

# PADDLE AUSTRALIA MEMBERSHIP & EVENTS PORTAL

## Member Support Guide for Active or Lapsed Members



### 1. LOGGING INTO YOUR ACCOUNT.

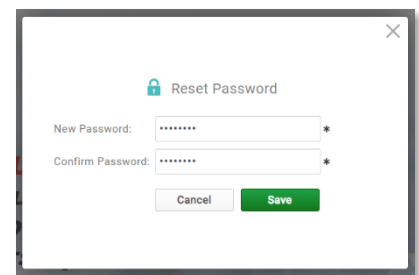
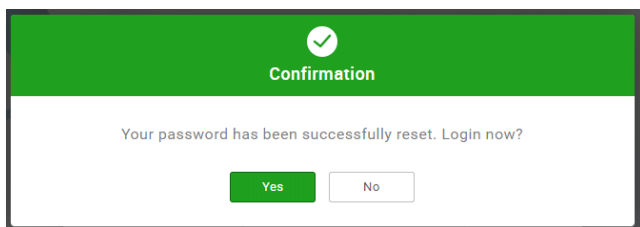
You should have received your username in an email. Head to <https://paddleaustralia.azure.com/Account.mvc/Login> and enter your username into the username field and click on the **“Forgot Password”** button.



You will receive a pop-up notifying you that a password email has been sent. This email may take a few minutes to come through to your email. If you have not received anything after 15 minutes be sure to check your Spam/Junk folders and if not there, please contact Paddle Australia on 02 9763 0670 during business hours or via email at [membership@paddle.org.au](mailto:membership@paddle.org.au).

The reset email will come from [membership@paddle.org.au](mailto:membership@paddle.org.au)

The body of the email will contain a link that you will need to click to reset your password. After you enter and confirm a new password you will have the option of logging straight into your account. You will be taken to your profile page.

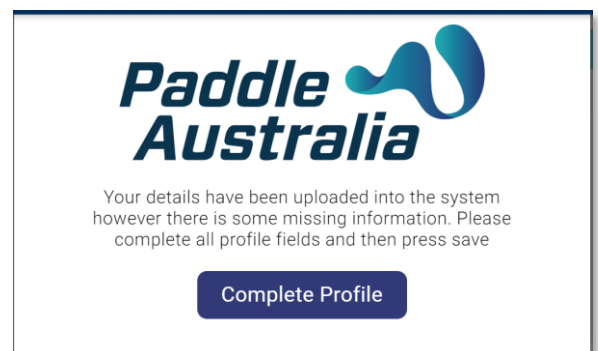


### 2. UPDATING YOUR PROFILE

If all of your profile details are complete proceed to step 3 below, however if you need to update any of your personal information click on the **“Update Details”** button, make the necessary changes and then click **“Save”**



If your profile has been imported with any mandatory profile fields missing (eg email address, DOB etc) you will receive a pop-up (see screenshot to the right) prompting you to update your profile. When you click on the **“Complete Profile”** button, you will be taken into your profile where you will be able to enter and/or update any of the fields on the screen. Click on the **“Save”** button when you have finished making your changes.



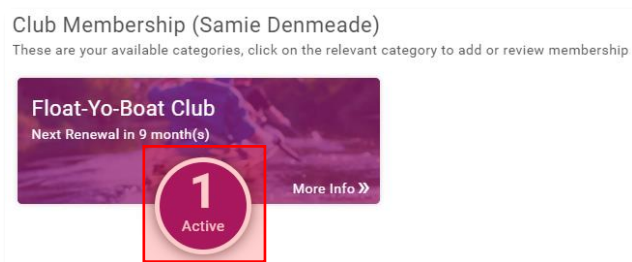
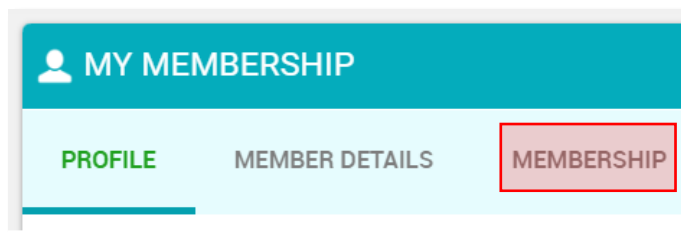
## YOUR MEMBERSHIP STATUS WILL DETERMINE YOUR NEXT STEPS

If you already hold an active membership for the current period, you do not need to do anything further, however you can view the details of your current or lapsed memberships by following **STEP 3** below.

If you have an expired / lapsed membership, you can take out new membership by following from **STEP 4** below.

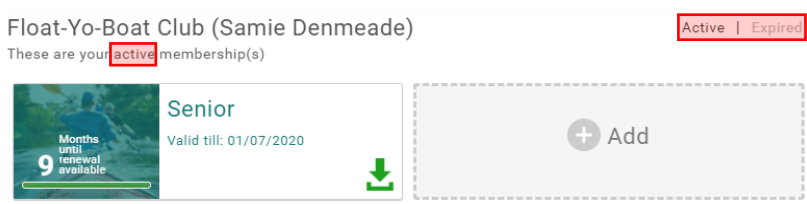
### 3. VIEWING YOUR MEMBERSHIPS

From the menu bar across the top of the screen, click on **“Membership”**. You will then see a tile for any of the Clubs that you are currently or have previously been connected to. There will be a number in the circle indicating the number of Active Memberships you hold with that Club.



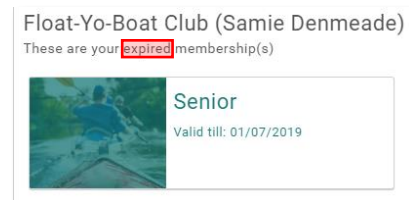
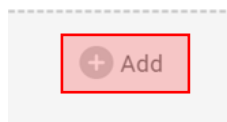
Click on the text **“More Info”** to see detail on this and any lapsed membership. On the new screen you will see a “tile” for each of the Memberships you currently hold which includes the expiration date.

Clicking on the green **Down Arrow** icon will produce a pdf Membership Card of your Membership.



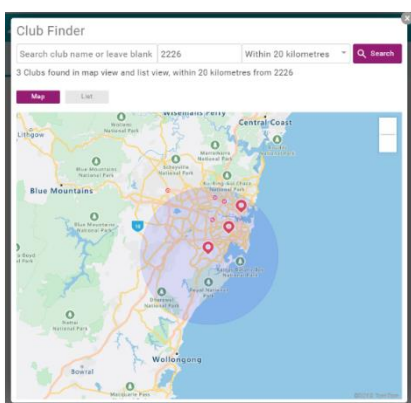
To view your expired/lapsed memberships, click on the greyed out word **“Expired”** from the top right of the membership tiles.

If you want to add any further memberships from your club, click on the **+Add** button. Alternatively, if you wish to take out membership with another club, please follow the steps from the second paragraph in Step 4 below.



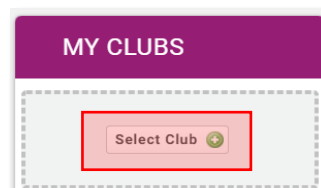
### 4. YOUR MEMBERSHIPS

If you do not have any current memberships, you will be presented with the Membership Prompt Pop-Up. Click on the **“Join a Club or Renew Club Membership”** button. This will then direct you to the Club Finder.



Alternatively, if you already have membership and are looking to take out an additional membership with another Club, click on **“Select Club”** from the top right-hand side of the screen under the **“My Clubs”** header. This will open up the Club Finder tool.

Using the search fields along the top of the screen enter in the search terms, i.e postcode, suburb or Club name and click the **“Search”** button.

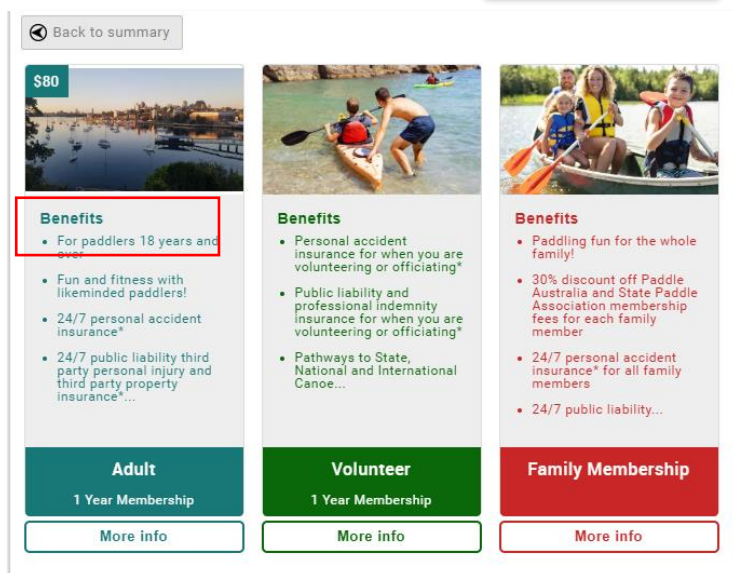


You will then see “pins” on the map. Clicking on any of these will give you the details of the Club. When you have located the one you are after, click on **“Select Club”**. This will then take you into the Membership Offerings Page for that Club.

a. You will then see Membership Tiles. These are the Memberships that are offered by your selected Club. You will only see Memberships that have been set by the Club to display/be available to you based on some settings including your age. For example it is likely that you will not see the Junior Memberships at your Club if you are 18 years or over.



b. To see more information about a membership, click on the **“More Info”** button on the tile. You will then see a pop-up with more information. If you are still unsure if this is the membership for you, please contact your Club directly. Click on **Select** if this is the Membership you want. Or press close if you need to look at other memberships.



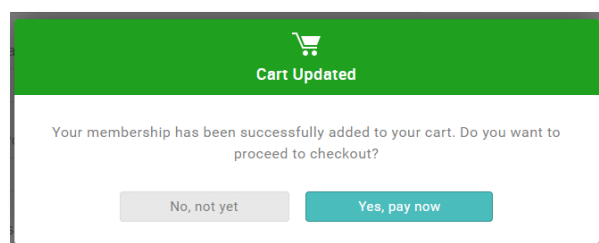
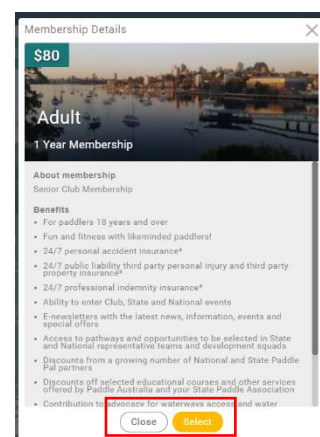
c. Once you have made your selection, you will see some data fields appear under the Membership tiles. You will need to complete any mandatory fields before proceeding.

d. An Emergency contact is required for all members registering in the system. If an emergency contact exists on your profile, this field will already be populated. You can update the details if required.

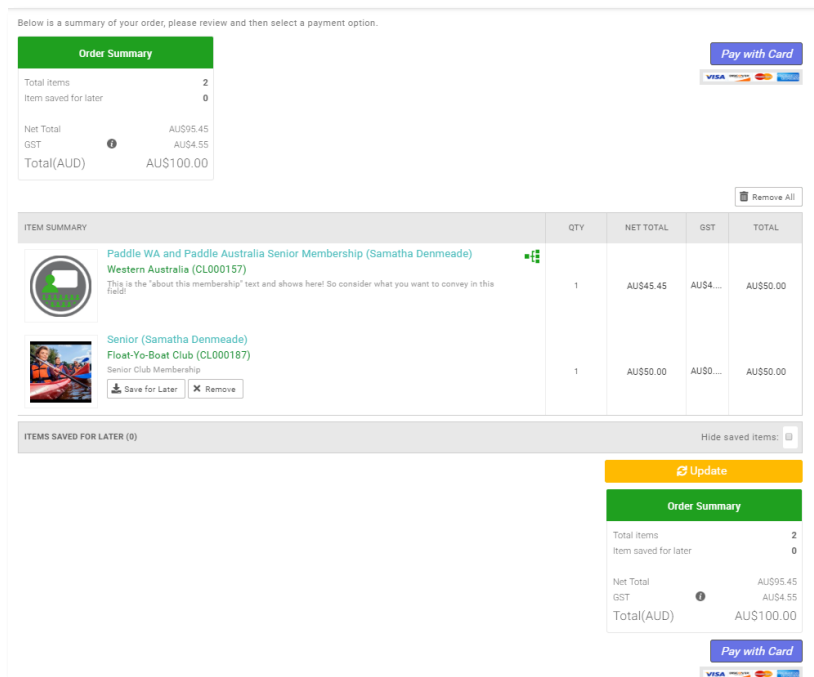
e. If your club wants you to provide any further information or offers any additional items for sale, you will be able to see these here also.

f. When you have finished making your selections and/or entering in all relevant data, you can click on the **“Finish”** button at the bottom of the page. If you have missed any mandatory fields you will receive a pop-up notification advising you as such. Click on **“OK”** complete the required fields and click the **“Finish”** button again.

g. You will then be presented with the option to proceed to the checkout to finalise your membership or complete any additional purchases. If you are only processing your own Membership, you can click on **“Yes, Pay Now”** on the pop-up to be taken to the checkout, alternatively click on **“No, Not Yet”**



- h. When you do click on **“Yes, Pay Now”** you are redirected to the checkout. Here you will see that you will have two items even if you only selected a single Club Membership. The second item is the Paddle Australia and State Paddle Association Membership Fee.
- i. If you have purchased any products as part of your Membership, you will see these items on separate lines also.
- j. If any discounts or surcharges have been applied, you will be able to see the details on these by clicking on the **“i”** in the **Order Summary**.
- k. To finalise your membership, click on **“Pay with Card”** You will then receive a pop-up to enter in your credit card details. When complete, click on the **“Pay”** button at the bottom.



- l. Upon payment you will be taken to a successful payment screen. From the right-hand side of the screen you can select to download your invoice. Your invoice will also be emailed to you.

