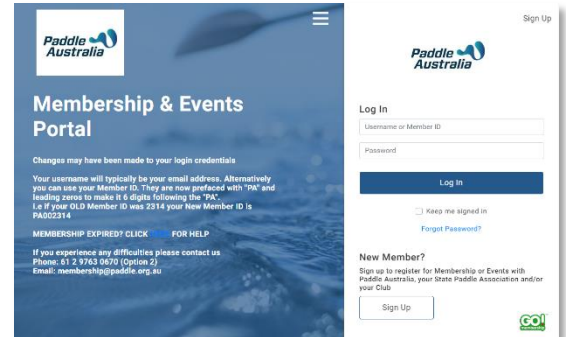


# MEMBER SUPPORT GUIDE – RENEWING MEMBERSHIP

This guide has been designed for individuals with a current membership within the renewal window wanting to sign into their account and renew their membership with their Club or take out membership with another Club. If you have any questions or require assistance please contact us at [membership@paddle.org.au](mailto:membership@paddle.org.au)

## 1. SIGN IN

Head to [paddleaustralia.justgo.com](http://paddleaustralia.justgo.com) You will need your username to access your account. Your username will be in the renewal reminder email sent to you and will either be the email address on your account or your Member Number.



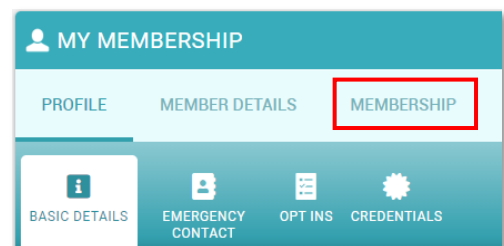
## 2. PASSWORD RECOVERY

If you need to reset your password, enter your username into the allocated field on the login screen, then click the “Forgot Password” Link. You will receive confirmation that an email has been sent. Be sure to check your Junk/Spam folders. If you still haven’t received it, please contact us. After you click the link in the email you will be able to enter a new password to access your account. Follow the instructions in the email to reset your password and log into your account.

**IMPORTANT:** If you enter an incorrect username, the system will NOT advise you, due to security reasons. Check your renewal email for your username or call/email for assistance and information

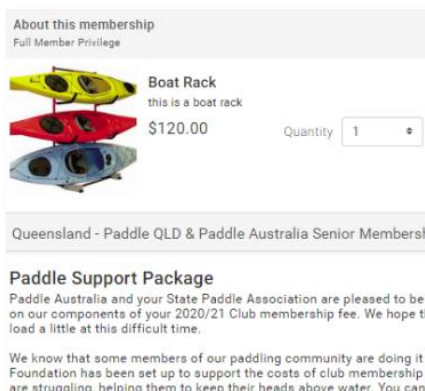
## 3. MEMBERSHIP

Click on “Membership” in the header area. As you are within the renewal period, you will have a notification at the top of the next screen. Click on the “Renew” button to renew your current Membership. Clicking this button will take you straight into the membership. If you are joining a new Club, follow the steps on the next page to locate and select your new Club.



Notifications (1)

Adult Full Member Membership is ready for renewal **RENEW**

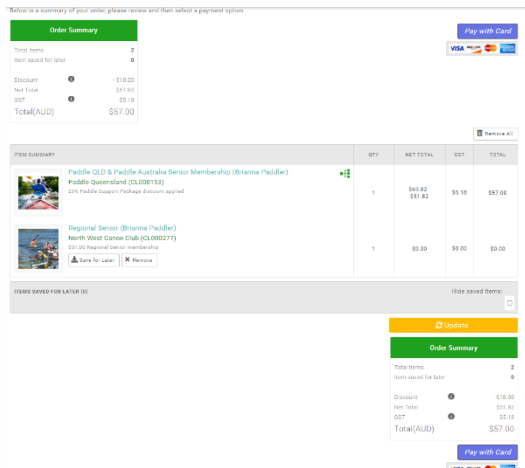
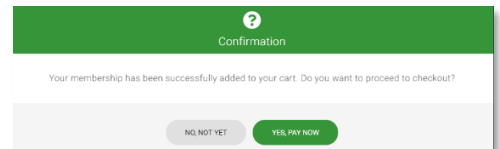


## 4. ADDITIONAL INFORMATION

After selecting your membership, you will be required to complete some additional information, including any mandatory questions set into the system by your Club as well as your emergency contact information. If an emergency contact exists on your profile, these fields will already be populated. You can update these details as required. When all fields are complete, click on “Finish” at the bottom.

## 5. CHECKOUT

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 purchasing 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”. When you click on “Yes, Pay Now” you will be redirected to the checkout. Here you will see that the PA & State Memberships are included in your membership.



## 6. PAYMENT

To finalise your membership, click on “Pay with Card”. You will then receive a pop-up to enter your credit card details. When complete, click on the “Pay” button at the bottom. 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. This invoice is also automatically emailed to you.

## JOINING A NEW CLUB THIS YEAR? FOLLOW THESE STEPS TO SELECT A NEW CLUB

### i. NEW CLUB SELECT

If you need to select a different 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 where you can make your selection and follow the steps to complete your Membership purchase

