Updating your online services account

**Step 1.** Begin by visiting [rtwsa.com](http://www.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**.
**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](image)

**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.

![Profile settings](image)

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