

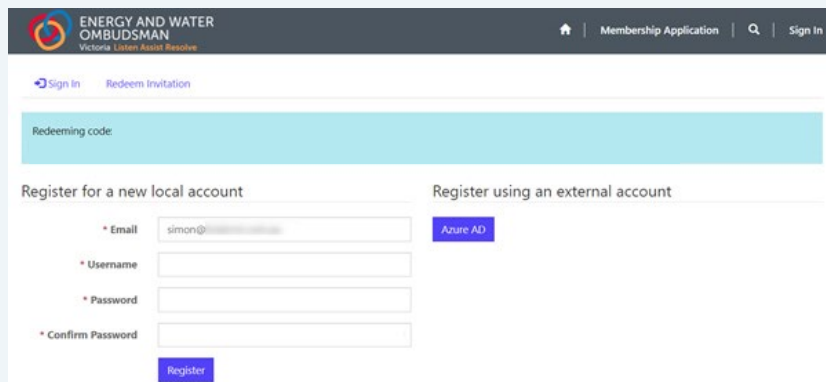
EWOV Member Portal Getting started

1. REGISTER AND LOGIN

You will get an invitation email. To register:

- › click the link in the email,
- › create a login by entering your email address, and
- › choose a unique username and password.

Login to [the portal](#) to access member's only information.



PORTAL ACCESS LEVELS

The following roles have different access:

Member Portal Contacts have oversight of the account on the Member Portal. They can access all areas and functions including creating logins for other users.

Finance and Accounts Contacts are given access to all invoices, complaint data and reports.

Complaint Handling Contacts have access to complaint data and reports.

2. CREATING USERS

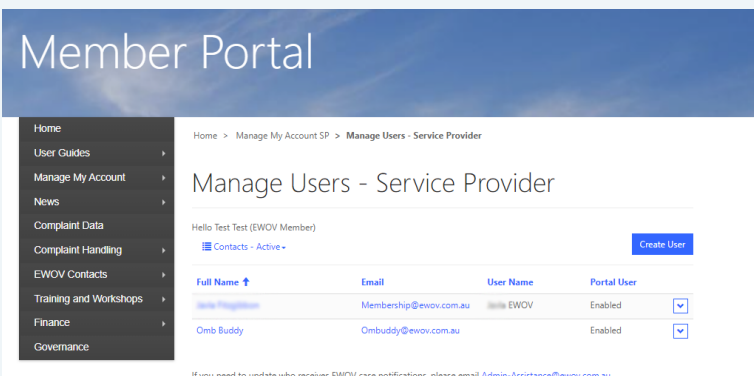
TO MAKE A NEW USER:

- › select **Manage My Account**, choose **Manage Users** then click the **Create User** button,
- › enter the user's last name and email address,
- › select the new user's role - either Finance and Accounts or Complaint Handling Contact and press **Submit**.

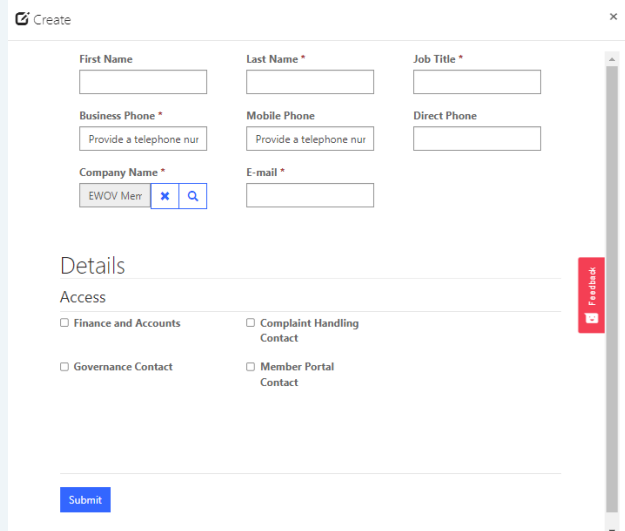


The company name will be filled in automatically.

If you require assistance, contact:
PortalAdmin@ewov.com.au



Full Name	Email	User Name	Portal User
Simon Merrifield	Membership@ewov.com.au	EWOV	Enabled
Omb Buddy	Ombuddy@ewov.com.au		Enabled



First Name

Last Name *

Job Title *

Business Phone *
Provide a telephone number

Mobile Phone
Provide a telephone number

Direct Phone

Company Name *
EWOV Merr

E-mail *

Details

Access

Finance and Accounts

Complaint Handling Contact

Governance Contact

Member Portal Contact

Submit

3. MANAGING USERS

TO SEE A USER'S DETAILS:

- › click **Manage My Account**, choose **Manage User**, and click on a user's name; or
- › on the **Manage Users** screen, click the downward facing arrow to the right of an entry and select view details.

TO EDIT A USER'S DETAILS:

- › on the **Manage Users** screen, click on the downward facing arrow at the right of the user's name, and select **edit user**,
- › tick the **Login Enabled** box and press submit to give a user access to the portal. Unticking this box will remove access.



As a **Member Portal Contact** you have access to user's:

- › name and address details

You can't:

- › change a user's password, or
- › delete a user (you can only turn off their access)

Member Portal

Home > Manage My Account SP > Manage Users - Service Provider

Manage Users - Service Provider

Hello Test Test (EWOV Member)

Contacts - Active [Create User](#)

Full Name ↑	Email	User Name	Portal User
View Profile	Membership@ewov.com.au	EWOV	Enabled <input type="checkbox"/>
Omb Buddy	Ombuddy@ewov.com.au		Enabled <input type="checkbox"/>

If you need to update who receives EWOV case notifications, please email Admin-Assistance@ewov.com.au.

4. USING THE PORTAL

To change your password:

- › click **Profile** in the drop down menu on the top right-hand corner of the screen
- › click **Change password** under the Security menu

Home > Profile > Change Password

Change Password

Kristy Knight

Profile

Security

Change Password

Change Email

Manage External Authentication

Username: KristyK

* Old Password

* New Password

* Confirm Password

[Change Password](#)