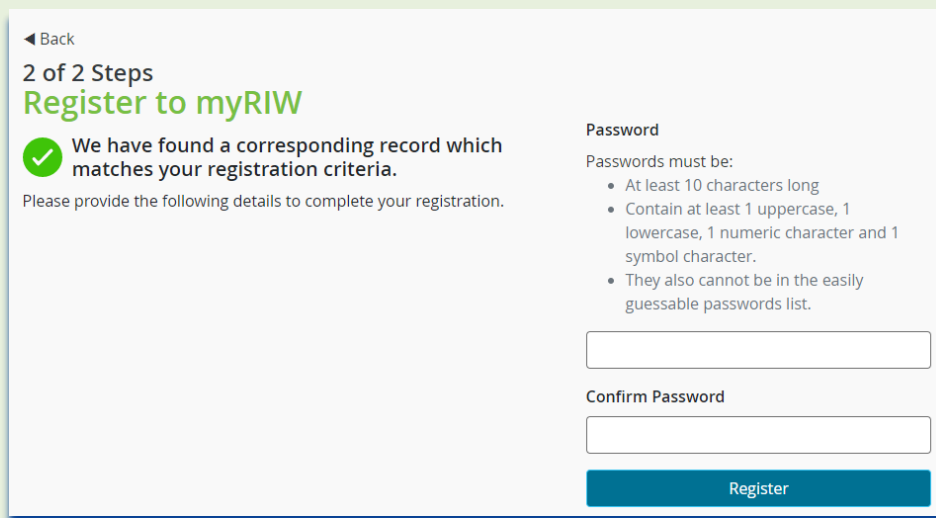


The screenshot shows the registration page for myRIW. At the top left, there is a 'Back' link and '1 of 2 Steps' indicator. The heading is 'Register to myRIW'. Below the heading is a paragraph of text: 'To create a login for you to see your own data on RIW, we need to check some details; this is to make sure that we protect everyone's data and only provide logins to individuals able to confirm key personal details about themselves.' To the right of this text are four input fields: 'RIW Number' (containing '21-0000058'), 'First Name' (containing 'Thomas'), 'Surname' (containing 'Barker'), and 'Date Of Birth' (containing '18/04/1972'). Below these fields is a CAPTCHA section with a green checkmark, the text 'I'm not a robot', and a small CAPTCHA icon. At the bottom right is a blue 'Submit' button.

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Step 3 Provided the details you entered on the previous page match a record on the RIW system, this is the screen you will see. Type in a password that you will use to access your myRIW account and you're all set up.



◀ Back

2 of 2 Steps
Register to myRIW

 We have found a corresponding record which matches your registration criteria.

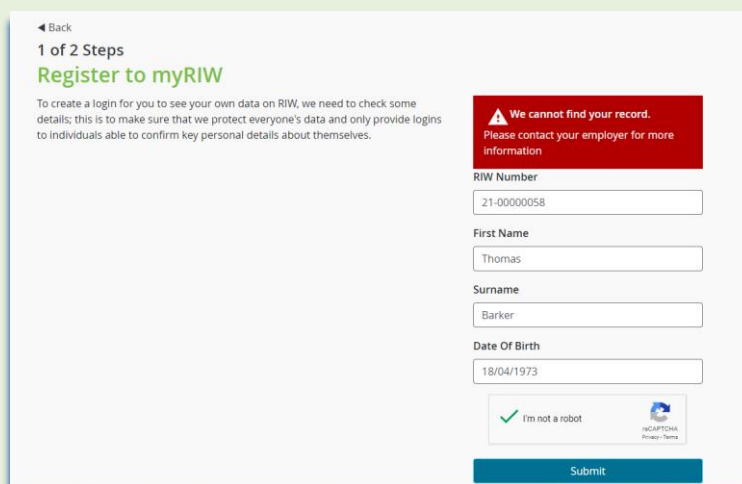
Please provide the following details to complete your registration.

Password
Passwords must be:

- At least 10 characters long
- Contain at least 1 uppercase, 1 lowercase, 1 numeric character and 1 symbol character.
- They also cannot be in the easily guessable passwords list.

Confirm Password


Note If the system doesn't find a corresponding record, maybe you didn't enter your details correctly. Please review what you entered and try again. If the system still doesn't find a matching record, then please contact your employer.



◀ Back

1 of 2 Steps
Register to myRIW

To create a login for you to see your own data on RIW, we need to check some details; this is to make sure that we protect everyone's data and only provide logins to individuals able to confirm key personal details about themselves.

 **We cannot find your record.**
Please contact your employer for more information

RIW Number

First Name

Surname

Date Of Birth

I'm not a robot 