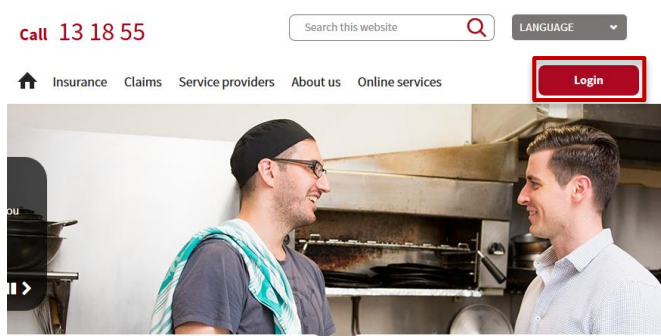




www.rtwsa.com  
13 18 55

## Updating your online services account

**Step 1.** Begin by visiting [rtwsa.com](http://rtwsa.com) and clicking the red 'login' button. This takes you to the online services login screen.



**Step 2.** Login using your current username and password. This is your employer number and password. This may have recently been emailed to you. If you are unsure of your username or password, please call us on **13 18 55**.

Return to WorkSA

### Online services

Enter your username and password to login.

Username

Password

[Forgot username?](#) [Forgot password?](#)

Using online services for the first time? [Register here](#)

**Terms and conditions:**  
By logging in you agree to the acceptance of and compliance at all times with our [terms and conditions](#).

For assistance, please call 13 18 55 from 8:00am - 6:00pm (ACDT) Monday to Friday or email [info@rtwsa.com](mailto:info@rtwsa.com).

## For Official Use Only

**Step 3.** Now you'll need to create your user account. Fill in all of the mandatory fields including your name, contact information and security details which includes your mobile phone number.

**Create user account**

Enter your name, contact details and security details below.

**Name \*** First name \* Middle name Surname \*

**Email address \*** Enter your email address **Please note that your email address will be used as your username.**

**Password \*** Enter password Confirm password

**Mobile \*** Enter your mobile number **Please note that your mobile phone will only be used for authentication.**

**Contact number \*** Enter your contact number  Same as mobile phone

**Company \*** Enter company name Please select a position \*

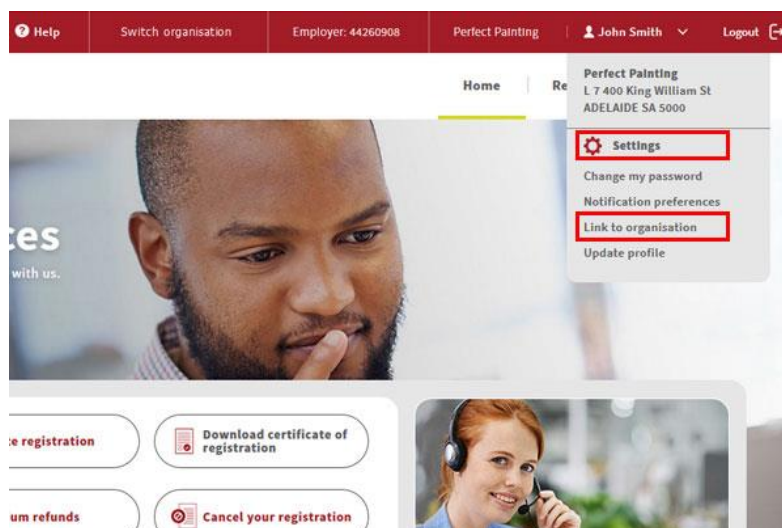
**Secret question 1 \*** Please select question 1 \* Answer to question 1 \*

**Step 4:** As part of creating your user account, you'll need to verify your email address and mobile phone number by entering a security code. This code is sent to you via email and SMS, so make sure you have your mobile phone and email account handy as the security codes have a time limit.

**Step 5:** Once you've completed all of the mandatory fields and validated your email address and mobile phone number, click 'submit'.

**Step 6:** Your updated user account is now setup. All you need to do is logout and login again to get started.

**Step 7:** If you need to link another organisation to your account, you can do this through your profile settings. Click on your name, 'settings' and then 'link to organisation'. Follow the prompts to link another organisation to your user account.



**Note:** All users from your business who require access to online services can follow this process to set up their own user account.