

INSTALLING AND ACCESSING THE MEMBER PORTAL FOR MEMBERS

The Member Portal can be accessed on any internet connected device but is especially useful for mobile phones or tablets as it allows a member to access their member record and if necessary prove their membership.

INSTRUCTIONS TO INSTALL

1. Click on the Member Portal app either on your organisation's web site or in the email link sent to you. The link is <https://member-portal.memberwizard.com.au>
2. Save this link in your bookmarks so that you can return to it easily
3. If you are asked to install the Member Portal as an App we recommend that you do.
4. Enter your email address, click / tap the **Check Email Address** button and follow the on-screen instructions.

TROUBLESHOOTING INSTALL

If the system is unable to verify your email address please check:

1. That the email address you are entering is the one registered at your organisation.
2. You cannot install if you share an email address with another member
3. If you still cannot register, please contact your organisation.

USING THE MEMBER PORTAL

1. The Home screen will show you your Membership status including any outstanding amounts.
 1. You can pay any outstanding amounts by clicking the **Pay Owing** button.
 2. You can view your member statement by clicking the **Statement** button.
 3. You can pay your Membership Renewal by clicking the **Pay Subscription** button.
 4. You can view your enrolled Classes by clicking **My Classes** button
 5. You can enrol in more classes by clicking the **Classes and Events** button.
 6. You can update your personal details by clicking **Change my Contact Details**
 7. You can obtain Help by clicking the **Help** button in the top right corner. This will give you the email address of the person at your organisation who is the nominated Portal Assistance member.
 8. You can return to the main Portal screen at any time by clicking the **Home** button in the top left of the screen.
 9. If you are a Group Leader and your organisation has enabled this functionality, you will be able to manage your Classes through the Portal. Instructions for this will be provided in a separate Help Sheet.
 10. You can add another member using the same computer by clicking the **Add another Organisation or Member** button. Each member can have their own PIN. Members cannot share the same email address within the same organisation. You will need to Log out by clicking the **Log Out** button before swapping members.