

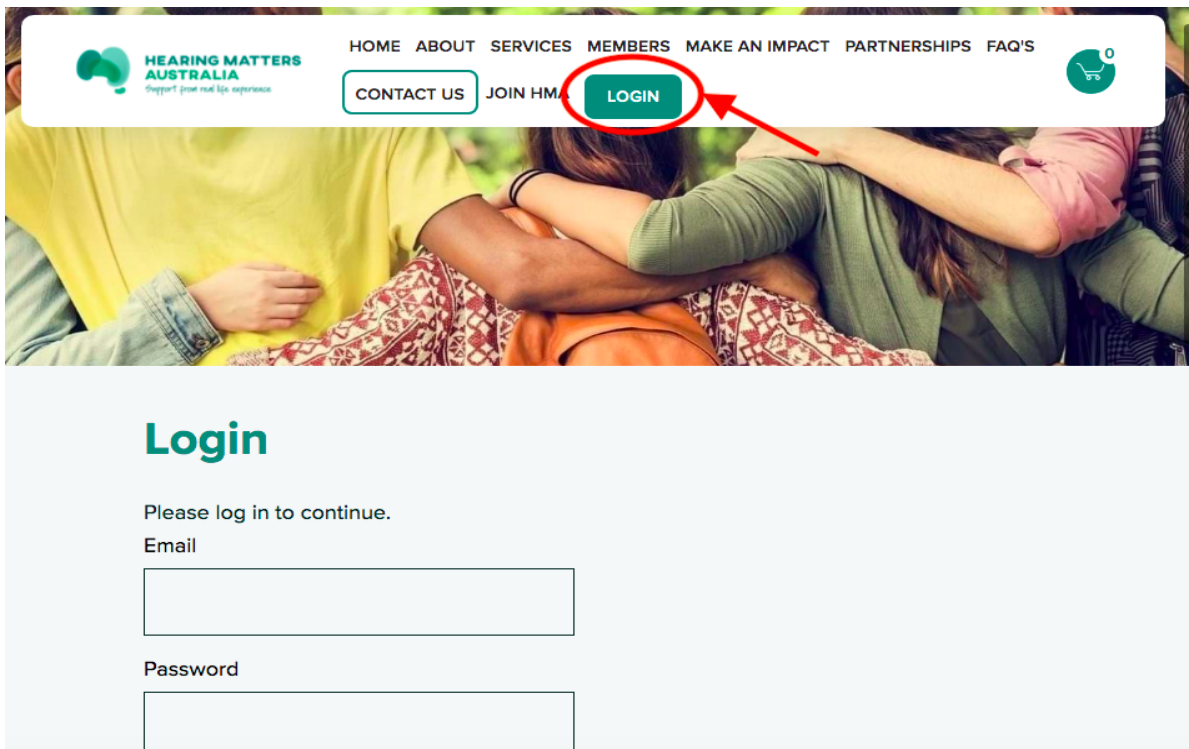
## HMA Membership Account Information Sheet

HMA is a volunteer based, non-profit organisation, which relies on membership fees and donations to provide informative and practical self-help resources for people living with hearing loss. Each member has a unique membership account in our membership system. This information sheet guides you through how to use your membership account to achieve the followings:

1. How to login to your membership account from our HMA website
2. How to make your annual membership payments and donations
3. How to update your profile information, including changing your initial password
4. How to find exclusive member only resources from your account

### 1. How to login to your membership account from our HMA website

Open our HMA website [www.hearingmattersaustralia.org](http://www.hearingmattersaustralia.org) and click the green LOGIN button on the top menu of the website (shown below).



The image shows a screenshot of the HMA website. At the top, there is a navigation menu with the following items: HOME, ABOUT, SERVICES, MEMBERS, MAKE AN IMPACT, PARTNERSHIPS, and FAQ'S. Below the menu, there are three buttons: CONTACT US, JOIN HMA, and LOGIN. The LOGIN button is highlighted with a red circle and a red arrow. Below the navigation menu, there is a large image of a group of people hugging. Below the image, there is a login form with the following fields:

**Login**

Please log in to continue.

Email

Password

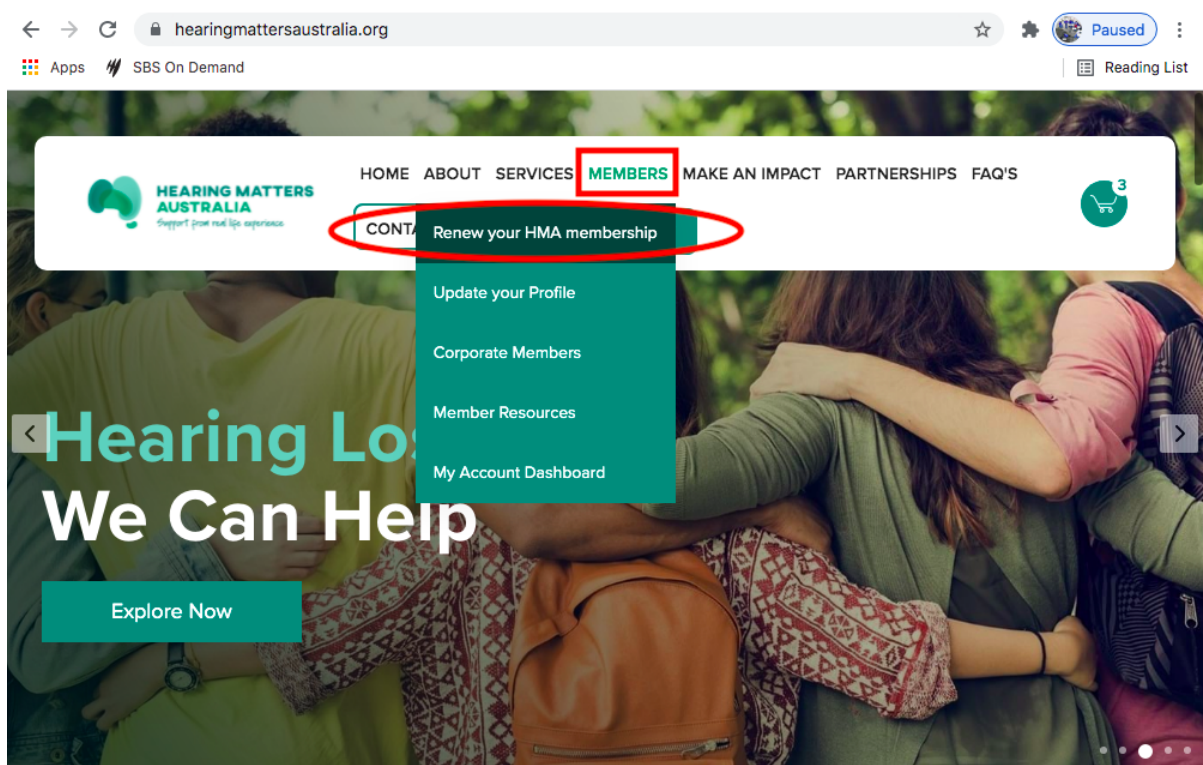
Enter your **Email address** and your **initial password** (confirmed by HMA), then Click Login. This will officially log you into your own member's account.

You can now proceed to renew your membership, access member only resources, manage your profile, etc.

## 2. How to make your annual membership payments and donations

Login to your HMA membership account as mentioned above, select **"Members"** from the top menu, (shown below).

Click **"Renew your HMA membership"** and follow the prompts to pay by credit card (preferred) or via electronic funds transfer (EFT).



The fee is \$45 pa for a full membership and \$35 pa for a student/pensioner membership. Note: members can pay for 1 or more years at a time and also make a donation as well if you choose.

Once you have successfully paid by credit card, you will immediately receive an email with your invoice/ receipt for our tax purpose. Donations over \$2.00 can be claimed as a tax deduction.

If you chose to pay by EFT, you will receive an email as well with our bank details as below:

**Hearing Matters Australia Inc.**

**BSB: 032 089**

**Account Number: 143839**

**\*Reference No: please enter your full name in the Payment Reference field.**

Hearing Matters Australia – Ground Floor, Suite 650, The Australian Hearing Hub

16 University Ave, Macquarie University 2109.

Phone/SMS: 0477 785 525

Email: admin@hearingmattersaustralia.org

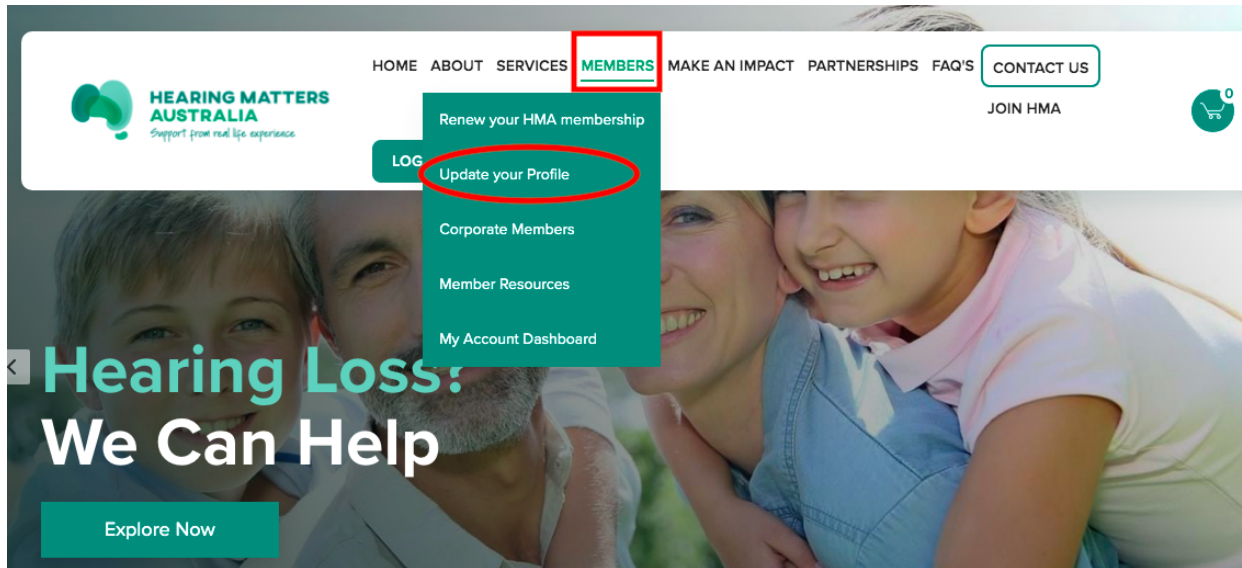
Website: www.hearingmattersaustralia.org

ABN: 13 078 141 787

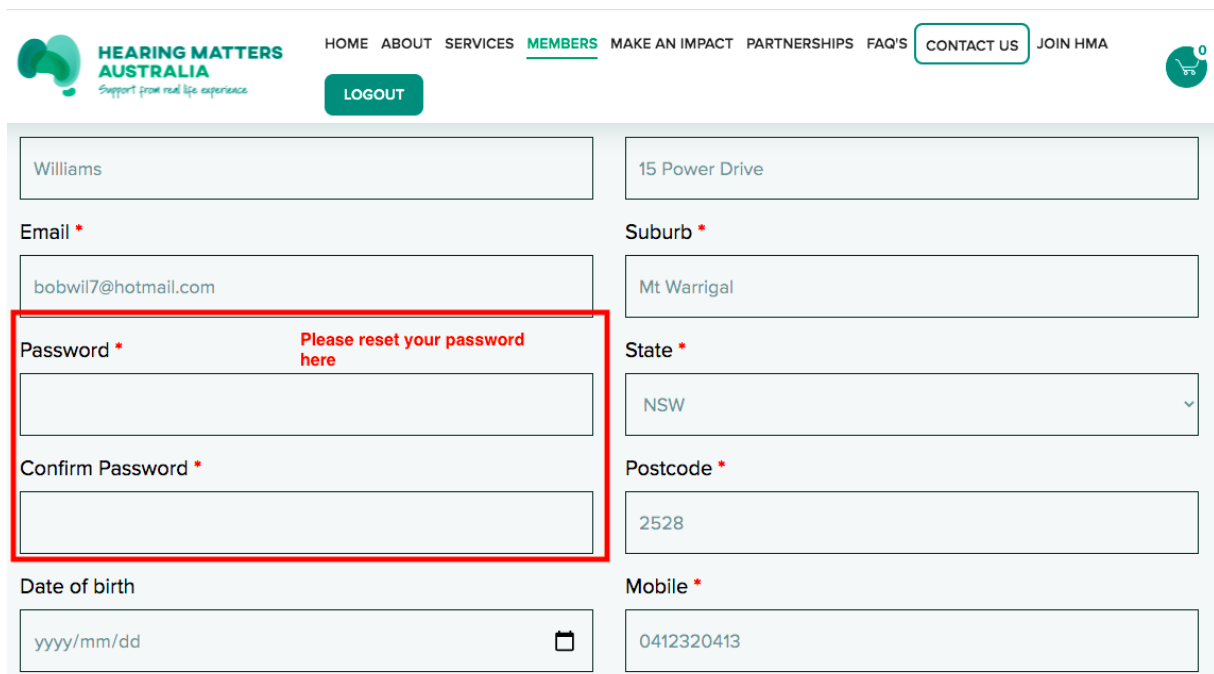
### 3. How to update your profile information, including changing your initial password

Your *profile* is the information you have shared with HMA, such as your email, phone number, post address so that we know how to keep in touch with you.

Login your HMA membership account, select **"Members"** from the top menu, **Click "Update your Profile"**, update your contact information if you need to make a change and then **"Save"**.



**"Update your Profile"** is where you can change your **initial password** to a new password. We highly recommend you change your initial password for your own use by **entering in your new password twice** (shown below).

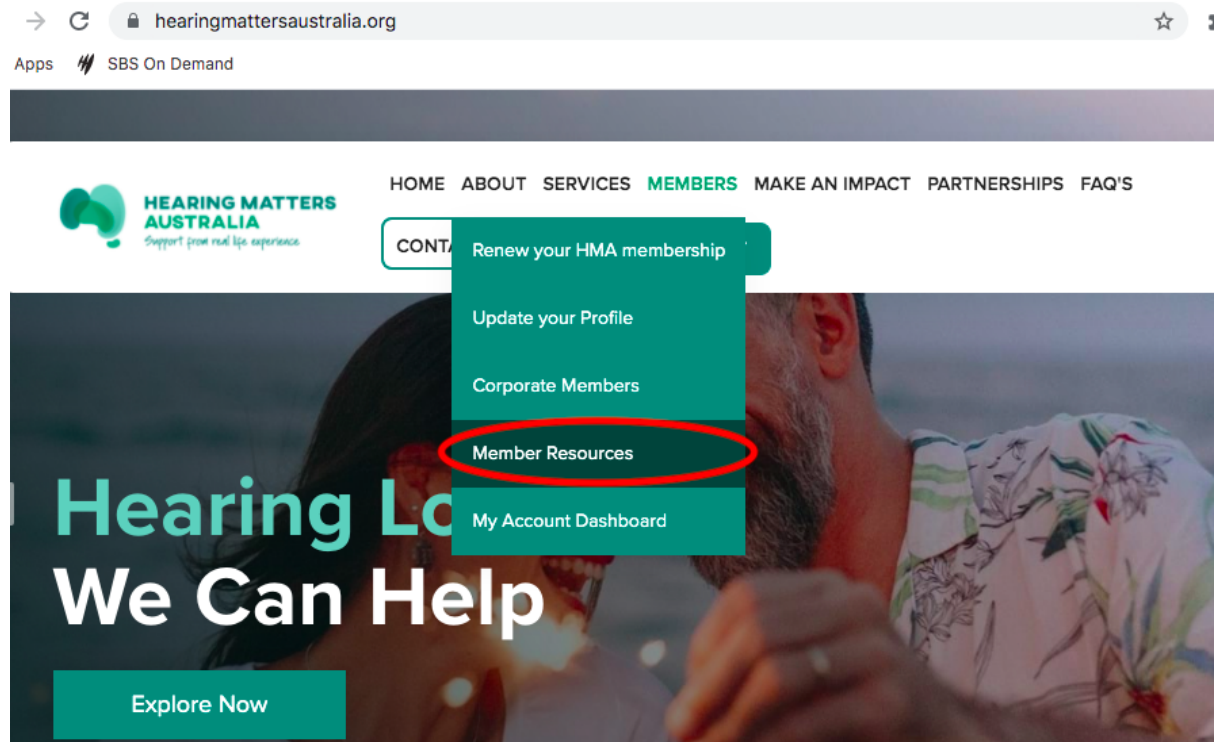


The screenshot shows the 'Update your Profile' form. The 'Password' and 'Confirm Password' fields are highlighted with a red box. A red message above the password field reads: 'Please reset your password here'. The form includes fields for Name (Williams), Email (bobwil7@hotmail.com), Suburb (Mt Warrigal), State (NSW), Postcode (2528), Date of birth, and Mobile (0412320413). A 'LOGOUT' button is visible in the top right.

#### 4. How to find exclusive member only resources from your account

Once logged in, click on the “**Members**” tab on the top menu:

“**Members Resources**” is an exclusive member’s only benefit including back copies of Hearing Matters – the Journal of Hearing Matters Australia, access to Advocacy submissions made by HMA on your behalf, information about how to be involved with HMA.



“**My account dashboard**” provides a summary of your membership such as payment history, and is separate to your membership profile. You can select any of the links to view or edit information.

We hope the above information guides you through the process of logging into your membership account, making necessary changes or membership payments and accessing exclusive members’ only resources.

Please do not hesitate to contact us if you have any questions or need any further assistance.