System Access and Basic Navigation

Summary

This *Customer Support Bulletin* describes how to locate the online RTV3 system utilized by SWAC, login to its secure management web site, and retrieve organization and member records.

User Login

To login to the secure RTV3 system utilized by SWAC, go to: http://swac.secureworker.com and enter your *Username* and *Password*.

If you forget your password, click the *Forgot Password* link.

If you are having difficulty using the system, click the *PC and Mac Browser Requirements* link for more technical support information.
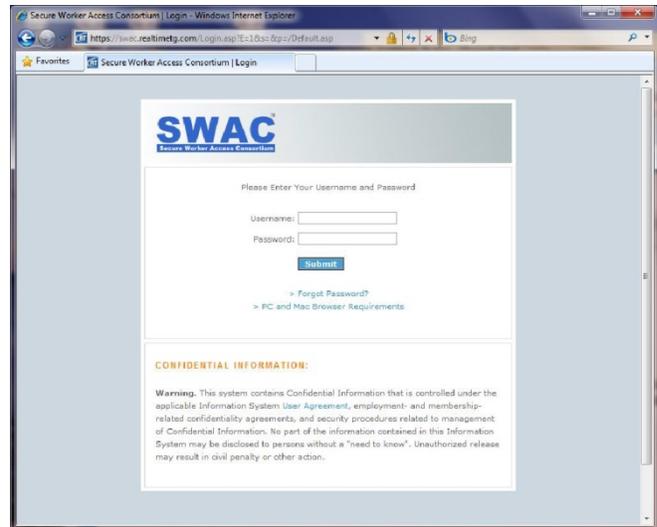
Home Page and Basic Navigation

Upon successful login, you will access your home page as shown here.

To search for an organization or individual Member, use the search function in the left column.

PLEASE NOTE: You can search for members and organizations by name, or, if known, you can search by Control ID. Use the Search Option for additional filter options.

Any relevant alerts or user messages from SWAC Customer Service will appear in the right column.
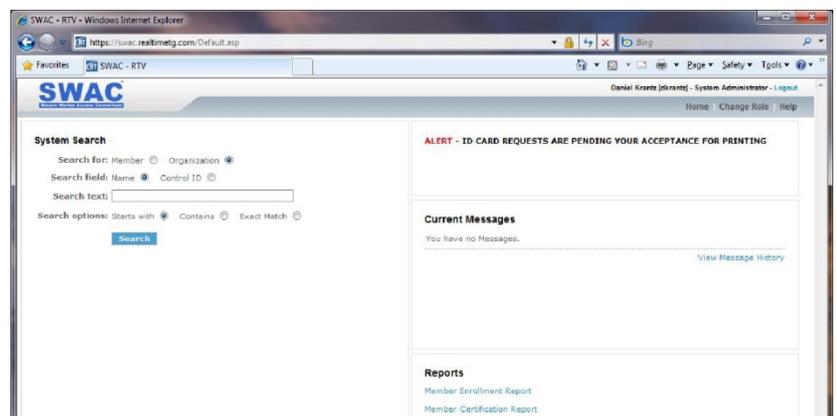
Search Results and Accessing a Record

To retrieve a member record, click on the name of the member you are trying to access.

If you're not sure of the correct individual, you may click on the silhouette image (⬛) of the head and shoulders to view a picture of the selected member.
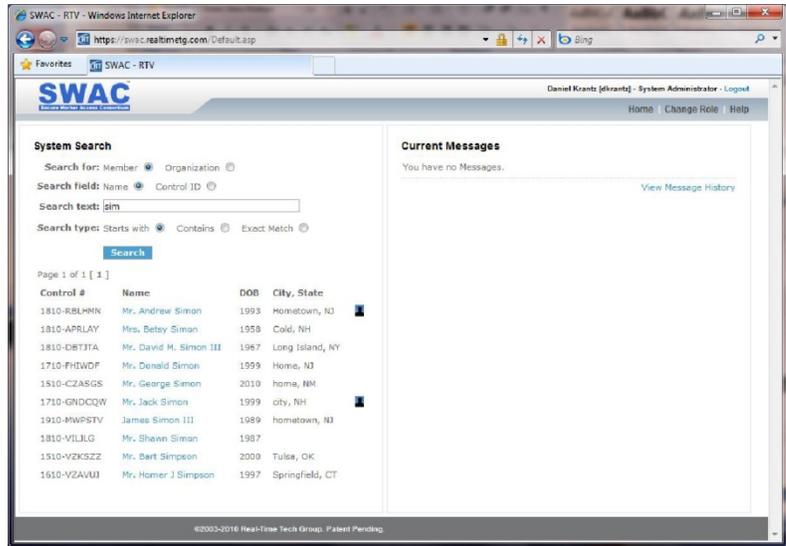
To retrieve an organization record, click on the name of the member organization you are trying to access.