



LOGGING ON to the AEU website

A step-by-step guide for members



Would YOU like to

www.aeuvic.asn.au

REGISTER

To get the most from your AEU membership, register the email address you joined with and manage your membership online. You only need to register once. A temporary password will be emailed to you once you have registered. Use this to log in and personalise your password. To register follow the steps below.



STEP 1 — Getting started

- Go to www.aeuvic.asn.au
- The member log in box is located at the top right hand side of the website
- Click on the **REGISTER** link
- This will open the AEU membership portal



STEP 2 — The AEU membership portal

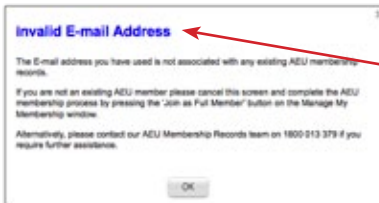
- Enter the email address you joined with. It must match the one provided on your membership application form

STEP 3 — Security

- Enter the 2 security words as displayed
- If you cannot read the words, click the **REFRESH** button to receive two more; this action can be repeated
- Click the **NEXT** button

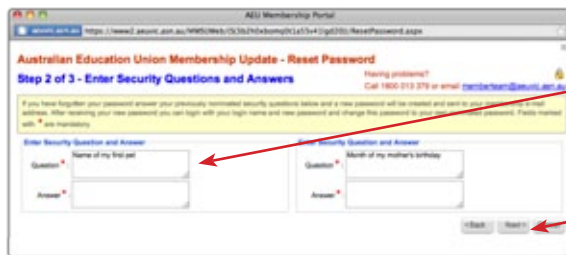


NOTE: If you are unable to read the two words displayed then please click on the **REFRESH** button above to receive two new words.



NOTE — Invalid E-mail address alert

- If you clicked the **NEXT** button and see this error message you should call the Membership Centre on 03 9417 2822 or 1800 013 379 to verify your email address and try again

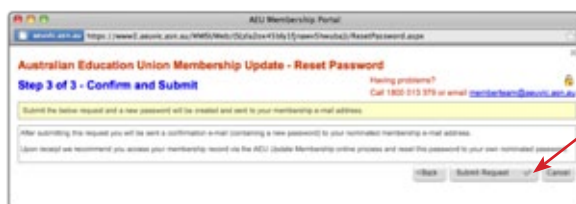


STEP 4 — Set your security questions and answers

- Type your questions and answers in the spaces provided
- Keep the answers simple, one word is best
- Try not to use special punctuation or formatting in your answers as these are not easy to remember
- Click the **NEXT** button

NOTE — Simplicity is the key

- Come time to use your answers, remember they are case sensitive and need to be entered exactly as you provided them here



STEP 5 — Confirm and submit

- Click the **SUBMIT REQUEST** button to complete the process
- A computer generated password will be sent to your nominated email address instantly

NOTE — Temporary emailed password

- The emailed password is for your first log in only
- Once you log in using this password you will be prompted to change it
- Page 3 takes you through the log in process

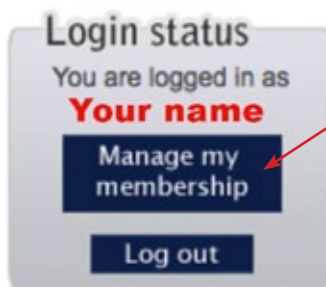
LOG IN

Once you have registered to use the AEU website, you will be emailed a temporary password to log in with. Once you have logged in you will be prompted to update your membership details. This is where you will choose your own password.



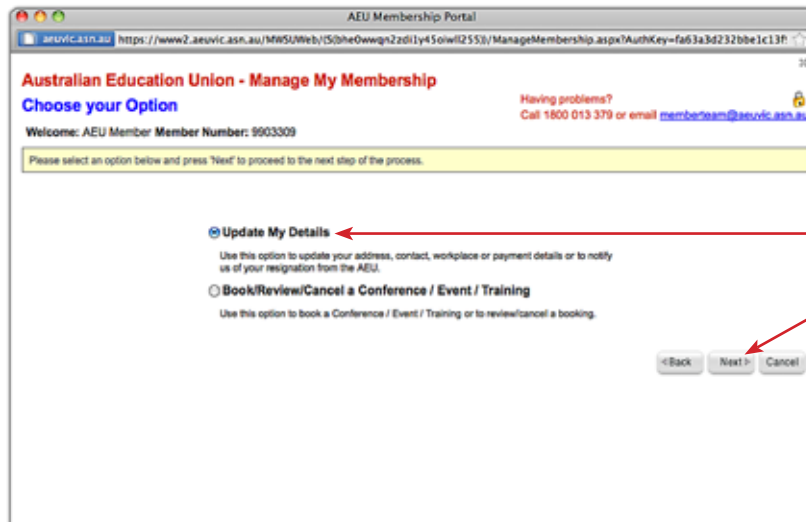
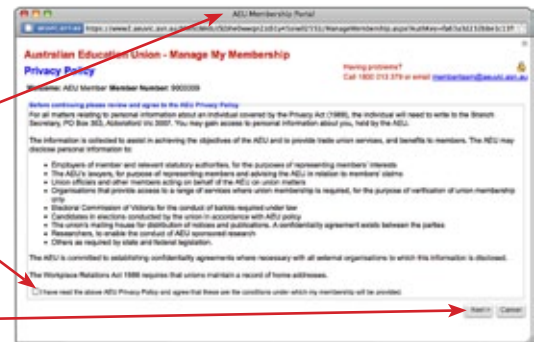
STEP 1 — Logging in

- Go to www.aeuvic.asn.au
- The member log in box is located at the top right hand side of the website
- Enter the email address you registered with
- Enter the computer generated password that was emailed to you (you can copy and paste the password from the email if you like)
- Click on the **LOG IN** button



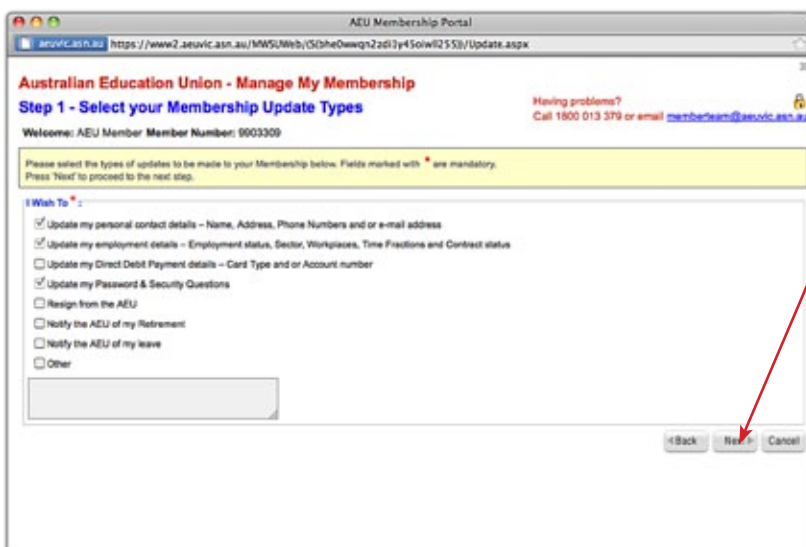
STEP 2 — Choose your password

- Click the **MANAGE MY MEMBERSHIP** button
- This will open a series of windows including our privacy policy
- Accept the terms of the privacy policy and click the **NEXT** button



STEP 4 — Update my details

- Choose the **UPDATE MY DETAILS** option
- Click the **NEXT** button
- Follow the prompts to complete the process



STEP 5 — Fill in your details

- Use the **NEXT** button to progress through the windows
- Click **SUBMIT REQUEST** to complete the process

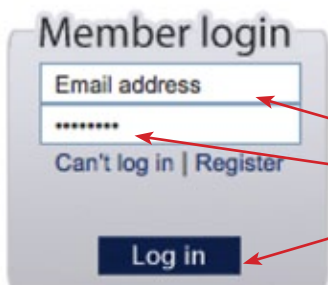
SECURITY

Remember, if you are using a shared computer, **LOG OFF** and keep your password safe

BOOK ONLINE

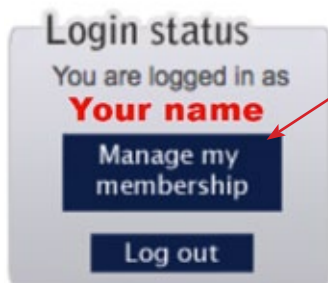
Once you have registered to use the AEU website, you can use it to book for conferences or professional development workshops. Alternatively you can click on an event in the calendar.

STEP 1 — Logging in

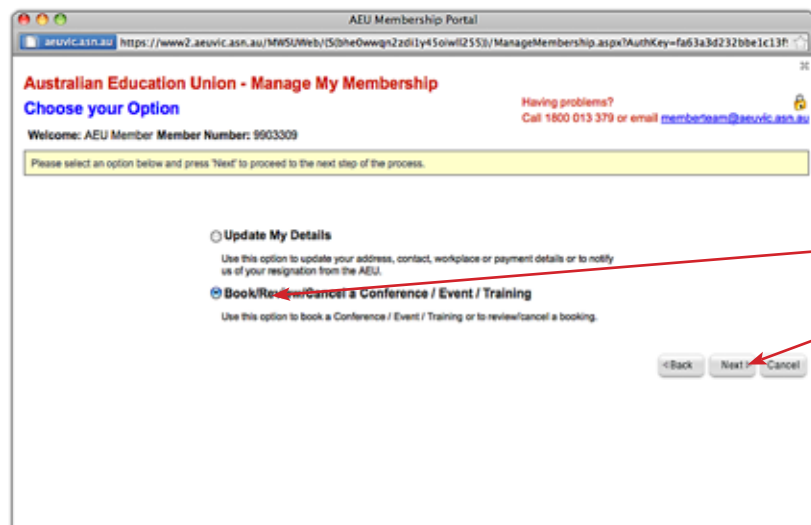
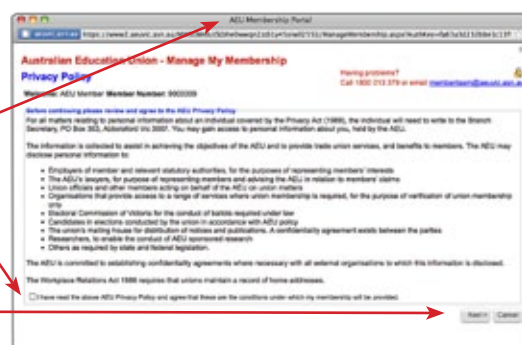


- Go to www.aeuvic.asn.au
- The member log in box is located at the top right hand side of the website
- Enter the email address you registered with
- Enter your password
- Click on the **LOG IN** button

STEP 2 — Managing your membership

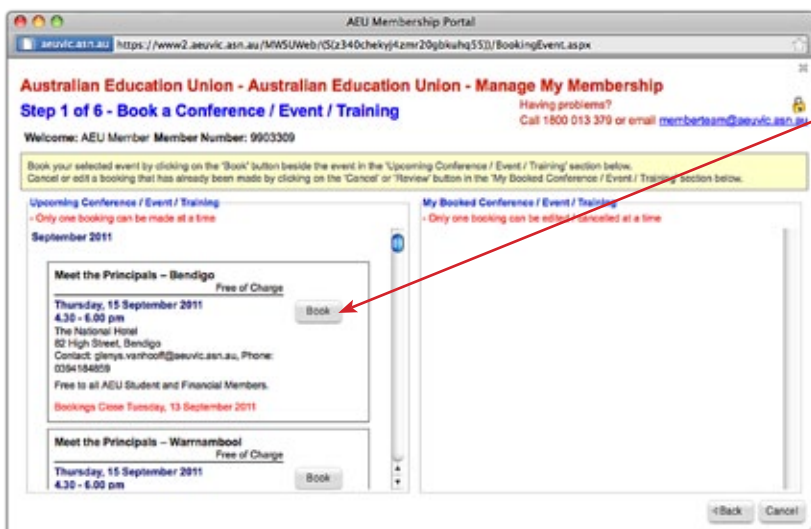


- To book for a conference or workshop, click the **MANAGE MY MEMBERSHIP** button
- This will open a series of windows including our privacy policy
- Accept the terms of the privacy policy and click the **NEXT** button



STEP 4 — Book your event

- Choose the **BOOK/REVIEW/CANCEL A CONFERENCE / EVENT/TRAINING** option
- Click the **NEXT** button
- Follow the prompts to until you complete the process



STEP 5 — Choose your events

- Click the **BOOK** button next to the event you wish to attend
- Click **SUBMIT REQUEST** to complete the process

SECURITY

Remember, if you are using a shared computer, **LOG OFF** and keep your password safe

FAQs

Need some more help? We've identified a few common problems.

'I can't log in'

Have you successfully registered and received your temporary password?

Solution: follow the steps for registration on page 2

Error message – 'email not associated with a membership record'

Solution: contact the Membership Centre by phone on 1800 013 379 or email melbourne@aeuvic.asn.au to confirm email details, and try again.

'I can't read those weird words so I can't type them in'

Solution: click on the red 'refresh' button to select new words, until you are confident that you can type them into the box.

'I've registered and have a password, but I still can't log in'

Solution: copy the password directly from the email and paste it into the log in box – if issues continue, call the Membership Centre, or reply to your password confirmation email (memberteam@aeuvic.asn.au) with a request for assistance and the I.T. team will resolve any issues.

'I've forgotten my password'

Solution: click on 'can't log in' and a new password will be emailed to you.

'I think I've tried too many times – I've been locked out'

Solution: click on 'can't log in' and request a new password; you will need to answer the security questions set up when first registering

'I can't reset my password'

The member can't answer the security questions as they have forgotten the format first entered, eg

Q: My birth date

A: 28/02/1975

Member attempts 28-02-75

Solution: contact the Membership Centre and we can assist with password reset.

NEED HELP?

Contact the Membership Centre if you need further assistance on **1800 013 379** or memberteam@aeuvic.asn.au