

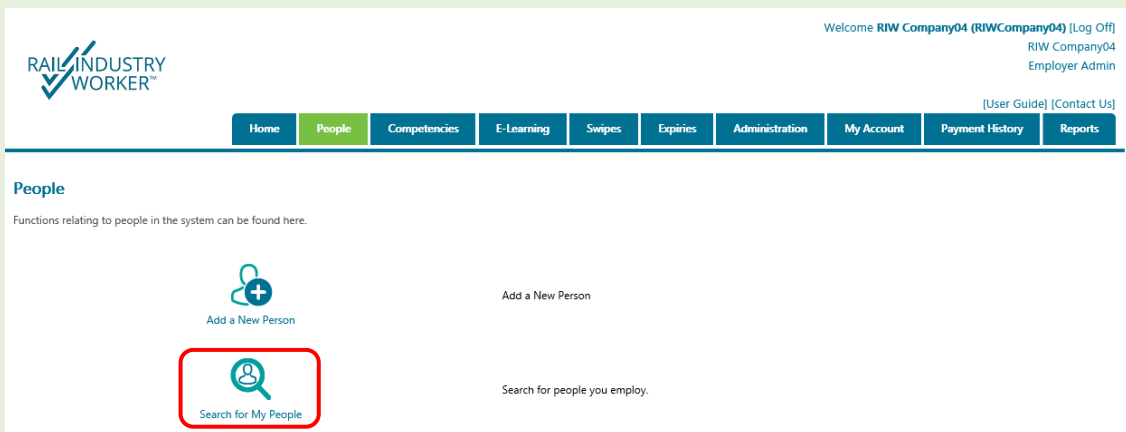
Reissuing a virtual card

QUICK GUIDE

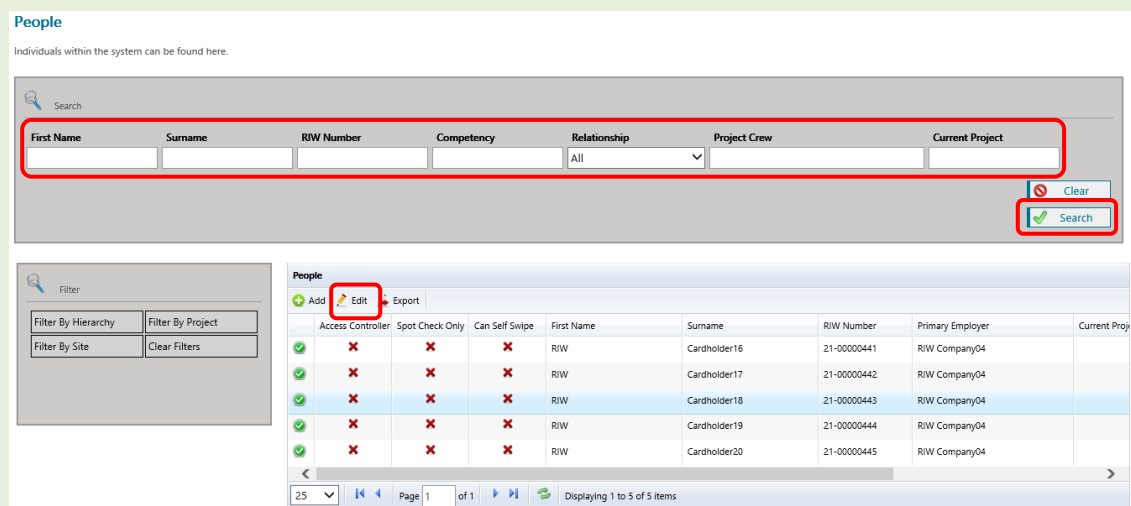
In the event an RIW cardholder cannot find the virtual card registration link or it has been incorrectly sent to the wrong mobile number or email, the Primary Employer can re-issue the virtual card registration link from the cardholder's profile.

Step 1 Go to <https://app.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 cardholder.



Step 3 Enter the cardholder's details in the search fields or leave blank to bring up the entire workforce by clicking **Search**. Select the cardholder by clicking on their name and click the **Edit** button.



Reissuing a virtual card

QUICK GUIDE

Step 4 The cardholder profile will now appear.

RIW Cardholder18 21-0000443 (Current Subscription)

Upload Updated 19/11/2019

Core Details

- Job Roles
- Employer Job Roles
- National Competencies
- Employer Competencies
- Network-Based Competencies
- Project-Based Competencies
- Site-Based Competencies
- Zone-Based Competencies
- Contact Details**
- Other Details

Contact details successfully saved!

Address Line 1: 1 Address Lane
 Address Line 2:
 Suburb: Suburbia
 State: VIC
 Postcode: 3000
 Country: Australia
 Phone:
 Mobile Number: 0466949738
 Email Address: riw.userguide+ch18@gmail.com

Confirm the mobile number and email address are correct by clicking on the **Contact Details** tab on the left hand side menu. If any changes are required, update the details and click **Save** before progressing.

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

RIW Cardholder18 21-0000443 (Current Subscription)

Upload Updated 19/11/2019

Core Details

- Job Roles
- Employer Job Roles
- National Competencies
- Employer Competencies
- Network-Based Competencies
- Project-Based Competencies
- Site-Based Competencies
- Zone-Based Competencies
- Contact Details
- Other Details
- Emergency Contact
- Status Options
- Swipes
- Sniffs
- Work Restrictions
- Risk Assessments
- Employment History
- Association History
- Subscription
- Medicals
- DBA Screenings
- Allocated Items
- Cards**

Active Cards Only: Show Cancelled:

This person has been issued with 1 cards

Virtual Card Created ✓

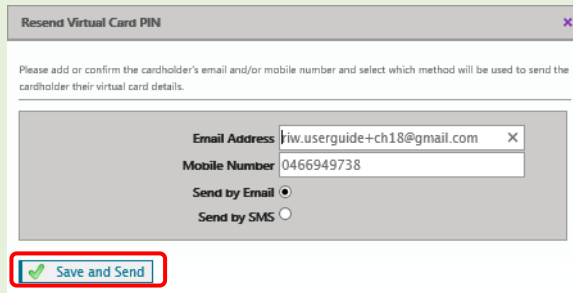
RIW Cardholder18
 RIW No: 21-0000443
 Issue No: 1

Status: AWAITING PRINT
 Card Number: 21-0000443/1
 Issued Date: 19/11/2019
 Print Date:
 Expiry Date: 18/12/2024
 Delivery Address:
 RIW Company04, RIW Company04, RIW Company 04 Delivery,
 700 Collins Street , Docklands , VIC, 3008,
 Australia.

Reissuing a virtual card

QUICK GUIDE

- Step 6** On the **Resend Virtual Card PIN** pop-up screen, confirm whether the request is to be sent to the cardholder's email address or mobile number. Click **Save and Send**.



Resend Virtual Card PIN [X]


Please add or confirm the cardholder's email and/or mobile number and select which method will be used to send the cardholder their virtual card details.

Email Address riw.userguide+ch18@gmail.com [X]

Mobile Number 0466949738

Send by Email

Send by SMS

 Save and Send

Note: A virtual card can be issued for the first time only once a physical RIW card has been requested and upon the ID check being successfully completed by the cardholder.