Creating your online services account

Step 1. Begin by visiting rtwsa.com and click the red 'login' button on the right hand side of the toolbar. This takes you to the online services login screen.

Step 2. Click 'register here' from the online services login screen to register for an online services account.
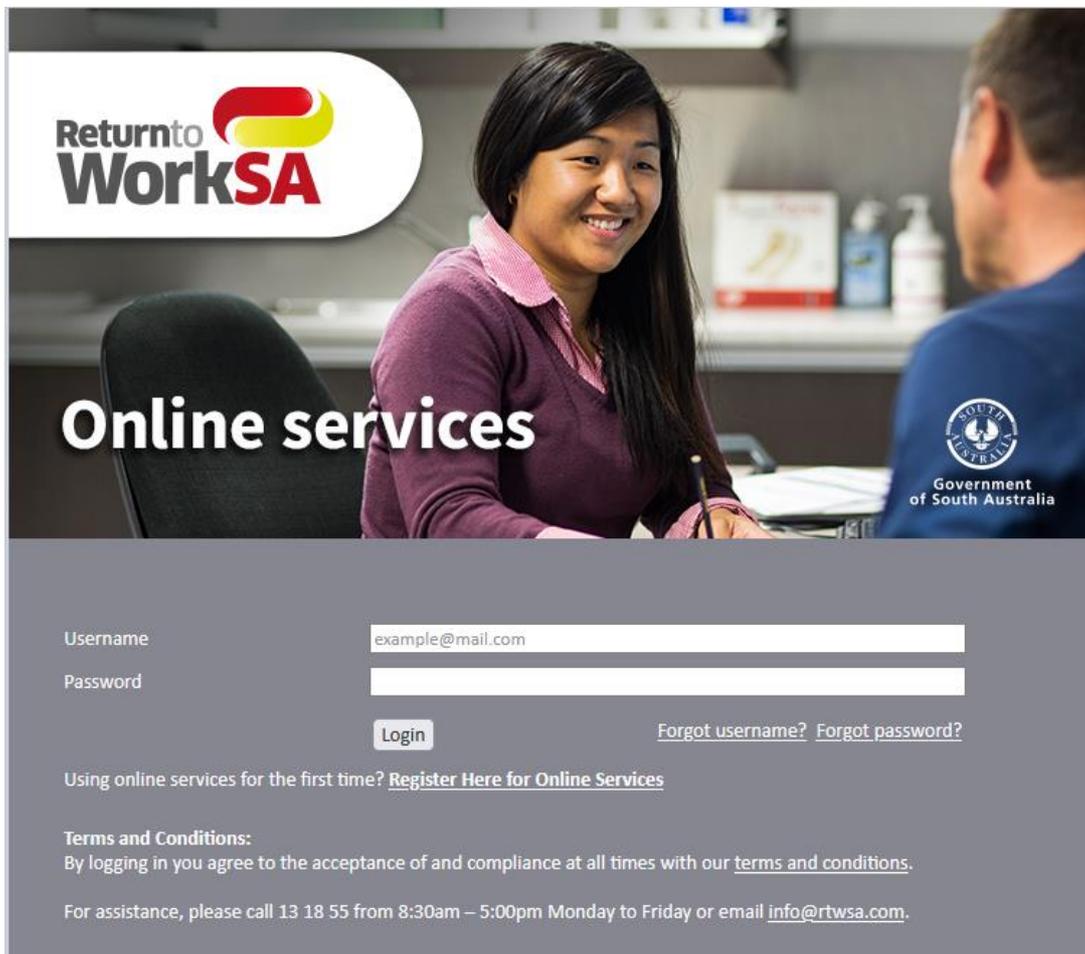
Return to **work**.
Return to **life**.

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

Create user account

First name*	Enter your first name
Surname*	Enter your surname
Email address*	Enter your email address

Please note that your email address will be used as your username.

❓ Password *	Enter password

☐ Show password

❓ Mobile *	Enter your mobile number

Please note that your mobile phone will only be used for authentication and urgent communications.

Contact number*	Enter your contact number

☐ Same as mobile phone

How would you describe your position or role in relation to the business you are registering to access?* [dropdown]

Cancel   **Submit**

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. Check your junk mail if you don't receive the email.

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

Step 6: You'll then need to logout and login again using your email address as your username and the password you just created.

Step 7: When you log back in, you'll be asked to link an organisation to your account.

My home page

🖱 Add organisation link   ✏ Update my profile   🔒 Change my password   🏭 New business registration

Organisation list - Please select the organisation you want to transact on.

Organisation name	Address	Organisation type	Organisation number	Actively linked?	Status
RETURN TO WORK CORPORATION OF SOUTH AUSTRALIA	GPO Box 2668, ADELAIDE, SA 5001	Employer	02242003	✓	Active

ReturntoWorkSA

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Link to organisation

> ∨ **Search**

Please select the type of organisation you wish to link to your account for online transactions (once your link is approved you will be able to perform transactions on behalf of this organisation): *

○ Employer (eg. Pay your premium, update your remuneration information etc)

○ Provider (eg. Invoice upload, provider referrals, invoice search etc)

ABN	
Or	
ACN	
Or	
ReturnToWorkSA number (employer or provider number)	

Clear   Search

> **Search results**

> **New links**

After adding a link, if you require access to more than one organisation, click 'clear' and search again.

Once you have selected and added all of the organisations you wish to link to, click 'submit' to apply for approval.

Cancel   Submit

Step 8. Select that you wish to be associated to the organisation as an 'employer'. Note: The example doesn't include online claim lodgement but it will as soon as it is available.

Step 9. Search for the organisation that you require access to by entering either the ABN, ACN or ReturnToWorkSA number which is the employer number. Once you've done this, click 'search'.

Step 10: Select the organisation that you require access to from the search results and then click 'add new link'.

Step 11: Click 'send code' and enter the security code that is sent to your mobile phone.

Step 14: Once you have completed all of the information, click 'submit' to finish registering for online services.

What happens next?

ReturnToWorkSA will be notified and will grant your access following our standard security checks. You will receive an email once this is completed. Please allow up to two business days.

Note: 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 online services account.

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

ReturntoWorkSA

Return to **work.**
Return to **life.**