



West Gippsland Landcare Membership Portal User Guide

(Version 1.7)

Document history and status

Version 1.0	January 2022	First draft
Version 1.1	February 2022	Issued to SGLN
Version 1.2	April 2022	Issued to WGCMA webpage
Version 1.3	April 2022	Issued to WGCMA webpage – upgrades including admin/member upgrade/downgrade, member list excel download, stripe improvements, archiving members
Version 1.4	May 2022	Issued to WGCMA webpage – upgrades including membership table, membership names, expiry dates fix, ability to create unique early period
Version 1.5	August 2022	Issued to WGCMA webpage – upgrades including credit card payment options.
Version 1.6	October 2022	Small updates
Version 1.7	December 2022	Issued to WGCMA webpage – updates to bulk actions functionality, changes to contact information, other small updates.

Please forward all Landcare Portal enquiries or requests for assistance to your Landcare network staff member. Alternatively, you can contact the WGCMA Landcare Portal officer at rlc@wgcm.vic.gov.au

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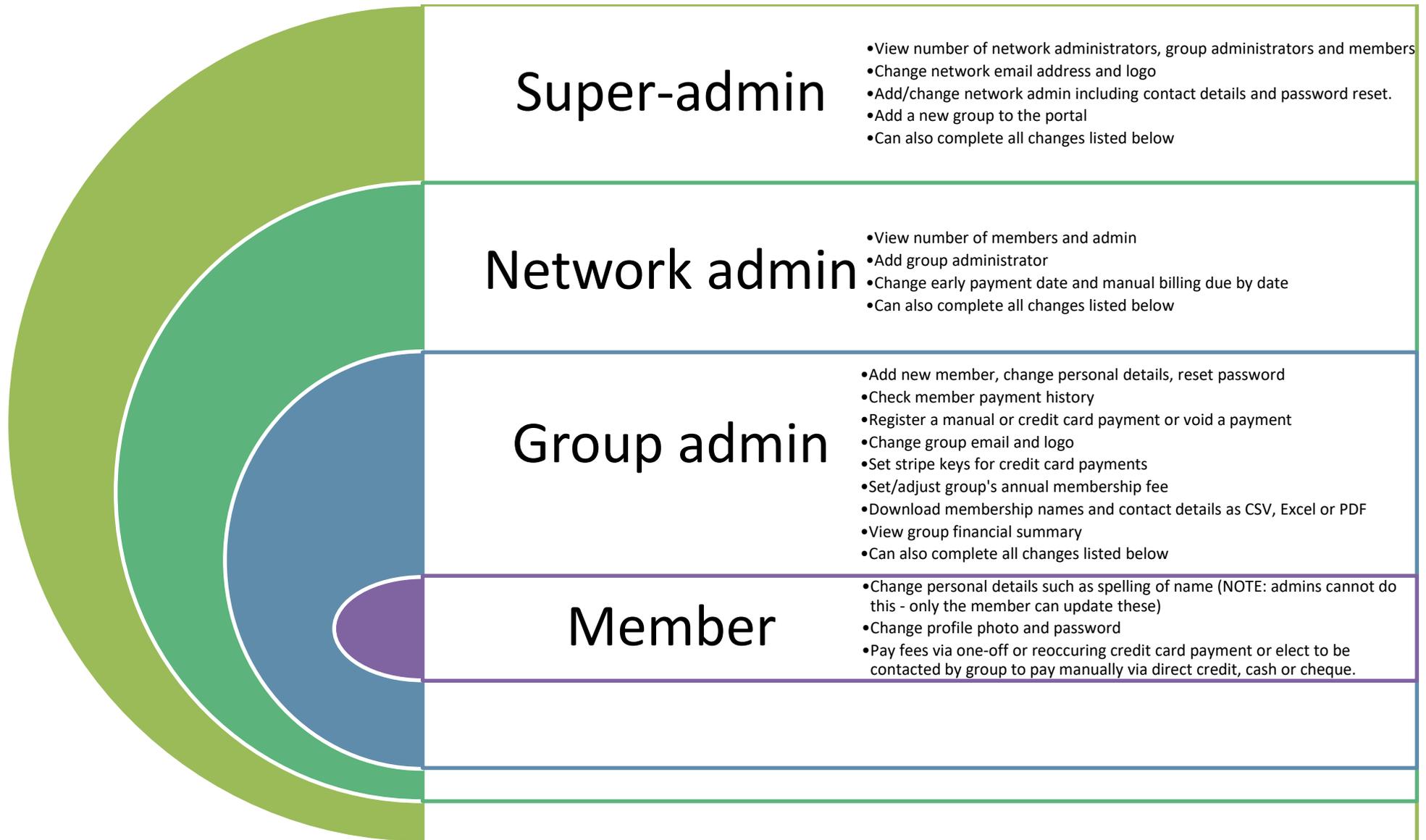
1. Introduction

The portal can be accessed via this link: <https://landcare.wgcma.vic.gov.au/>

This portal has been designed with several layers of permissions and functionality.

The WGCMA Super-admin login has the highest level of permission and functionality. Whoever uses this login can complete all the tasks of the network and group admins plus additional tasks.

A member login has the least functionality and the lowest access. They can only pay fees and change their personal details. Their passwords can be reset either by themselves or their admin.



The figure above demonstrates the different levels of permission for each login.

2. Some handy tips

- While each group can set their price, memberships terms are standardised to be for the calendar year i.e. From 1st January to the 31st of December.
- There is a 60 day “early payment period.” This is a free period towards the end of the year where any new memberships roll-over to include the next year. This is to ensure any new members signing up at the end of the year get their money’s worth and are not just paying for a couple of months.
- Memberships are typically for a household or family (this meets group and Landcare Victoria Inc voting requirements i.e. one membership per vote). Please let the Super-admin know if your group requires a separate membership per person.
- By hovering your mouse over certain icons you can reveal more information. For example, by hovering your mouse over this icon  you will reveal a note made about a payment.
- To set up automatic payments into your group’s bank account each group must register for a Stripe Account via stripe.com/au . This service costs 1.75% plus 30 cents per transaction but the benefit is that members can pay instantly via credit card, and their payments can be automatically debited each year. Please find further information in the ‘Stripe Instructions’ available in the Helpful Information section of the WGCMA Membership portal webpage.
- Manual payment via cash, cheque or direct deposit can also be made. Members who choose this option will be marked “Provisional” for 14 days. If they do not pay during that period they will revert to being a Non Financial member and be highlighted in red as overdue. It is up to the group to contact the member to collect a manual payment.
- To add a Landcare group to the portal (or delete one) please contact your Super-admin at rlc@wgcm.vic.gov.au
- Please advise us of any errors or bugs you discover during your initial use of the Portal. We will liaise with the Website Developer to get those fixed. Feedback on how the Portal can be improved during future maintenance would also be helpful.

3. Emails: When and who?

The following table contains a summary of the various emails generated automatically during system use.

What happens	What Member Receives	What Group Admin Receives	What WGCMA super-admin Receives
Member signs up and pays via credit card	Welcome email and payment receipt	New member email	
Member signs up and elects to pay via manual payment	Welcome email (and notice group will follow up payment)	New member email and alert to follow up payment	
Member or new admin added into system via admin	Reset password email (and advice to pay)		
Group records manual payment in system	Receipt of payment and welcome		
Member registers but no group fees set	Message that group will be in touch	Alert to group to set-up membership	
Membership about to expire (14 days prior to January 1 st)	Payment reminder		
Member hits the 'contact us' link and fills out the enquiry form			Member name, contact details and enquiry info
Member is changed to administrator or vice versa		New admin email	New admin email

4. The types of memberships

Financial ⓘ

Financial^{FT} ⓘ

- Members who have paid their fees. Their membership will expire on 1st January NEXT YEAR.
- If a member pays via manual / credit card in the early payment period declared by the group. Their membership will expire on 1st January of the YEAR AFTER NEXT (NEXT YEAR + 1)
- The Financial FT label indicates that a member has signed up under the Early Payment Period.

Provisional ⓘ

- Members who have selected to pay via a manual method (i.e. cash, direct deposit or cheque) but have not been recorded as paying by admin.
- They will keep their provisional status for 14 days. If they do not pay in this time they will revert to *Non Financial*.

Non Financial ⓘ

- Members who have not paid for their membership by the 1st January or 14 days after signing up.

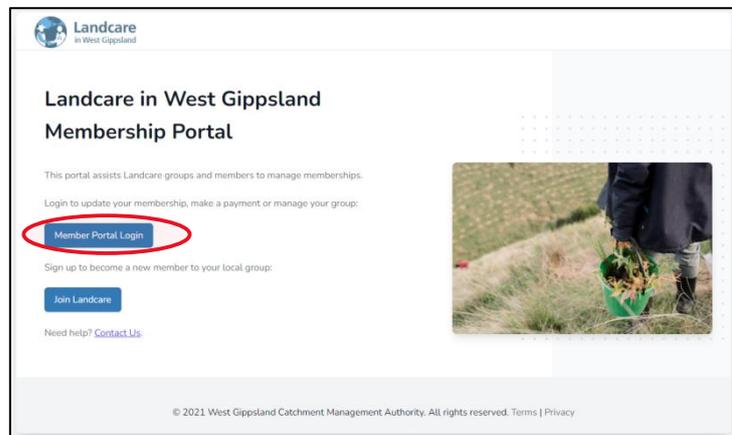
There are also “Archived Members”

- Members whose details you would like to keep but are not considered to be an active member.
- They can be moved back to Non Financial or deleted if you know they don't have a stripe subscription set up.
- You can also export these to Excel.

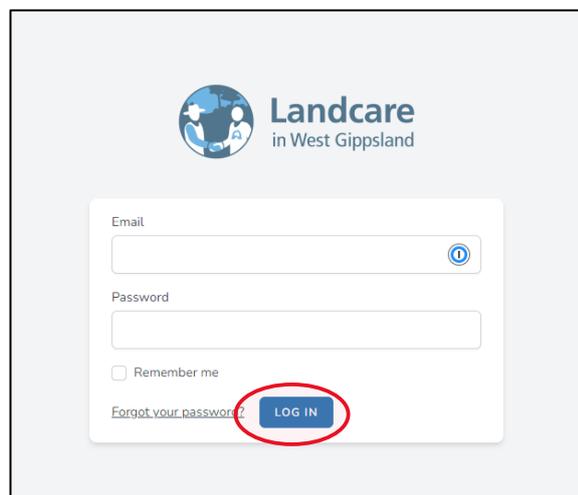
5. The ‘Administration’ Page

All group admin logins will have access to their Landcare network's group's Administration page. This is a useful homepage which outlines the group settings, group financial summary as well as a list of every member and their status.

To begin, select the 'Member Portal Login' option. This is how an admin always signs in.

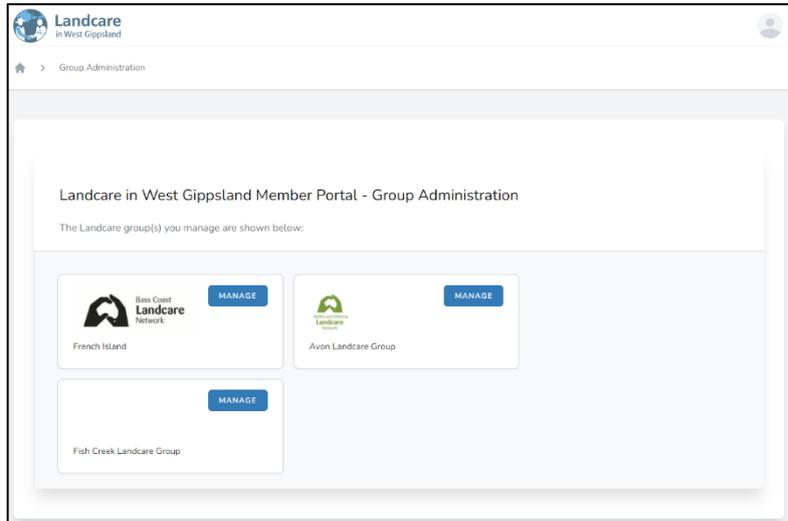


Sign in with your admin email address and password. Hit 'Log in'.



Note: if you require a password rest, click the forgot your password button.

Select the Landcare group you would like to login to and hit 'manage'. Group admins will only have access to one group while Network admins will have access to all applicable groups which are active in the portal.



You are now on the Group Administration page.

The screenshot shows the 'Group Administration' page with several annotations:

- Profile button:** Click to manage account or log out. Icon can be changed to another image (e.g., Photo or logo).
- Administration:**
 - Click here to update group email address, logo, Stripe keys or membership fee.
 - Click here to see total number of financial, provisional, and new members plus membership fees paid and overdue.
- Members:**
 - Use to download member list - select either CSV, Excel, or PDF format. Also to archive or send out automatic payment reminder email.
 - Begin typing a member's name here to search for them in the list.
 - Click on name to update a member's contact details, reset their password, or manage their payments.
- Buttons:**
 - Click here to add new member (or administrator – for admins only).
 - Date a member joined Landcare. Date member joined portal can also be seen if you hover your mouse over i

MEMBER	ROLE	JOINED	STATUS	TYPE	DUE	RENEWAL
Fred Example demo2@processcul...	Member	Please update	Financial	Manual	Up to date	01/01/2024
Peter Burgess (Testing) demo@processcul...	Member	Please update	Provisional	Manual	17/06/2022	01/01/2023
Kathleen Brack kathleenbartlett...	Member	Please update	Financial	Manual	Up to date	01/01/2023
Peter Burgess (Testing) peter@olivitek.c...	Administrator	14/06/2001	Financial	Manual	Up to date	01/01/2023

6. Manage 'Group Settings' page

This page allows the Landcare Group to change their email address, group logo, Stripe keys (credit card payment info) as well as change their annual membership fee. Network administrators can also do this for a group.

The screenshot shows the 'Group settings for Test Group (For Demonstration Only)' page. The page is divided into several sections: General, Membership Pricing, Stripe Settings, and Advanced Settings. Red callout boxes provide instructions for various fields and actions:

- General:** A callout box points to the 'Name' field, stating: "To update this please contact a Super-admin". Another callout box points to the 'Logo' field, stating: "This is the logo that will be displayed for your group. Upload a new image and click 'Update' to save your changes." Below the logo field is an 'Update' button.
- Membership Pricing:** A table shows the current membership pricing for 2023 at a price of 8.00 SAUD. Callout boxes point to the 'MANAGE' column, with one stating: "Change fee" and another: "Delete fee". A '+ New Price' button is also highlighted with a callout box: "Add a fee e.g. For next year".
- Stripe Settings:** A note states: "Note: Keys can only be saved, not viewed." Fields for 'Subscription Name', 'Price Identifier', 'Publishable', and 'Secret' are shown. A callout box points to the 'Price Identifier' field, stating: "These details are taken from your Stripe account. They allow you to take credit card payments." Another callout box points to the 'Secret' field, stating: "For security reasons, these details are obscured once entered." A 'Update Stripe Settings' button is located below these fields.
- Advanced Settings:** Fields for 'Early Payment Period (days)' (set to 60) and 'Manual Billing Due By (days)' (set to 30) are shown. A callout box points to these fields, stating: "Please speak to your Network staff member before changing these." An 'Update Advanced Settings' button is located below these fields.

At the bottom of the Stripe Settings section, a note states: "NOTE: A unique secret key must be generated for each group."

7. The 'Group Financial Summary' page

The Group Financial Summary page is accessible from the Administration page. It is designed to give the Group Executive a quick overview of their member numbers and financial status. This page will reset on the 1st January each year.

Financial Summary for Test Group (For Demonstration Only)		
<p>2 Financial members</p> <p>Financial members are those members who are fully paid up for the current membership year (2022).</p>	<p>1 Overdue member</p> <p>Overdue members are members who have joined, but have not paid their membership for the current membership year.</p> <p>Includes 1 members in their Early Signup Period - who joined between 7th March and 31st December and are not required to pay until 1st January.</p>	<p>3 new members in 2022</p> <p>Members who joined up during the current year (includes new provisional members).</p> <p><i>During the first year of portal usage by this group this statistic will also include members who were first registered in the portal in the current year. They may have joined the group at an earlier date however.</i></p>
<p>2022 memberships paid: \$110.00</p> <p>This is the total of all membership payments made. \$110.00 were made manually and \$0.00 via annual (Stripe) subscription.</p>	<p>2022 memberships overdue: \$0.00</p> <p>This is the total of all membership payments overdue at the current date.</p>	<p>2023 memberships in advance: \$55.00</p> <p>This is the total of all membership payments paid in advance for next year.</p>

Note: This total figure maybe incorrect if you have included historical payments or multi-year payments manually.

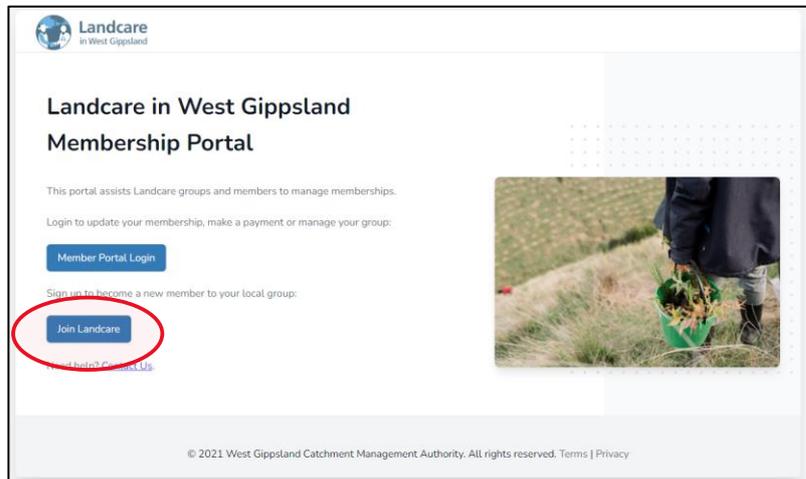
8. Creating a new member

This can be done either by the member themselves or by any of the admins.

New member signup – user signs themselves up online

Open the Landcare in West Gippsland Membership Portal webpage.

Click on Join Landcare.



Complete membership details.

This portal counts family/household memberships. This is because most Landcare groups have family/household memberships per their voting requirements (ie 1 vote at the AGM = 1 membership = 1 household).

The main contact and up to four other family members can be under the one household membership (more can be included, just squeeze them into the box). The main member is simply the main email contact for all correspondence.

The street address refers to the everyday residential address of the member.

The property address refers to a person's secondary property, which they associate with their landcare group.
Eg. Someone who lives in Melbourne but has a rural property in West Gippsland would put their rural property address in here. This information is useful for project planning and on-farm events.

Select an appropriate Landcare group to join. **Only groups that are registered for the portal will appear here.**
If unsure of which group they should join, the new member can click this link to open a [searchable map](#) via the Landcare Victoria Website.

By clicking this 'contact us' link the new member will be taken to an online form to request assistance. This form will be automatically emailed to the WGCMA mailbox: rlc@wgcm.vic.gov.au.

First name *

Last name *
Email *
Mobile Phone (Optional)
Additional Family Member 1 (Optional)
Additional Family Member 2 (Optional)
Additional Family Member 3 (Optional)
Additional Family Member 4 (Optional)

Street address *

City *
State *

Select your state

Post code *

Property Address (e.g. local/regional property)

Choose your local Landcare group: By joining your local group, you will also become a member of its associated network and receive their support. **Only join your Landcare network directly if you would not like to be associated with your local group:**

Which group are you joining?

To see which Landcare group covers your local area, please visit [this map](#).

Not all Landcare groups use this platform. If your local group does not use this portal and you would like to be directed to your local group please [contact us](#).

I accept the [terms & conditions](#) that govern usage of the portal.

If the new member successfully completes their personal details and hits the 'Next' button, then they will be taken to this confirmation and payment screen.

The group's membership fee will appear here, and the new member can select a payment method. If the group has set up a Stripe account, then they can pay immediately via credit card and finalise their membership (see Section 9). If a Stripe account is not set up, the 'Pay via credit card' option will not appear. If they select a payment type and hit next they will be taken to the payment screen. They will be setup as a provisional member and will receive an email confirming this and prompting them to setup a password.

New member signup – manually by admin

Login to the Group administration page of the portal. Scroll to the bottom of the page.

(Member Portal Login > Sign in > Manage Group > Add new member)

<input type="checkbox"/>	Peter Burgess (Testing) demo@processcult...	Member	Please update ⓘ	Provisional ⓘ	Manual	17/06/2022	01/01/2023
<input type="checkbox"/>	Kathleen Brack kathleenbartlett...	Member	Please update ⓘ	Financial ⓘ	Manual	Up to date	01/01/2023
<input type="checkbox"/>	Peter Burgess (Testing) peter@olivitek.c...	Administrator	14/06/2001 ⓘ	Financial ⓘ	Manual	Up to date	01/01/2023

Showing 4 results

Add new member

Complete the new members contact details and hit 'save'. This is just the main financial member, omit their additional family members for now.

The new member has now been confirmed as a 'provisional member' in the system and will appear on the group's member list. However, they still need to set their password and make their payment. They will automatically receive a welcome email which will prompt them to login to setup a password and pay their membership fee.

9. Member payments

Once they have signed up, the new provisional member can then choose to pay immediately by selecting 'Pay via credit card'.

They can opt to pay for a one-off payment only (for one, two or three years if the group supports multi-year membership).

Alternatively they can pay their membership fee on an automatically reoccurring basis. They then put in their credit card information and select PAY.

If the credit card payment goes through successfully, they will see this message. Their membership status will now be 'Financial' and they will receive an email containing their payment info and a link to download their receipt. This info will also be available to view in their 'memberships' tab when they login.

NOTE: if the new member signs up during the early payment period they will get a 'free trial' until the next year. If paying by card, a \$0 payment will be registered with their full payment debited on the 1st of January following year. This will be reflected in the email and invoice they receive (right).

If the new member selects 'Pay via Eft, cheque or cash' then they will progress to this page. They will also receive an email confirming that their preference to pay manually has been registered and that their group administrator will be in contact to arrange membership payment.

Landcare
in West Gippsland

Membership payment

You membership application for Fish Creek Landcare Group is provisionally confirmed. Please make a one off or recurring payment to confirm your membership.

If you have any questions, please [contact us](#).

Thank you. An email confirmation has been sent to pfb1@example.com. You can set your password and login by clicking a link in this email.

Please pay your membership via credit card below. Select 'one off' to just pay once only and 'recurring' to also set up a recurring payment for future years too. You can always cancel your recurring payment arrangement via your member profile page.

How do you prefer to pay?

Recurring One time payment

Card number MM / YY CVC

PAY \$50.00

[Go back](#)

Membership Payment Successful

Your membership payment has been successful.
Please check your email pfb1@example.com for confirmation.

Landcare in West Gippsland Member Portal

Hi, BCLN Test,

Your membership subscription for Bass Valley Landcare Group Inc is confirmed. Here are the details:

Member: BCLN Test BCLN Test
Membership year: 2022
Amount: \$0
Paid via: Credit Card
Payment registered: Dec 5, 2022 13:08 PM

Early signup period (i.e. free trial) expires on: Jan 1, 2023
Next payment of \$40.00 due on: Jan 1, 2023

Receipt: [Inv #EDCFA344-0001](#)

Please contact your group administrator if you have any questions.

Thanks,
Landcare in West Gippsland Member Portal

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Membership processing

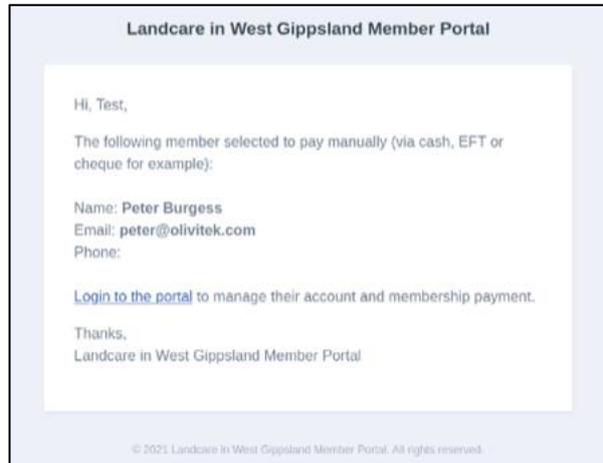
Your membership application for French Island is provisionally confirmed.

If you have any questions, please [contact us](#).

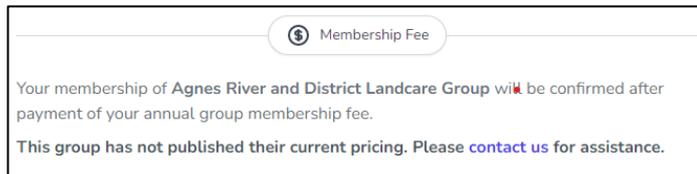
Thank you. The group administrator for French Island will be in contact to arrange payment by EFT, cheque or cash.

An email confirmation has been sent to test@hotmail.com.

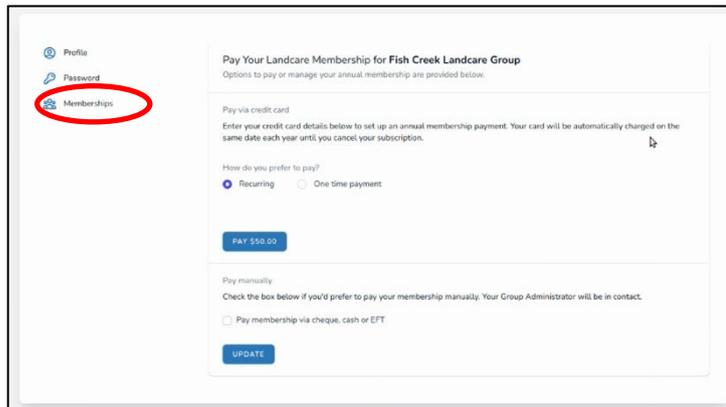
The Group admin will receive this email prompting them to contact the new member to collect payment.



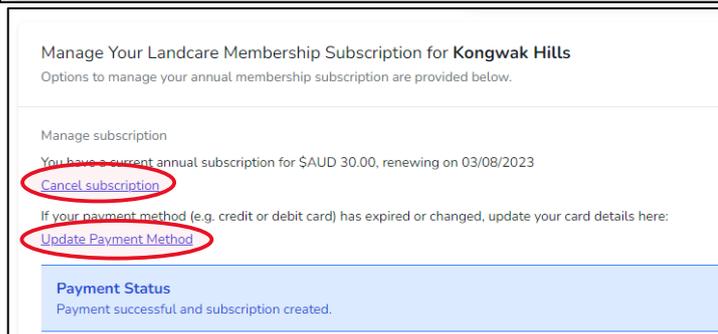
If the group has not yet set their fee for the year, then the new member will see this page instead. Their registration cannot be completed. The group will have to contact them to pay once pricing has been confirmed for the year.



A member can also choose to pay or renew a membership fee at any time via their memberships tab of their profile.



There is also the option for them to cancel their annual credit card direct debit or update their card details via this tab.



10. Receiving membership fees

There are two ways for a Group member to pay their annual membership: by credit card or manually. If a Landcare Group has set up an account and product with Stripe, the member can simply input their card details (as per the instructions above).

If they select that they would like to pay *manually* then the Group Executive will need to contact the Group member to provide their bank account details. Alternatively, arrangements may be made to collect cash, cheque or credit card details from them.

Once the payment has been received by the Landcare group, this needs to be marked off in the portal.

Click on the member's name on the administration page.

Click on the 'Payments' tab on the left.

Scroll down to the bottom of the page to the 'Register Payment' section. Select the payment type and fill in any relevant notes. Click 'Register Payment'. The member will then become 'financial'.

Profile

Payments

Member Payments

Here you can review Fish Creek Landcare Group membership payments made by Test GroupAdmin2.

You can also add a manual payment or issue a manual or credit card refund.

Payment Status

Grace Period

This member is inside their 60 day Grace Period. For members signing up on or after 1st Nov payment is only due on 1st Jan. If payment is registered while member is in their grace period AND the next year's pricing is not yet set for this group, the current year pricing will be used.

Payment History

DATE	AMOUNT	YEAR	EXPIRY	TYPE	NOTE
------	--------	------	--------	------	------

Register Payment

Enter details of a manual payment (including cash, cheque, credit card, debit card or direct debit payments)

Note: This member is in their Grace period and no group membership price has been set for 2022. Price for 2021 will be registered instead.

Current membership fee (\$AUD): 55.00

Payment type: Cheque

Notes or comments: Cheque # 33, received 22/12/21.

Register Payment

You can also manually process a credit card payment here, on behalf of the member. Select credit card as the payment type, fill out the member's card number, expiry date and CVC (from the back of the card). Once you hit the 'Pay' button, the payment will be processed, and a receipt will be emailed to the member. If the card details are incorrect or there are insufficient funds available on the card, an error message will display.

Register Payment

Enter details of a manual payment (including cash, cheque or direct debit payments).

Current membership fee (\$AUD): 33.88

Payment type: Credit Card

Card number MM / YY CVC

Pay \$33.88

The manual payment has now been saved and the member's payment status should now be 'Financial'.

You can view the note you typed by hovering your mouse over the 'i' symbol.

If you have made an error, you can edit the payment details or you can delete the payment by clicking on 'void payment'.

Member Payments

Here you can review Test Group (For Demonstration Only) membership payments made by Fred Example.

You can also add a manual payment or issue a manual or credit card refund.

Payment Status

Financial

This member paid their membership while inside their 300 day Early Signup Period. For members signing up on or after 7th March membership is covered - including renewal on 1st January next year. If payment is registered while member is in their early signup period AND the next year's pricing is not yet set for this group, the current year pricing will be used.

Payment History

DATE	AMOUNT	YEAR	EXPIRY	TYPE	NOTE
20/05/2022	\$55.00	2023	31/12/2023	Cash	i Void Payment Edit

NOTE: If you void a card payment made via Stripe, please note you also need to refund the membership fees via your Stripe account.

If you void the payment, the record will remain on the payment history but will have a strike through it. The payment status will also revert to the previous status (e.g., Provisional).

Once the manual payment has been registered in the portal, the member will receive an email confirmation. They can also access their invoice via their member profile.

11. Password Reset

An admin can issue a password reset for a group member or admin at any time via the Group's administration page. This is useful if the user has forgotten their password. A group admin's password can be reset by their network admin or the WGCMA super-admin.

Click the individual's name on the Administration page.

Administration

- > [Manage group settings](#)
- > [Group financial summary](#)
- > [Archived members \(0\)](#)

Members

Search Bulk Actions 10

MEMBER	ROLE	JOINED	STATUS	TYPE	DUE	RENEWAL
<input type="checkbox"/> Fred Example demo2@processcul...	Member	Please update	Financial	Manual	Up to date	01/01/2024

Scroll to the bottom of the Member's Profile page and click 'Issue Password Reset'.

This will generate an email to the member with a link to reset their password.

The screenshot shows the 'Member Profile' page. At the bottom, the 'Issue Password Reset' button is circled in red. The form contains the following fields:

- First name: Simon
- Last name: Test
- Email: hotmail@hotmail.com
- Mobile: 0400 000 000
- Street Address: 10 Test Street
- City: Leongatha
- State: Victoria
- Post Code: 3953

A member can also reset their own password via the 'password' tab in their profile.

12. Downloading your group data

You can download your group data including names, addresses, phone numbers etc onto a spreadsheet. You do this from your group home page.

Select all the members by ticking the blue tick box

Click *select all*

Click the Bulk Actions tab and then choose the "Export as Excel." The spreadsheet will open.

The screenshot shows the 'Members' page with a table of members. The 'Bulk Actions' dropdown menu is open, and 'Export as Excel' is selected. The table has the following columns: MEMBER, ROLE, JOINED, STATUS, TYPE, and RENEWAL.

MEMBER	ROLE	JOINED	STATUS	TYPE	RENEWAL
<input checked="" type="checkbox"/> Fred Example demo2@processcul...	Member	Please update	Financial	Manual	01/2024
<input checked="" type="checkbox"/> Peter Burgess (Testing) demo@processcul...	Member	Please update	Provisional	Manual	17/06/2022 01/01/2023
<input checked="" type="checkbox"/> Kathleen Brack kathleenbartlett...	Member	Please update	Financial	Manual	Up to date 01/01/2023
<input checked="" type="checkbox"/> Peter Burgess (Testing) peter@olivitek.c...	Administrator	14/06/2001	Financial	Manual	Up to date 01/01/2023

You can also export to CSV.

13. Sending Payment Reminder emails

At any time you can use the Portal to send out a Payment Reminder email to any Non Financial members. To do this select the check box next to the member/s, click on the Bulk Actions tab and then click 'Send Payment Reminder'.

MEMBER	ROLE	JOINED	STATUS	TYPE	RENEWAL
<input type="checkbox"/> Fred Flintstone ff@example.com	Member	Please update	Provisional	Manual	01/2023
<input checked="" type="checkbox"/> Peter Tester info@olivitek.co...	Member	Please update	Financial	Manual	01/2024

The member will then receive this email:

NOTE: The portal doesn't keep a record of which members you've sent this to.

We suggest either keeping a note elsewhere or just doing a bulk Payment Reminder email out to all Non Financial members once or twice a year.

Landcare in West Gippsland Member Portal

Hi, Tash,

Your membership for Gippsland Intrepid Landcare is overdue.

Please [Login to the portal](#) to make a credit or debit card payment or contact your group administrator or email rlc@wgcm.vic.gov.au to arrange a manual payment.

If you have already paid your membership, please ignore this message or contact your group administrator if you receive further reminders.

Thanks,
Landcare in West Gippsland Member Portal

14. Archived members tab

To access your group's archived data click on "Archived members" in your group's toolbar.

Administration

- > [Manage group settings](#)
- > [Group financial summary](#)
- > [Archived members \(2\)](#)

Members

Applied Sorting: Status: Z-A x Clear

Search

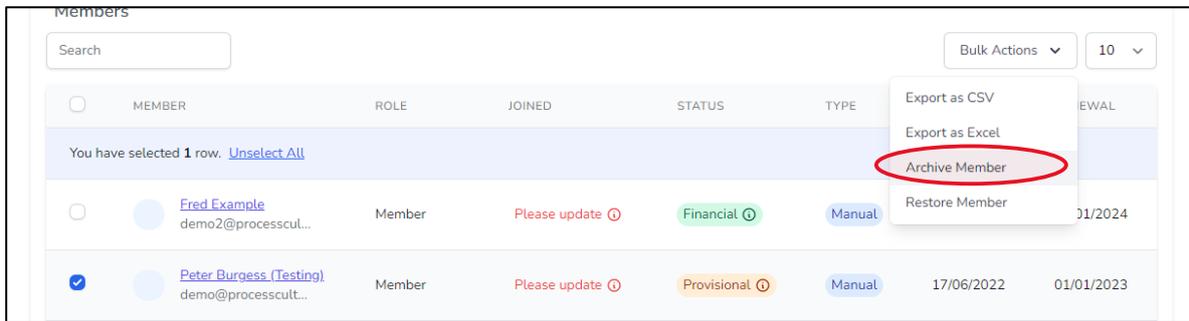
Bulk Actions 10

All your group's archived members appear here. You can manage their contact information by clicking on their name or bulk download their details to excel via the Bulk Actions function (as above).

Deleting a member or admin

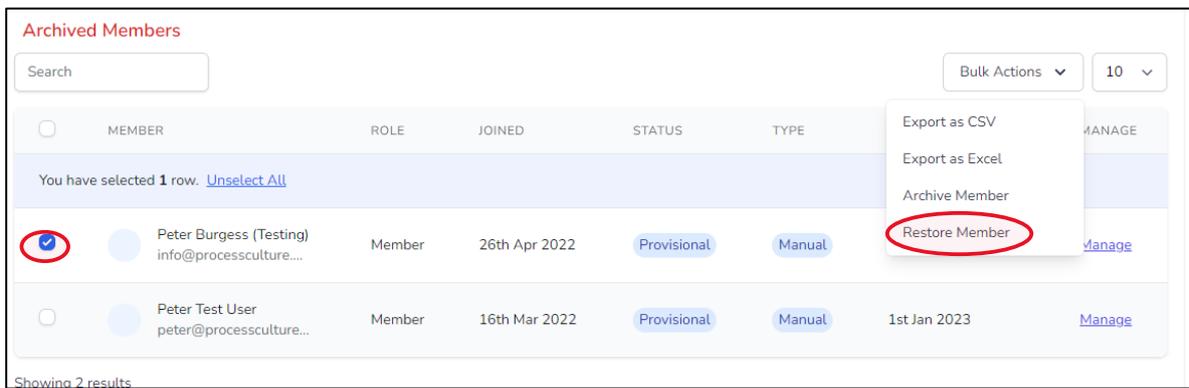
Members can be deleted from a group if they are setup incorrectly. Select the member in the members list by clicking on the circular button next to their name then click the 'bulk actions' button to select 'archive member'. The member record is removed to the 'archived members' section. It will remain in the database in case you need to retrieve their information.

You can also delete a member permanently via the Archived members screen but this should only be done if you are sure they haven't got a yearly stripe payment setup.



Restoring an Archived Member back to your Members list

To restore a member from archive to a normal member, select the member and click Bulk Actions > Restore Member.



To return to the normal members view click on “manage members” at the top of the screen.

15. Group admin – swapping to personal member

As an administrator of a Landcare group, your login gives you access as both an admin as well as a group member. By logging in to the portal you are automatically shown the administrator screen for your group. However, to swap over into your personal membership information you simply need to click on this circular profile icon  on the top right-hand corner of the screen then go to **account**. This swaps you from ‘admin mode’ to ‘member mode’. You can then update your own membership information, change your own password as well as pay your membership fees. To pay your own Landcare membership fees click on the memberships link on the left hand side of the page, click Pay Membership then and proceed with payment. You can select to pay via credit card as well as manually, just like a standard member.

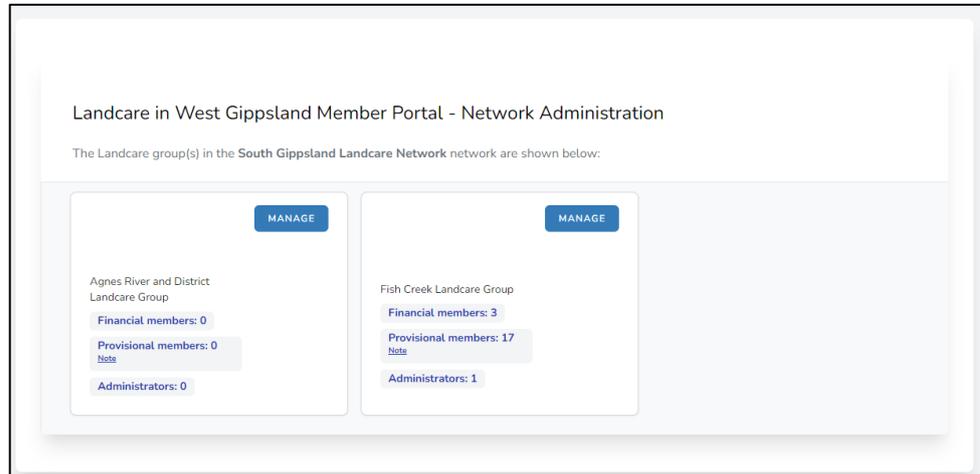
If you need help at any time, please get in touch with your Landcare Network team. They will be able to assist you or work with the WGCMA Landcare team to resolve your query.

16. Network Admin – additional access

Each Landcare Network Admin login has complete access to each Group Administration page including the member list. **Anyone who is a group administrator will receive an email with updates about new memberships.**

Additionally, they also can also view this summary page upon login.

Note: this page only shows groups who are registered in the Portal.



The Network admin can also create a new Group admin login. This is available via the Group's admin page.

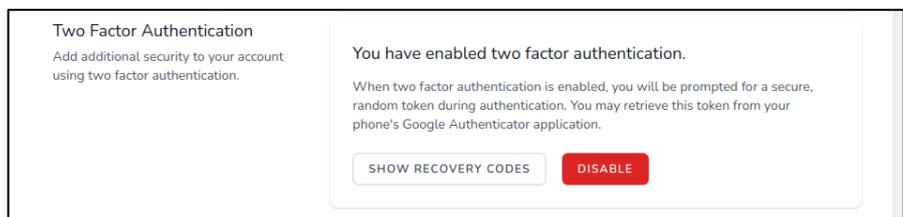
<input type="checkbox"/>	Peter Burgess (Testing)	Member	Please update	Financial	Manual	Up to date	01/01/2024
<input type="checkbox"/>	Peter Burgess (Testing)	Member	Please update	Provisional	Manual	17/06/2022	01/01/2023
<input type="checkbox"/>	Kathleen Brack	Member	Please update	Financial	Manual	Up to date	01/01/2023
<input type="checkbox"/>	Peter Burgess (Testing)	Administrator	14/06/2001	Financial	Manual	Up to date	01/01/2023

Showing 4 results

[Add new member](#) [Add new Group Administrator](#)

The process is the same as creating a new Group member (see instructions above).

The Network Admin can also enable “two factor authentication” as additional security used when logging in. This is disabled by default but it can be turned on at the bottom of the Admin user's profile page.



Note: You will need to download the Google Authenticator App on your phone to be able to use this security measure.

Promote a member to a group admin or demote a group admin to a member

To do this, click on the name on a user's profile.

Members

Search

<input type="checkbox"/>	MEMBER	ROLE	JOINED	STATUS
You have selected 1 row. Unselect All				
<input type="checkbox"/>	 Fred Example demoz@processcul...	Member	Please update ⓘ	Financial ⓘ

In the Profile section scroll down until you get to the roles section.

You will see that they appear as a member. In the free text box, click and select “Group Administrator”

Select “Update Roles” to confirm. They will receive an email informing them of the update in the roles.

Property Address

Autem sed porro ea n

This is the address of the member's local or regional property (e.g near to landcare group).

Family Members

Additional Family Member 1: Hop Ball

Additional Family Member 2: Cora Wiggins

Additional Family Member 3: Liberty Houston

Additional Family Member 4: Jenette Reilly

Save Profile

Roles

- Member
- Group Administrator**

Update Roles

To downgrade an admin to a member, click “Manage” on a user’s profile.

In the Profile section scroll down until you get to the roles section.

You will see that they appear as an administrator. Click on the x button next to administrator.

Select “Update Roles” to confirm. They will receive an email informing them of the update in the roles.

Family Members

Additional Family Member 1: Hop Ball

Additional Family Member 2: Cora Wiggins

Additional Family Member 3: Liberty Houston

Additional Family Member 4: Jenette Reilly

Save Profile

Roles

- Member
- Group Administrator

Update Roles

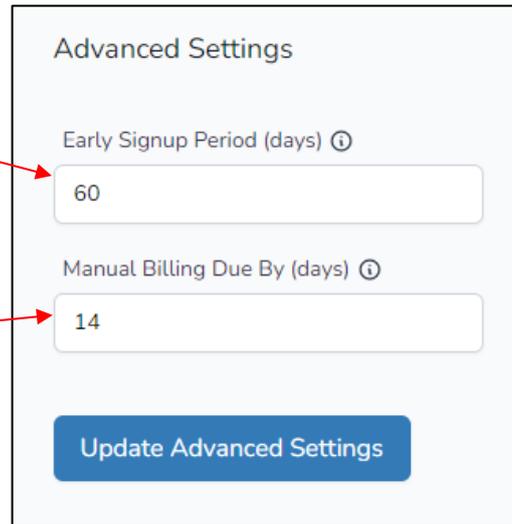
Early signup period (aka Free Trial period)

Network admins can also change the group's Early Signup period which will determine how many days a new member gets for free for signing up and paying early. This is pre-set to 60 days.

Eg. If a new member signs up and pays from November 1st 2022 then their membership fee will not be due until 1st January 2024.

There is also the option to customise the number of days before a payment is due.

Eg. If a new member signs up to the portal and does not pay immediately, they will remain 'provisional' for 14 days before lapsing to 'non financial'.



Advanced Settings

Early Signup Period (days) ⓘ

Manual Billing Due By (days) ⓘ

Update Advanced Settings