

Guide for 2012 Strider Membership renewal v1.0

An email has been sent to all members with the links to the online renewal page, along with the email and password details if needed. This page is at the following address

<https://regonline.activeglobal.com/memberships/renewal/login.aspx?eventId=800894>

Following is a step by step guide through the renewal process, please follow these steps so all information is entered as required and so your renewal can be properly processed.

1. **Select the “View, Change, or Renew Your Existing Membership link**
2. **Enter your email address and password in the spaces provided**, if you have forgotten your password or it does not work you can select the forgotten password link here which will take you to a screen where you can have your password reset and emailed to you. You need to use the email address that the renewal and other Striders emails are sent to. If you need to change your email address please send a request to database@sydneystriders.org.au For **family memberships** there is a primary membership account that needs to be used to process the renewal so if the renewal does not provide payment options you need to log in and complete using the primary members email address and account.
3. **Select the “Personal Information” link**, this will then display your current details in the database. This is where you are able to change your password if required. Please review all the information and change where required, especially the email preferences and email list options. When all has been confirmed and updated select the continue button at the bottom of the page.
4. This will now take you back to the main registration page, please click on the continue button at the bottom of the screen.
5. This brings up the membership options page where additional items can be selected for your 2012 membership
 - a. Pre-registration for 2012, if you would like to purchase this package please key in 1 in the quantity field (for families type in the number of family members that want pre-registration)
 - b. This year members can again opt to subscribe to Run For Your Life magazine for a year for only \$10, normally the cost is \$70. Members who already subscribe can still take advantage of the offer which will commence at the expiry of the existing subscription period. Type in 1 in the quantity field and then also indicate if you do or don't have an existing subscription.
 - c. For members that volunteered in 2011 you will have been provided a rebate code, please type this code into the box provided and then select the continue button at the bottom of the screen.
6. The system now displays a summary of the fees and items that are applicable for your renewal for 2012. **There is a checkbox under the title Membership Renewal which you need to click to actually add your renewal fee to the payment.** You will

then notice a heading of One-time Fees, this lists all of the different fees you have selected for both this year and last year but **you will only be charged for the 2012 options**. The important item to check and confirm will be the Current Balance amount, this is what you will be charged, please check and make sure that this number is correct against the options and rebate (if applicable) you have entered.

7. Select the type of credit card you will use and then key in all the details. **The system is a secure site** and the club does not have access to the full details of your credit card.
8. Once finished entering in the credit card details you can then select the “finish” button at the bottom of the screen to finish your renewal!
9. A confirmation email and receipt will be emailed to you, there is also a link on this final page to be able to view your full membership record

If you experience any problems please contact us at database@sydneystriders.org.au for assistance.