FAQs

Membership renewal or application for new membership:

- We have full personal memberships at $75. Early bird rate was $60. There is a reduced rate of $40 for unemployed staff.

- There is no AFTV school membership.

- Each teacher who wants to be a member needs to register on our website which will issue an invoice. You can also follow this link to register [http://www.aftv.vic.edu.au/index.php?option=com_comprofiler&task=registers&Itemid=89](http://www.aftv.vic.edu.au/index.php?option=com_comprofiler&task=registers&Itemid=89)

- The member (or the school) can then pay the invoice (or many) into our new bank using the reference code(s) provided.

- Our banking details have changed and are now BankMECU BSB 313-140 Account number 120 420 74

- If the reference code is not provided we may not be able to match your payment to your name. This may cause lengthy delays for members in obtaining membership.

- You don’t need to send a printed copy of your Electronic Fund Transfer by surface mail. You can simply copy and paste your receipt or scan it and email it to accounts@aftv.vic.edu.au.

- School payment for different memberships: please enter all invoice numbers in the reference field. This will allow us to match payment with individuals. We have limited manpower and may not be able to ring individual schools to check payments made without the correct reference(s). This may cause lengthy delays for members in obtaining membership.

**Invoices**

- to generate an invoice: This is the box/ button you need to click on after you have registered your name

**Click here to open and print your Payment Slip and Invoice. A confirmation email will be sent with details of your next step.**

**Click here to open and print your Payment Slip/ Invoice.**

- if the invoice doesn’t appear, it's usually because pop up blockers are on or Downloads open/ are saved in a different window.
• DO NOT CLICK MULTIPLE TIMES ON THE BUTTON as you will be generating multiple invoices.
• If you can’t find it there, remember that membership invoices are available in the Membership Information section. (All your membership invoices will be there in the future.)

To print your receipts
• Go to the AFTV home page, login with your username and password (left hand side of the page)
• Once logged-in, click on Membership (left hand side menu), select “My membership details”
• Scroll down, and click on

Your invoices for online membership payments
Click here to view the list of invoices

• and a list of all your membership invoices will appear. Click print if you need a print-out/receipt

To update your details
• Go to the AFTV home page, login with your username and password (left hand side of the page)
• Once logged-in, click on Membership (left hand side menu), select “My membership details”
• click “Contact info” tab and click button “edit” on top of the page. “Update your profile” will pop up. Click on it and update.

• Do not forget to log-out once you have done what you wanted to do.

To change your password
We do not have access to your password. If you have forgotten it, you can reset it on the website by clicking on Forgot login? You will automatically receive an email containing your new password. If you don’t receive it, check your spam folder or contact your school’s IT office.

Am I a member yet?

There are three different kinds of members here

• those who already logged in and renewed their membership Go to point A below.
• members who have not yet logged in to renew their membership. Go to point B below.
• Other situations: Go to point C below.

A) Members who have logged in and renewed their membership.

i) you have renewed and paid your membership: you received an email confirming this. Your membership card will be sent to you if your mailing details are correct. Well done! You now
have full access to the logged in area of the website and you can register for any AFTV activity that takes your fancy!

For the very first members who registered in November, these fields were optional so you may not have realised you needed to fill them in - We are very sorry for that. You need to login the website and update your personal details (as mentioned above).

Please note: half a dozen payments made either by cheque or transfer were impossible to match with a member. Please email Delphine if you think you have paid but didn't receive a confirmation email. Tell her exactly when and how you paid (as much detail as possible will help)

ii) you have renewed your membership but have not paid: If you have registered for the Early bird membership, it is now too late You need to pay the full membership rate of $75. Don't forget to quote your invoice# when paying. If you can't find your invoice#, go to:

Membership Information - My membership details and select the tab called Your membership. At the bottom of this page there is a link called Your invoices. Click on it to see your invoice. If there isn't any, you didn't complete your registration process and need to move to point B below.

iii) you logged in and tried to renew but didn't finish the process: You need to do it again. In the final step you will see an invoice on the screen with a reference#. You need to quote this number when you pay your membership so we can match your payment with your name and send you your membership card.

B) Members who have not renewed their registration for 2013

Before you log in, please refer to downloadable and printable instructions under My membership - 2012 MEMBERS How to renew. They include screen shots.

The first thing you need to do is to log in to the website. Notice that there is a new Tab on the left called 'My membership details'. When you select this tab, you will access a page with 3 tabs titled:
1) Your membership
2) Contact info
3) Registered events

Under Your membership you will be prompted to select a type of membership you would like to register for.
Follow the prompts all the way until you create an invoice. Make sure you have pop up blocker unticked/unblocked, otherwise you will not be able to see this invoice (it will be blocked by your browser). If this happens, (and you have done all the steps) you can go back to My membership details - Your membership and look at the bottom of the page for the link called My invoices. Your invoice will be there.

Pay your invoice making sure you quote your invoice number, otherwise we will not be able to match your payment and your membership. If paying by EFT, don't forget to email Delphine with a copy of your financial institution confirmation of payment. Et voilà! Shortly
you will have full access to the logged in area of the website - and then you can register for un cocktail et un classique or any AFTV activity that takes your fancy!

C) Others:

**Members who have paid but didn't renew their membership on the website.** Some schools registered all the French teachers in one school under one registration. (In short, we got your money but no membership form.) If you are in this situation, you will need to login to the website, renew your subscription (read point B above) and email Delphine. Explain your situation and shortly you will have full access to the logged in area of the website - and then you can register for any AFTV activity that takes your fancy!

Please note: half a dozen payments made either by cheque or transfer were impossible to match with a member. Please email Delphine if you think you have paid but didn't receive a confirmation email. Tell her exactly when and how you paid (as much detail as possible will help).

**Members who didn't receive an email in November.** If you are receiving this email you are not in this situation but your colleagues who were not members in 2012 don't have an account on the AFTV website and need to register for a new one.

**Is there any way to pay one amount for everyone in my department, rather than have them pay individually for updating their membership?**
Yes! Each teacher who wants to be a member needs to register on our website which will issue an invoice. You can also follow this link to register


The member (or the school) can then pay the invoice (or many) into our new bank using the reference code(s) provided.

School payment for different memberships: please enter all invoice numbers in the reference field. This will allow us to match payment with individuals.

**I work in a very big school and usually one person registers everyone. Why can't we keep doing this?**
Each member needs to know their personal access to the site because:

a) Portions of the site will be "members only" and will contain videos and documents.
b) This login code will also be needed for enrolling into PD in 2013 onwards.

That's why it's crucial for each teacher to know it and for all the data there to be 100% accurate

**Registering for 2013 AFTV events**
To see our list of PD, go to Events Calendar and click on an event. You will then see the most up-to-date information about this event. Note: we will not send flyers anymore, except for some specific events.

When the event is completely set up, you will see a button at the bottom of the page: Register Now! By clicking on it, you will be able to register in a few minutes. You will then receive an automated confirmation email which contains a tax invoice, to be taken to
your school office for prompt payment. Please ensure they quote the **confirmation number** so that we can match that payment and your registration.

Being a committee run mainly by volunteers, we have limited manpower and ask for your support and care in following the above steps.