

ONLINE MEMBERSHIP HELP

Joining or renewing your membership is EASY! Our system prompts you step by step. Payment is simple and secure, by Visa or Mastercard with no surcharge.

If you need additional help, read the explanations below. If you are still experiencing any problems, call the Nursery during opening hours, or email details of the problem using our [Contact](#) page.

The [Join](#) link on our [Membership](#) page take you to our Member Wizard system. Online membership is available all day every day, but don't forget that if you need personal help, you can use [Contact](#) page.

Personal assistance with renewing/joining is available by appointment during [nursery opening hours](#). Ring the nursery to arrange an appointment and bring the phone/laptop/tablet or iPad that you use for emails. If you don't use email don't worry, just come along and we will use the nursery computer to join/renew and enrol for you.

Join as a New Member

To join, go to the [Membership](#) tab on our website and read the information before clicking the **Join** link.

This link will take you to the **Please Enter Your Contact Details** window where you can complete your profile; mandatory fields are indicated in red.

When all mandatory fields have been entered click the **Save** button. Check your details carefully, especially your email before again clicking **Save**. This will take you to the **Please Pay Your Membership Here** window.

Pay by credit or debit card. Enter all your card details and click the **Pay** button. You will be advised that your payment is being processed. When the payment is complete you will be able to print your receipt. You will also be sent a receipt by email.

In the event you do not complete the payment, you will be sent an invoice with a link to pay.

Member Portal - Renew

The Member Portal can be accessed on any internet connected device, but is especially useful for mobile phones or tablets as it allows a member to access their member record and, if necessary, prove their membership.

INSTRUCTIONS TO ACCESS THE MEMBER PORTAL

1. Click on the [Member Portal](#) link
2. Save this link in your bookmarks so that you can return to it easily.
3. If you are asked to install the Member Portal as an app we recommend that you do.
4. Enter your email address, click the **Check Email Address** button, and follow the on-screen instructions.

TROUBLESHOOTING INSTALL

If the system is unable to verify your email address please note:

1. **You cannot install the Portal if you share your email address with another member.**
2. Contact us at peacehaven3@gmail.com to ensure that the email address you are entering is the one recorded in your membership record.

USING THE MEMBER PORTAL

The Portal Home screen will show you your membership status and any outstanding amounts. Here you can:

- Pay any outstanding amounts - use the **Pay Owing** button.
 - View your member statement - use the **Statement** button.
 - Pay your Membership Renewal - use the **Pay Subscription** button.
 - Update your personal details by clicking **Change my Contact Details**
 - **Check (or uncheck) Nursery Group.**
 - Obtain Help by clicking the **Help** button in the top right corner. Use this email address to contact the nominated Portal Assistance member.
 - Return to the main Portal screen at any time by clicking the **Home** button in the top left of the screen.
 - If another member uses the same device use **Add another Organisation or Member** to register them. Each member can have their own PIN. **Members cannot share the same email address.** Use the **Log Out** button before swapping members.
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