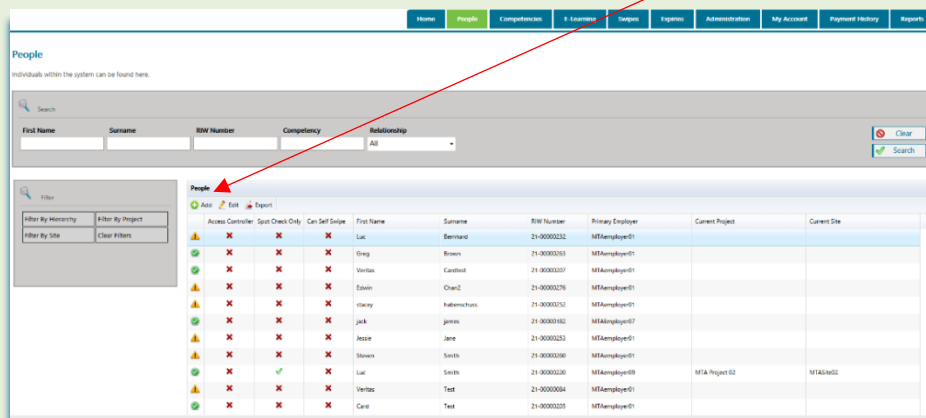


# Reissuing a virtual card

## QUICK GUIDE v1.0

You will need to use this function if the first issue of a virtual card was sent to the wrong mobile number or email address. Make sure these items are correct in the RIW system before reissuing a virtual card.

- Step 1** Go to <https://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** Click on the **Contact Details tab** on the left hand side menu of the worker's profile and update the mobile number and email address.

**Step 5** Click on the **Cards tab** on the left hand side menu of the worker's profile and choose **Resend Virtual Card PIN**.

**Note: A virtual card can be issued for the first time when a physical card is requested and upon the ID check being successfully completed by the worker.**

