

New RIW cardholder creation

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- Step 1** Go to <https://app.riw.net.au> and login using your credentials.
- Step 2** Click on the **Add a New Person icon** on the main dashboard, or click on the **People Tab** and choose the **Add a New Person icon**.

Step 3 On the **Create page**, type in the cardholder's first name, middle name (if applicable), surname, date of birth and cardholder's email address. Note: It is important that the cardholder details are **exactly** the same details as per their personal identification, such as a driver's license, passport or birth certificate to prevent rejection at the ID check stage. Ensure any hyphenations or captilisations are captured as per the identification document.

If a mistake is made, then the matter may be resolved through submitting a request to the Service Desk and completing a new ID check (if required).

It is also essential that a unique personal email address is included as this is how the cardholder will accept the employment request and manage their profile via the [myRIW portal](#).

After the mandatory information has been populated, select the **Check for Duplicates** button. The RIW system will then alert the Employer Administrator if the cardholder already has an existing profile in the RIW system.

Warning: Records that match the details provided have been found. Please check that the person being added is not one of those shown below. You can either Employ one of those, change the details provided and Check for Duplicates again, or contact the Service Desk to create a new person.


Photo	First name	Middle name	Surname	Date Of Birth	Email Address	
	RIW		Cardholder11	01/01/1980	riw.userguide_ch11@gmail.com	Employ

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Step 4 If a duplicate profile is found there are two options:

1. Employ the existing cardholder by clicking on the **Employ** hyperlink. (Note: this may only be possible if the cardholder has no primary employer, or if the cardholder has “shared employment” enabled on their profile). Ensure the cardholder details entered are correct before proceeding to the next step.

Photo	First name	Middle name	Surname	Date Of Birth	Email Address	
	RIW		Cardholder11	01/01/1980	riw.userguide+ch11@gmail.com	Employ

2. Contact the RIW Service Desk for assistance in creating a new cardholder profile that already exists with the same details.

If no duplicate profiles are found, then you can proceed to the next step to add the new cardholder.


Step 5 Once the cardholder has been created, the next step is to add a profile photo of the cardholder. Refer to the [Quick Guide - RIW Photo Requirements](#) for more information about photo specifications.

NOTE: There is a known system issue with photo orientation in the Windows platform. Please refer to the [Quick Guide – Photo Orientation](#) to resolve this issue.

To add a photo, click on the **Upload** hyperlink below the placeholder image.

Add a new Individual

Use this form to add a new Individual to the database



[Upload](#)

Details

First Name *

Middle Name

Surname *

Date Of Birth *

Email Address *

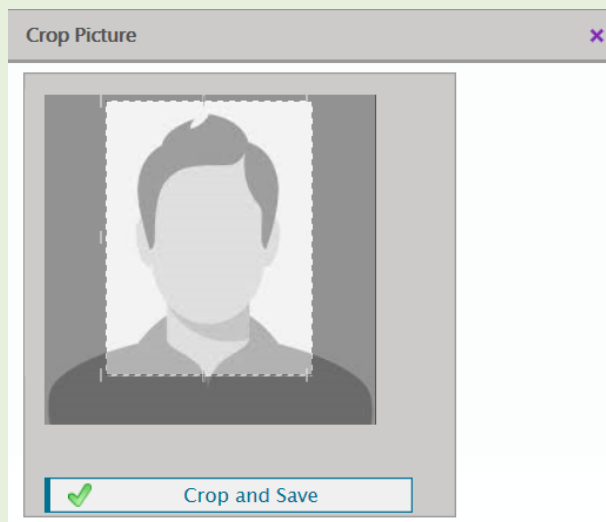
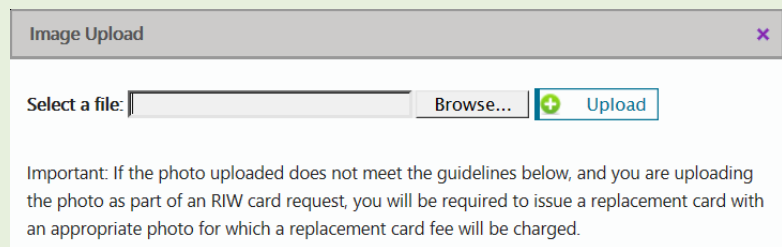
Mobile Number

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Step 6 The Image Upload box will display.

Click on **browse** to locate the file on the computer and then click **Upload**.

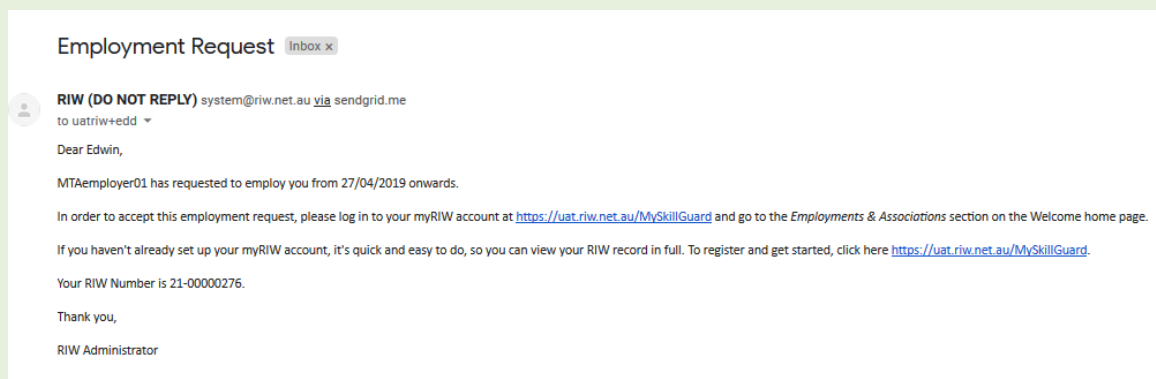


Please ensure the photo is uploaded with the correct orientation.

Once uploaded, crop the image as required to meet specifications. Ideally, crop as per the example to the left. Once satisfied that the appropriate aspect is captured, click on **Crop and Save**.

Step 7

Once the the cardholder's profile has been created, the individual will receive an Employment Request email, inviting them to create a new [myRIW](#) profile. The Employer Administrator will not be able to continue the on-boarding process until the employment request has been accepted.

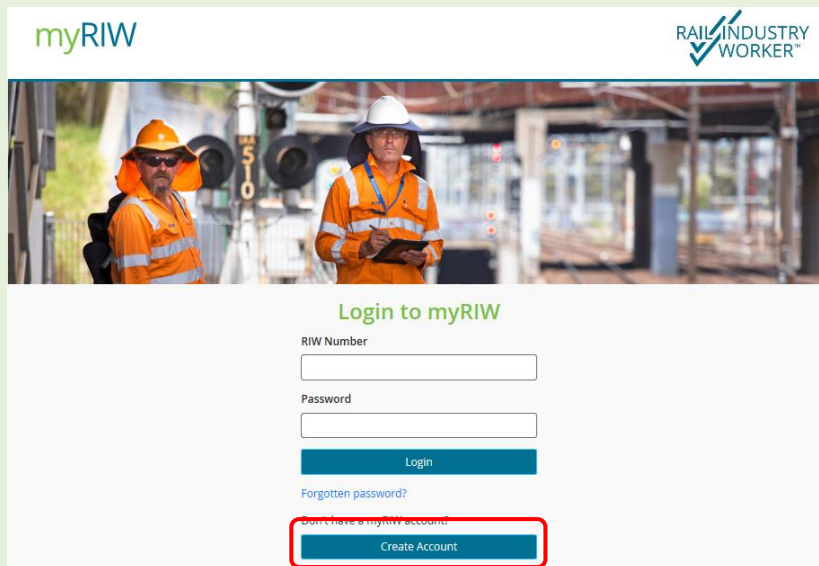


Note: The Employment Request must be accepted within 30 days by the cardholder, else the cardholder profile will be deleted.

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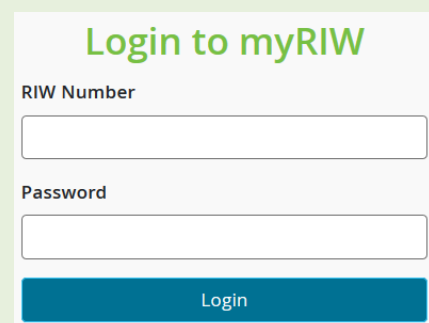
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Step 8 The cardholder must register a new profile by clicking on the **Create Account** button at [myRIW](#) to accept the employment request. If required, direct them to the [Quick Guide – myRIW](#) for further instructions on how to register and use myRIW.

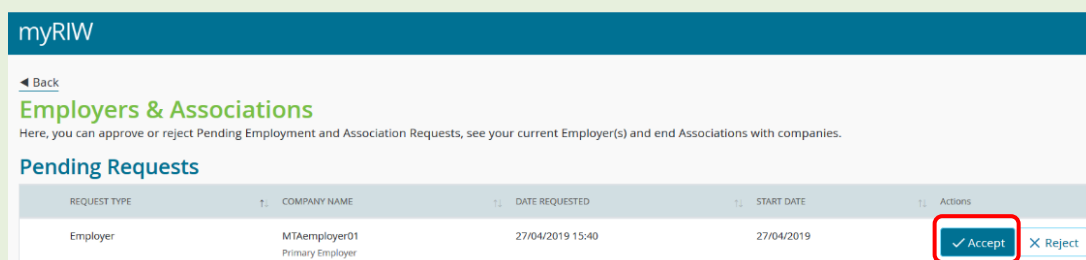


Step 9 After the cardholder has registered, they can log into myRIW at <https://app.riw.net.au/MySkillGuard> using their credentials.

The first time the worker logs into myRIW they must accept the Permission Access Agreement (PAA), which is their consent about how RIW may collect and use their personal information to administer the RIW Program.



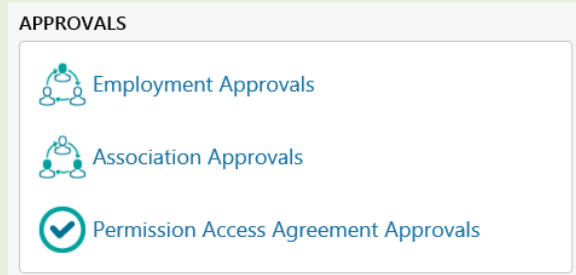
Step 10 Once the cardholder has accepted the PAA, the cardholder must also [accept the Employment Request](#) to be linked to the company. To do this they can go to the **Employers & Associations** section of myRIW, and click the **Accept** button next to the employment request.



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Step 11 Pending association requests and pending employment requests can be monitored via the **Approvals section** on the **Main Dashboard**.



Step 12 After the cardholder has accepted the Employment Request, progress with on-boarding.

Before continuing with the on-boarding, it may be a requirement that the cardholder undertakes a medical assessment by an Authorised Health Professional (AHP).

This process is not handled within the RIW system and must be requested directly with an AHP. However, AHPs have their own limited access to cardholders profile on the RIW system. This means that any Medical and/or Drugs & Alcohol Test results and their associated certificates can be uploaded directly by an AHP on the RIW system.

If the AHP is not offering the direct upload service, the Employer Administrator can request for a medical to be added to the cardholders profile by submitting a service request at www.riw.net.au.

The fit slip provided by the AHP is entered into the profile and is available for the Employer Administrator to view via the Medicals tab in the individual cardholder's profile.

Once an approved medical has been received, the Employer Administrator can continue with the on-boarding, including undertaking the ID check and paying the annual cardholder subscription.

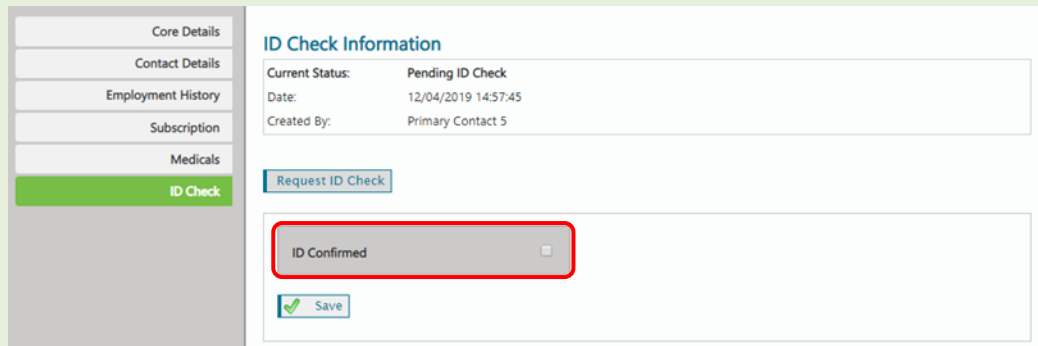
Step 13 The next step of the employment process is to request an ID check for the cardholder, unless the company has the status **Exempt** from ID Checks (e.g. because these are handled internally by the company's HR Department).

Until an ID check has been successfully approved or confirmed as completed (where the company is exempt), the Employer Administrator will not be allowed to pay for the cardholder's annual subscription or order their RIW card.

For ID check exempt companies, select the **ID Check** tab, and the following screen will be displayed:

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ID Check Information

Current Status: Pending ID Check
 Date: 12/04/2019 14:57:45
 Created By: Primary Contact 5

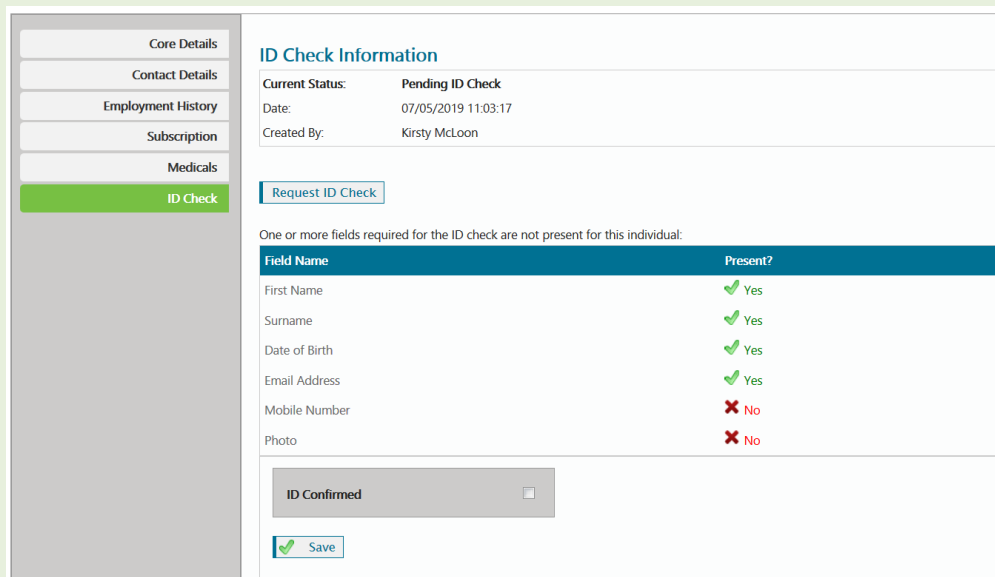
[Request ID Check](#)

ID Confirmed

[Save](#)

The Employer Administrator will need to tick the **ID Confirmed** checkbox and **Save** the record to record an exempt ID check.

Step 14 If the company is not exempt, the following screen will be displayed. 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**.



ID Check Information

Current Status: Pending ID Check
 Date: 07/05/2019 11:03:17
 Created By: Kirsty McLoon

[Request ID Check](#)

One or more fields required for the ID check are not present for this individual:

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

ID Confirmed


[Save](#)

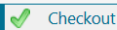
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Step 15 After the ID check has been requested, the RIW system will prompt for payment.

Basket Details

ID Verification			REF: JKH3V-JQBTk-FG8R8
First Name	Surname	RIW Number	Net Price: \$15.00
Employee	Worker	21-00000316	GST: \$1.50
			Total: \$16.50
			

Totals	
Net:	\$15.00
GST:	\$1.50
Total:	\$16.50
	

Step 16 Complete the payment via PayPal or Pay on Account (if applicable).

Step 17 The cardholder will then receive an email to commence their online ID check. The cardholder will need to provide an acceptable identification document. Please refer to the [Quick Guide - Acceptable Identification Documents](#) for more information.

If the ID check is rejected, please contact the Service Desk on info@riw.net.au with further details. Note: A list of the most common rejected reasons has been provided at the end of this document.

Step 18 Once complete, the cardholder's profile will be updated and the on-boarding process finalised by paying for the cardholder's annual subscription, ordering an RIW card and uploading the required [job roles](#) and [competencies](#).

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Rejected ID checks

If your ID check has been rejected there are four likely issues:

1. Minor name issues

Spelling or spacing discrepancies between the RIW system and the verification document. For example:

- “Sam McDonald” has come from the RIW system but “Sam Mc Donald” appears on the licence.
- “Jack O’Meara” has come from the RIW system but “Jack Omeara” appears in the licence.

In each case, note the space omission/addition and the omission of the apostrophe. These ID matches will be rejected as the name cannot be verified as correct.

2. Statutory Declaration used in place of an official “Change of Name” certificate

A statutory declaration from an individual who has anglicized his name, instead of an official change of name document. For example:

- “Nick Franklin” has come from the RIW system but “Nikolaus Franklin” appears on the licence.

It can be believed that he is known by “Nick” at work but considering the process defined, the ID check will be rejected as the ID and the name do not match.

3. Single Name

ID check was received with the same name in the firstname, middlename and surname fields. For example

- “Muhammad Muhammad Muhammad” his ID only had “Muhammad Muhammad” as firstname, surname.

These ID matches will be rejected as the name cannot be verified as the correct match.

4. Hyphenated Name

Confusion around first and middle names. For example:

- Firstname: “Anne”, middlename: “Marie” coming from the RIW system and “Anne-Marie” appearing on an ID.

These ID matches will be rejected as the name cannot be verified as correct match.

Rejection codes

When an ID check is rejected, you may only be able to see the rejection code as follows, which will assist in determining the best course of action.

Code	Explanation	Action
3	Incorrect details	Check and correct personal details
4	Incomplete details	Ensure full details are provided (i.e. Full name etc.)
5	Identification document expired	Upload a current identification document
6	Details do not match	Check and correct any non-matching personal details
7	Unverifiable	Contact the Service Desk as the document provided cannot be verified
8	Not a government issued document	Upload an acceptable identification document