Problems with joining or renewing your membership or paying your membership fee

- 1. Problems logging into your EABS user account
- 2. Check the status of your membership and see what action you should take:
 - a. Up to date members (standard/student)
 - b. Expired members (standard/student): 'Join' or 'Renew' option?
 - c. 'Web' users
- 3. Changing from student to standard membership
- 4. Payment
 - a. Payment using the 'Join' option
 - b. Payment using the 'Renew' option
 - c. Problems
- 5. For any other problems with membership please contact sarah.whitear@eabs.net

1. Problems logging into your EABS user account

- Problems with password?
 Please use this link to reset your password if you have forgotten your password.
- b. Locked out after too many incorrect passwords? Please contact daniel.schmitz@eabs.net
- c. Forgot your username? Your username is the email address with which you are registered. If you do not know which email address this is or to change your username to a different email address please contact daniel.schmitz@eabs.net.

If you are having problems accessing your account please contact our technical assistant daniel.schmitz@eabs.net rather than making a new user account!

2. Check the status of your membership

If you are having problems renewing or joining please check your membership status.

To know whether you need to 'Renew' your membership or use the 'Join' button go to your profile page (when you are logged into your EABS user account use the 'Your Name HOME PAGE' link at the top of the page.



a. Up to date member (Standard/Student)

Does your paid through date show 31st December of the current year and do you see the message 'You are not due for renewal'?

Your membership is up to date!

On your profile page you can see:

1. the type of membership

(Standard/Student)

3. what action you can take

expire/expired



b. Expired member - renew or join?

If your membership has expired you will see either the 'Renew Now' button or the 'Join Now' button. Please check your profile.

Renew Now

- 1. Does your paid through date show that your membership has expired
- 2. and do you see the 'Renew Now' button?

Use the 'Renew Now' button to become a member.

If you need to change your member type from student to standard see page 7.



Join Now

- 1. Does your paid through date show that your membership has expired
- 2. and do you see the 'Join Now' button?

Use the join button to become a member.

If you have not paid your membership fee for the last year or more you will likely have the member type 'Pending' and will see the 'Join' button rather than the 'Renew' button



c. 'Web' user member type

Do you have the member type 'Web', no paid through date and see the 'Join Now' button? You are not an EABS member and you have not yet paid the EABS membership fee. Use the 'Join Now' button to become a member and pay the fee for this year.



3. Changing from student to standard membership

Did you previously have a student membership but have now graduated and would like to rejoin as a standard member?

If you have the member type 'Student' and see the 'Renew Now' button on your profile page: Please contact treasurer@eabs.net and request that the student membership renewal invoice is removed from your account. Once this has been done use the 'Join' section on the EABS Standard Membership page.

If you see the 'Join Now' button you should be able to select the 'Standard' membership option.

4. Payment

Use the pink 'Add to Cart' button and then go to the cart.

No items in cart?

Go to your profile page and use the 'Join Now' or 'Renew Now' button

Shopping Cart



The following credit cards are accepted:



The postal code of the billing address which is linked to the credit card is required.

Note that by clicking Submit Order you agree to the EABS Terms of Service and Data Protection and Privacy Policy.

a. Have you used the 'Join Now' button?

You will see the members fees in the items section of the shopping cart ($30 \in$ standard or $10 \in$ for student).

Scroll down to pay either by PayPal or by card

EABS	<u>Sign out</u> 💄 <u>Tor</u>	n Tester HOME PAGE	Щ <u>Cart</u> Q к	eyword search	C
HOME CONFERENCES ABOUT NEWS	MEMBERSHIP RESEARC	H UNITS SCHOL	ARS' CORNER		
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Item		Quantity	Price	Total	
• <u>Standard Membership (01/10/2023 - 31/12/2023)</u>		1	30.00	30.00 <u>Re</u>	move
					ndate

Cart Charges

ltem total	30.00
Shipping	0.00
Handling	0.00
TRANSACTION GRAND TOTAL	30.00
Promotional code	Apply
The following credit cards are accepted:	

Payment Details

Proven Pay Par
or
Other payment options
Payment amount 30.00
Payment method
VISA 🗸
*Name on card
Tom Tester
*Card
Card number MM/YY CSC
This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of Service</u> apply. Billing address
<u>Choose another address</u>
The postal code of the billing address which is linked to the credit card is required
Note that by clicking Submit Order you agree to the EABS Terms of Service and Data Protection and Privacy Polic



b. Have you used the 'Renew Now' button?

You will see the renewal fees in the invoices section of the shopping cart (30 \in standard or 10 \in for student).

Scroll down to pay either by PayPal or by card

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	Item	diam la co	Quantity	Price	Total
	No records to o	display.			Update
/	oices				
	Invoice Number	Description		Balance Due	
	Cash-1129	Renewal Fees		10.00	Remove
				Cart Charges	
				Invoice total	10.00
				TRANSACTION GRAND TOTAL	10.00
				The following credit cards are accepted:	
				Payment Details	
				Payment Details	
				Payment Details	y Pal
				Payment Details	y Pal
				Payment Details	y.Pal
				Payment Details	y.Pul
				Payment Details	yPai
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Submit Order

c. Do you have problems with payment and get an error message when you are at the checkout?

Please contact treasurer@eabs.net

Please describe the problem and if possible send a screen shot of the error message.