

PADDLE AUSTRALIA MEMBERSHIP & EVENTS PORTAL

Member Support Guide for New Members



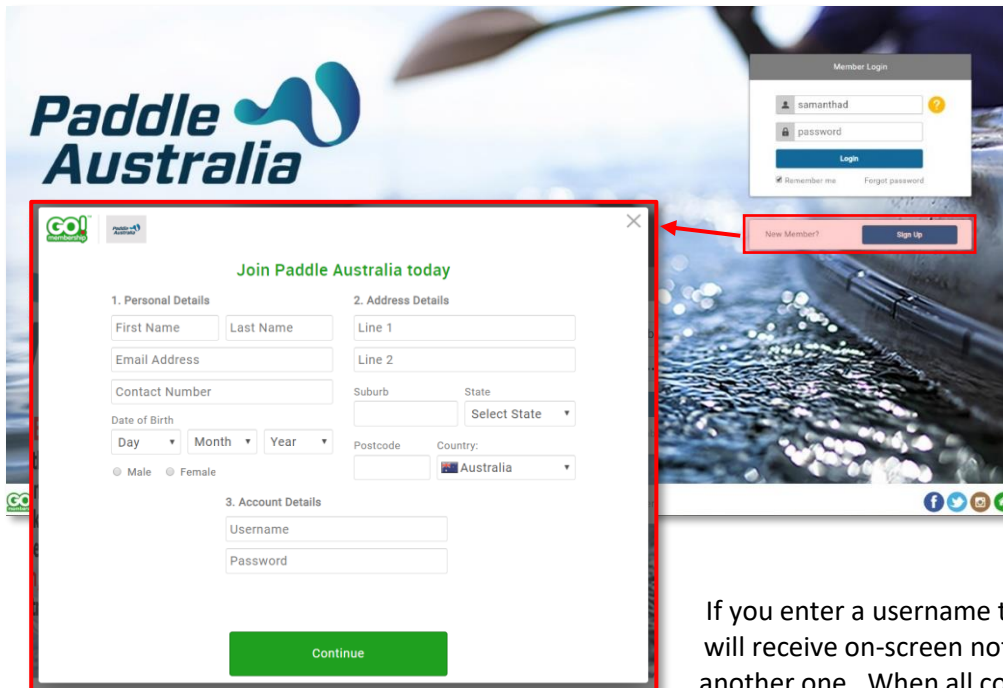
NEW MEMBERS

Welcome to the Paddle Australia Membership & Events Portal!

Please only create an account if you have not held an active Membership with Paddle Australia, a State Paddle Association or an Affiliated Club in the past three (3) seasons. If you are unsure if you should be creating a new account or if you might already have an existing one, please contact your Club, State Paddle Association of Paddle Australia on 02 9763 0670 during business hours (AEST) or via email at membership@paddle.org.au

1. CREATING AN ACCOUNT

A. To create an account, head to the Paddle Australia Memberships and Events Portal at paddleaustralia.azolve.com and click on the “**Sign Up**” button.

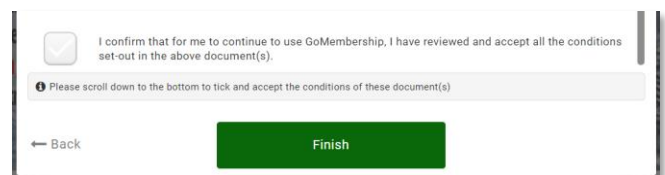


B. You will then be presented with a pop-up to enter your details in. You can select your own username, which will be used each time you log in. You will notice that the username field at the bottom of the pop-up will automatically populate with the email address you entered earlier. You can change this username if you want. Simply click in the field, remove the text that is there and enter in your chosen username.

If you enter a username that already exists in the system you will receive on-screen notification and you will need to select another one. When all complete, click “**Continue**”.

2. SIGING INTO YOUR ACCOUNT

A. Upon clicking the continue button, you will be logged into your account where you will be presented with the Paddle Australia and System terms and conditions. After reading through these, scroll to the bottom and click the confirmation **tick box**, then click “**Finish**”.



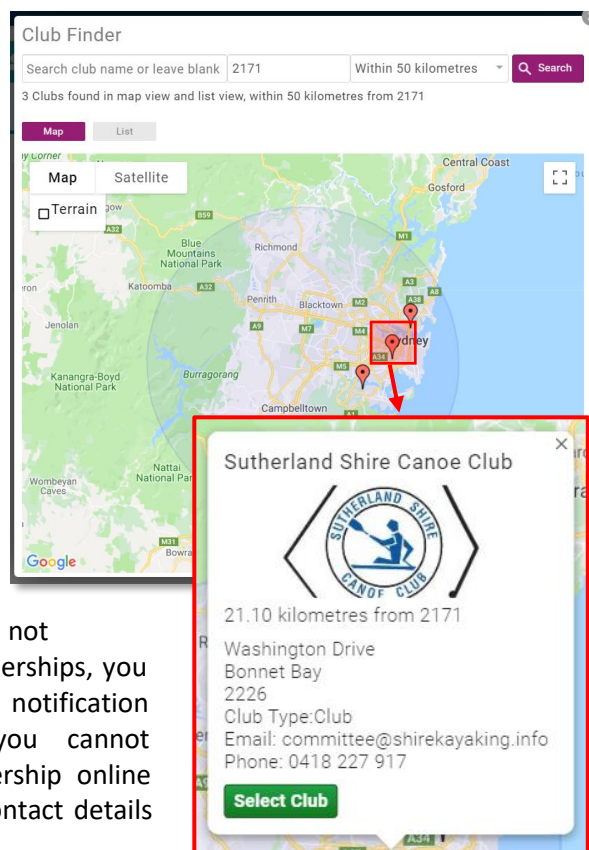
B. You will then be taken to your Member Profile and, as you do not have any current memberships, you will be presented with the “**Membership Journey**” pop-up. This has been designed to assist new members in undertaking the journey to select a club and purchase Membership. Click on the “**Join a Club or Renew Club Membership**” button.

3. LOCATING/SELECTING A CLUB

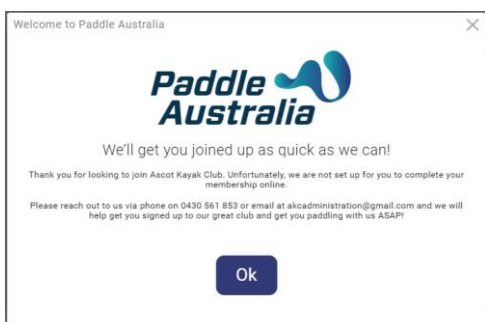
A. Next, you will load to your profile page with the **Club Finder** pop-up. The Club finder will automatically populate with the postcode that is on your profile and return the search for Clubs within 50km from that postcode.

Using the search bars to the top of the Club Finder, you can refine your search using Club Name, Post Code or Suburb. If using Suburb or Post Code, you can also amend the distance of your search to expand or restrict the search distance.

B. Upon entering information into the Club Finder, you will see “Pins” on the page. Each of these Pins represents a Club. You can click on the Pin to view the details of the Club. When you have located the club of your choice, click on the **“Select Club”** button.



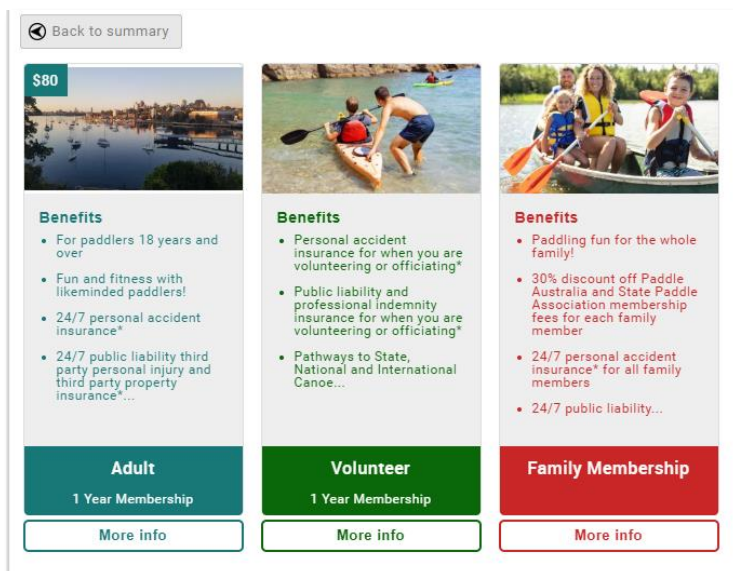
C. If the club that you have chosen is not accepting online Memberships, you will receive a pop-up notification advising you that you cannot complete your membership online and you will see the contact details for the Club.



4. SELECTING/PURCHASING MEMBERSHIP

A. If you have selected a club who is accepting online memberships, you will then see Membership Tiles. These are the Memberships that are offered by your selected Club. You will only see Memberships that have been set by the Club to display/be available to you based on some settings including your age. For example, it is likely that you will not see the Junior Memberships at your Club if you are 18 years or over.

B. To See more information about a membership, click on the **“More Info”** button on the tile. You will then see a pop-up with more information. If you are still unsure if this is the membership for you, please contact your Club directly. Click on **“Select”** if this is the Membership you want. Or press close if you need to look at other memberships.



C. Once you have made your selection, you will see some data fields appear under the Membership tiles. You will need to complete any mandatory fields before proceeding.

- a. An Emergency contact is required for all members registering in the system. If an emergency contact exists on your profile, this field will already be populated. You can update the details if required.
- b. If your club wants you to provide any further information or offers any additional items for sale, you will be able to see these here also.
- c. When you have finished making your selections and/or entering in all relevant data, you can click on the **“Finish”** button at the bottom of the page. If you have missed any mandatory fields you will receive a pop-up notification advising you as such. Click on **“OK”** complete the required fields and click the **“Finish”** button again.

D. 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 only processing 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”**

E. When you do click on **“Yes, Pay Now”** you are redirected to the checkout. Here you will see that you will have two items even if you only selected a single Club Membership. The second item is the Paddle Australia and State Paddle Association Membership Fee.

F. If you have purchased any products as part of your Membership, you will see these items on separate lines also.

G. If any discounts or surcharges have been applied, you will be able to see the details on these by clicking on the **“i”** in the Order Summary.

H. To finalise your membership, click on **“Pay with Card”** You will then receive a pop-up to enter in your credit card details. When complete, click on the **“Pay”** button at the bottom.

I. 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. Your invoice will also be emailed to you.

