Athletics Victoria

Member Portal User Guide

Table of Contents

1. Login 3
2. Change Password 4
3. New Individual Registration 7
4. Renew Individual Registration 12
5. Transfer 16
4. New Family Registration 18
5. Renew Family Registration 24
6. Register for an Event 30
7. Register for an Education Course 36
8. Results 41
9. Financials 43
10. Support 45

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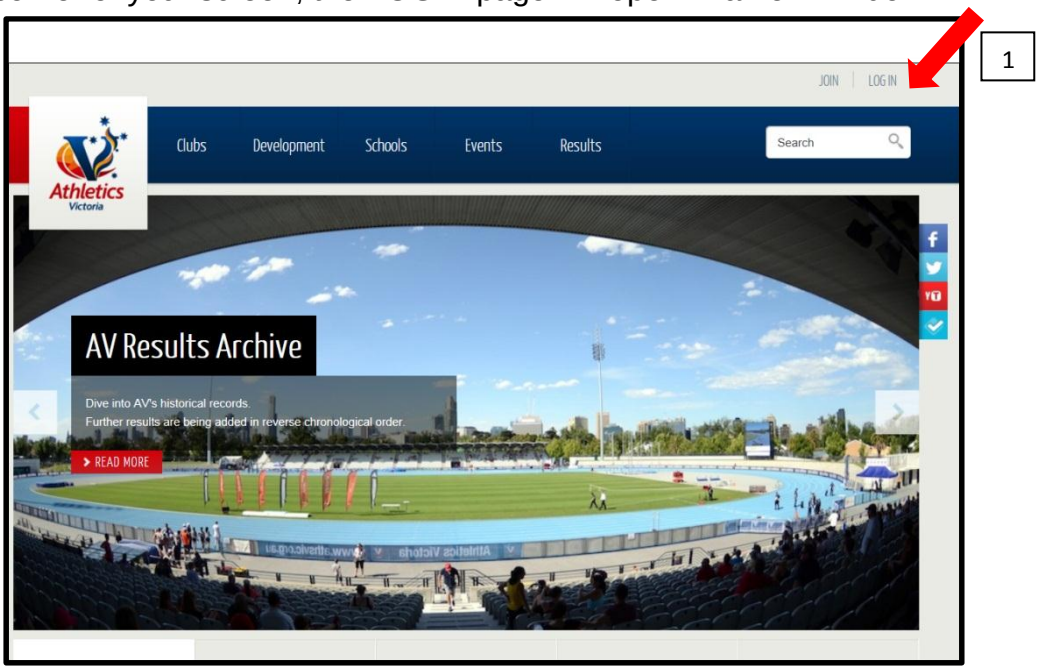
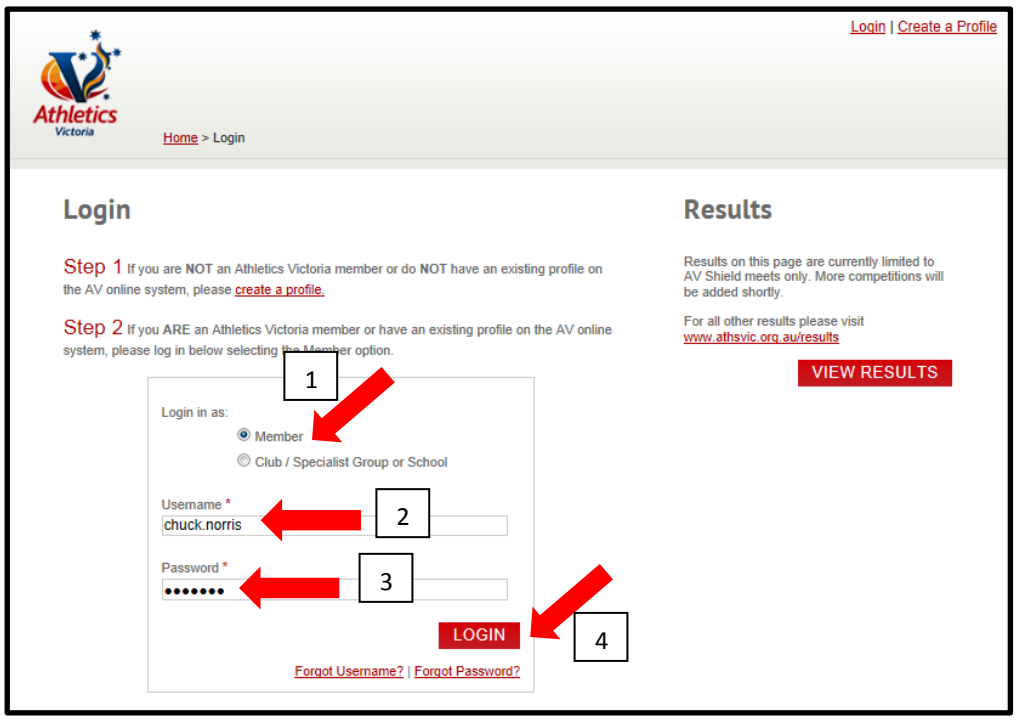
1. Login

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



TIP: Remember to enable your COOKIES before logging in. If you cannot locate your Username and Password click on the "Forgot Username" or "Forgot Password" links located on the login page.

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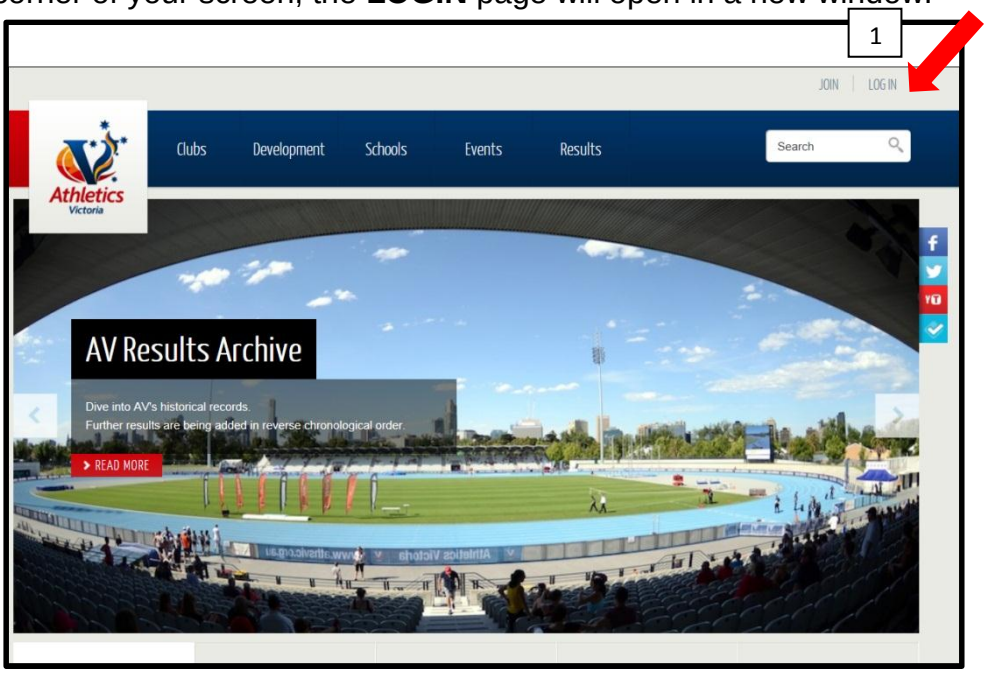
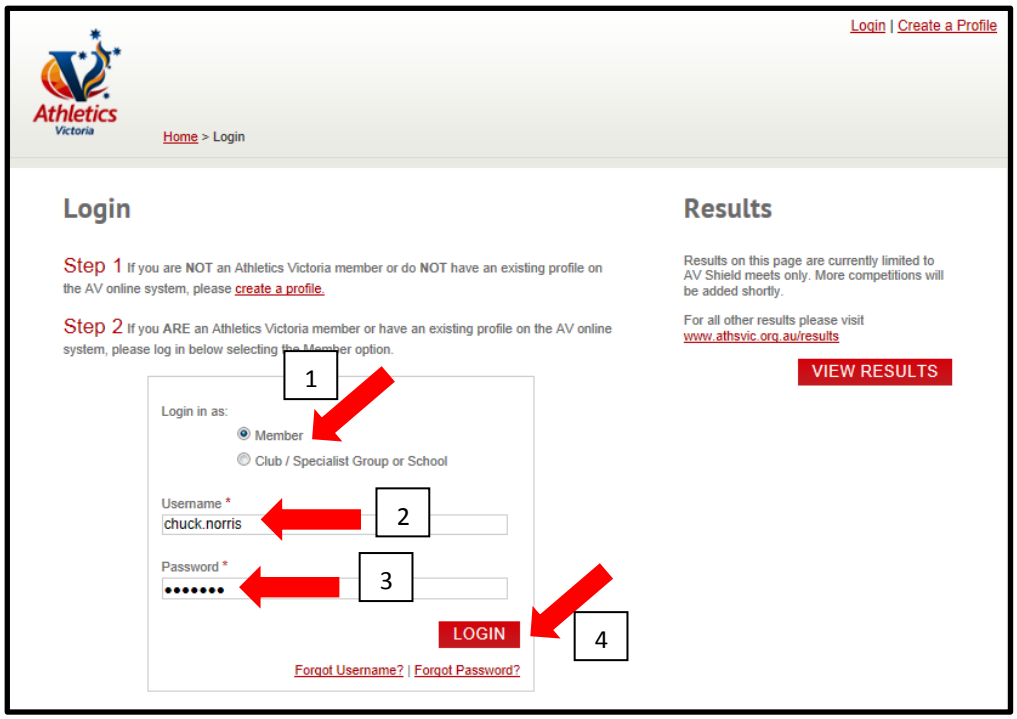
2. Change Password

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



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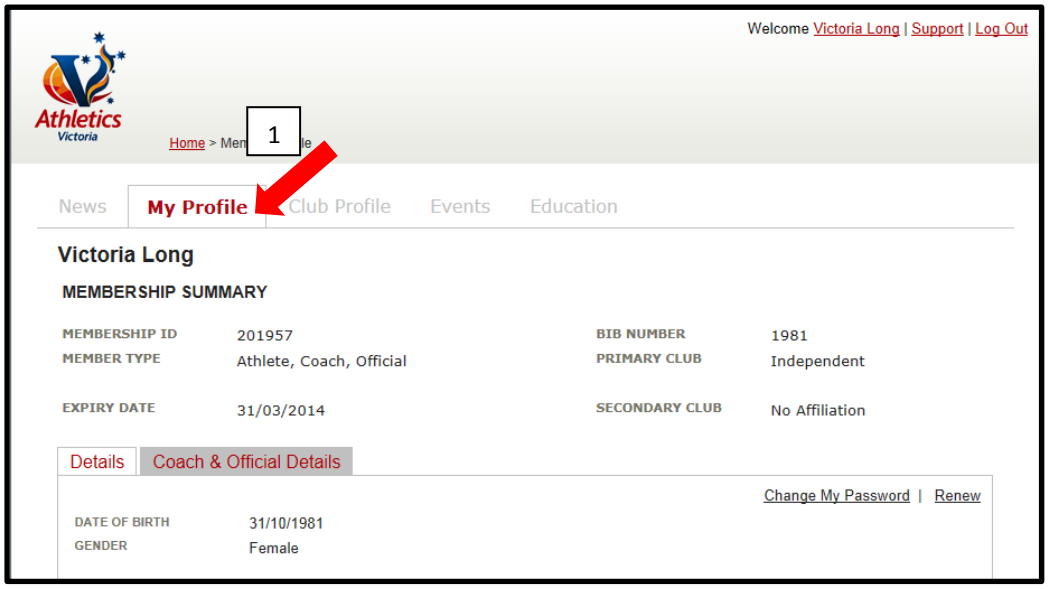
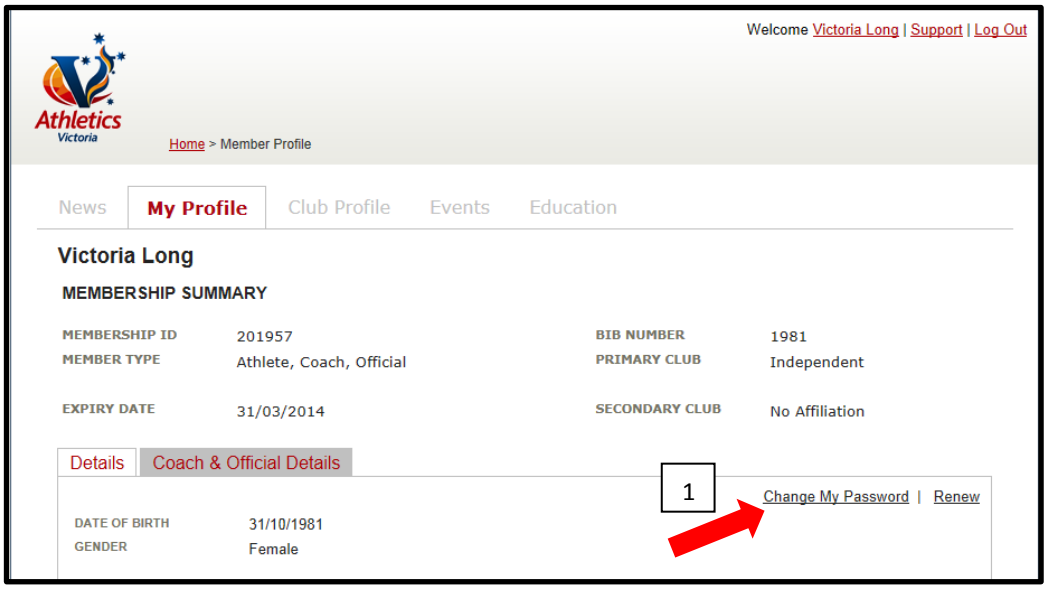
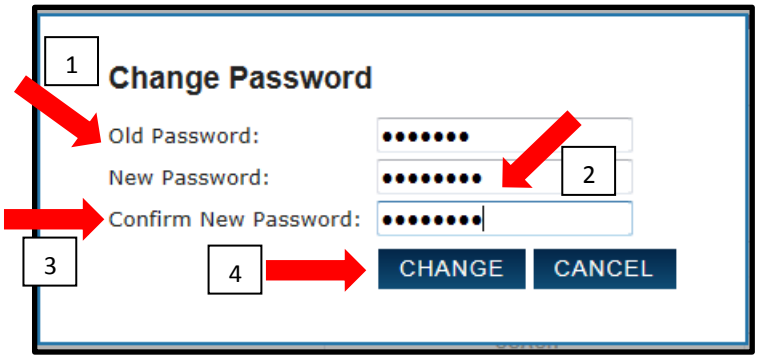
4. Once logged in to your Member Portal click on the **MY PROFILE (1)** page.



5. On the **MY PROFILE** page click on **CHANGE PASSWORD (1)**. The **CHANGE PASSWORD** dialog box will open.



6. Once the **CHANGE PASSWORD** dialog box appears type in your **OLD PASSWORD (1), NEW PASSWORD (2), CONFIRM NEW PASSWORD (3)** and click **CHANGE (4)**.



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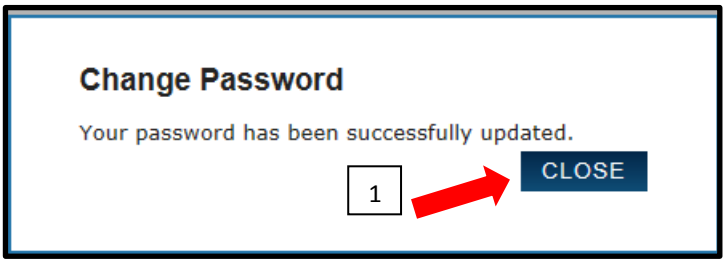
7. A confirmation note will appear. Click on **CLOSE (1)** to return to the Member Portal.



TIP: There are no restrictions on the number of times you can change your password.

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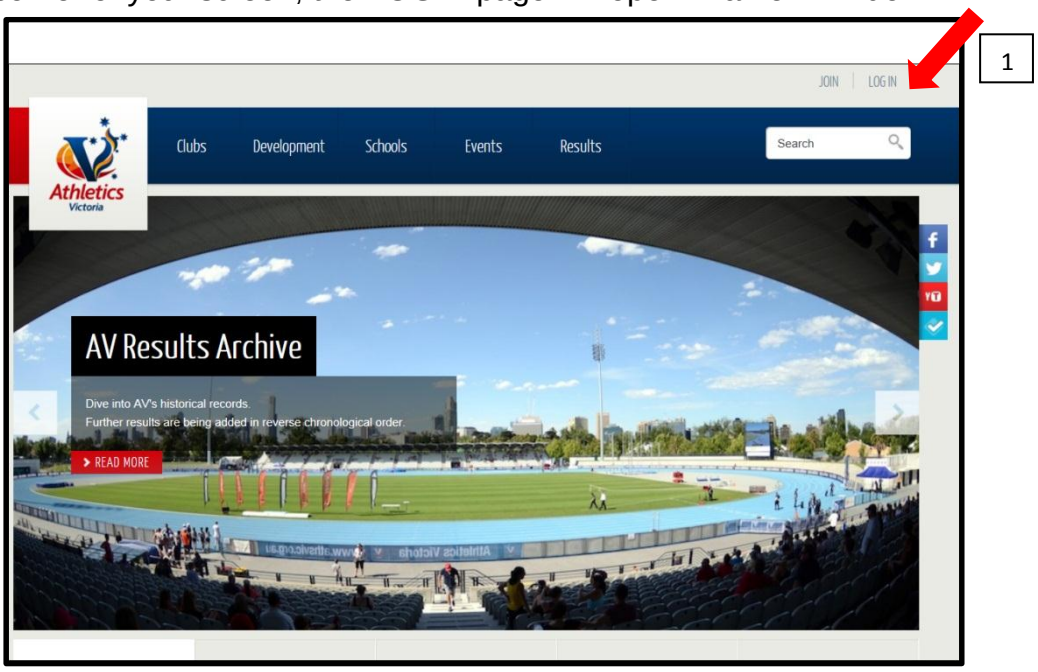
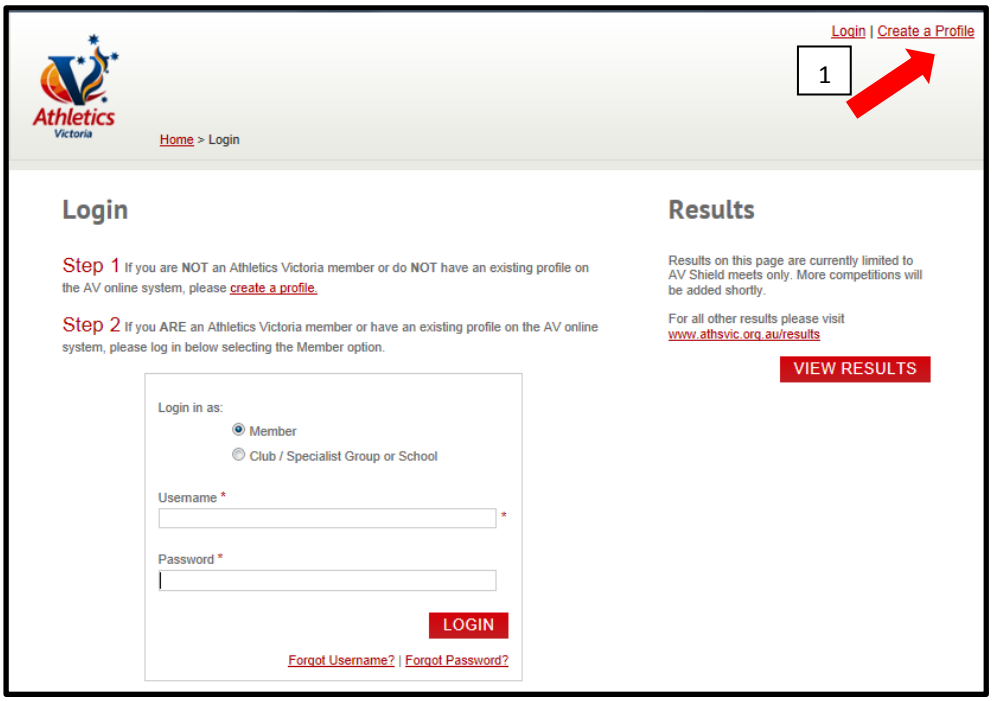
3. New Individual Registration

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page click on **CREATE A PROFILE (1)**.



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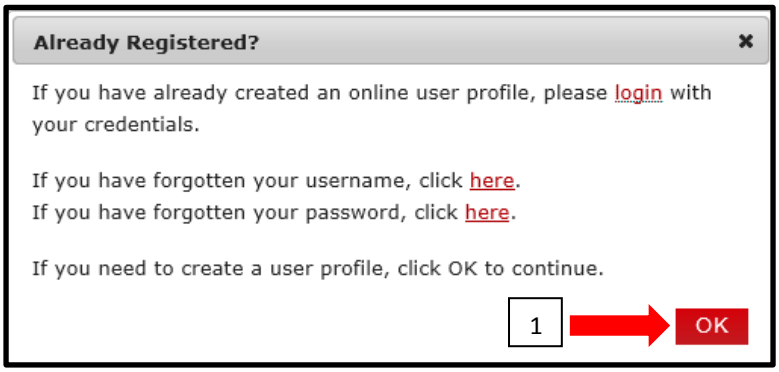
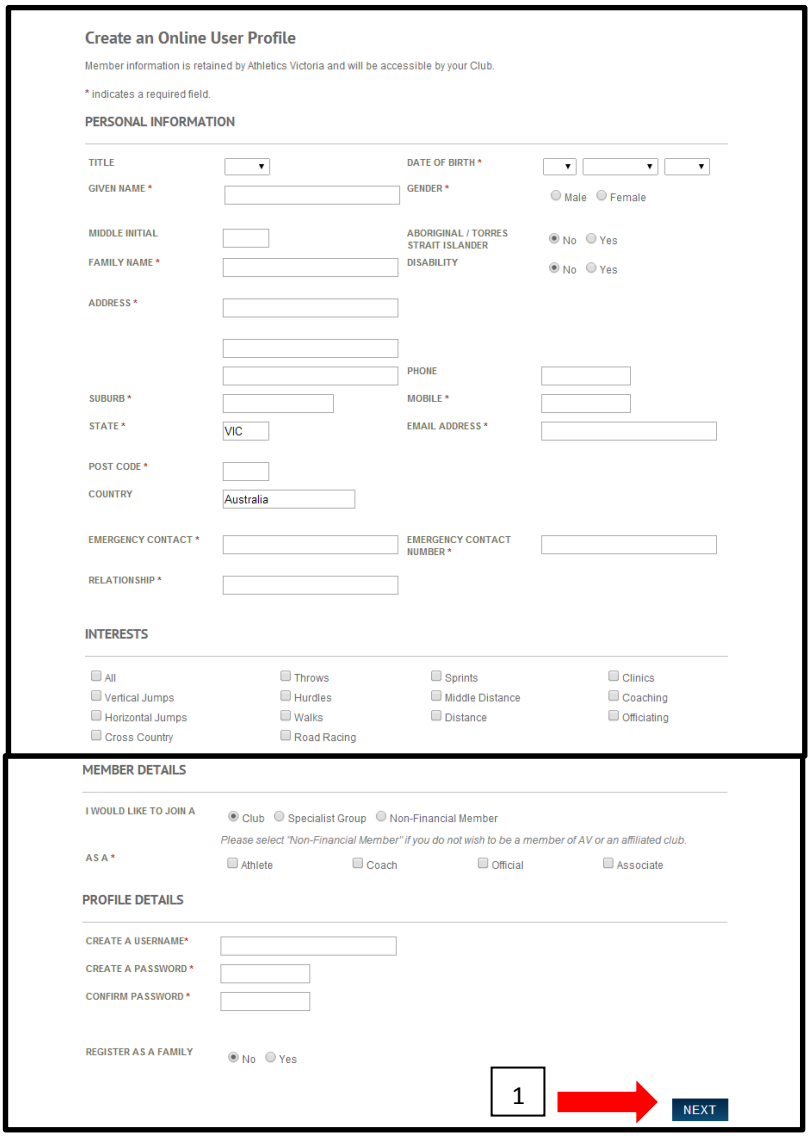
4. The **ALREADY REGISTERED?** page will appear, please ensure you have not created a profile with Athletics Victoria in the past. If you would like to continue to create a profile click on **OK (1)**. If you have created a profile in the past choose another option.



5. Once the **CREATE A USER PROFILE** page appears, complete all the necessary information. Click on **NEXT (1)**.
   NB: Fields marked with an * are mandatory.



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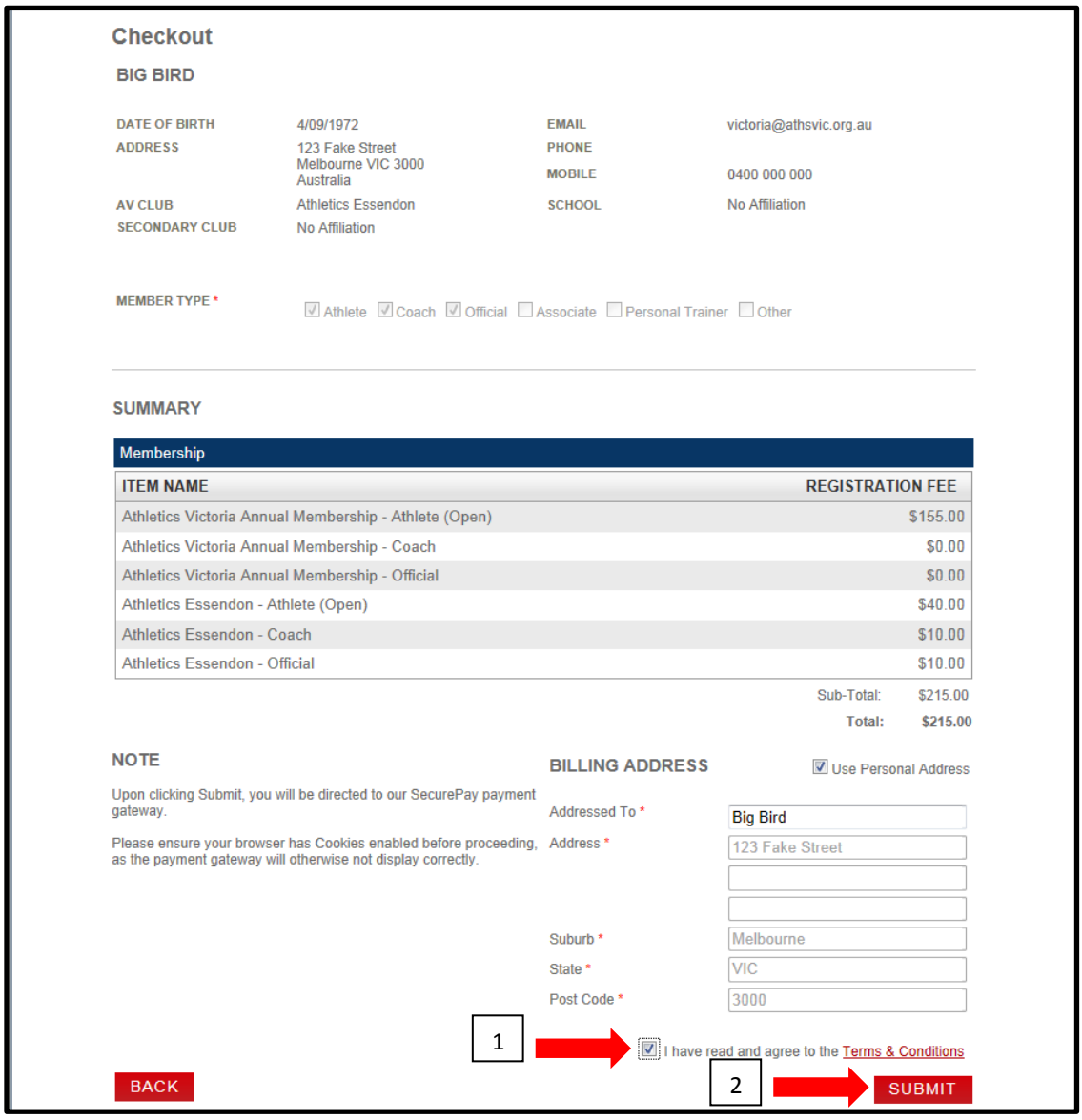
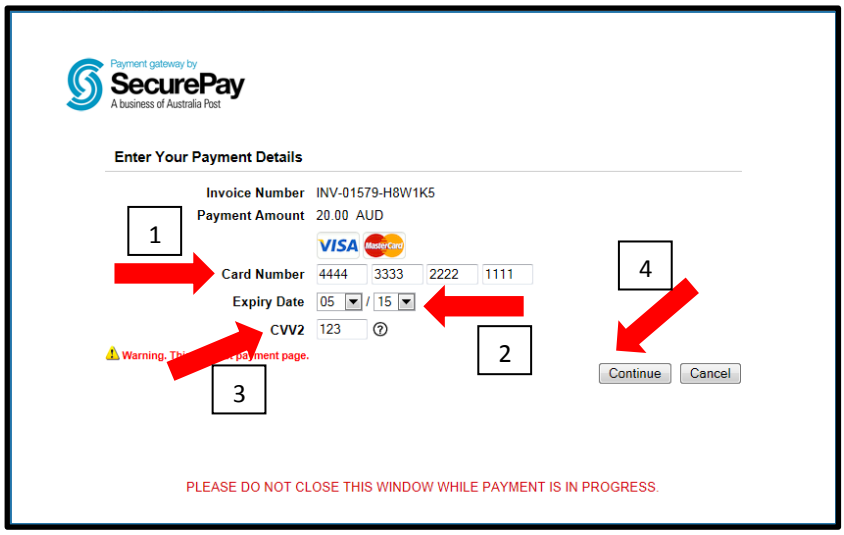
6. You will be directed to the **CHECKOUT** page, review all the information, accept the **TERMS & CONDITIONS (1)** and click on **SUBMIT (2)**.



7. Once you have clicked **SUBMIT** the **SECUREPAY** dialog box will appear. Type in your **CARD NUMBER (1)**, **EXPIRY DATE (2)**, the **CVV2 (3)** and click **CONTINUE (4)**.



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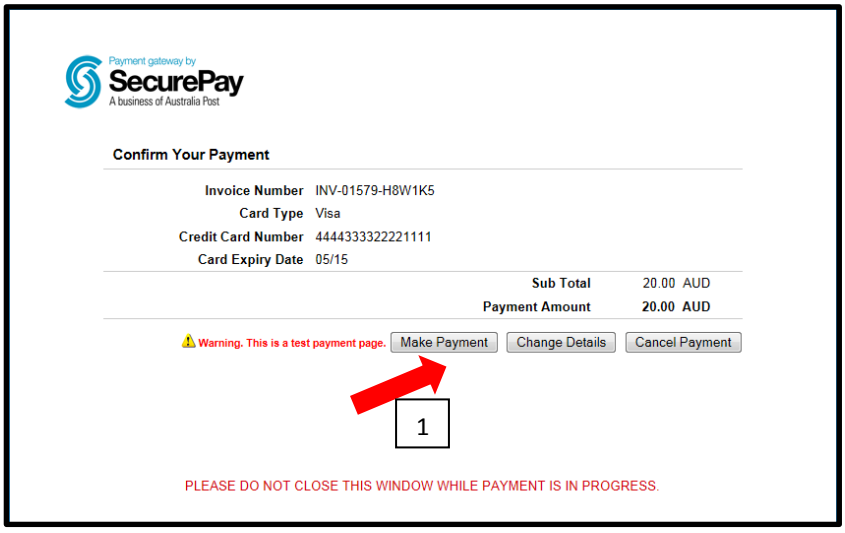
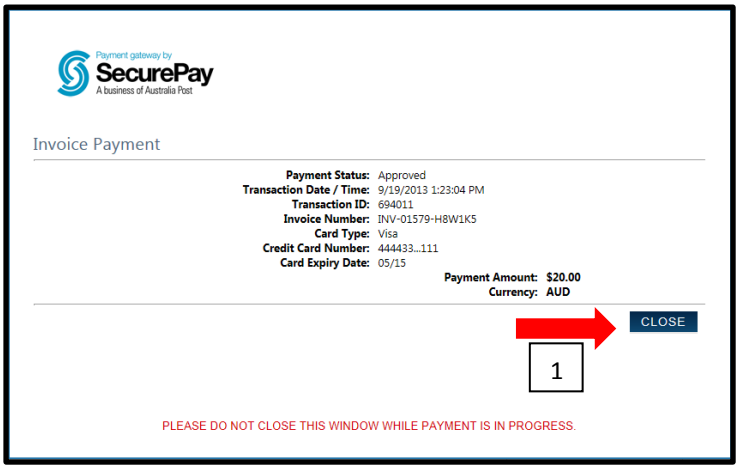
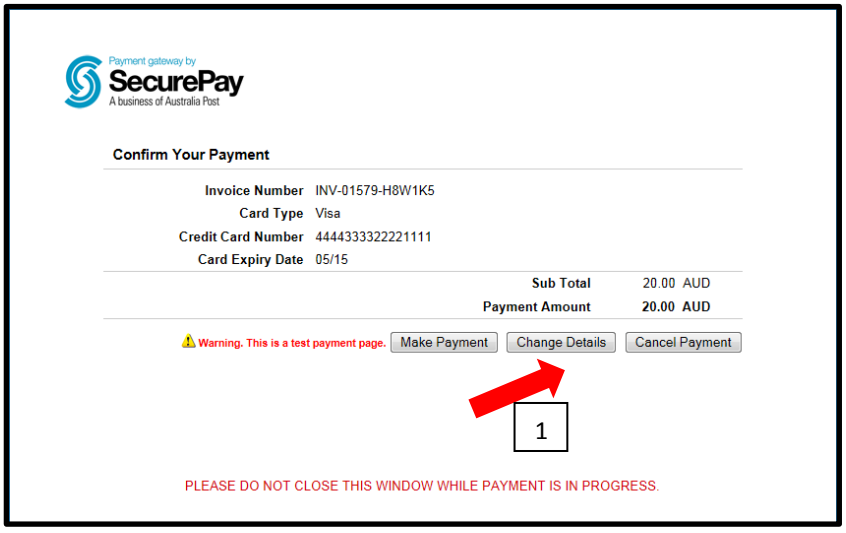
8. The **CONFIRM YOUR PAYMENT** dialog box will appear, check the details and click on **MAKE YOUR PAYMENT (1)**.



9. If you click on **MAKE PAYMENT** the **INVOICE PAYMENT** dialog box will appear, click on **CLOSE (1)** and the **REGISTRATION COMPLETE** notification will appear.



10. If you click on **CHANGE DETAILS (1)** you will be redirected back to the **ENTER YOUR PAYMENT DETAILS** dialog box and will need to re-enter your payment information.



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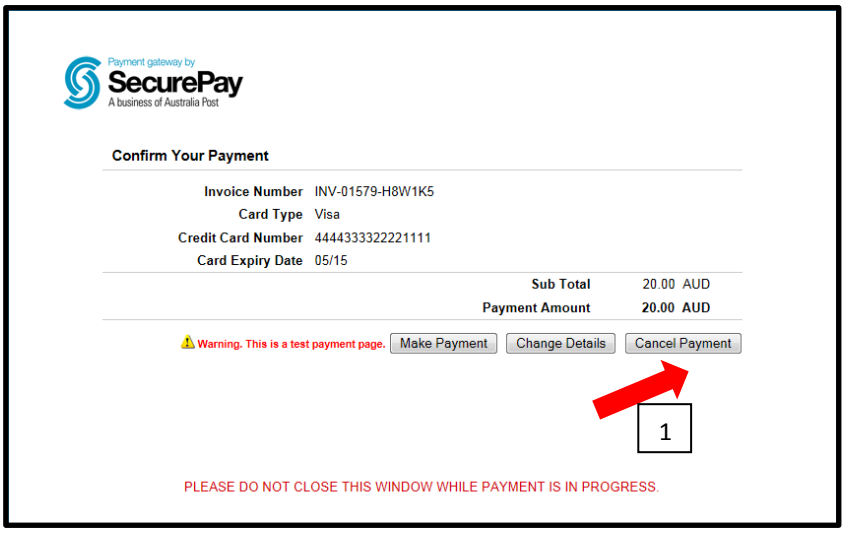
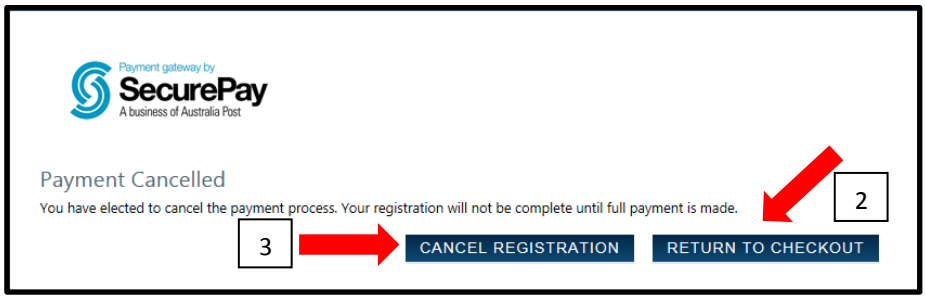
11. If you choose to **CANCEL PAYMENT (1)** the order will be terminated. You can either choose to **RETURN TO CHECKOUT (2)** or **CANCEL PAYMENT (3).**





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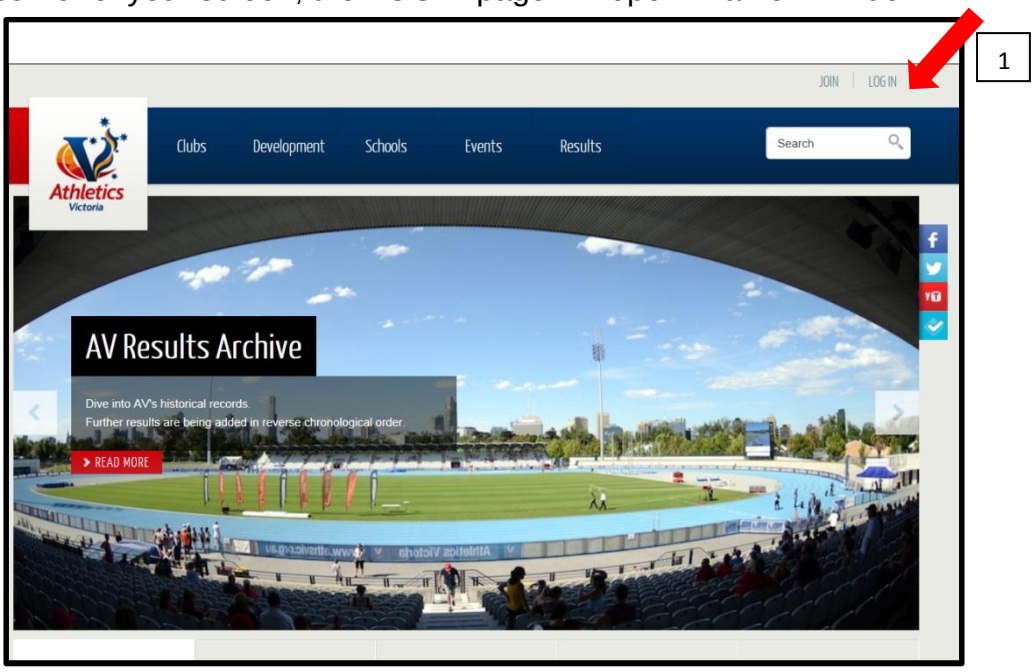
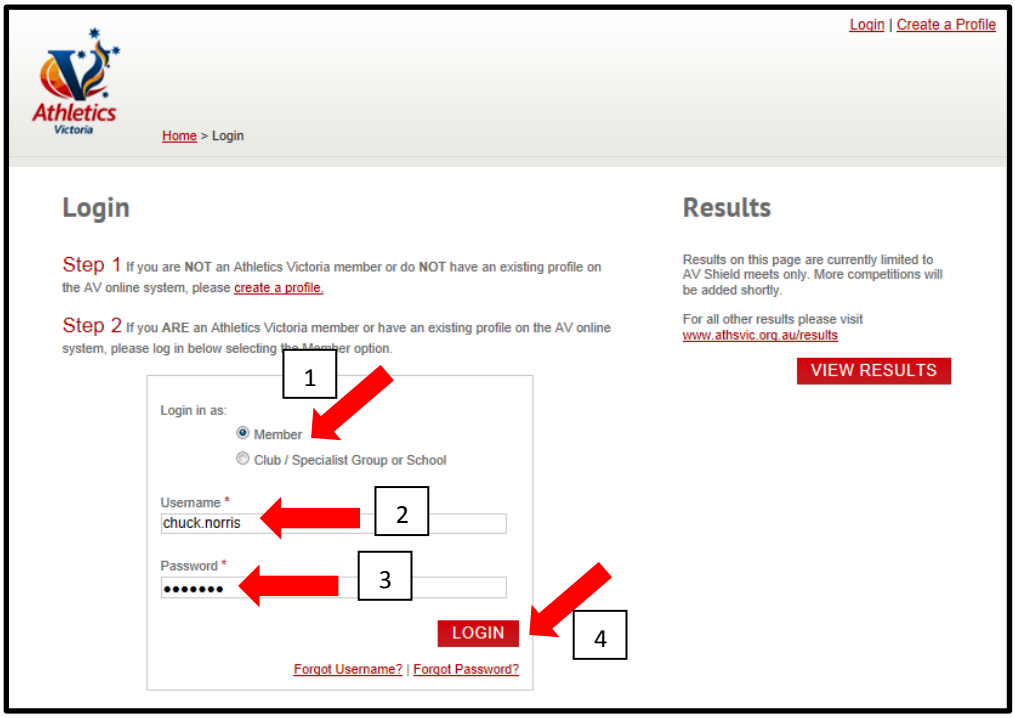
4. Renew Individual Registration

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



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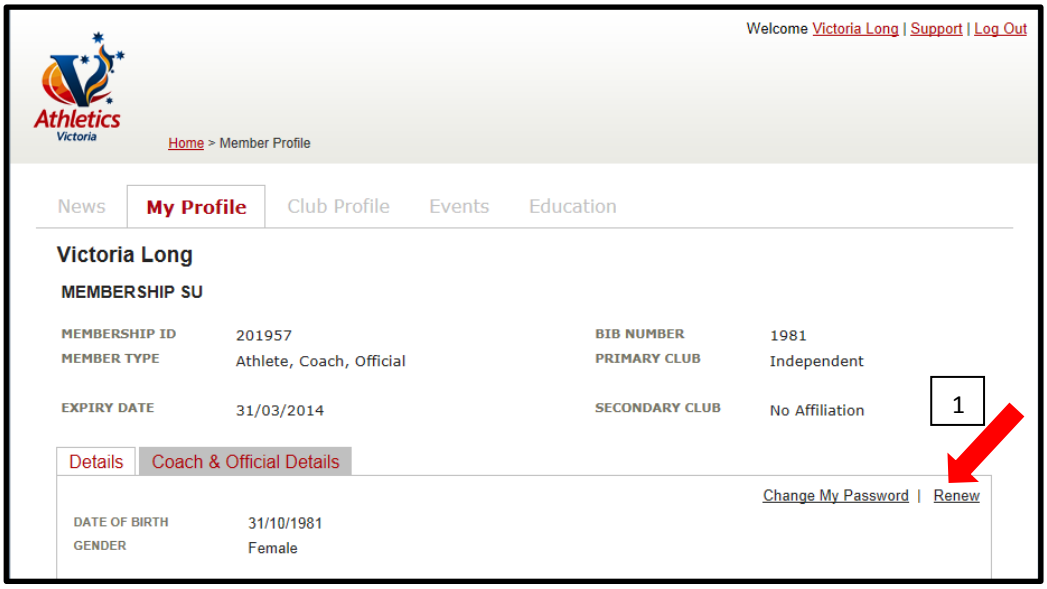
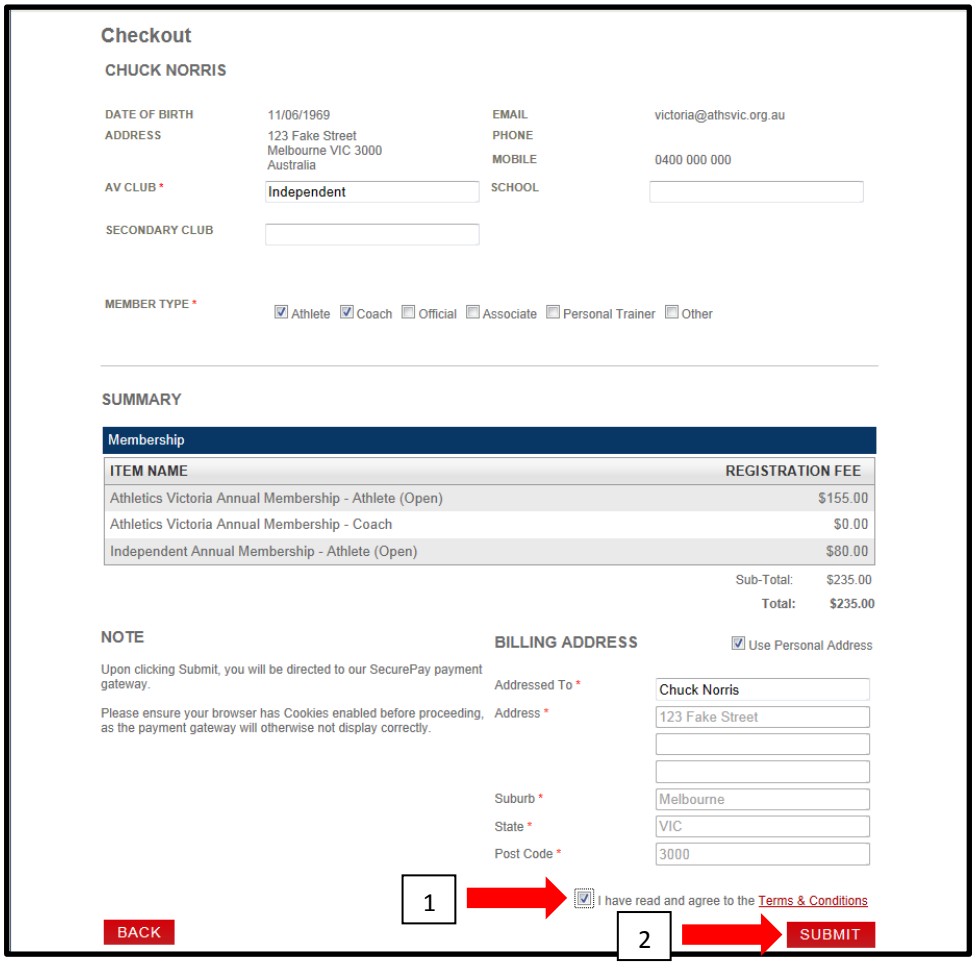
4. On the **MY PROFILE** page click on **RENEW (1)**.



5. You will be directed to the **CHECKOUT** page, review all the information, accept the **TERMS & CONDITIONS (1)** and click on **SUBMIT (2)**.



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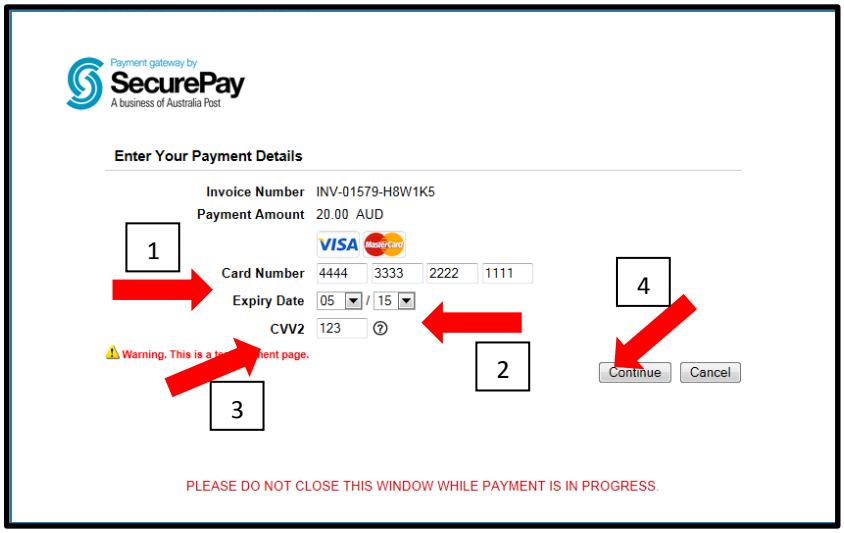
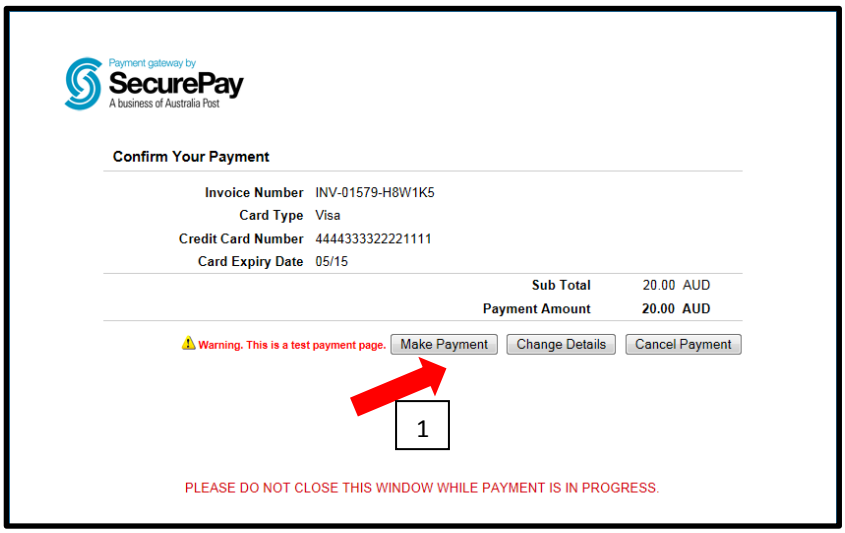
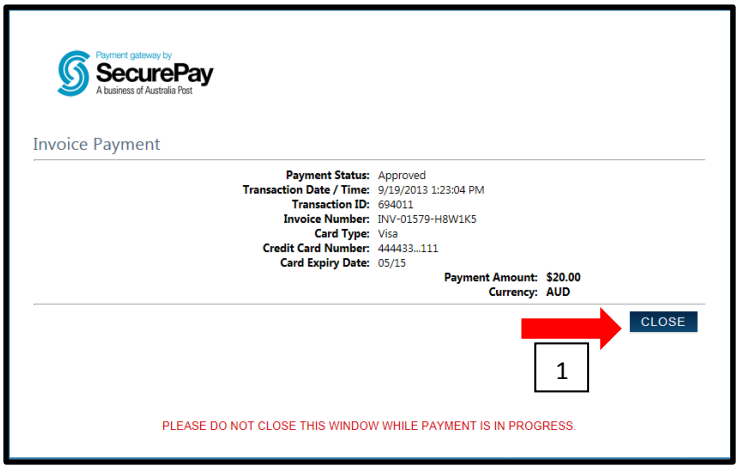
6. Once you have clicked **SUBMIT** the **SECUREPAY** dialog box will appear. Type in your **CARD NUMBER (1)**, **EXPIRY DATE (2)**, the **CVV2 (3)** and click **CONTINUE (4)**.



7. The **CONFIRM YOUR PAYMENT** dialog box will appear, check the details and click on **MAKE YOUR PAYMENT (1)**.



8. If you click on **MAKE PAYMENT** the **INVOICE PAYMENT** dialog box will appear, click on **CLOSE (1)** and the **REGISTRATION COMPLETE** notification will appear.



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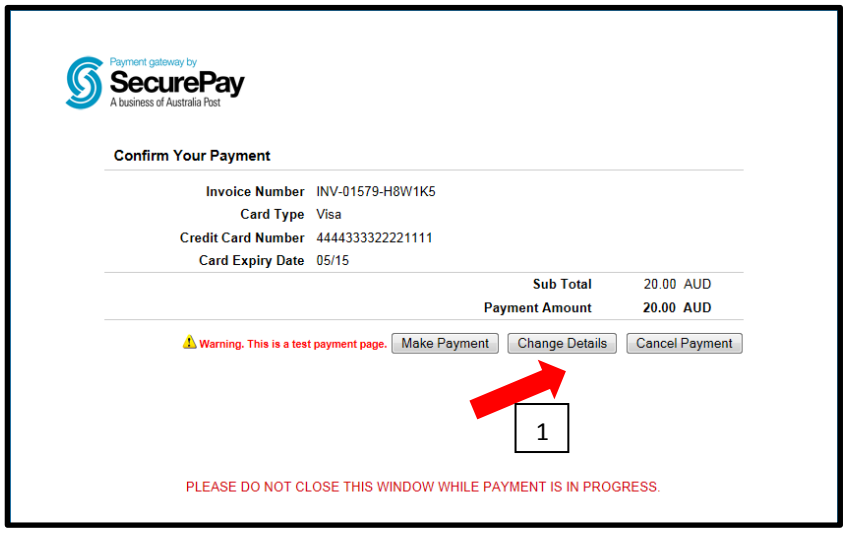
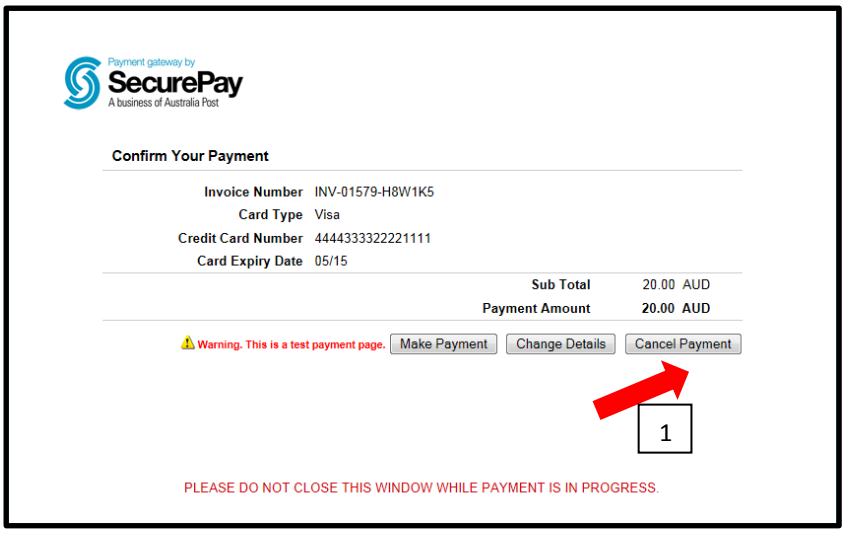
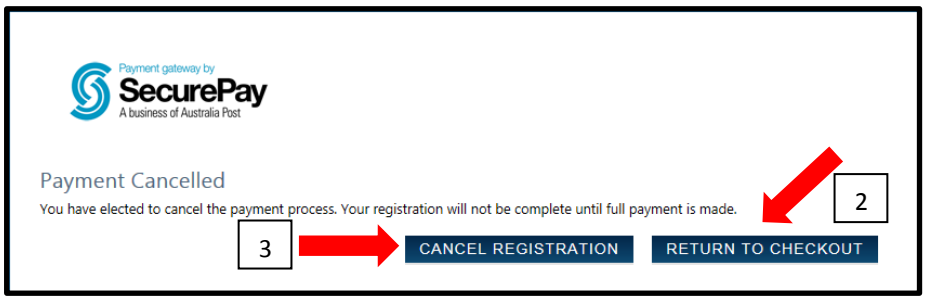
9. If you click on **CHANGE DETAILS (1)** you will be redirected back to the **ENTER YOUR PAYMENT DETAILS** dialog box and will need to re-enter your payment information.



10. If you choose to **CANCEL PAYMENT (1)** the order will be terminated. You can either choose to **RETURN TO CHECKOUT (2)** or **CANCEL PAYMENT (3).**





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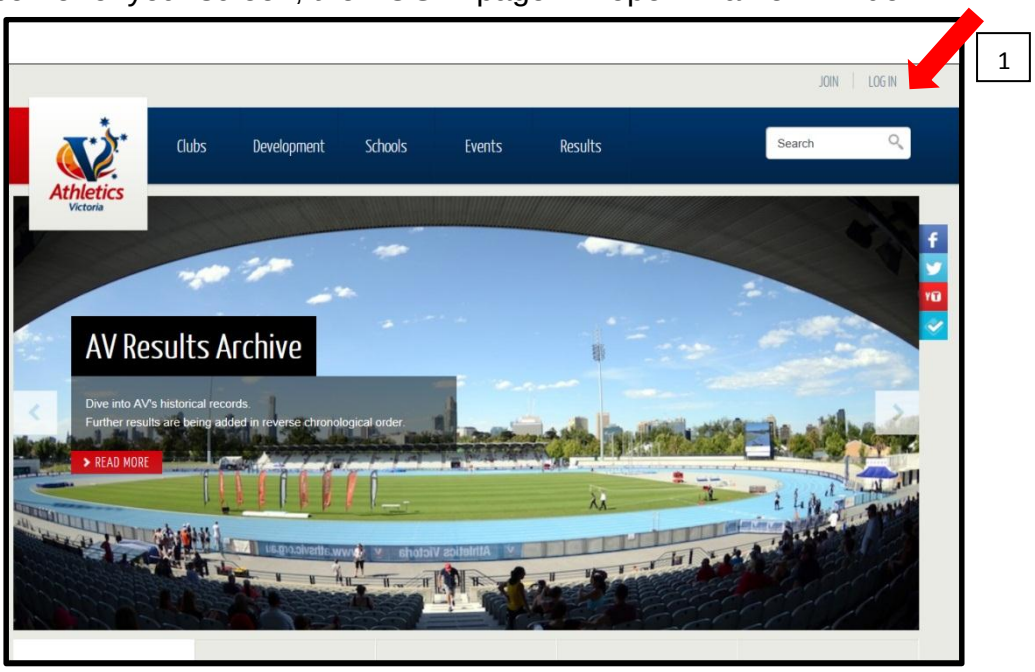
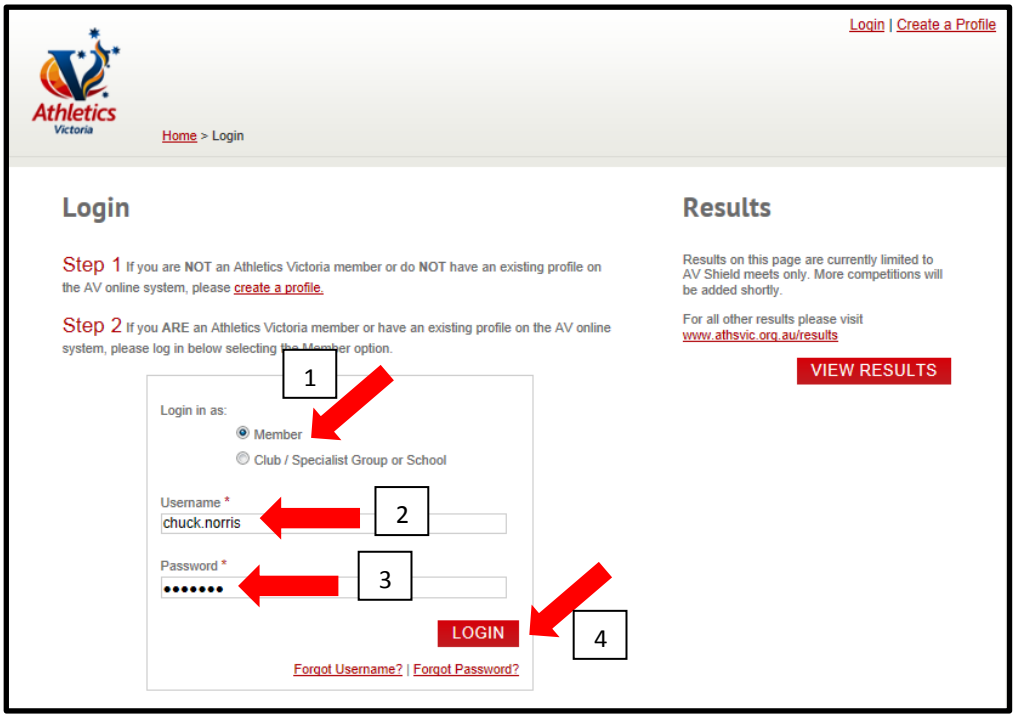
5. Transfer

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



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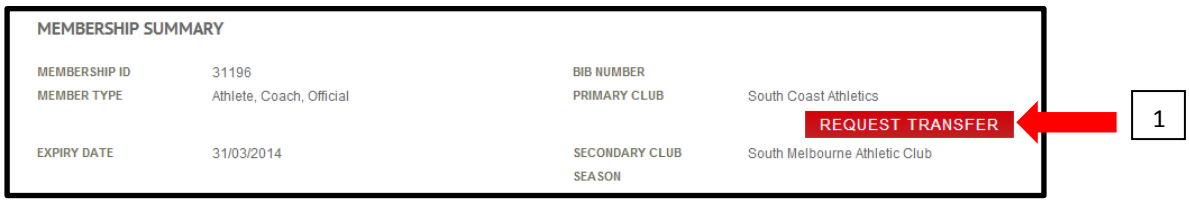
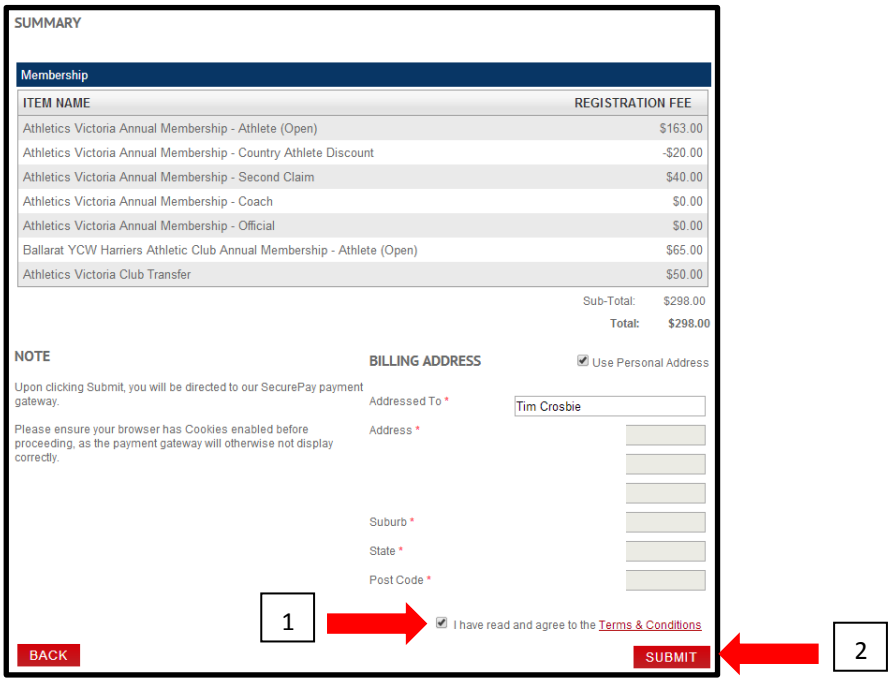
4. On the **MY PROFILE** page click on **REQUEST TRANSFER (1)**.



5. You will be directed to the **CHECKOUT** page where you will be required to enter the name of the **NEW CLUB (1)** and the **REASON (2)** for transferring**.**

6. Once these mandatory fields have been populated, the **SUMMARY** will show payment required. Click to agree to the **TERMS & CONDITIONS (1)** and click on **SUBMIT (2)**.



7. You will be taken to the **SECUREPAY** page, enter your payment details to complete the transfer.

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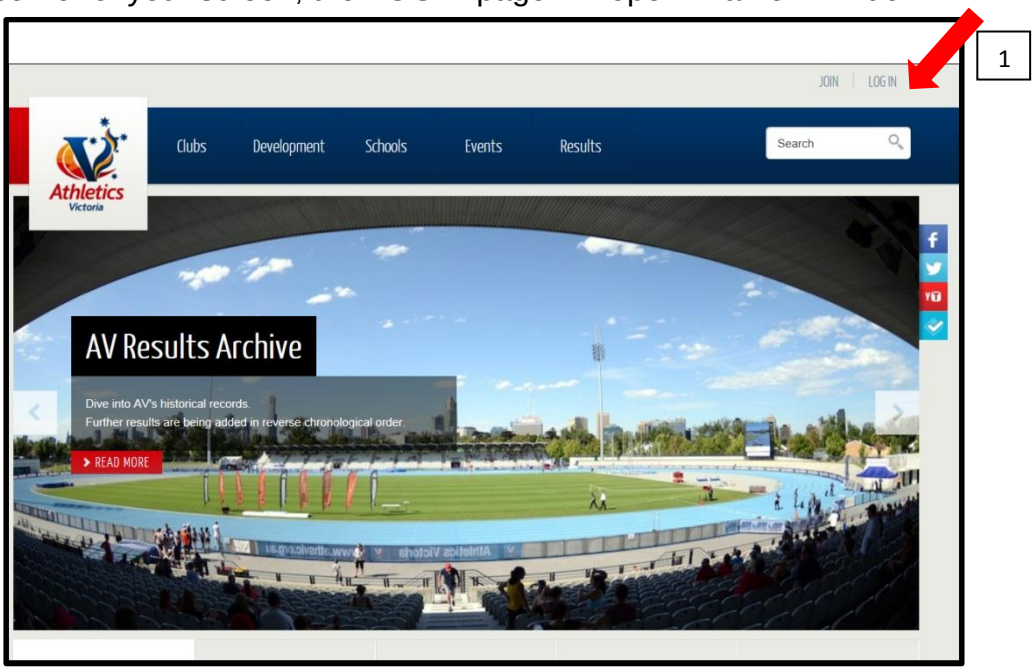
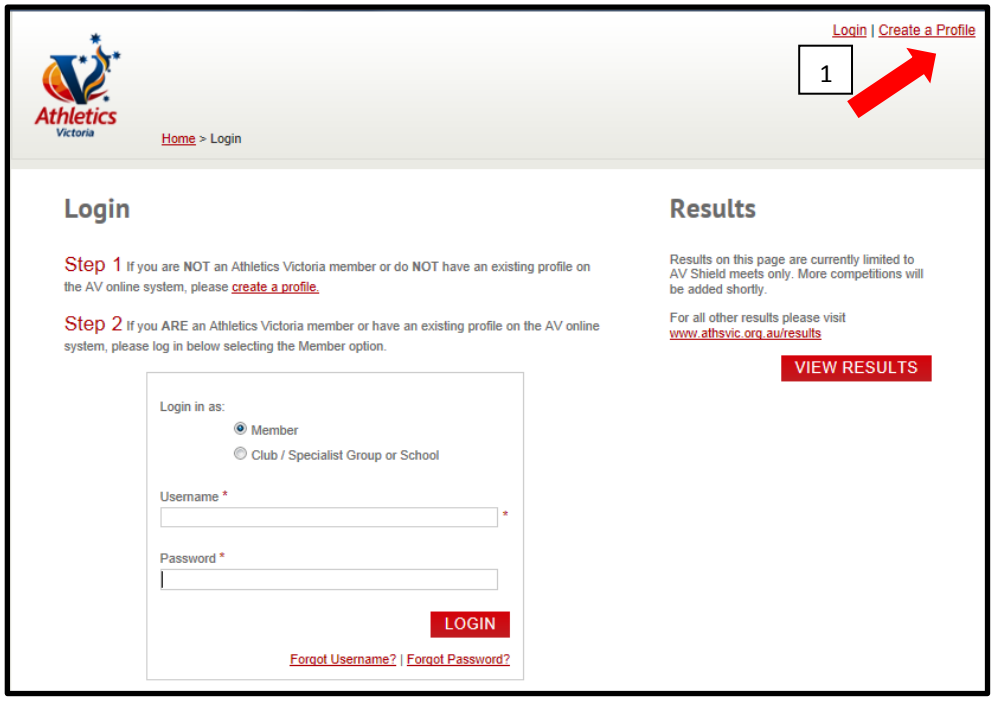
4. New Family Registration

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page click on **CREATE A PERSONAL PROFILE (1)**.



NB: A MASTER ACCOUNT must first be created in order to create profiles and complete registration for family members.

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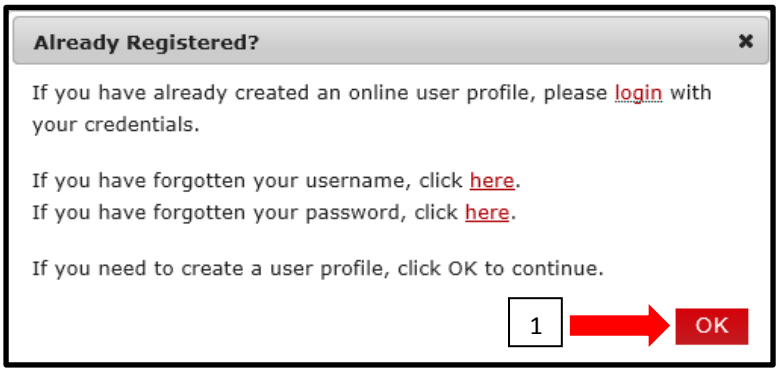
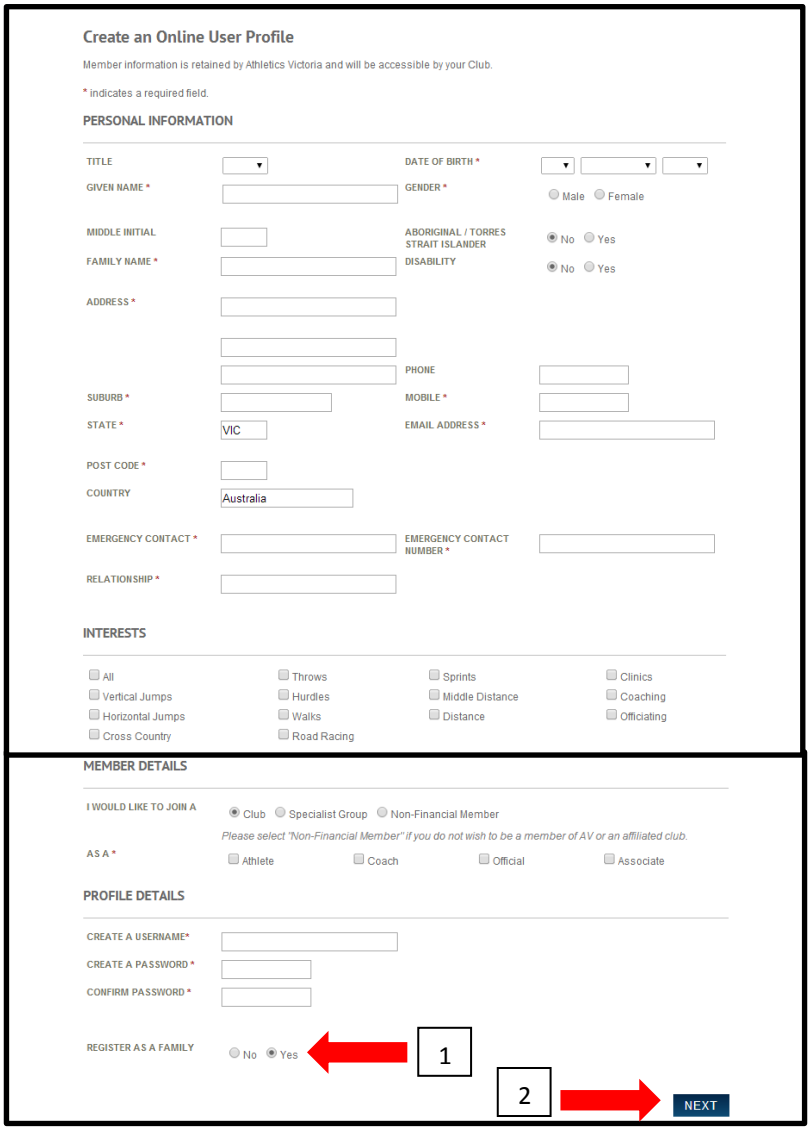
4. The **ALREADY REGISTERED?** page will appear, please ensure you have not created a profile with Athletics Victoria in the past. If you would like to continue to create a profile click on **OK (1)**. If you have created a profile in the past choose another option.



5. Once the **CREATE A USER PROFILE** page appears, complete all the necessary information. Ensure you click on **YES** for **REGISTER AS A FAMILY (1)** and click on **NEXT (2)**.

   NB: Fields marked with an * are mandatory.



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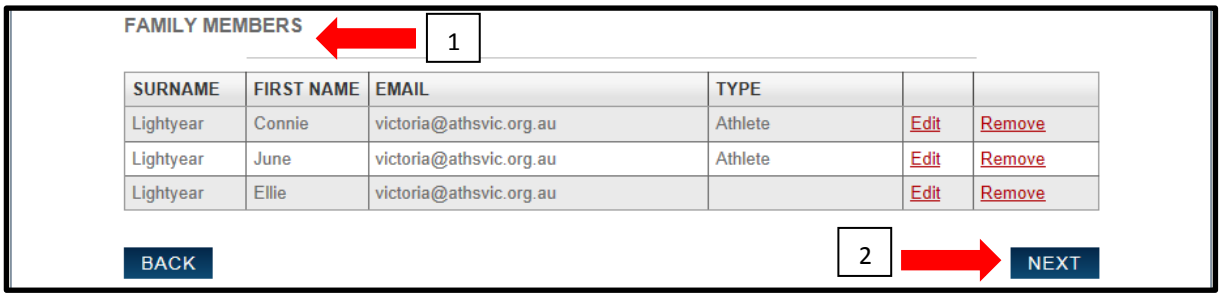
6. You will be directed to the **FAMILY REGISTRATION** page where you will be required to complete a profile for each of the family members you would like to connect to your account. Complete all the necessary information and click on **ADD (1)**. There is no restriction on how many family members you can add to the **MASTER ACCOUNT**.
   NB: Fields marked with an * are mandatory.

Once you click on **ADD** the profile you have created will appear under the **FAMILY MEMBERS (1)** section. Click on **NEXT (2)** to continue.



TIP: If you need to EDIT or REMOVE a family member click on the EDIT or REMOVE buttons.

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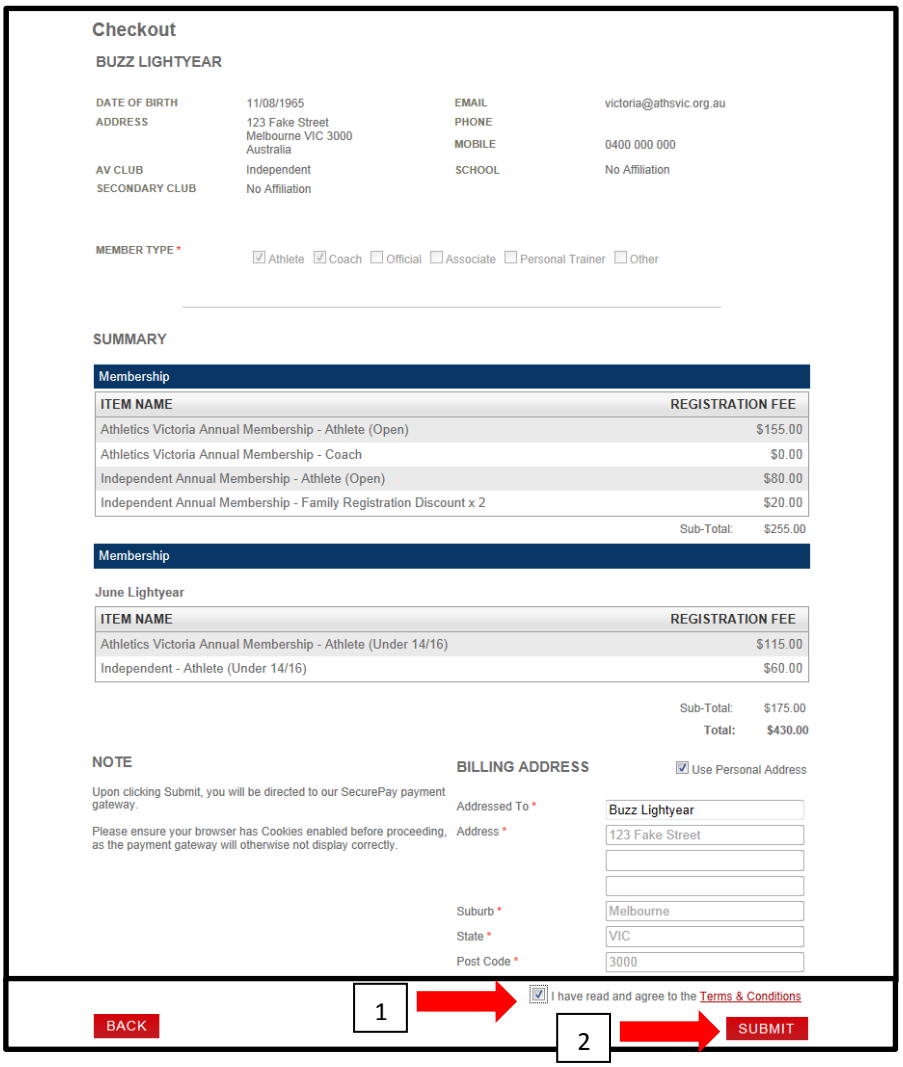
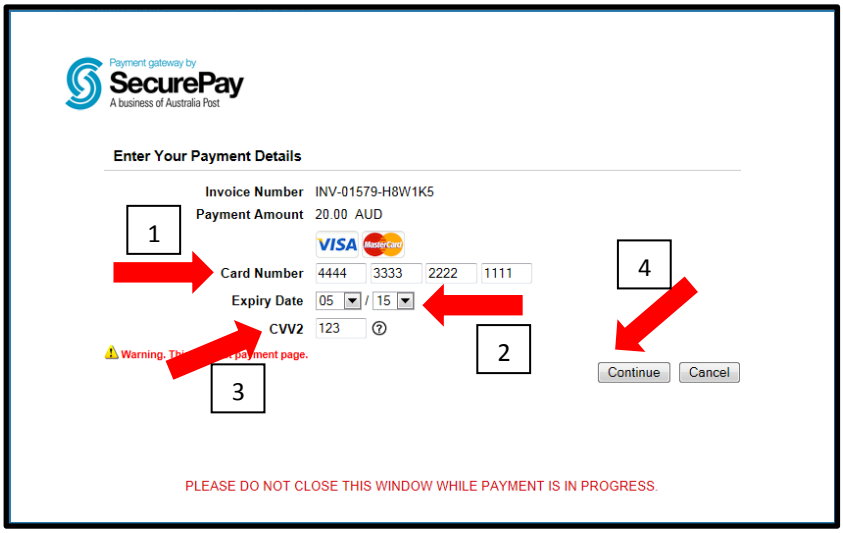
7. You will then be directed to the **CHECKOUT** page, review all the information, accept the **TERMS & CONDITIONS (1)** and click on **SUBMIT (2)**.



8. Once you have clicked **SUBMIT** the **SECUREPAY** dialog box will appear. Type in your **CARD NUMBER (1)**, **EXPIRY DATE (2)**, the **CVV2 (3)** and click **CONTINUE (4)**.



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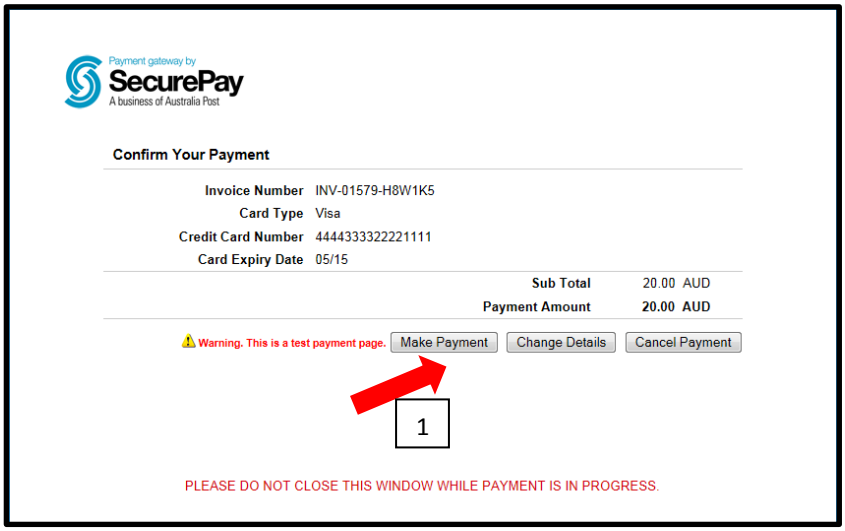
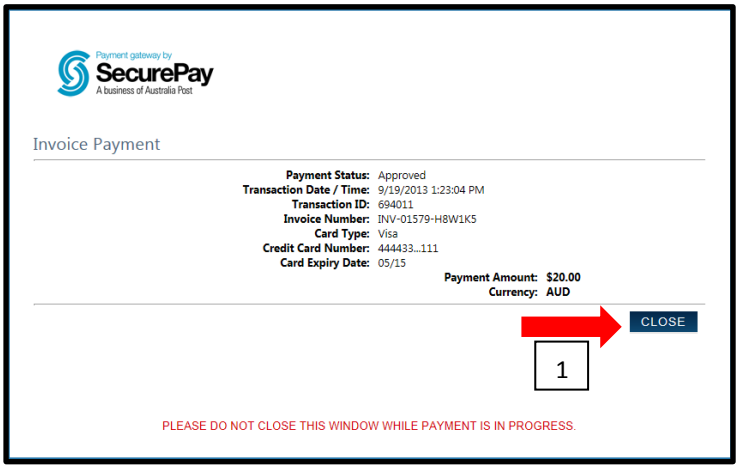
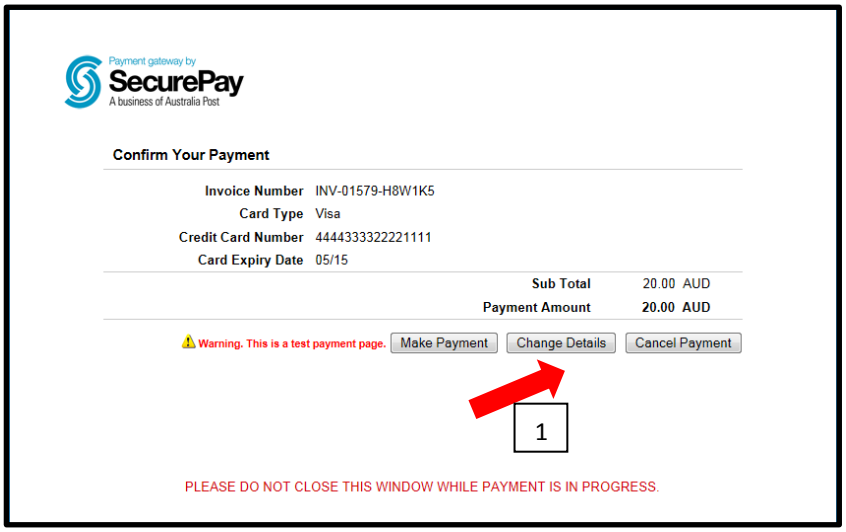
9. The **CONFIRM YOUR PAYMENT** dialog box will appear, check the details and click on **MAKE YOUR PAYMENT (1)**.



10. If you click on **MAKE PAYMENT** the **INVOICE PAYMENT** will appear, click on **CLOSE (1)** and the **REGISTRATION COMPLETE** notification will appear.



11. If you click on **CHANGE DETAILS (1)** you will be redirected back to the **ENTER YOUR PAYMENT DETAILS** dialog box and will need to re-enter your payment information.



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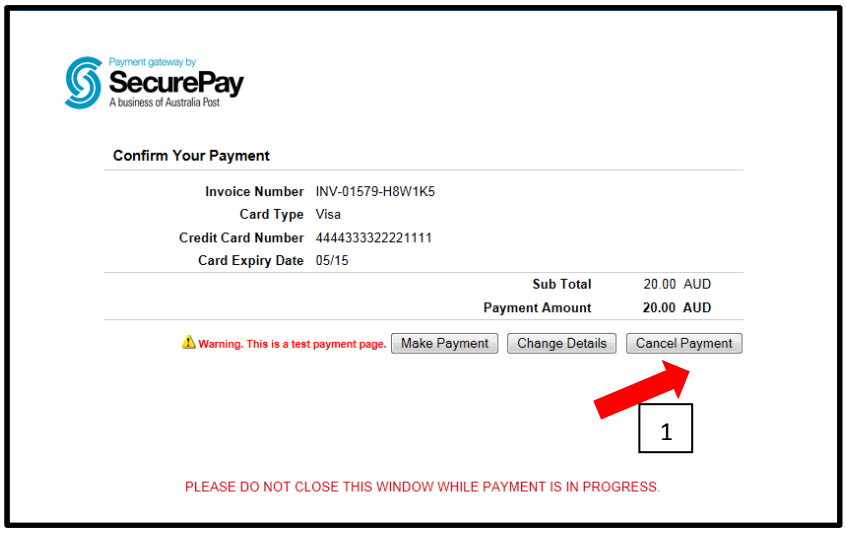
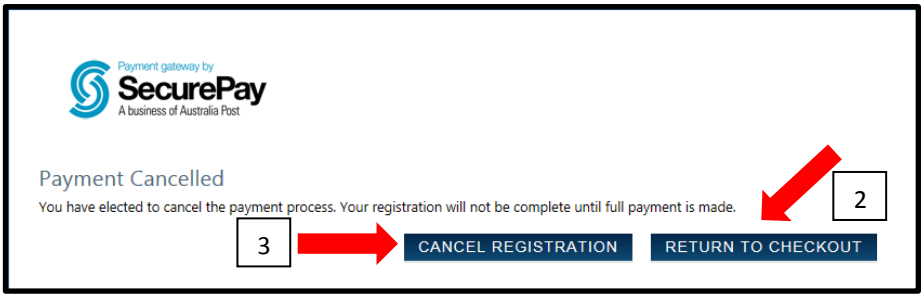
12. If you choose to **CANCEL PAYMENT (1)** the order will be terminated. You can either choose to **RETURN TO CHECKOUT (2)** or **CANCEL PAYMENT (3).**





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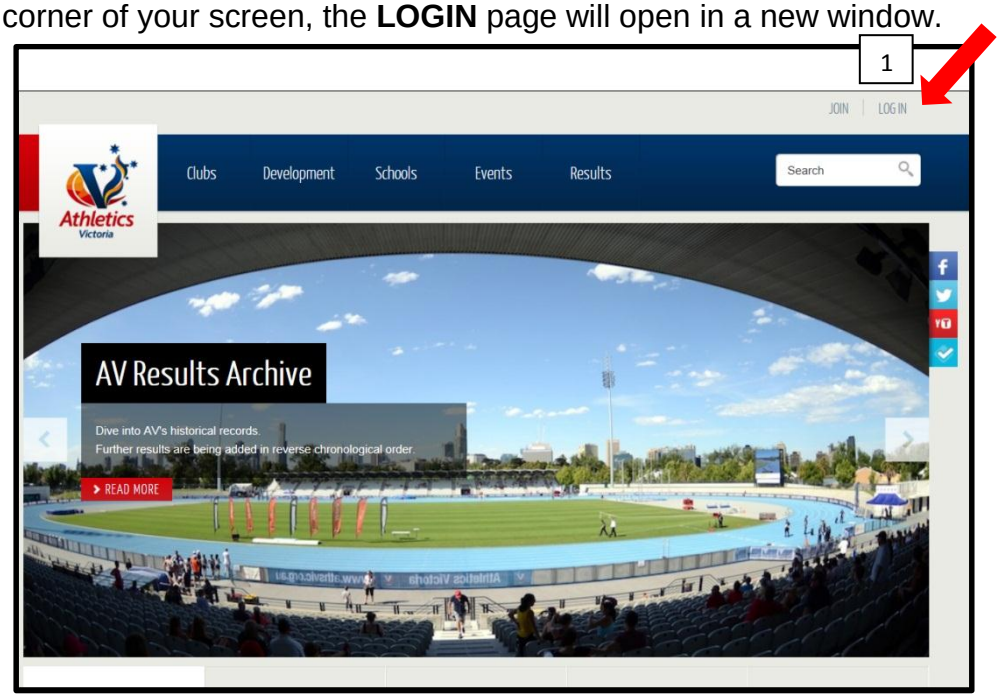
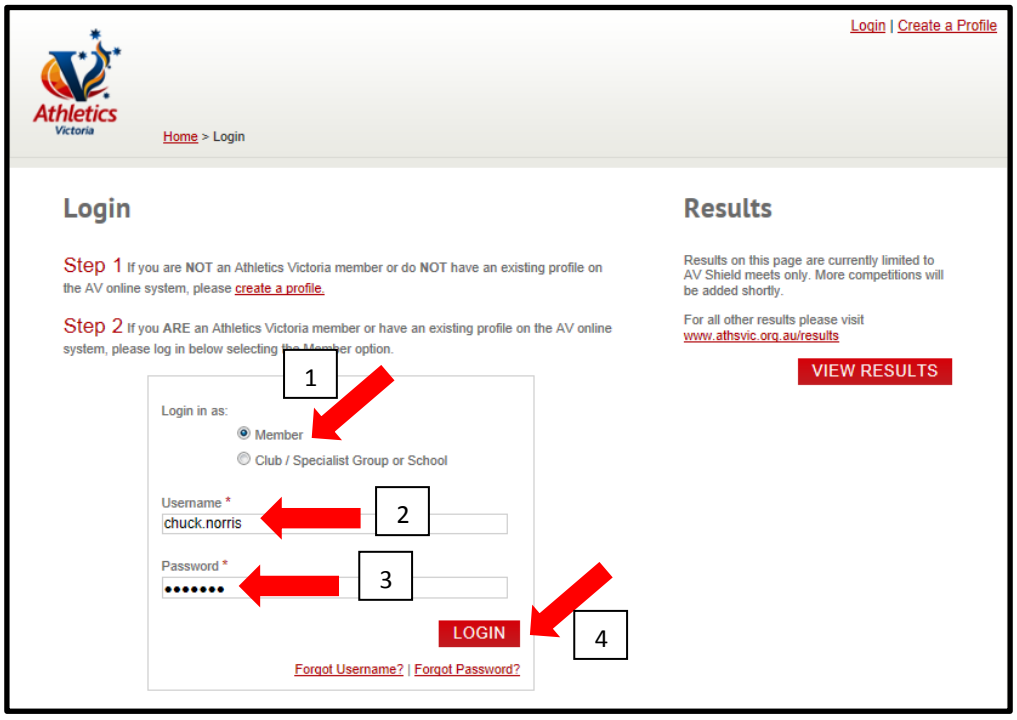
5. Renew Family Registration

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



NOTE: In order to RENEW a family registration you must be logged in as the MASTER ACCOUNT. If you are not sure who the Master Account is please contact Athletics Victoria.

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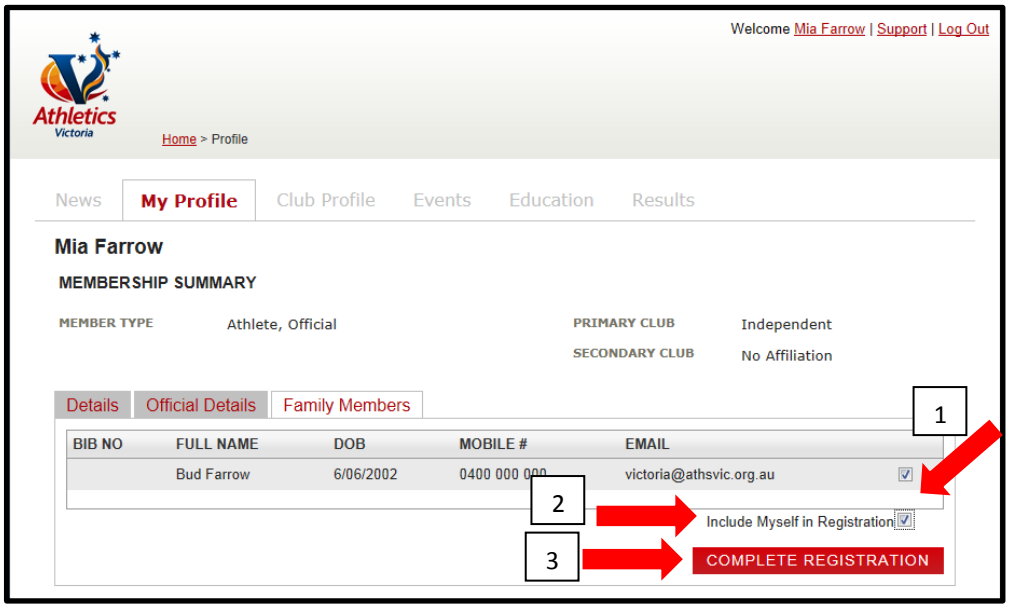
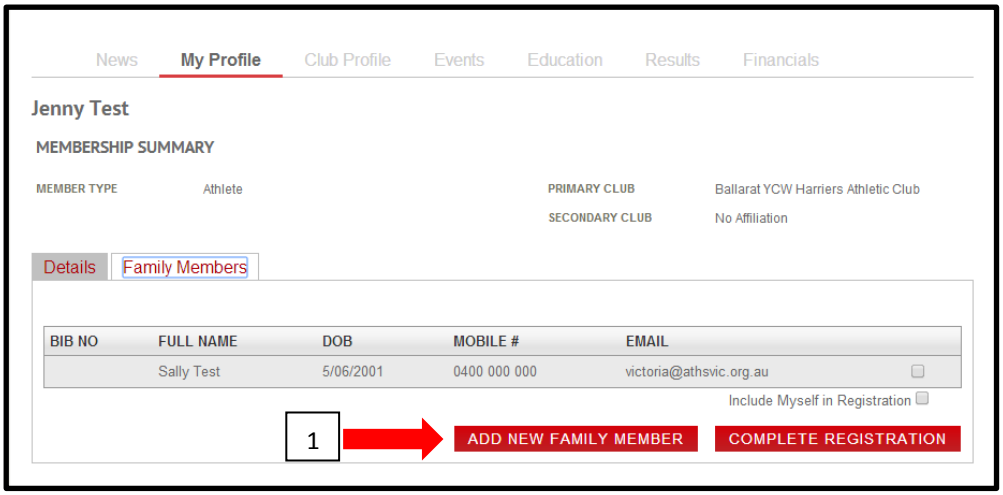
4. In the **MASTER ACCOUNT** profile click on the **FAMILY MEMBERS** tab. In the **FAMILY MEMBERS** tab you can select which family members you would like to **RENEW** by clicking the **TICK BOX (1)**. If you would also like to complete registration for the **MASTER ACCOUNT** click on **INCLUDE MYSELF IN REGISTRATION (2)** and click on **COMPLETE REGISTRATION (3)**.



NOTE: Please ensure that you have updated the MASTER ACCOUNT details prior to clicking on COMPLETE REGISTRATION

5. If you would like to add a **NEW** family member to your registration click on **ADD NEW FAMILY MEMBER (1)**.



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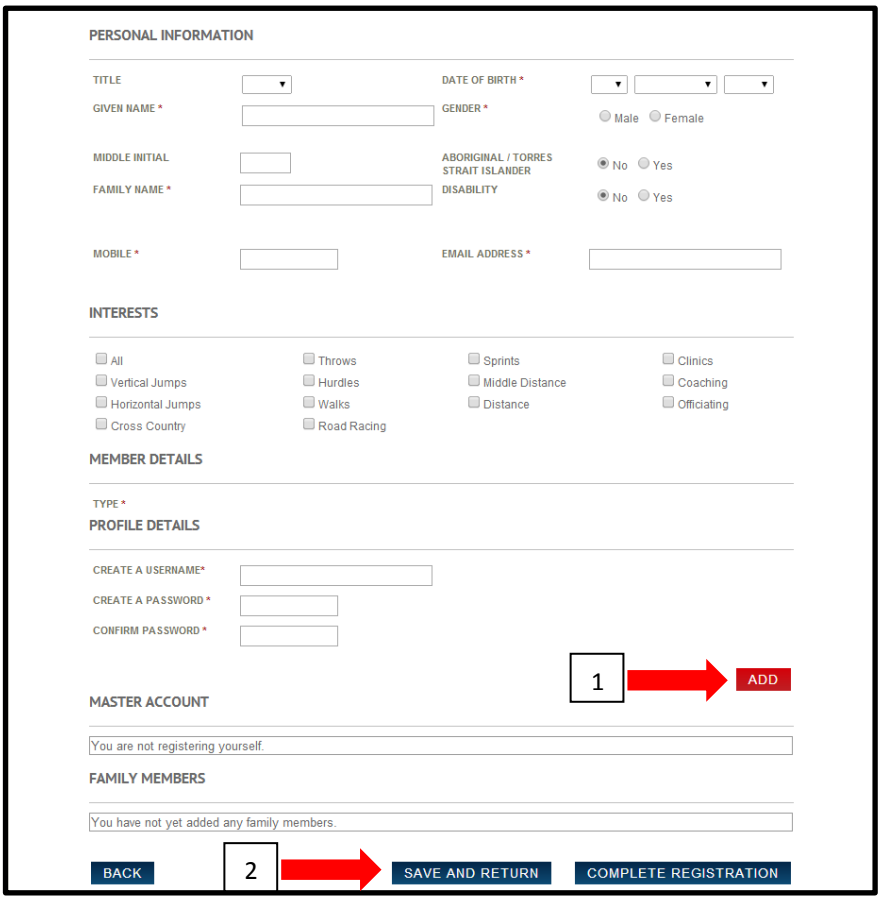
6. You will be directed to the **FAMILY REGISTRATION PAGE**, fill in the required information and click on **ADD (1)**, then click on **SAVE AND RETURN (2)**.



NOTE: If you need to EDIT any information in the family members profile click on EDIT prior to clicking on NEXT.

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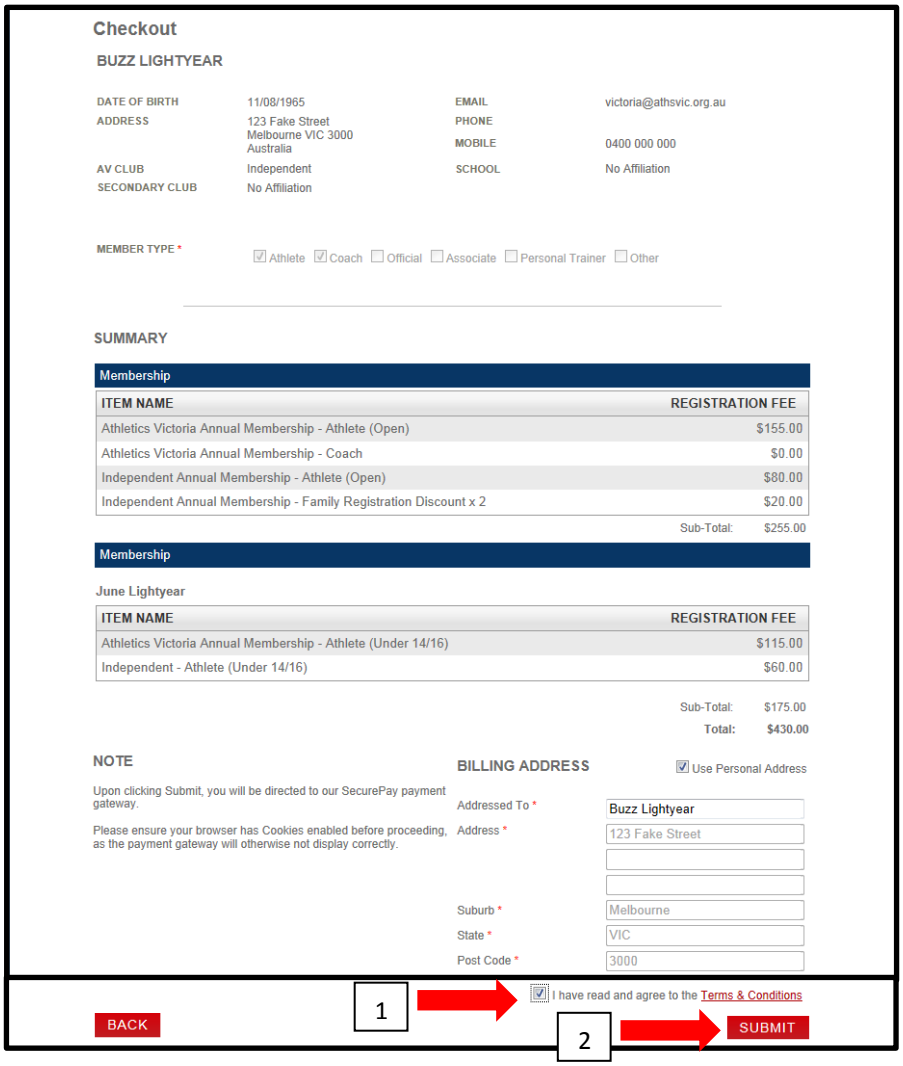
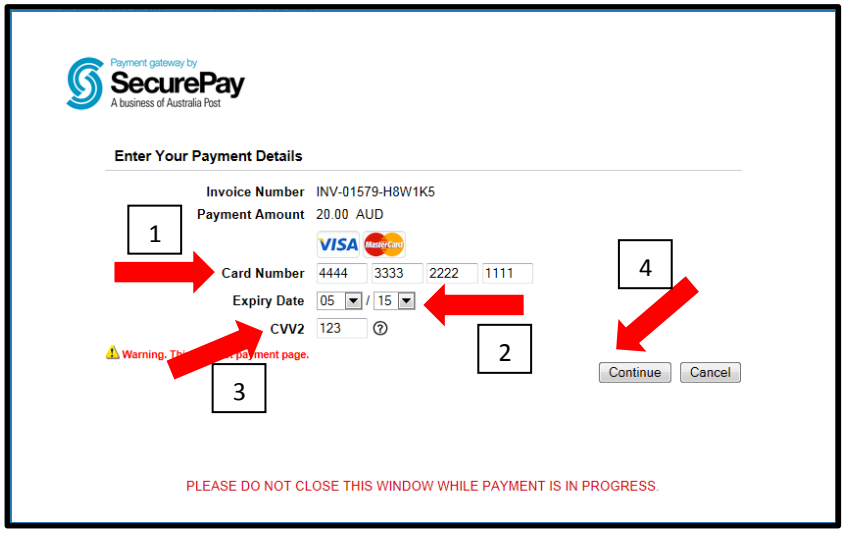
7. You will be directed to the **CHECKOUT** page, review all the information, accept the **TERMS & CONDITIONS (1)** and click on **SUBMIT (2)**.



7. Once you have clicked **SUBMIT** the **SECUREPAY** dialog box will appear. Type in your **CARD NUMBER (1)**, **EXPIRY DATE (2)**, the **CVV2 (3)** and click **CONTINUE (4)**.



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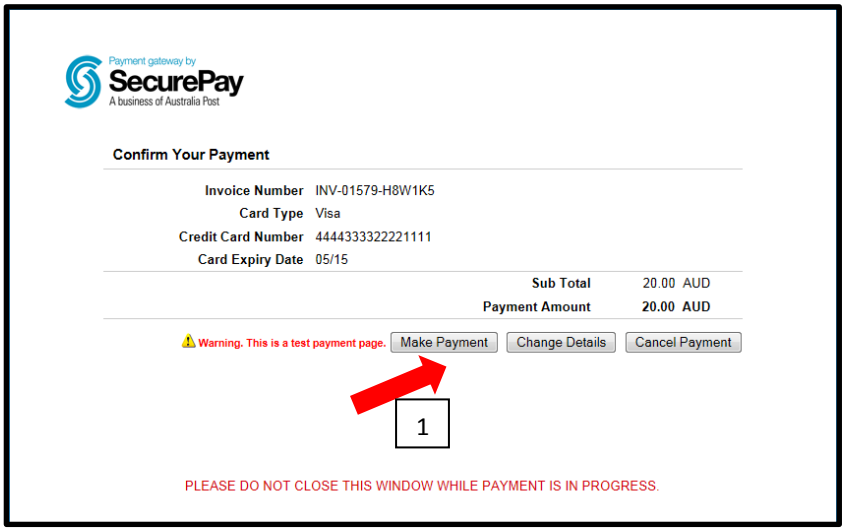
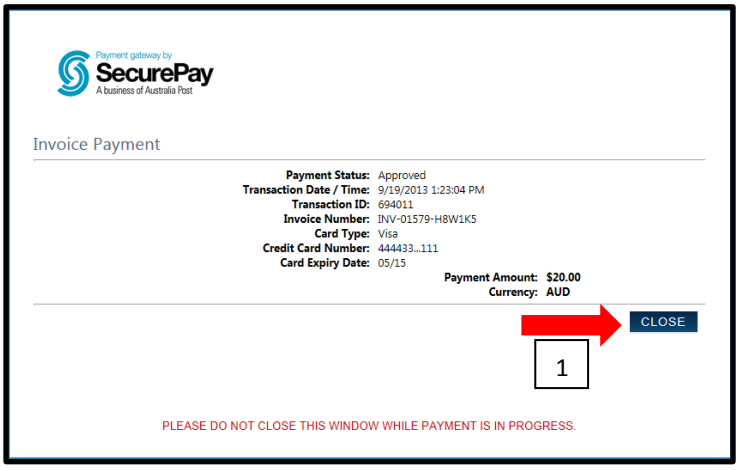
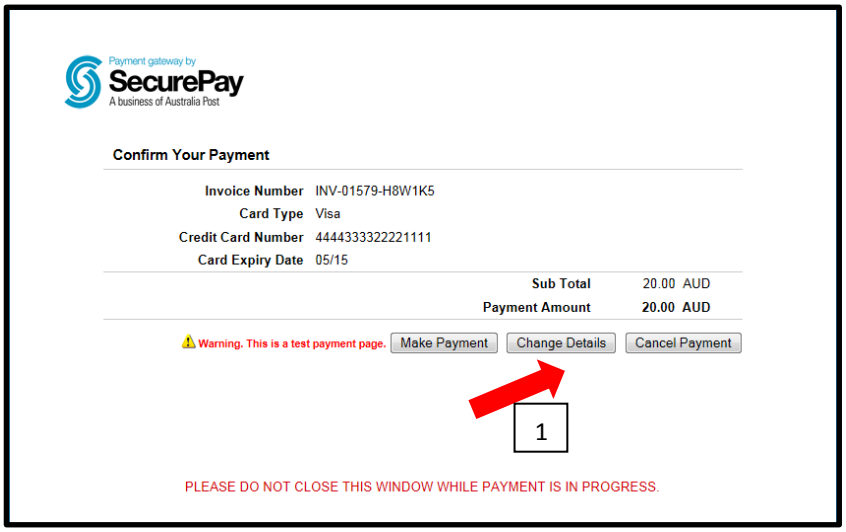
8. The **CONFIRM YOUR PAYMENT** dialog box will appear, check the details and click on **MAKE YOUR PAYMENT (1)**.



9. If you click on **MAKE PAYMENT** the **INVOICE PAYMENT** will appear, click on **CLOSE (1)** and the **REGISTRATION COMPLETE** notification will appear.



10. If you click on **CHANGE DETAILS (1)** you will be redirected back to the **ENTER YOUR PAYMENT DETAILS** dialog box and will need to re-enter your payment information.



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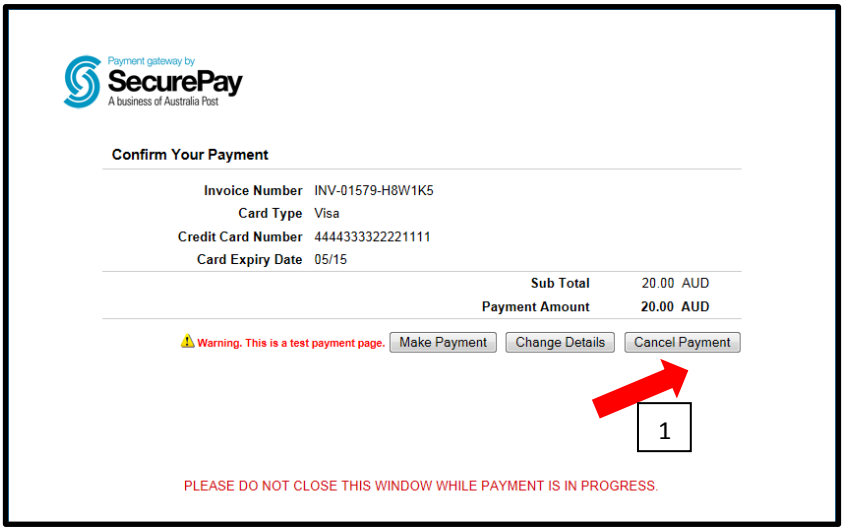
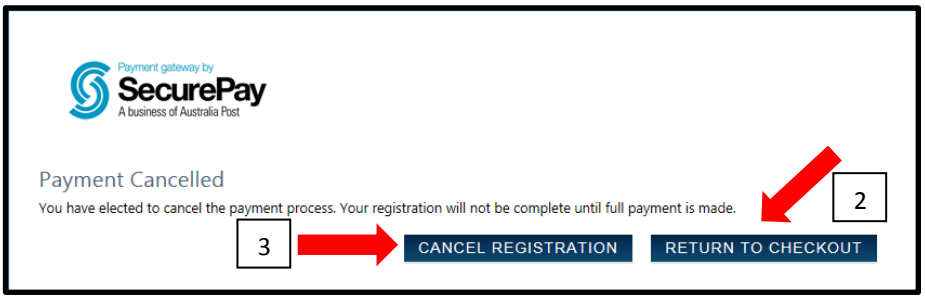
11. If you choose to **CANCEL PAYMENT (1)** the order will be terminated. You can either choose to **RETURN TO CHECKOUT (2)** or **CANCEL PAYMENT (3).**





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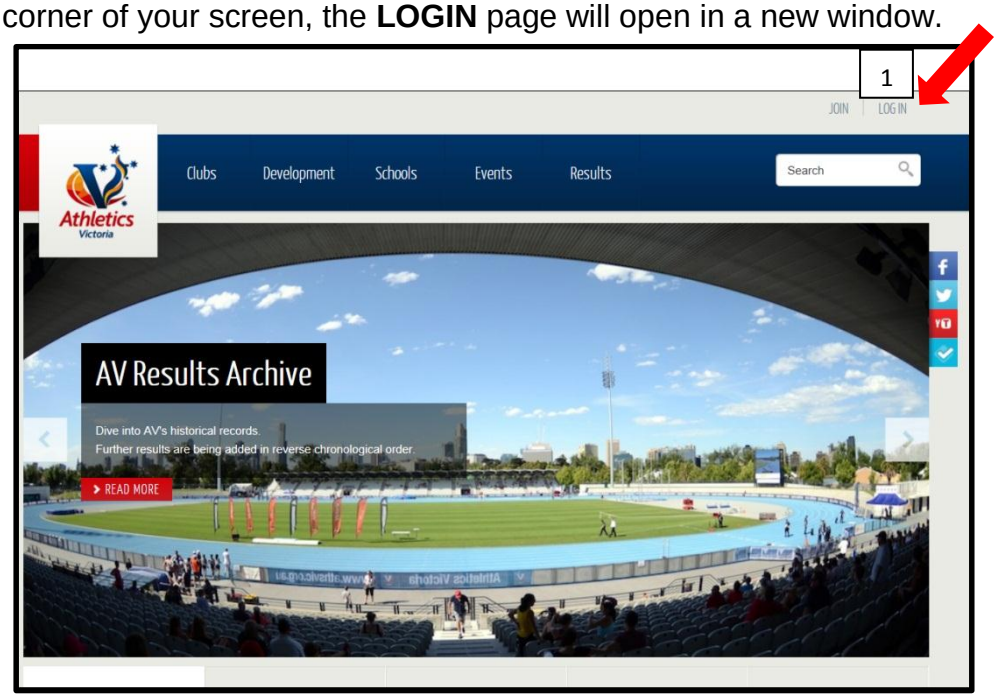
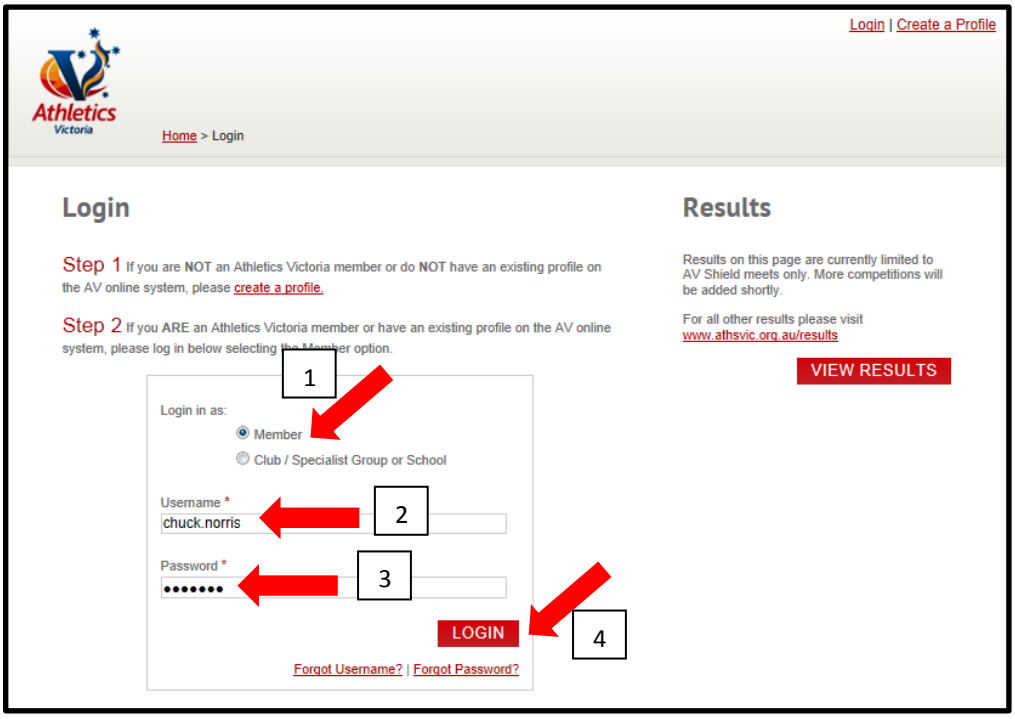
6. Register for an Event

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



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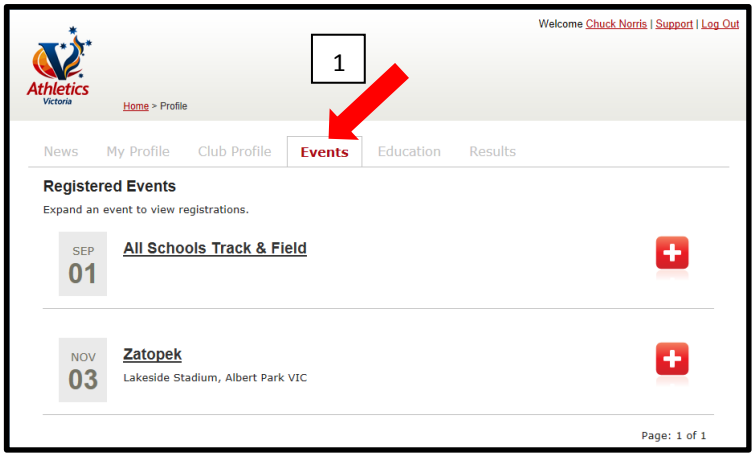
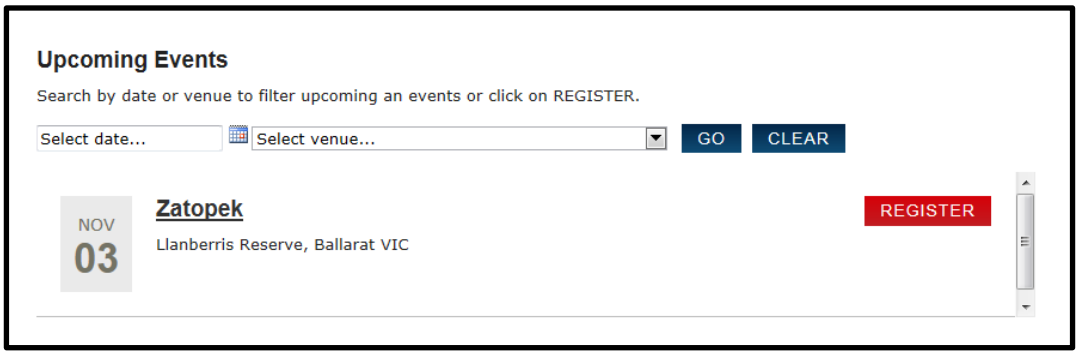
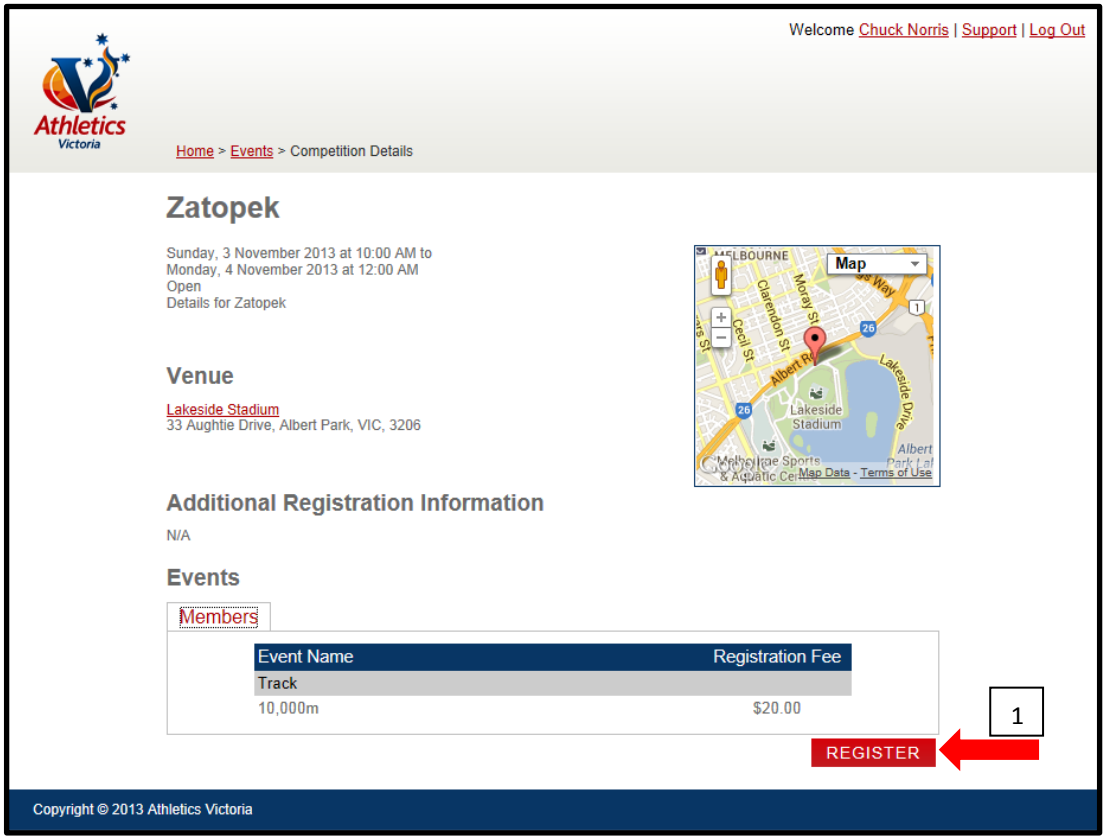
4. Once logged in to the Member Portal click on the **EVENTS (1)** tab.



5. To register for an upcoming AV event either select the date of the event, the venue of use the scroll bar to locate the event. Once you have located the event you wish to enter a member of your club in, click on **REGISTER (1)**. You will be directed to the event specific page.



6. Once on the event specific page click on **REGISTER (1)**. The **EVENT REGISTRATION** page will open.



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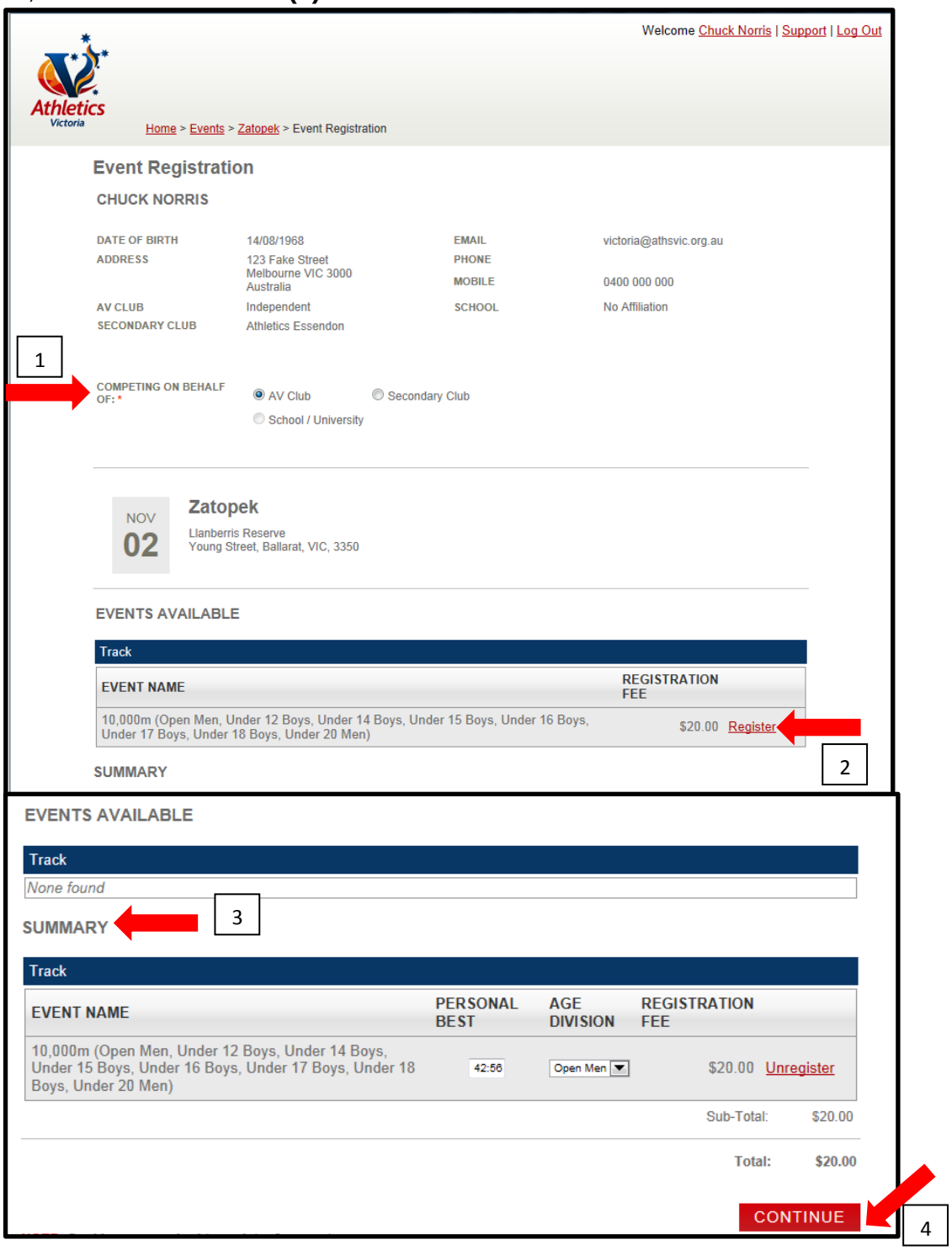
7. Once in the **EVENT REGISTRATION** page, choose who you are **COMPETING ON BEHALF OF (1)** and click on **REGISTER (2)**. Your chosen event will now appear under **SUMMARY (3)**. Once the **EVENT** has moved to the **SUMMARY** section, click on **CONTINUE (4)**.



TIP: Remember to put in your Personal Best time. Personal best times should be entered in following format 1:00:00.

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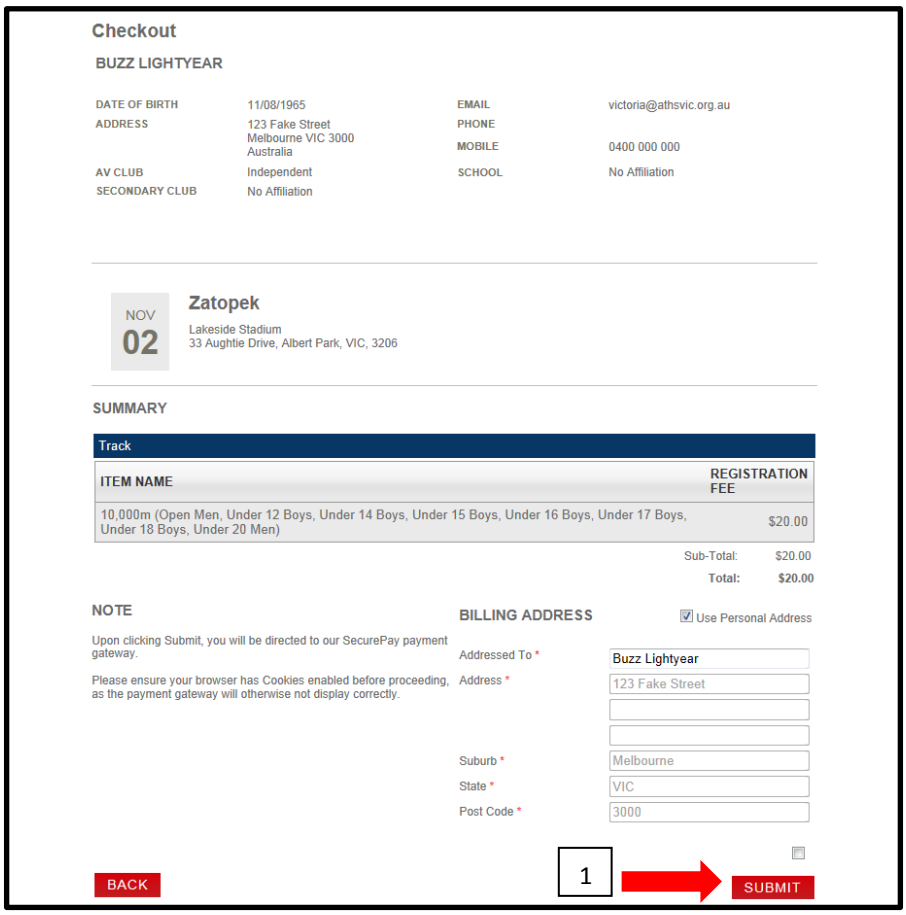
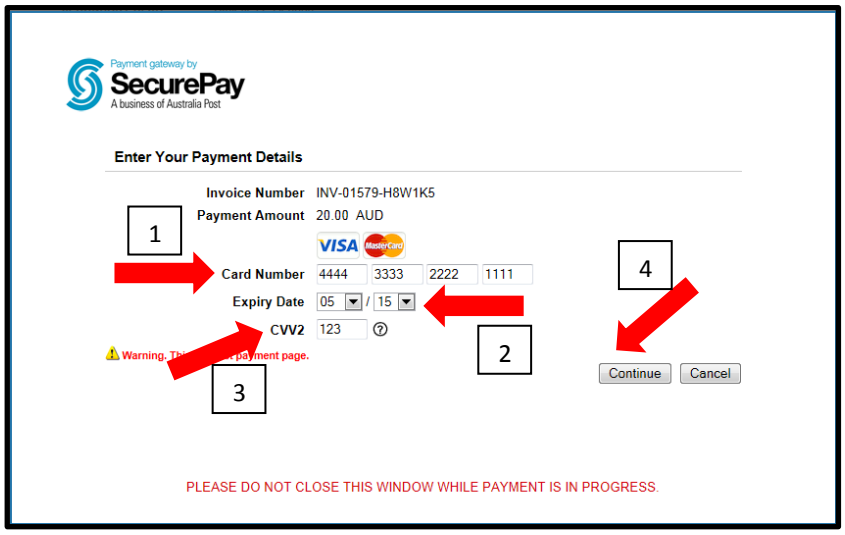
8. You will be directed to the **CHECKOUT**. Click on **SUBMIT (1)**.



9. Once you have clicked **SUBMIT** the **SECUREPAY** dialog box will appear. Type in your **CARD NUMBER (1)**, **EXPIRY DATE (2)**, the **CVV2 (3)** and click **CONTINUE (4)**.



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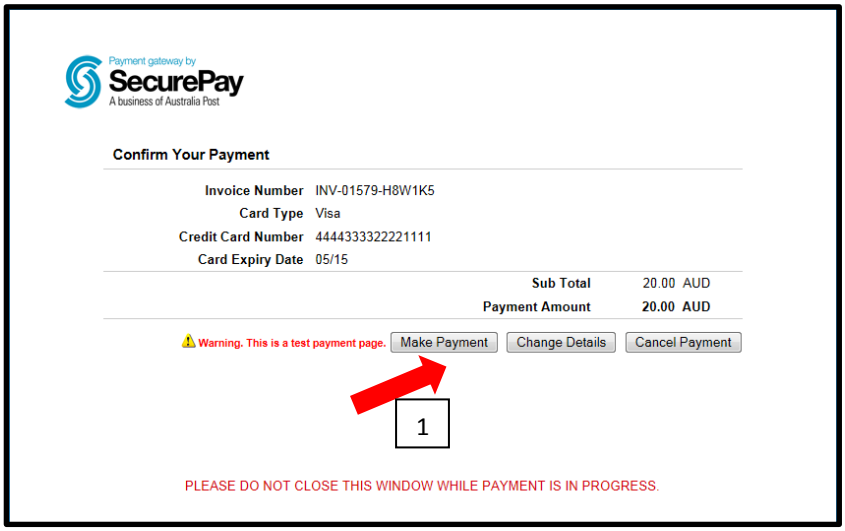
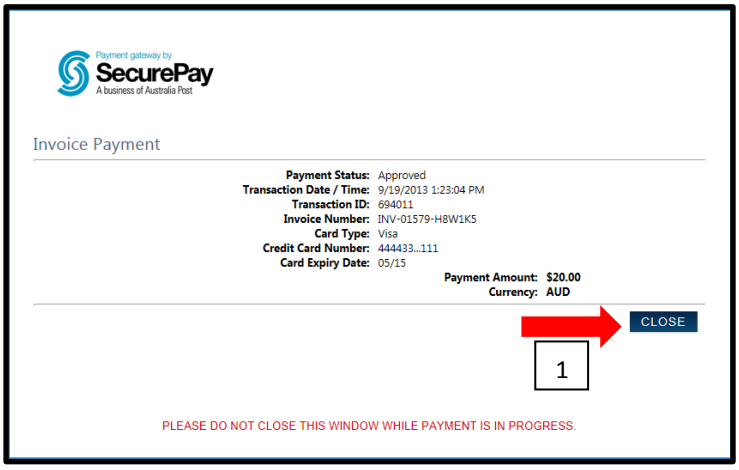
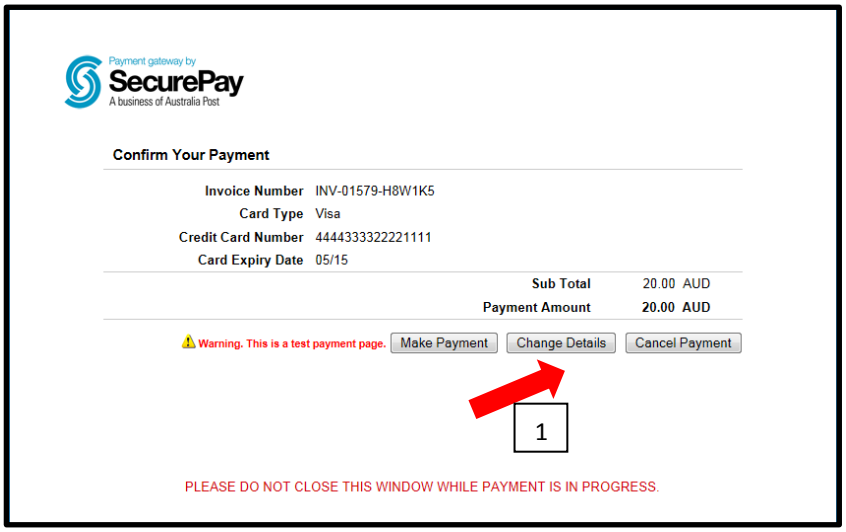
10. The **CONFIRM YOUR PAYMENT** dialog box will appear, check the details and click on **MAKE YOUR PAYMENT (1)**.



11. If you click on **MAKE PAYMENT** the **INVOICE PAYMENT** will appear, click on **CLOSE (1)** and the **REGISTRATION COMPLETE** notification will appear.



12. If you click on **CHANGE DETAILS (1)** you will be redirected back to the **ENTER YOUR PAYMENT DETAILS** dialog box and will need to re-enter your payment information.



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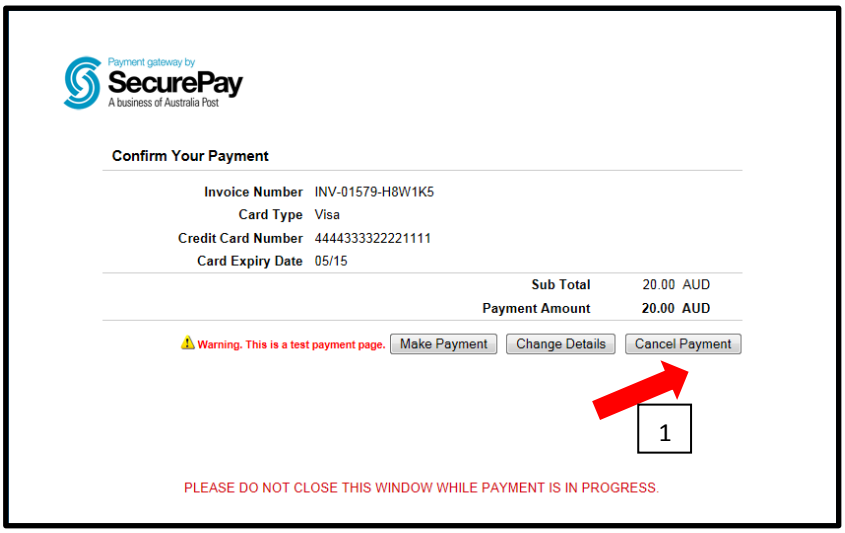
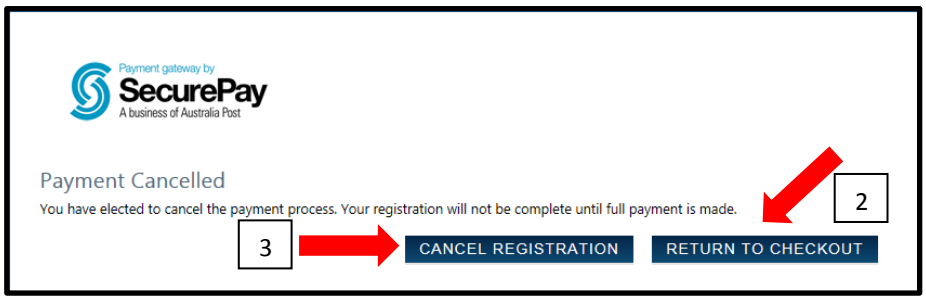
13. If you choose to **CANCEL PAYMENT (1)** the order will be terminated. You can either choose to **RETURN TO CHECKOUT (2)** or **CANCEL PAYMENT (3).**





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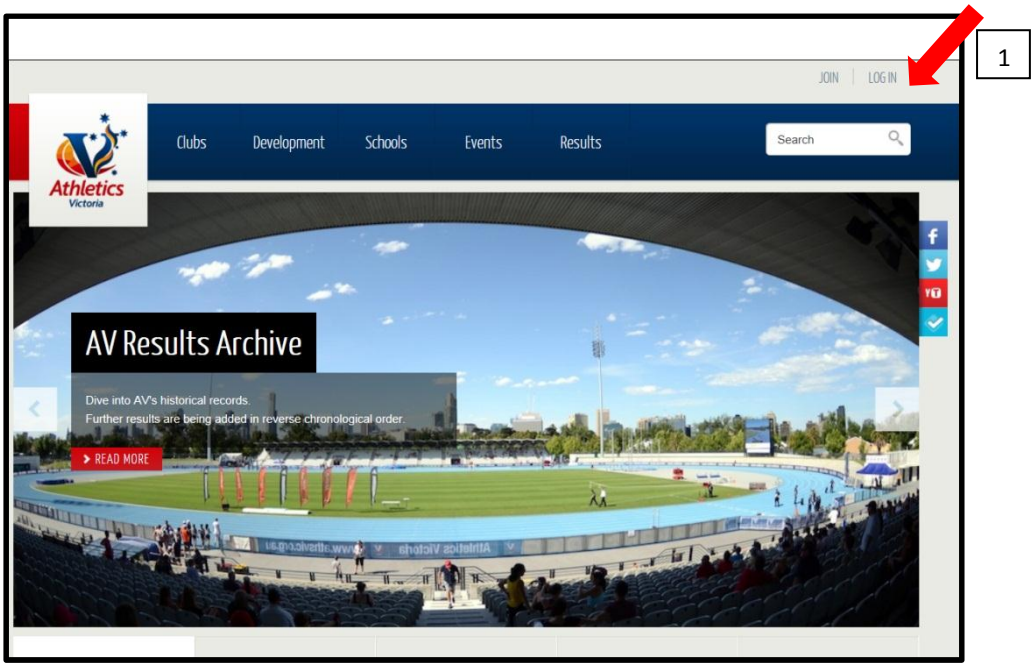
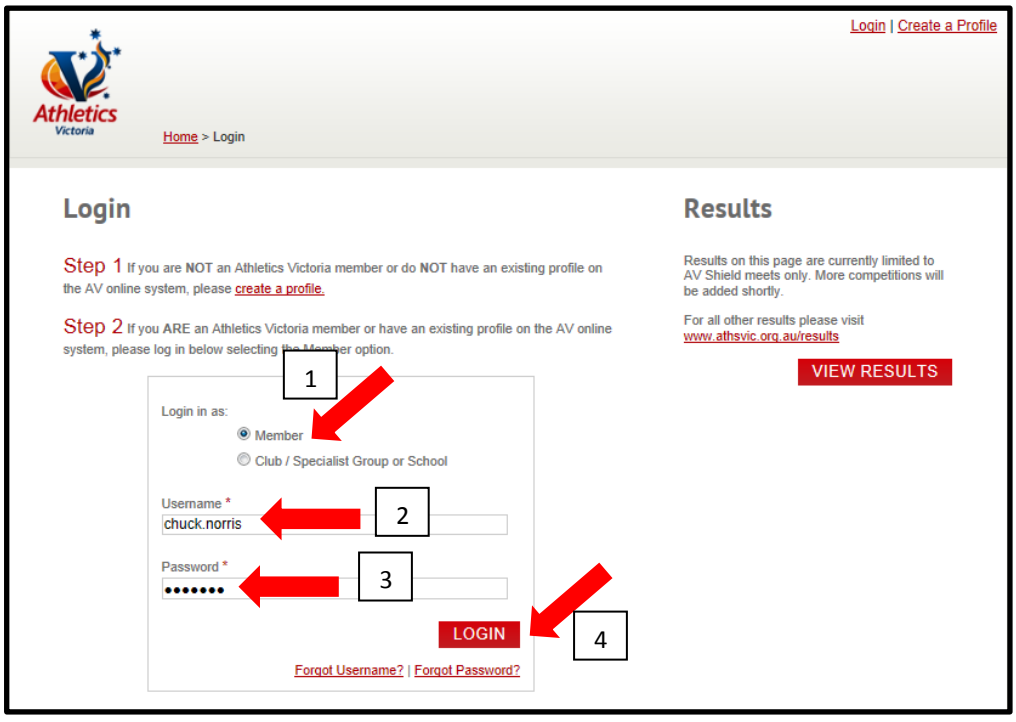
7. Register for an Education Course

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



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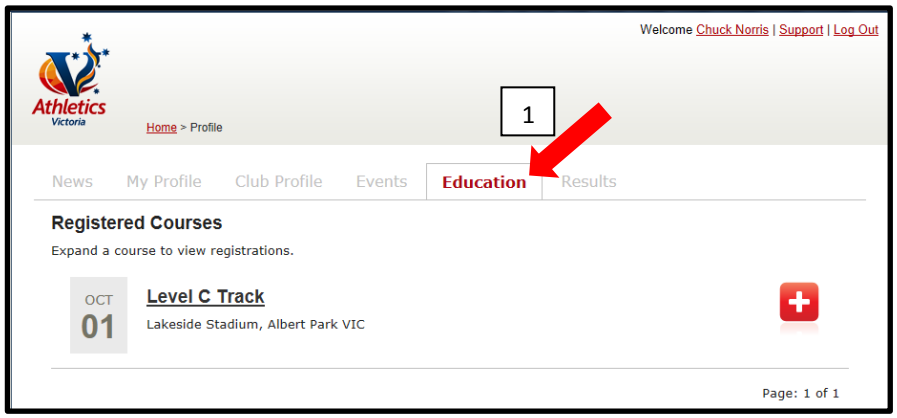
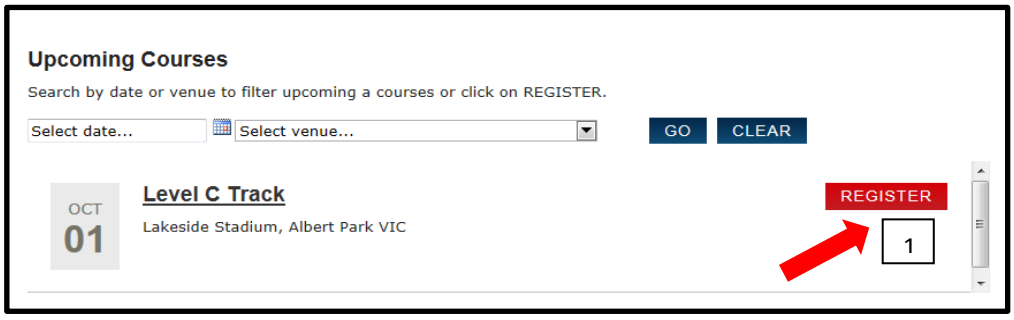
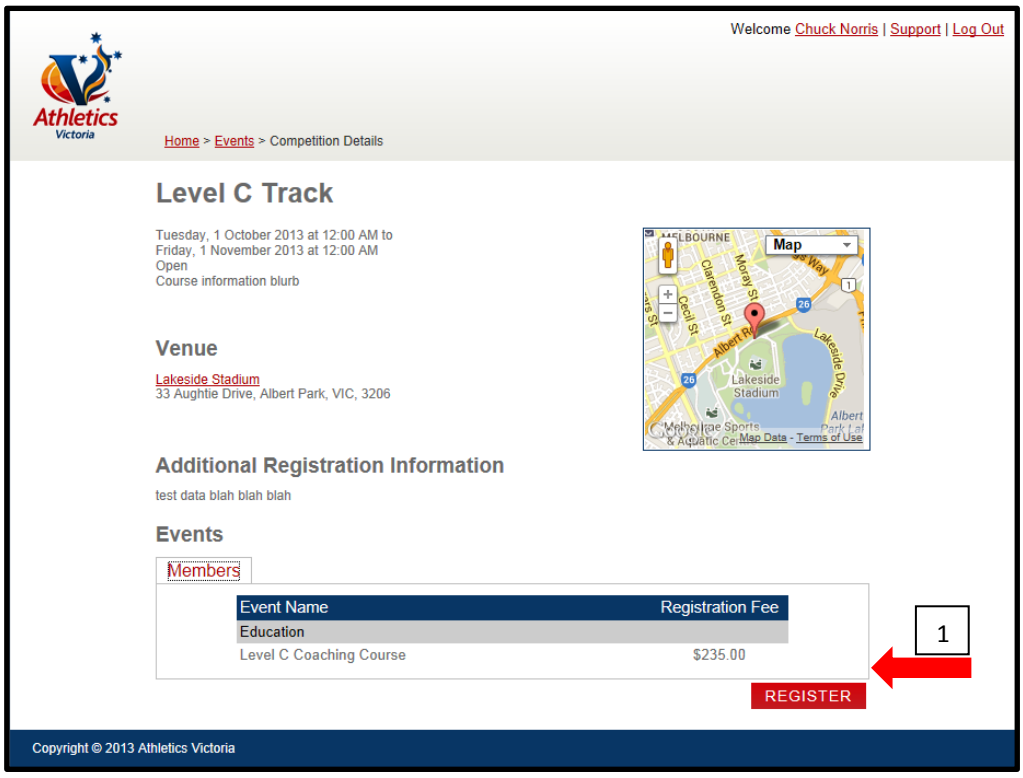
4. Once logged in to the Member Portal click on the **EDUCATION (1)** tab.



5. To register for an upcoming AV education course either select the date of the event, the venue of use the scroll bar to locate the event. Once you have located the event you wish to enter a member of your club in, click on **REGISTER (1)**. You will be directed to the event specific page.



6. Once on the event specific page click on **REGISTER (1)**. The **EVENT REGISTRATION** page will open.



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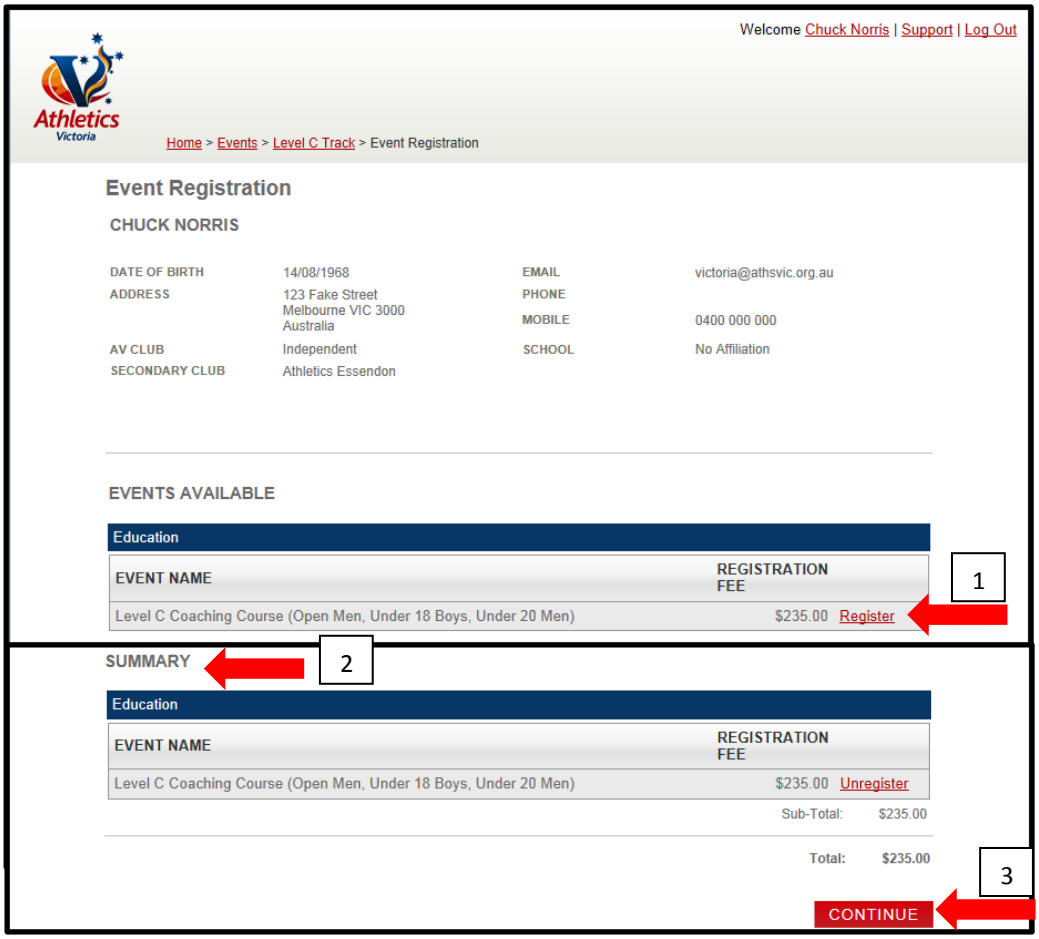
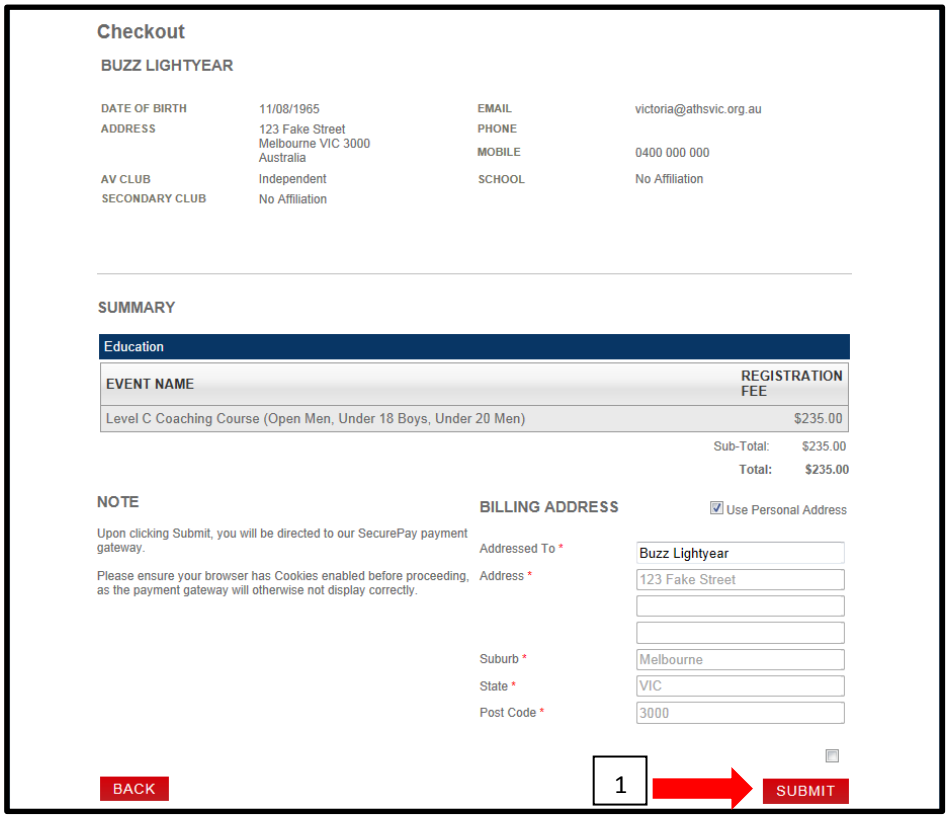
7. Once in the **EVENT REGISTRATION** page click on **REGISTER (1)**. Your chosen course will now appear under **SUMMARY (2)**. Once the **COURSE** has moved to the **SUMMARY** section, click on **CONTINUE (3)**.



8. You will be directed to the **CHECKOUT**. Ensure you read and select the **TERMS & CONDITIONS (1)** tick box prior to clicking **SUBMIT (2)**.



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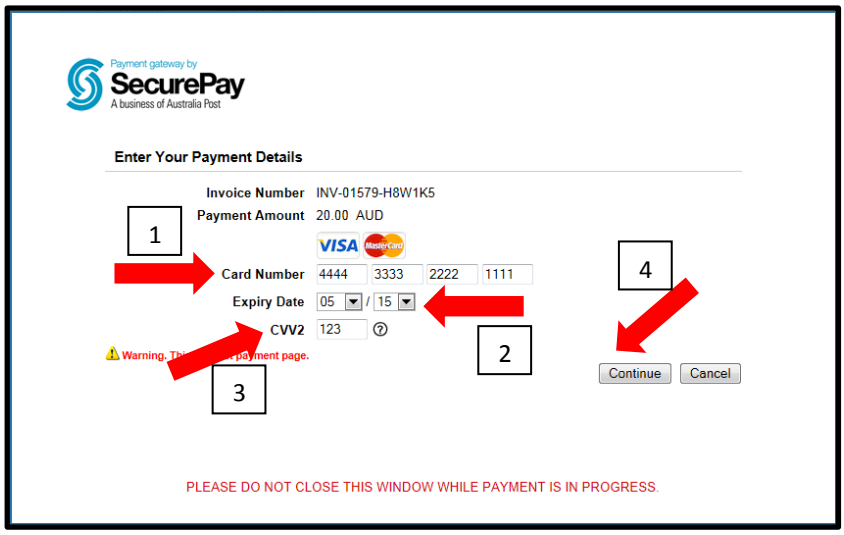
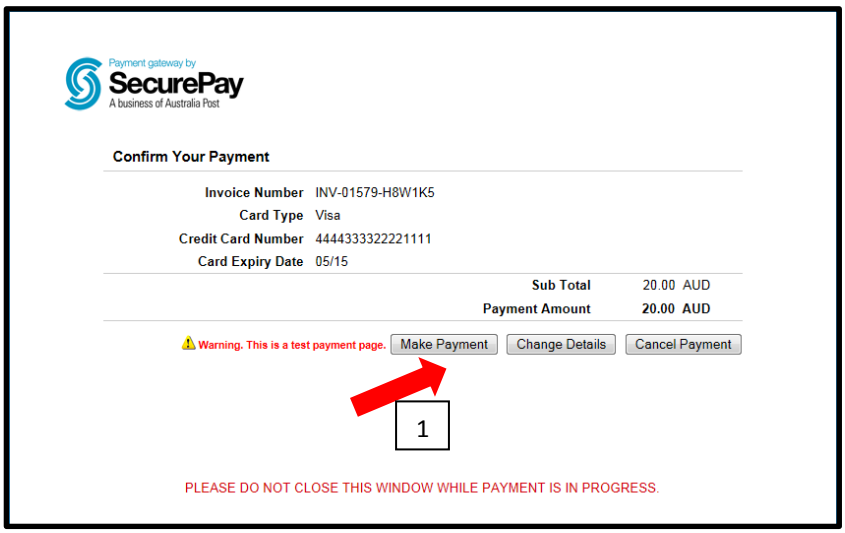
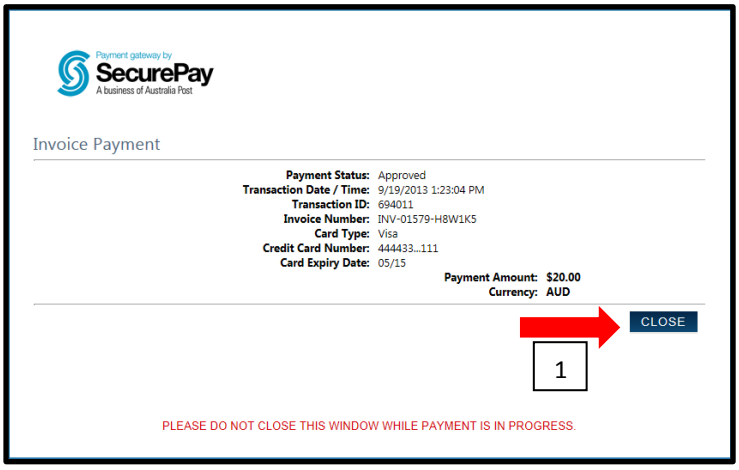
9. Once you have clicked **SUBMIT** the **SECUREPAY** dialog box will appear. Type in your **CARD NUMBER (1)**, **EXPIRY DATE (2)**, the **CVV2 (3)** and click **CONTINUE (4)**.



10. The **CONFIRM YOUR PAYMENT** dialog box will appear, check the details and click on **MAKE YOUR PAYMENT (1)**.



11. If you click on **MAKE PAYMENT** the **INVOICE PAYMENT** will appear, click on **CLOSE (1)** and the **REGISTRATION COMPLETE** notification will appear.



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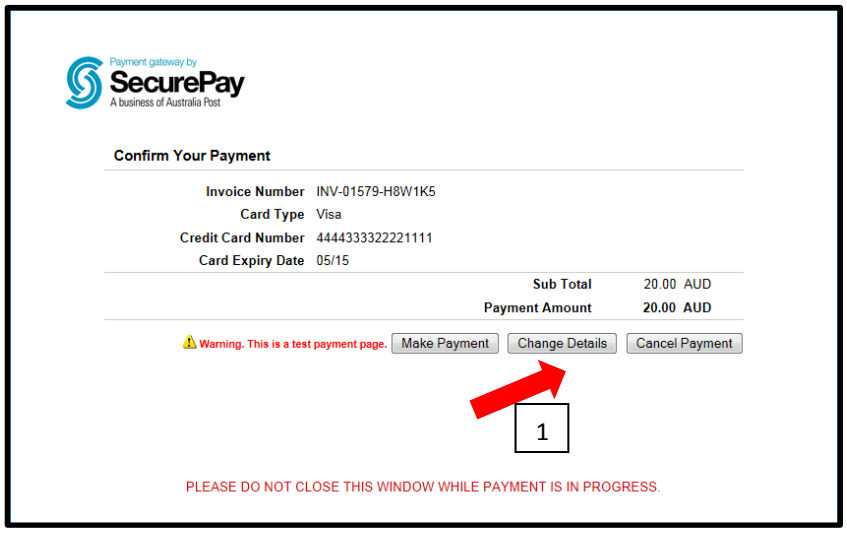
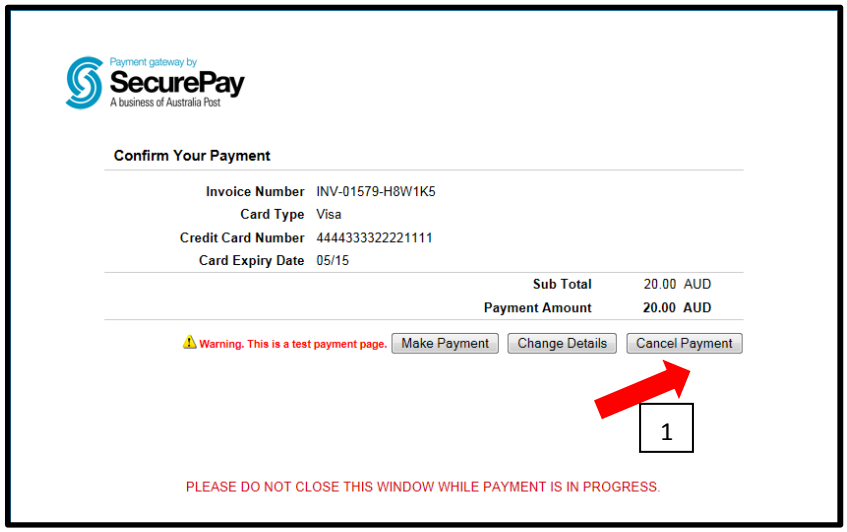
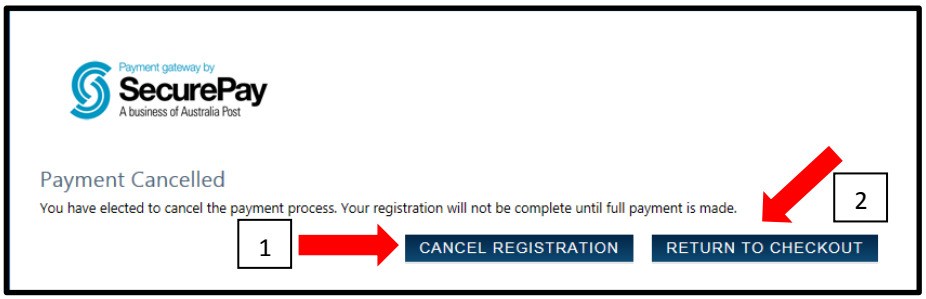
12. If you click on **CHANGE DETAILS (1)** you will be redirected back to the **ENTER YOUR PAYMENT DETAILS** dialog box and will need to re-enter your payment information.



13. If you choose to **CANCEL PAYMENT (1)** the order will be terminated. You can either choose to **RETURN TO CHECKOUT (2)** or **CANCEL PAYMENT (3).**





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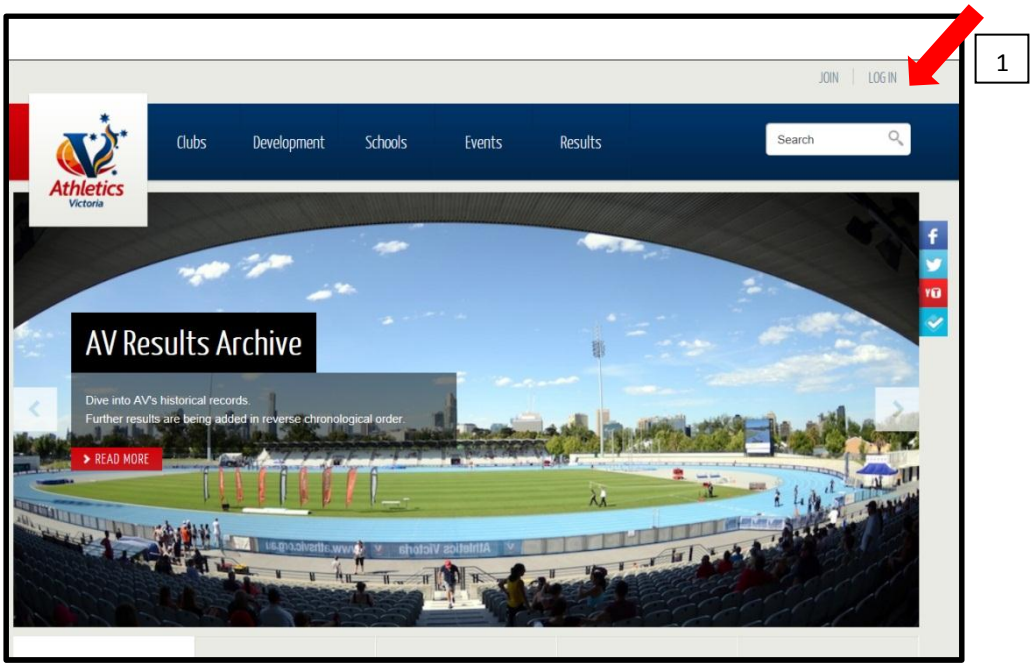
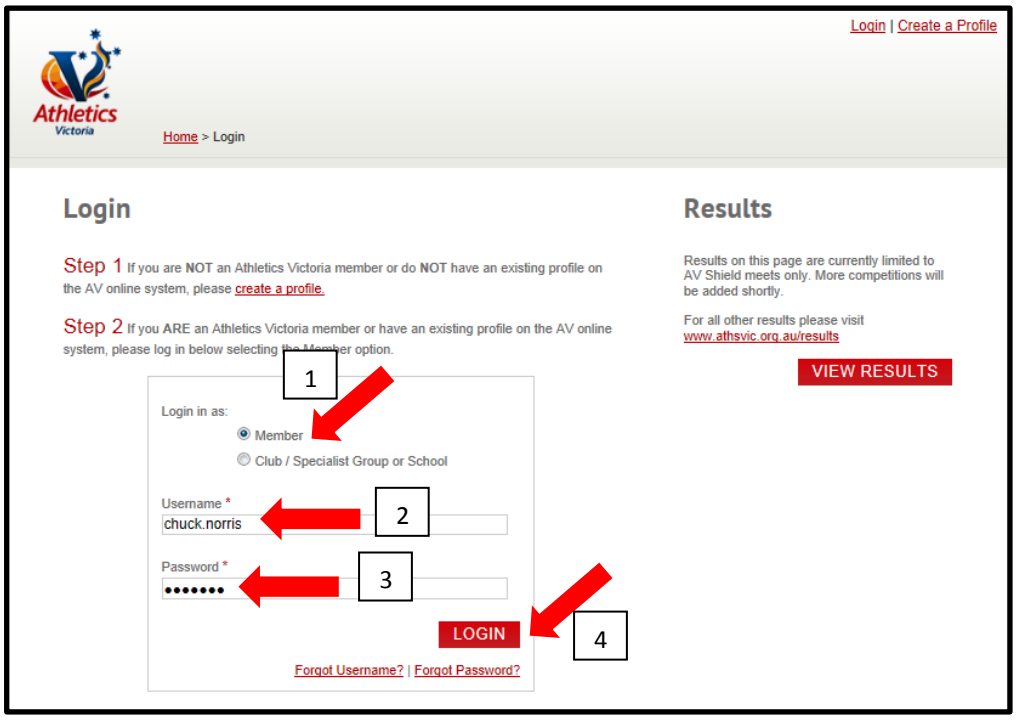
8. Results

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



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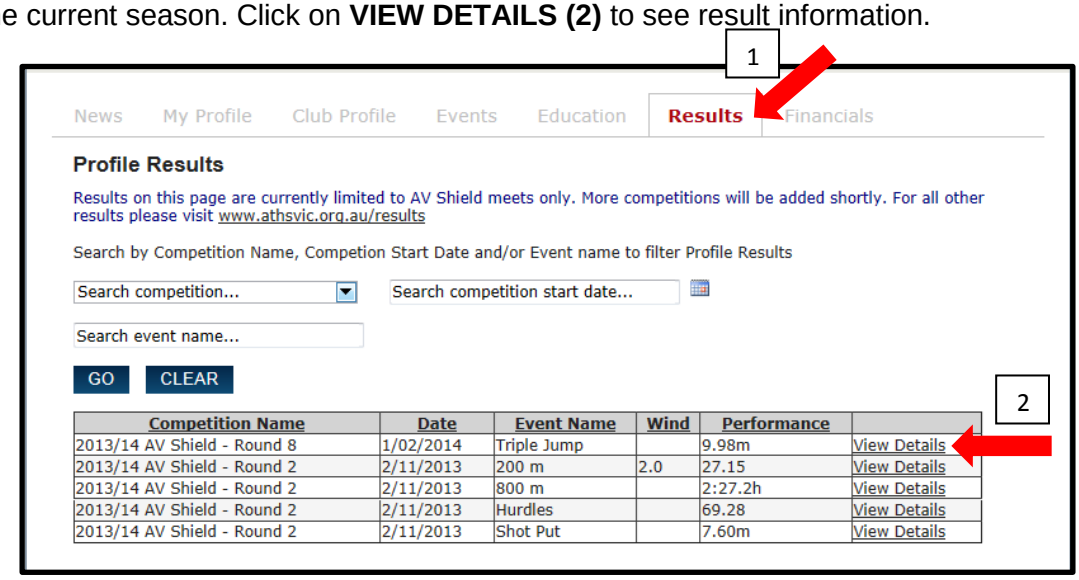
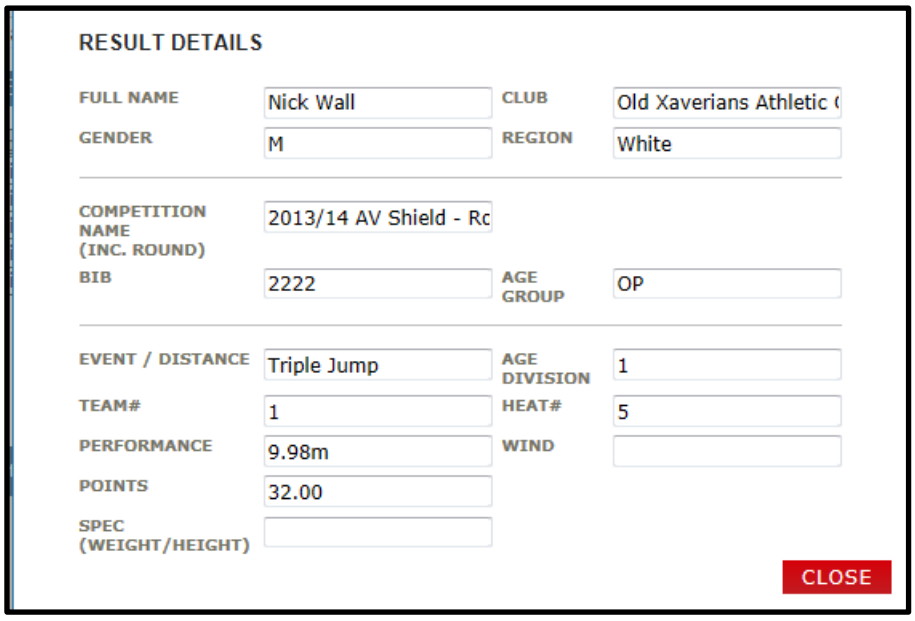
4. Click on the **RESULTS (1)** tab, your results from AV Shield will automatically appear for the current season. Click on **VIEW DETAILS (2)** to see result information.





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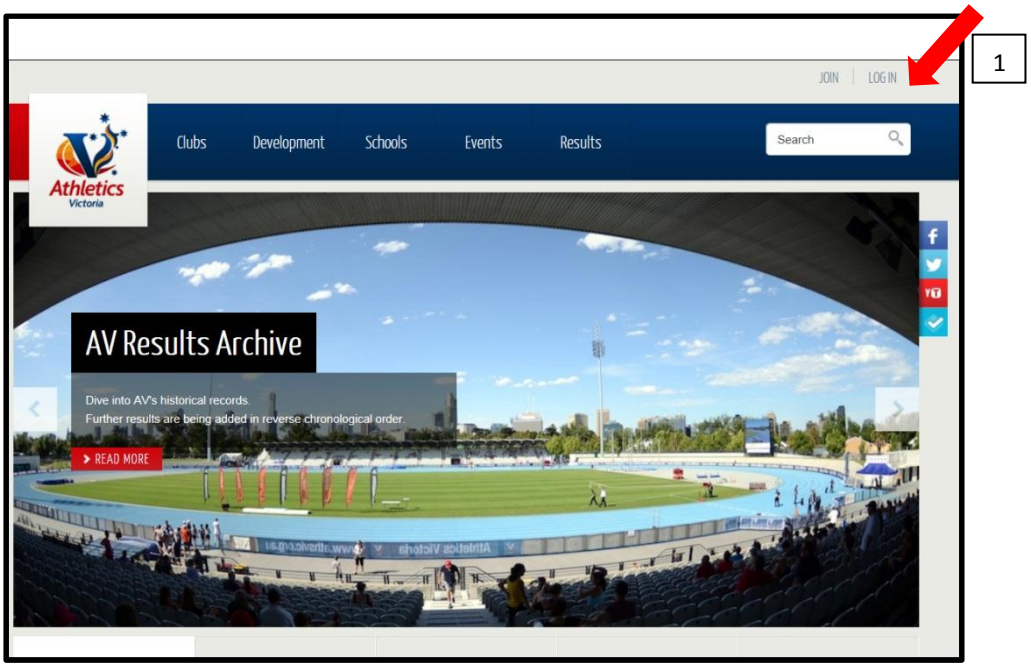
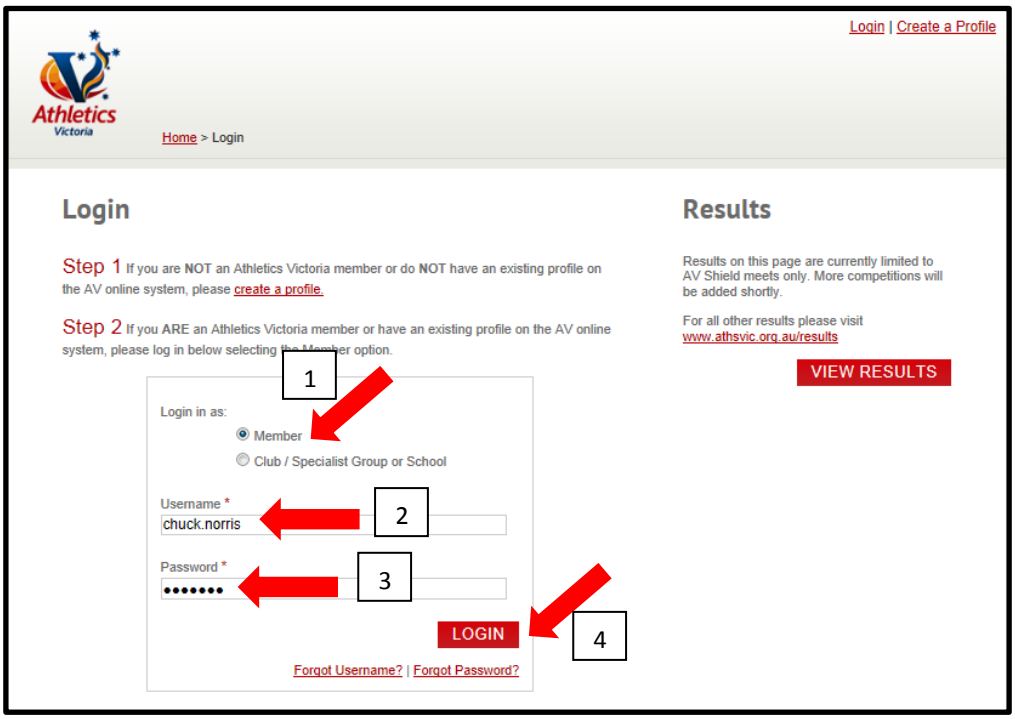
9. Financials

1. Go to Athletics Victoria website http://www.athsvic.org.au/.

2. On the **HOME** page of the AV website click on **LOGIN (1)** located in the top right-hand corner of your screen, the **LOGIN** page will open in a new window.



3. On the **LOGIN** page select the **MEMBER (1)** option by clicking your mouse in the circle, type in your **USERNAME (2)** and **PASSWORD (3)** and click on **LOGIN (4)**. Your Member Portal will then open in a new screen.



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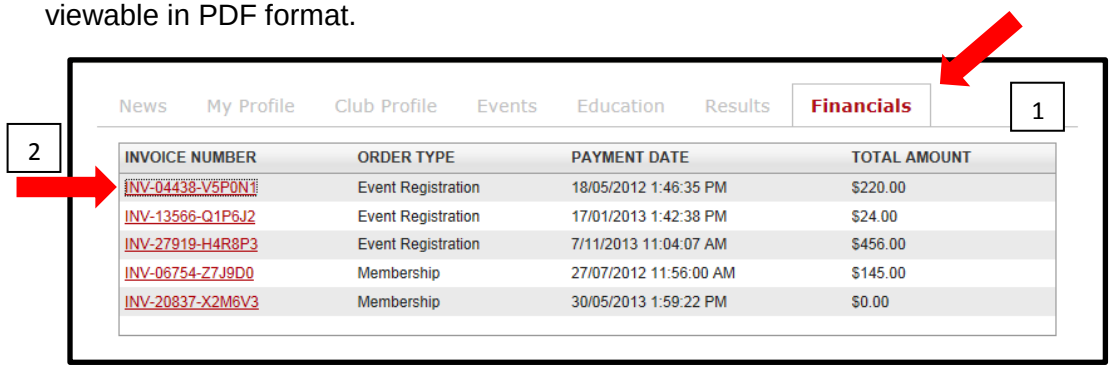
4. Click on the **FINANCIALS (1)** tab, a list of all tax receipts will appear in the table. To view a tax receipt click on the **INVOICE NUMBER (2)** (highlighted in red). Your tax receipt is viewable in PDF format.



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10. Support

Athletics Victoria can be contacted via the **SUPPORT** tab in the Members Portal or via email and phone.

1. To send an email regarding the Clubs Portal to AV click on **SUPPORT (1)**, the **HELP & SUPPORT** dialog box will open.

2. In **HELP & SUPPORT** you can choose a **SUBJECT (1)** from the drop down menu and type a **MESSAGE (2)**. One you have typed your message click on **SUBMIT (3)**. An email will be sent directly to AV and will be responded to in due course.

Please contact the following people should you require assistance with the Member Portal that cannot be dealt with via the **SUPPORT** tab.

Victoria Long
Club Development Manager
Phone: 8646 4527
Email: victoria@athsvic.org.au

Kirby Ellis
Membership Services Officer
Phone: 8646 4526
Email: kirby@athsvic.org.au

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