

# EWOV Member Portal

## User information

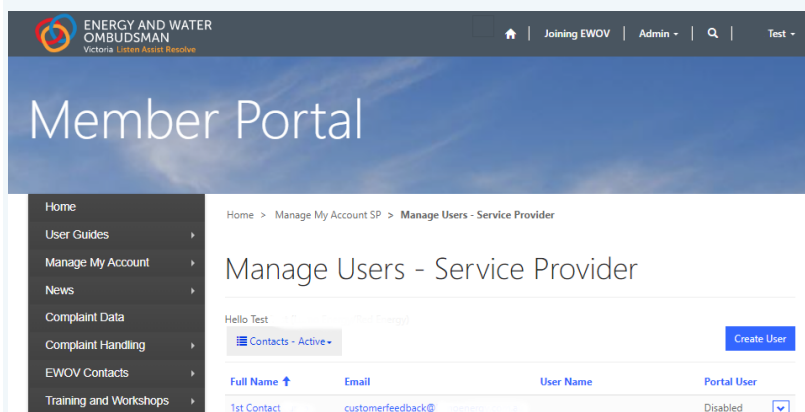
### 1. MEMBER PORTAL CONTACT

Member Portal Contacts:

- › create, modify and delete access for Portal Users
- › allocate roles to contacts
- › access all invoices issued to your company
- › can access EWOV publications



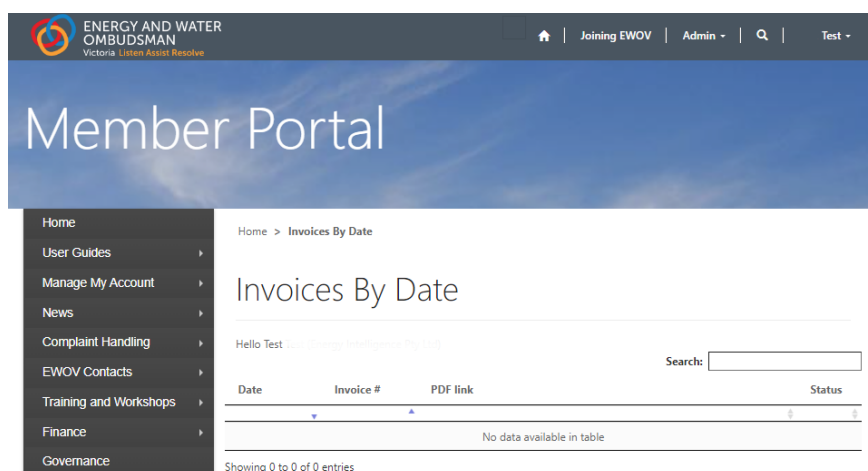
Member Portal Contacts can't make changes to their own access. If you need to make changes to your own user, please contact [portaladmin@ewov.com.au](mailto:portaladmin@ewov.com.au)



### 2. FINANCE CONTACT

Finance Contacts:

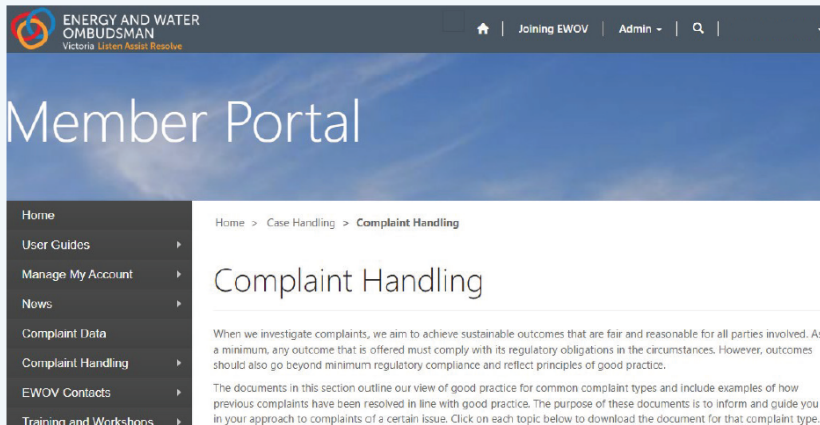
- › receive notifications of EWOV invoices issued
- › access current and historical invoices on the Portal
- › are notified of any overdue or outstanding invoices



### 3. COMPLAINT HANDLING CONTACT

Complaint Handling Contacts:

- › are added to EWOV's complaint handling system for case management
- › have access to complaint data dashboards
- › can access EWOV publications
- › can view all case handling help documents and EWOV training videos



### 4. GOVERNANCE CONTACT

Governance Contacts:

- › receive notifications of upcoming EWOV General Meetings (GM) and Annual General Meetings (AGM)
- › can access AGM and GM meeting documents
- › is responsible for keeping company customer numbers up to date for accurate voting rights
- › is contacted for high-level membership enquiries



Governance contacts cannot be created, modified, or deleted by Portal Users. If your company needs to make a change to the Governance Contact details, please email [governance@ewov.com.au](mailto:governance@ewov.com.au)

