






INDIVIDUAL MEMBER PORTAL GUIDE

[SIGN IN](#) [CREATE ACCOUNT](#)  Cart  

Sign In

Username

Required

Password

Required

[Sign In](#)

[Forgot username?](#) | [Forgot password?](#)
[Create a new account](#)



Individual Member Portal Guide

As an individual member you have your own unique Member identification number (ID#), confirmed in your welcome email and Member Pack, which you may use to complete the following:

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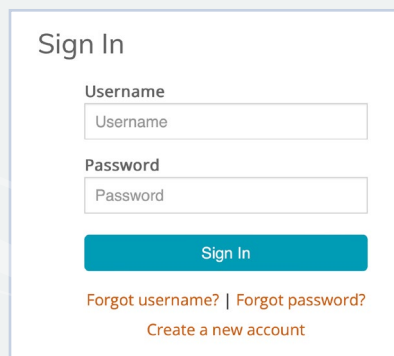
If necessary, contact us to obtain your Member ID number and then follow these instructions.



1 Website Login

Visit: www.lgprofessionalswa.org.au

Select the **SIGN IN** button at the top to view this page:



The screenshot shows a 'Sign In' form with two input fields: 'Username' and 'Password'. Below the fields is a blue 'Sign In' button. At the bottom of the form, there are three links: 'Forgot username?' (orange), 'Forgot password?' (orange), and 'Create a new account' (orange).

Username

- Enter your Member ID number or work/personal email address.

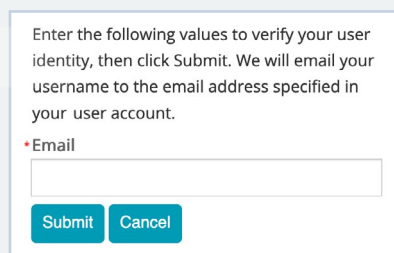
Password

- If you're signing in for the first time enter the temporary password provided in your welcome email.
- If you've signed in before, use the password you've created.
- If you've forgotten your password, read the below "[Forgot password?](#)" section.

Forgot Username?

Select the '[Forgot username?](#)' link and the website page will change to the following:

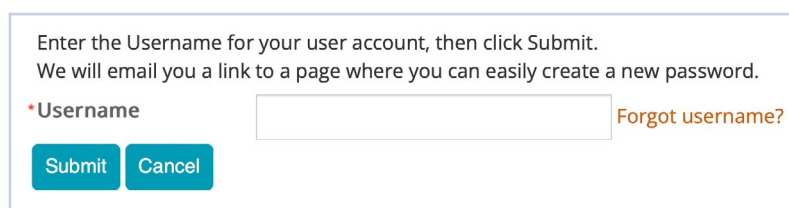
Please contact us if your contact details need to be updated and/or you don't receive an email to change your username.



The screenshot shows a form for verifying user identity. It contains a text box for 'Email' and two buttons: 'Submit' and 'Cancel'. The text above the form reads: 'Enter the following values to verify your user identity, then click Submit. We will email your username to the email address specified in your user account.'

2 Forgot password?

Enter your Member ID number as your username and select the link '[Forgot password?](#)' ([see step 1 above](#)). The website page will change to the following:



The screenshot shows a form for creating a new password. It has a text box for 'Username' and two buttons: 'Submit' and 'Cancel'. The text above the form reads: 'Enter the Username for your user account, then click Submit. We will email you a link to a page where you can easily create a new password.' To the right of the 'Username' field is a link: 'Forgot username?' (orange).

Enter your Member ID number again and select the **Submit** button. An email with instructions for changing your password will be sent to the email address listed on your individual membership account.

Select the email link and enter a 'New password', at least 7 characters long which contains at least one number, 'Confirm new password', and select the **Submit** button to successfully sign into our website.

The two orange buttons at the top of our website will then change from

SIGN IN **CREATE ACCOUNT** to **SIGN OUT** **HI, YOUR NAME, POST NOMINALS (if applicable)**

Please contact us if your contact details need to be updated and/or you don't receive an email to change your username or password.

3 Change your password


To change your password, select the **HI, YOUR NAME, POST NOMINALS (if applicable)** button, and the website page will change to the 'Home >> My Account' section.

Select the [About Me](#) [My Participation](#) [Preferences](#) tab and then the link 'Change Password' underneath.

In the **Change Password** dialogue box that appears enter your '*Current password', create a 'New password' at least 7 characters long which contains at least one number, and, 'Confirm new password', then select the **Save** button.

4 Update your contact details

If your job role, organisation, mobile number, work and personal email address, or postal address change and/or you'd like to upload a photo for your profile you may update the

'Home >> My Account' section under the [About Me](#) [My Participation](#) [Preferences](#) tab by selecting the  symbol in the top right corner of each section.

5 Pay your individual membership invoice online

Sign into [our website](#) and then select the **HI, YOUR NAME, POST NOMINALS (if applicable)** button.

If your individual membership invoice is due to be paid the **Renew Now** button on the left side will be blue—select this button.


Please contact us if it displays as ‘You are not due for renewal’ **Renew Now**, and you’re under the impression this is incorrect.

The website page will change to the ‘**Home >> My Account**’ section to show your individual membership category and fee including GST is due for payment; if correct, select the **Update Cart** button for the ‘Shopping Cart’ to appear allowing you to enter your credit card payment details:

- Payment method drop down menu: MasterCard or Visa
- Name on credit card
- Credit card number, expiry date, and CSC number.

Select the **Submit Order** button on the bottom right side to process the transaction; a transaction confirmation will be shown and sent to the email address listed on your individual membership account.

Select the **Membership Invoice** button underneath.

If your local government is paying on your behalf via a purchase order (Electronic Funds Transfer or EFT afterwards), from the ‘**Home >> My Account**’ section underneath the **Renew Now** button select the  symbol to add the purchase order number and select the **Save** button.

A purchase order number must be entered either for new individual members when a membership application is completed, or for existing individual members before a renewal invoice is issued so that the invoice will show the purchase order number under the invoice date.

If your local government’s payment run doesn’t coincide with the invoice due date this option does not apply, and an alternative payment method is required. Membership invoices are tax deductible and may be [salary packaged](#).

We encourage you to ensure your membership invoice is submitted and approved for payment at the earliest opportunity as providing a purchase order number is not a guarantee of payment.

Please contact us if you need help.

Select the **Membership Invoice** button underneath; the purchase order number should now show under the date on the right side.

To add a PO Number to your membership invoice, click the pencil symbol below, enter your PO Number and save.



PO Number

Select the  symbol on the top left side to download your individual membership invoice.

To complete a bank transfer instead, our bank account details are shown at the bottom of your individual membership invoice under the ‘**PAYMENT METHODS**’ section.

Your individual membership payment confirmation is available to view and download from ‘**Home >> My Account**’ until 30 June of the current financial year.

Please contact us if you need an individual membership payment confirmation for a previous financial year.

6 Register to attend a professional development program

Sign into [our website](#) and choose the **PD & Events** heading within the green menu bar at the top of the page and select a professional development program from the drop-down menu that appears. This includes our:

- [Training and Events Calendar](#)
- [Conferences and Forums](#)
- [eLearning Program](#)
- [Professional Development Events](#)
- [Management Challenge](#)
- [Training Programs](#)
- [Webinars](#)
- [Accommodation Options](#)
- [Event Terms and Conditions](#)

Scroll down the page and select the **Register Now** button.

In the 'Registration' box select if the registration is for you or someone else.

Registration

Register Myself

Register Someone Else

From the Registration Options box choose between Full Conference, One Day Attendance, Live Streaming Registration etc. if/as applicable.

Please select a registration option.

Registration Options	Price
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The information displayed under the Registration Options box and Questions section will now change.

Answer the '**Questions**' under the Registration Options box including if you've any dietary requirements and read [our Terms](#), then select the **Save Responses** button. Select the **Add** button at the side of each simultaneous session within the program you would like to attend if applicable.

Select the **Proceed to Checkout** button.

The page will change to the 'Shopping Cart' section and show the professional development program registration and cost including GST—your individual membership discount will automatically reduce the fee; [please contact us if you're under the impression this hasn't occurred](#).

If your local government has a [subscription](#) with us, up to two other employees without an existing individual membership may be entitled to receive a discounted registration fee; please contact our Events team to check and obtain a subscription discount code before completing a registration for a non-member: events@lgprofessionalswa.org.au. Enter the subscription discount code in the below box and select the Apply button to ensure the registration invoice will be immediately amended automatically.

Cart Charges

Item total

TRANSACTION GRAND TOTAL

Promotional code

Under the 'Payment Details' heading, select either Pay Now Pay Later'.

To process immediately, Pay Now: enter your credit card payment details:

- Payment method drop down menu: MasterCard or Visa
- Name on credit card
- Credit card number, expiry date, and CSC number.

Select the button.

The Pay Later option is if your local government is paying for a registration with a purchase order (Electronic Funds Transfer or EFT afterwards); a purchase order number must be entered at the time of registration so that the automatically generated immediate registration invoice sent to your Accounts team will show the purchase order number under the invoice date. An invoice needs to be paid before the professional development program occurs and within seven days of the invoice issue date so if your local government's payment run doesn't coincide this option does not apply, and a credit card payment will be required instead. We encourage you to ensure your registration invoice is submitted and approved for payment at the earliest opportunity as providing a purchase order number is not a guarantee of payment.

Please contact our Events team if you need help: events@lgprofessionalswa.org.au.

PO Number

Select the button.

An 'Order Confirmation' will now display and two emails will be sent to the email address listed on your individual membership account: one an order confirmation and the other with your registration invoice attached; you may send another copy to a different email address in the box underneath: Send another copy to

7 Check and pay a professional development program registration invoice

Sign into [our website](#) and then select the **HI, YOUR NAME, POST NOMINALS (if applicable)** button.

Select the [About Me](#) **My Participation** [Preferences](#) tab.

Scroll down to the 'My Open Invoices' section—any invoices yet to be paid will be shown.

Under the 'Pay' column select the tick box next to the relevant invoice(s) you wish to pay, the amount 'Total selected' will update to the invoice(s) amount and the **Add to Cart** button will change to blue.

Select the **Add to Cart** button and the page will change to the 'Shopping Cart' section and show your professional development program registration(s) and cost including GST. If correct, under the 'Payment Details' heading, enter your credit card payment details to pay now:

- Payment method drop down menu: MasterCard or Visa
- Name on credit card
- Credit card number, expiry date, and CSC number.

Select the **Submit Order** button.

A payment confirmation will now display and will be sent to the email address listed on your individual membership account.

[Please contact us if you need any help.](#)

8

Access resource libraries and discussion forums

Sign into [our website](#) and then select the **HI, YOUR NAME, POST NOMINALS (if applicable)** button.

Select the **Membership** heading within the green menu bar at the top of the page and select from the drop-down menu that appears under the **For Individual Members** section the **Individual Members Portal**.

Under the 'Communities' heading you'll see a list of our [Networks](#) of which you're a member; the number of Networks visible to you depends on your individual membership category. All members also have access to our **'General Membership'** section where our [Branch](#) resources and [webinar recordings](#) are located etc. Select any of the Network names in the left column to access their resource libraries and discussion forums.

Please contact us if you would like to review your Networks and/or individual membership category.

Information is being sought and populated so there may not be anything uploaded in some sections. You're welcome to send any relevant information/documents via email to admin@lgprofessionalswa.org.au and/or to commence discussions in the relevant forums.

To create a discussion post to contact other individual members within a Network:

From the bottom right side of the page under the **Home** heading, select 'Discussions' for the page to change to show you the Network title at the top left followed by the 'Discussions' heading.

A list of existing discussion posts will show underneath.

Select 'Add discussion forum' from the top right and an **Add discussion forum** dialog box will appear.

Add a title in the 'Forum *Name' box, a summary of your discussion post in the '*Description' box, select the tick boxes if applicable: Allow HTML in posts; Allow attachments to posts, and then select the **Publish** button.

The discussion heading will show in alphabetical order according to the 'Forum *Name'.

To find your discussion either scroll through the pages at the bottom

'Previous 1 2 3 4 5 6 Next View all 58' or return to your Network main page and enter the 'Forum *Name'; in the 'Search the online discussion forums' box.

To add content to your discussion, select the 'Forum *Name' you just created, and the page will change to show the 'Discussions topics' heading. Select 'Create new topic' on the right side and an **Edit item** dialog box will appear. Using the toolbar options add a 'Topic *Title' subheading followed by content in the 'Body' box section underneath.

If you need to include an attachment select 'Manage Attachments' underneath and a **Document Browser** dialog box will appear, select **New** and a drop-down menu will provide options to choose from, such as Adobe® Acrobat pdf.

A **Document System** dialog box will appear, and the **Select** button will allow you to choose a document to upload, include a 'Description' of the attachment in the box underneath, select the **Upload** button and if the document name is visible, select the **Close** button.

When you've completed your discussion post, select the **Publish** button.

Each individual member subscribed to the Network 'Discussions' will now receive an email notification that you've created a post and therefore may reply accordingly.

To receive Discussion notifications, from the Network main page on the bottom right, select the **Follow Community** button to allow you to receive notifications for all Network discussions or select **Subscribe** underneath yours and any other discussion posts that you're interested to be notified about.

Please contact us if you need any help.

9 Branch Resources

All regional local governments are represented by a Branch and as an individual member you have access to our [Branch](#) resources:

Sign into [our website](#) and then select the **HI, YOUR NAME, POST NOMINALS (if applicable)** button.

Select the **Membership** heading within the green menu bar at the top of the page and select from the drop-down menu that appears under the **For Individual Members** section the **Individual Members Portal**.

Under the 'Communities' heading select '**General Membership**', on the right under the 'Resource library' heading select the '**Branches**' folder to view them:

- Avon Branch
- Central Branch
- Coastal Midlands Branch
- Goldfields Branch
- Great Southern Branch
- Mid West Branch
- Pilbara Kimberley Branch
- South West Branch
- Wheatbelt South Branch

Within each Branch folder you may now view their Charter of Operations, meeting agendas, minutes, and presentations.

Branch Secretaries may be granted access to this section of the website to upload this information directly.

Please contact us if you need any help.



Local Government Professionals Australia WA Inc.
(08) 9271 1136 | admin@lgprofessionalswa.org.au
www.lgprofessionalswa.org.au

