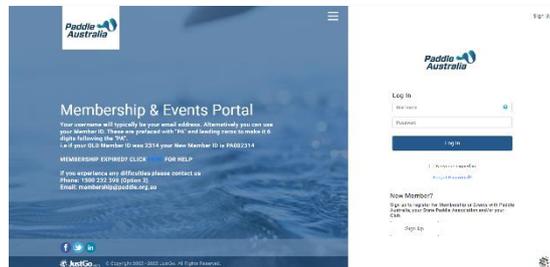


MEMBER SUPPORT GUIDE – NEW MEMBERS

This guide has been designed for individuals who have never held membership with either a Paddle Australia affiliated Club or with Paddle Australia directly. If unsure, if you have any questions or if you require assistance, please contact us at membership@paddle.org.au or on 1300 232 398.

1. CREATE AN ACCOUNT

Head to paddleaustralia.justgo.com and click the **Sign Up** button. On the Sign Up screen, enter your details and choose the user name you will use on every sign in (it will default to your email address). When complete, click **Sign Up**.



2. SIGNING INTO YOUR ACCOUNT

After clicking **Sign Up**, you will be logged in and presented with the Paddle Australia and JustGo terms and conditions. After reviewing these documents, select the **Accept & Continue** button at the top or bottom of the screen.

You will then be taken to your Member Profile. As you don't currently hold a membership, a window will pop-up to assist you in selecting a Club and purchasing membership or taking out a Direct Membership.

To purchase a Club Membership, click **New or Existing Club Members (Includes PA & State Membership)**.

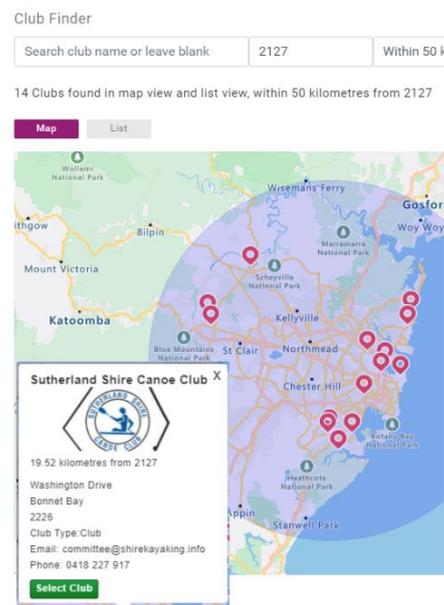


3. LOCATING/SELECTING A CLUB

The Club Finder will launch and will automatically populate the postcode you provided during Sign Up. The map will show you all Clubs within 50km of that postcode.

Use the search at the top to search by Club name, postcode or suburb. If you search by postcode or suburb, you can modify the search distance.

Each Club is represented as a pin on the map. Click on a pin to see the Club's details and then click **Select Club** when you have found a Club you wish to join. If the Club you have chosen doesn't accept memberships online, a pop-up will provide you with details to contact the Club directly.



4. SELECTING/PURCHASING MEMBERSHIP

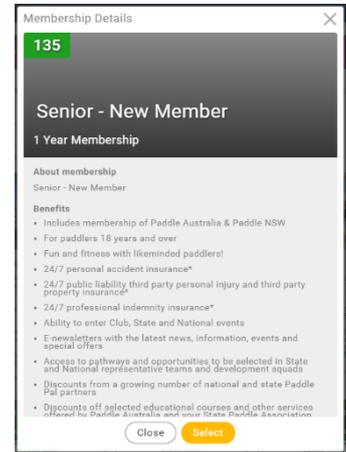
Once you have selected a Club, you will be presented with a selection of membership options available to you, which may be filtered based on factors such as your age or your new member status.

To see more information about a membership, click More Info at the bottom of the tile. If you're still unsure, contact the club directly. If you're ready to proceed, click Select to begin your purchase.

5. COMPLETE YOUR CLUB PROFILE

Once you have selected a membership option, you will be prompted to complete your club profile. This information will include details of an emergency contact, any specific information required by the club and any products the club offers for sale.

When complete, select **Checkout** to proceed to payment. If you wish to browse further before finalising, select **Save and Continue**.

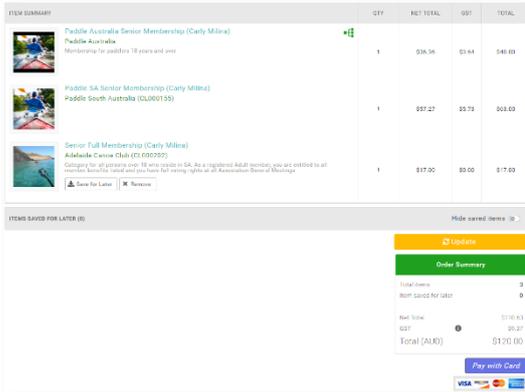


6. PAYMENT

When you reach the Checkout, you will see membership with your relevant State Association and with Paddle Australia also appended to your Club membership. Any products selected will also appear in your cart.

If any discounts or surcharges have been applied, you can see the details by clicking on the tooltip under **Order Summary**.

To finalise your membership, click **Pay with Card**. A pop-up will allow you to enter your card details. When complete, click **Pay**.



7. CONFIRMATION

Once your payment has been processed, you will receive confirmation on the next screen and advice that an email is on the way to the email address you provided during your registration. You can also download a PDF invoice from this screen.