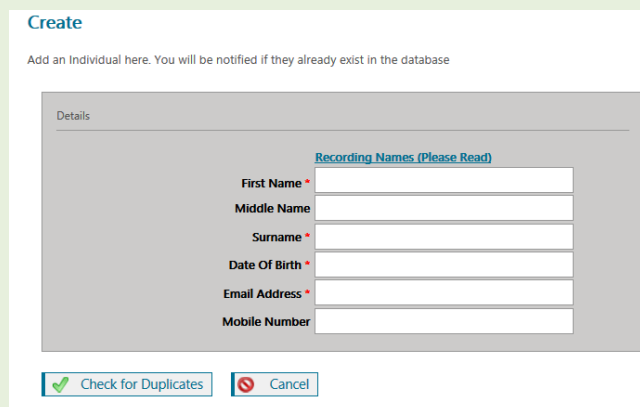


# New worker creation

## QUICK GUIDE v2.0

- 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 worker's first name, middle name (if applicable), surname, date of birth and worker's email address. Note: It is important that the worker 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 worker will accept the employment request and manage their profile via the [myRIW portal](#).

Once the details have been entered, click on **Check for Duplicates**. If no duplicate is found, you can progress to creating a new worker profile.

If a duplicate has been found, verify whether this is the same worker by checking date of birth etc. If the worker is the same, you can click on **Employ**. If the worker does not have a primary employer, you will be able to employ them by entering a start date. If they have a current employer, please contact the Service Desk for assistance.

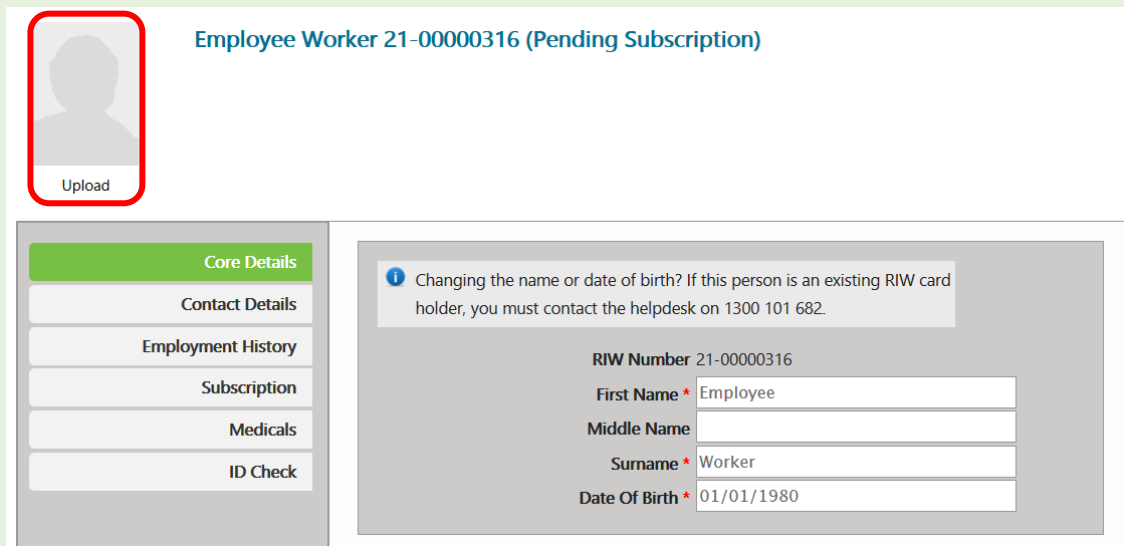
Photo	First name	Middle name	Surname	Date Of Birth	Email Address	
	Alan	DO NOT EDIT THIS RECORD OR USE FOR TESTING	Alpha	01/04/1971	rstpointos-alpha@gmail.com	Employ

# New worker creation

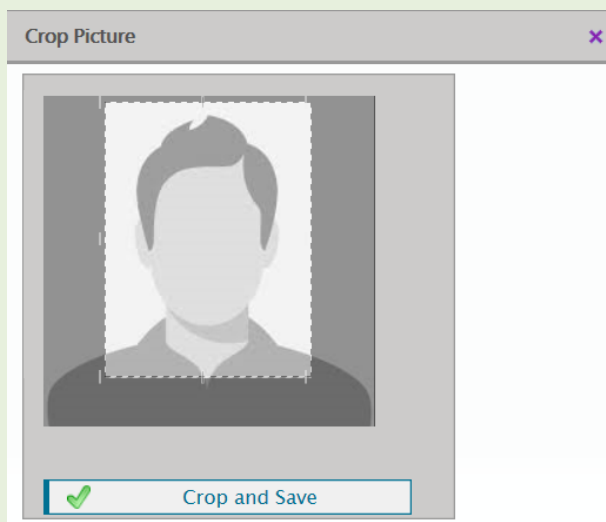
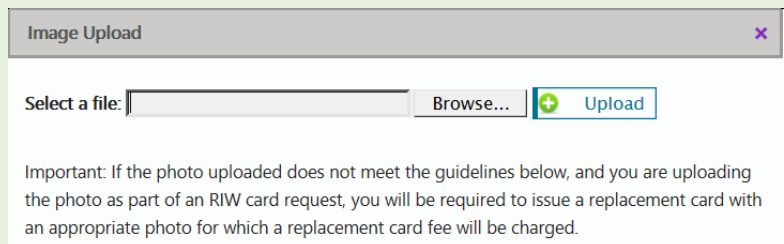
## QUICK GUIDE v2.0

**Step 4** Once the worker has been created, the next step is to add a profile photo of the worker. Refer to the [Quick Guide - RIW Photo Requirements](#) for more information about photo specifications.

To add the photo, click on the placeholder image to upload the photo.



**Step 5** You will then be prompted to upload the photo, by clicking on **browse**, selecting the file from your computer and then clicking on **Upload**.

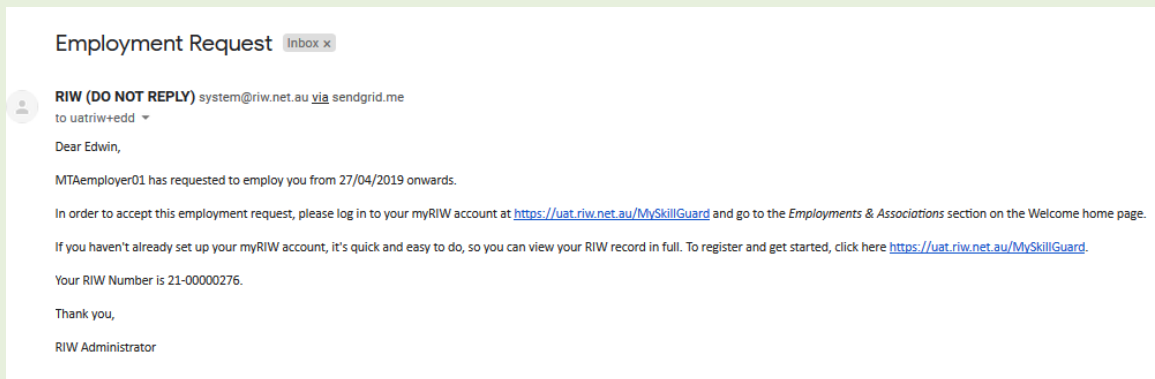


Please ensure the photo is uploaded with the correct orientation. Once uploaded, you are able to crop the image as required to meet the required specifications. Ideally, crop as per the example to the left. Once satisfied that you have the appropriate aspect, click on **Crop and Save**.

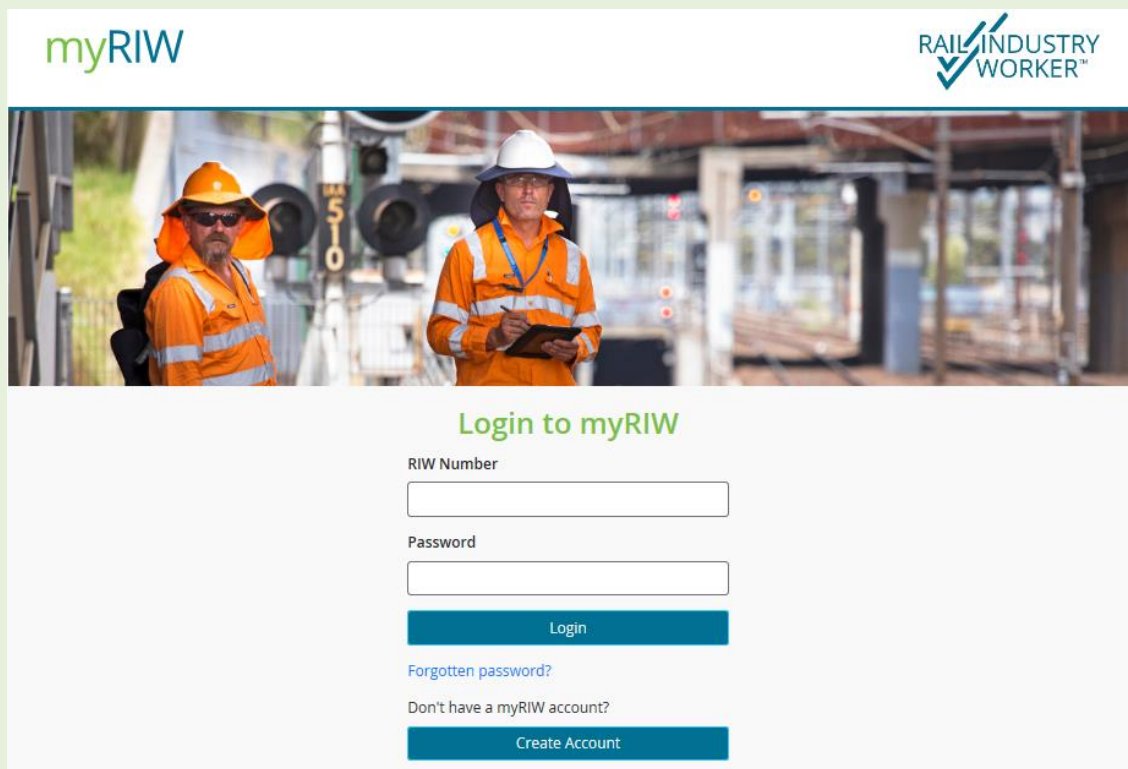
# New worker creation

## QUICK GUIDE v2.0

**Step 6** Once the the worker’s profile has been created, the individual will receive an Employment Request email, inviting them to create a new [myRIW](#) profile. You will not be able to continue the on-boarding process until the employment request has been accepted.



**Step 7** The worker will then need to 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.

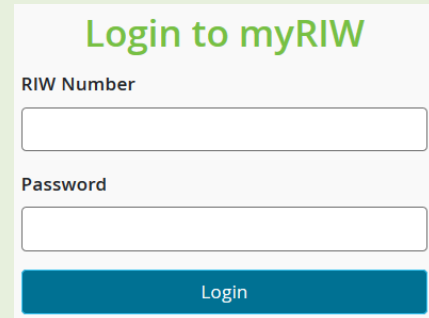


# New worker creation

## QUICK GUIDE v2.0

**Step 8** After the worker 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.



**Login to myRIW**

RIW Number

Password

**Step 9** Once the worker has accepted the PAA, the worker must also [accept the Employment Request](#) to be linked to your company. To do this they can go to the **Employers & Associations** section of myRIW, and click the **Accept** button next to the employment request.



myRIW

◀ Back

**Employers & Associations**

Here, you can approve or reject Pending Employment and Association Requests, see your current Employer(s) and end Associations with companies.

**Pending Requests**

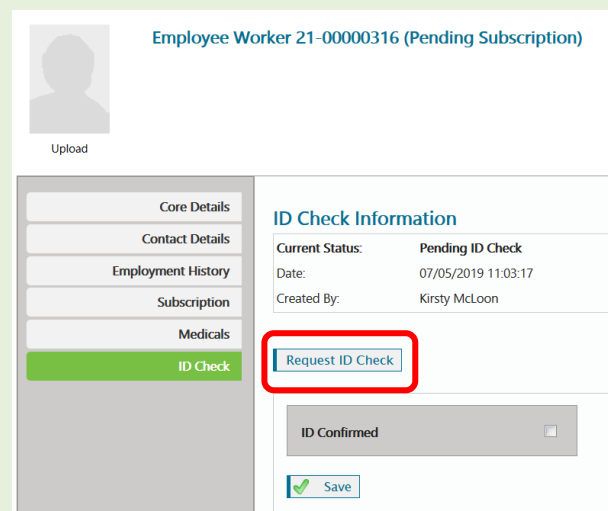
REQUEST TYPE	COMPANY NAME	DATE REQUESTED	START DATE	Actions
Employer	MTAEmployer01 Primary Employer	27/04/2019 15:40	27/04/2019	<input type="button" value="Accept"/> <input type="button" value="Reject"/>

**Step 10** As an employer administrator, you can view pending association requests and pending employment requests via your dashboard.

**Step 11** After the worker has accepted the Employment Request, you can now progress with on-boarding and request an ID Check for the worker.

This is now done online by selecting the **Request ID check button** in the worker's profile.

Once the ID check process has commenced, it will expire within 10 days. If the worker does not complete the ID check within this timeframe, the employer will need to purchase a new ID check and start again.



Employee Worker 21-00000316 (Pending Subscription)

Upload

Core Details  
 Contact Details  
 Employment History  
 Subscription  
 Medicals  
**ID Check**

**ID Check Information**

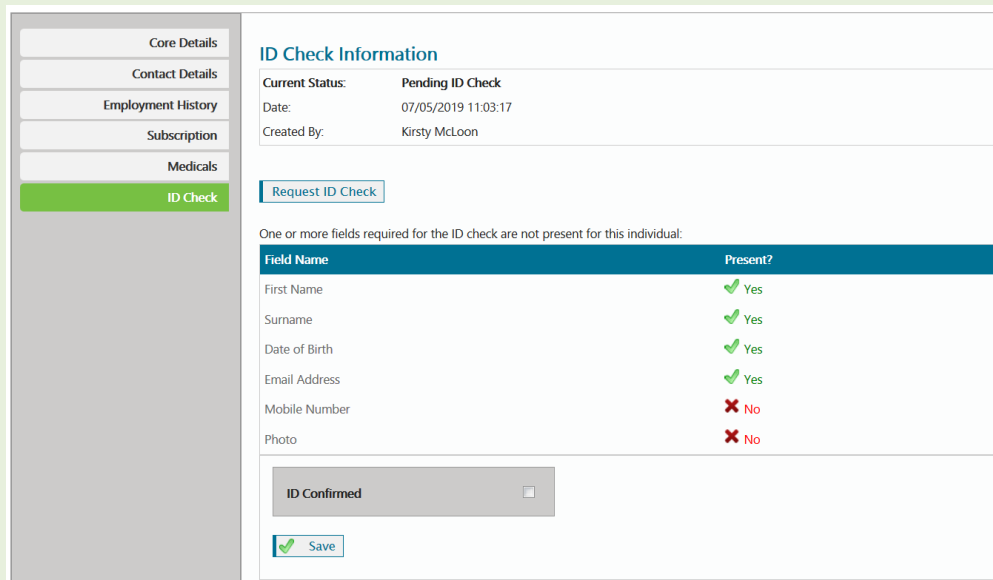
Current Status: Pending ID Check  
 Date: 07/05/2019 11:03:17  
 Created By: Kirsty McLoon

ID Confirmed

# New worker creation

## QUICK GUIDE v2.0

**Step 12** The ID check will not progress if there is missing key information on the worker profile. The missing items are indicated by a red cross.



**ID Check Information**

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

[Request ID Check](#)

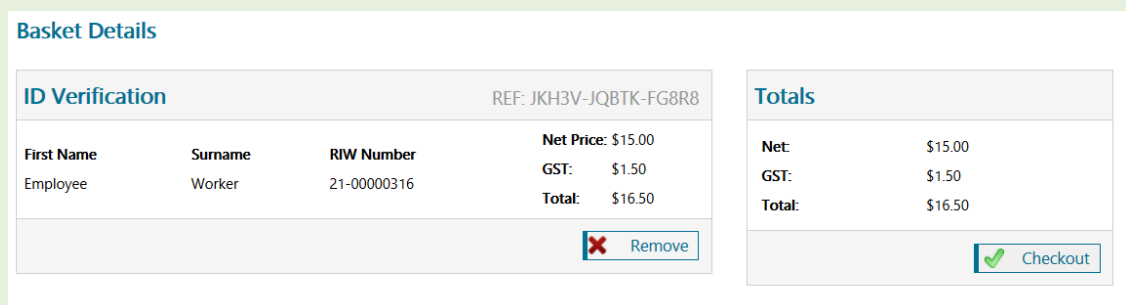
One or more fields required for the ID check are not present for this individual:

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

ID Confirmed

[Save](#)

**Step 13** After you have requested the ID check, you will be prompted for payment.



**Basket Details**

REF: JKH3V-JQBTK-FG8R8

ID Verification	Net Price: \$15.00
Employee Worker RIW Number: 21-00000316	GST: \$1.50
	Total: \$16.50

[✗ Remove](#)

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

[✓ Checkout](#)

**Step 14** Complete the payment via PayPal or Pay on Account (if applicable).

**Step 15** The worker will then receive an email to commence their online ID Check. The worker will need to upload 100 points of ID. For information about what documents the worker needs to supply, please refer to the [Quick Guide - Acceptable Identification Documents](#)

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

**Step 16** Once complete, the workers profile will be updated and you can then complete the on-boarding process by paying for the workers subscription and uploading the required [job roles](#) and [competencies](#).

# New worker creation

## QUICK GUIDE v2.0

### 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 <a href="#">acceptable identification document</a>