

# 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, pay fees and if necessary prove their membership.

## INSTRUCTIONS TO INSTALL

1. Click on the Member Portal app on the home web page at [u3ayarracity.org.au](http://u3ayarracity.org.au)
2. If you are the only member using the email address you can register with your email address. If you share your email address with another member you will need to use your Member Number to register.
3. Whether you have entered your email address OR your member number, a security code will be sent to your registered email address.
4. The security code is valid for 24 hours so if you need to return to the site you can simply enter your email address or member number then enter the code you received earlier.
5. If you do not have an email address, you will need to contact Member Support They will be able to enter a temporary email address into your record so you can obtain the security code. Once you've registered and set a password or PIN the email address can be removed from your record.
6. On registration you will be asked to enter a password or a PIN. In future when you return to this page you will be able to login with just your email address (or member number) and your password. Registration needs only be carried out once unless you forget your password or PIN in which case you will need to re-register.

## TROUBLESHOOTING INSTALL

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

1. If you have attempted to register using your email address and you share this address with another member then you need to use your member number.
2. If you do not have an email address then you will need to contact the email address listed for the support of the Portal. They will be able to enter a temporary email address into your record so you can obtain the security code.
3. If the system advises that you are not permitted to access the Portal then you need to contact your organisation as it could be that either your membership is Inactive or your membership type has not had Portal access enabled.

## USING THE MEMBER PORTAL

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. If your organisation has configured it, you will be able to view documents such as newsletters in your Member Portal.
8. 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.

9. You can return to the main Portal screen at any time by clicking the Home button in the top left of the screen.

## **USING THE PORTAL AS A TUTOR**

If you are registered as a Tutor in the MWiz database and your registration has the box checked which grants you Portal management access then you will see a button marked Tutor Portal.

In the Tutor Portal you will be able to view your Classes and the students enrolled and waitlisted. You will be able to manage these lists – move students from wait listed to enrolled, email your students, view their contact and emergency details. If your organisation has permitted it, you will be able to SMS your students in emergency situations where email is not appropriate due to timing.

You will also be able to manage Attendance Sheets and Attendance recording.

If you cannot see the Tutor Portal menu button please contact Member Support and have them check the box marked Enable Portal Access on your Tutor record in the system.