

## **SPORTS TG MEMBERSHIPS AND EVENT REGISTRATION FREQUENTLY ASKED QUESTIONS FOR MEMBERS**

### **Q: How do I renew my membership?**

#### **2018 Registered Members**

If you were a registered member in 2018 – go to the Membership page of the NSWISA website - scroll down and select the appropriate link for membership renewal.

1. Enter your email
2. Enter your password
3. ***IGNORE CLUB DROPDOWN LIST ON RIGHT OF PAGE*** and select member name from the list on the left
4. Select blue club link
5. Complete/update member details
6. Make payment

### **Q: I have previously been a member of NSWISA, but allowed my membership to lapse – How do I update this?**

#### **Pre 2018 – (Previously registered but lapsed prior to 2018)**

If you were a member prior to 2018 but did not register for the 2018 season – you only need to verify your email address and set up a password for future event registrations or membership renewals.

Go to the Membership page of the NSWISA Website – select the SportsTG Link and enter your email address - select 'forgot email' – this will take you through the process of setting up your password and verifying your email – that's it – simple. – Make sure you are logged out.

Go to the NSWISA website Membership page– scroll down and select the appropriate link for membership renewal

1. Enter your email
2. Enter your password
3. ***IGNORE CLUB DROPDOWN LIST ON RIGHT OF PAGE*** and select member name from the list on the left
4. Select blue club link
5. Complete/update member details
6. Make payment

## **Q: I have never been registered with NSWISA – How do I apply for membership?**

### **New Member Registrations**

If you have registered with NSWISA at any time previously, your/your child's details will be in our database follow the appropriate instructions listed above.

1. If you are a **brand new Member** to the NSWISA Website Policies & Procedures page for instructions on how to sign up for a Sports TG Passport
2. When this is completed – go to the NSWISA Website Membership page and scroll down until you find the appropriate membership type – select the link required :
  - Enter your password
  - Select your Home Club
  - Complete Membership Registration form
  - Make payment

## **Q: I have verified my email and set a password, but I cannot login – What should I do?**

*If you have previously verified your email and set a password but you are unable to log in - please contact [membership@nswisa.com](mailto:membership@nswisa.com) or [nswisa@nswisa.com](mailto:nswisa@nswisa.com) directly who will assist.*

**Note - SportsTG** is not authorised to distribute or change Email or Username & Password information. This is the responsibility of NSWISA.

## **FILLING OUT THE REGISTRATION FORM**

## **Q: Can I register more than one skater/member using the same email address?**

Yes, you can. When you enter your email address, you will be given the option to select any names registered with the one email address - any problems, contact [membership@nswisa.com](mailto:membership@nswisa.com).

## **Q: Why can't I see the 'product' I need on the registration form?**

A cause could be that a filter applied to a Product is preventing visibility of a Product e.g. Age, Member Type and you may have selected the wrong form for your purpose. Check the NSWISA website to ensure you have selected the appropriate form.

## Q: The Registration Form is not allowing me to move to the next stage - why is this?

This is likely due to a Compulsory question that has not been answered and/or a product not being selected. Please ensure you have answered all questions marked with a **red asterisk \*** and make sure you have 'ticked' the product box to the left of the required item.

## Q: How do I pay using a Voucher?

NSWISA is not verified for the Active Kids voucher process - you may be able to use your voucher at your Local Club - please contact them directly.

## Q: What Online Payment options are available to me?

You will be able to pay your Registration Fees using various methods and everyone should be catered for. Refunds cannot be made via SportsTG, so please select carefully before making your choice of 'products' being purchased. All refunds will be less any fees charged by SportsTG and any bank fees deducted which NSWISA cannot recoup

Some Clubs have opted to have payments made directly to them for 2019 and payment details will be supplied with event registration forms. Refunds in these instances will be made by the Club directly.

## Q: I have selected the Pay Now button, what should I do next?

It is important that once you have selected the **Pay Now option**, you allow the payment to be processed. Please allow time for the system to confirm your payment.

**IMPORTANT** - *Please do not Refresh, or select the Back button during the payment process. Doing so may cause the system to process an additional or duplicate payment. If you have had an additional or duplicate payment taken from your card, please contact NSWISA directly.*

*If you are using a mobile/tablet to make payment, please keep the payment screen tab open to enable the payment to be processed. Once the payment has been successfully completed, please close the tab.*

## **POST REGISTRATION**

### **Q: My payment has been processed, what happens next?**

Although Payment has been processed confirmation of registration is dependant upon other criteria being met per Terms & Conditions set out in related documentation (Memberships, Tests & Competition Announcements).

You may have also received Username/Password/Email Sign In instructions from SportsTG. Please retain these details for future registrations.

### **Q: I have paid to enter an event and my personal circumstances have changed and I am no longer able to attend - what should I do?**

Withdrawals and related refunds will be processed per Terms & Conditions set out in related documentation (Memberships, Tests & Competition announcements). Contact [nswisa@nswisa.com](mailto:nswisa@nswisa.com) directly if payment was made via SportsTG payment process, as this is a manual process. If the payment went to a Club directly, please contact the relevant Club.