

The Muster – QLHF Membership System

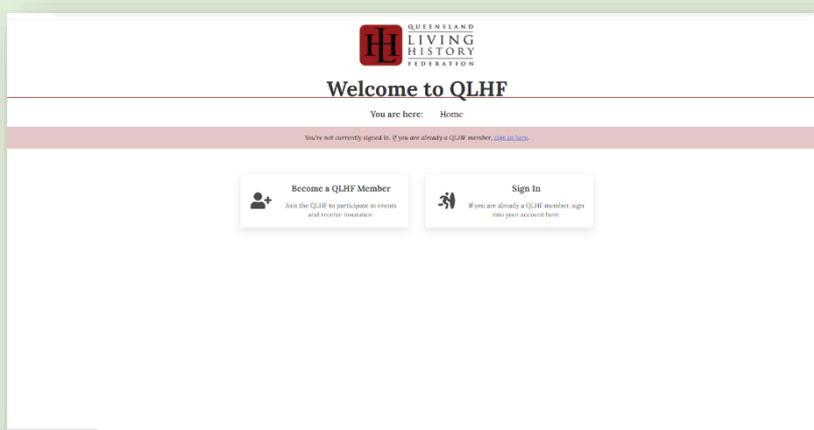
Member User Guide

Welcome to The Muster - Member User Guide. We hope that this will answer all your questions about how to use The Muster. If you do have further questions, please get in touch with our Secretary at qlhf@qlhf.org.au and we will be glad to help.

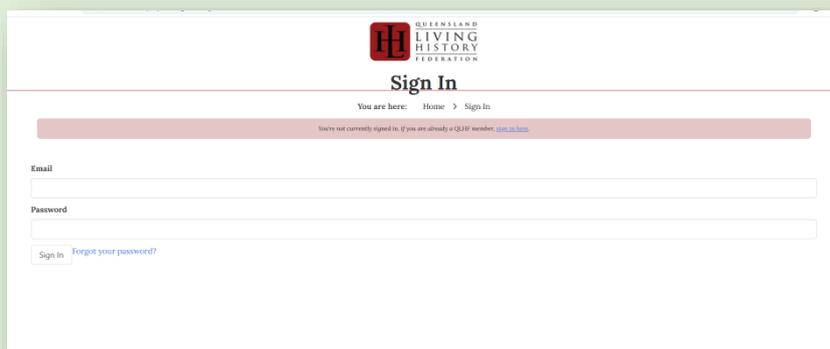
Accessing your Profile

I am a member/I was once a member of the QLHF and I would like to access my profile.

1. Go to <https://www.qlhf.org.au/members-area/the-muster-login-area/> and click on **Enter the Muster**
2. Click the **Sign In** button



3. Next, enter your email and password in the fields provided. **Make sure to use the email you used for Babel.**



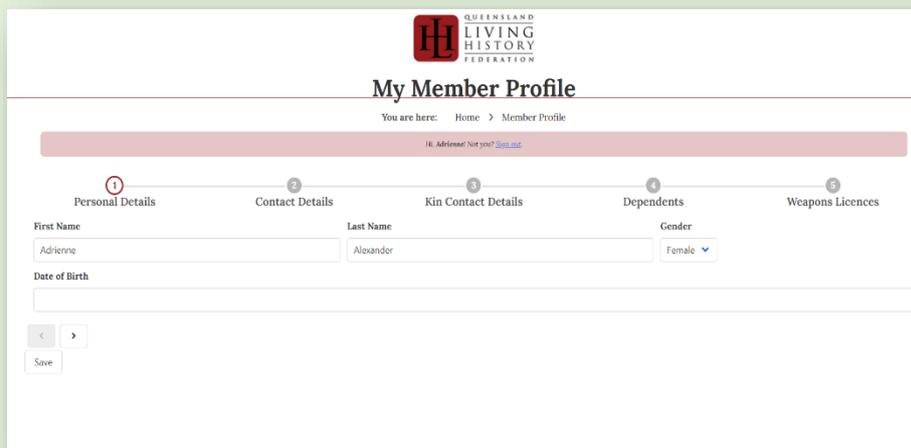
What if I don't have access to that email account anymore? That's okay, just contact the QLHF Secretary at qlhf@qlhf.org.au. You will have to provide some further information to verify your identity, but we will be able to assist.

What if I can't remember my password? That's okay, just use the [Forgot my Password](#) link. This will send an email to you. Note, though, that it will send the email to whatever email address you have in the system (See the note above).

4. You will find yourself on your **Home Page**



5. **Click on the My Profile button to see and amend your details** Make sure all sections (Personal details, Contact details, Kin details, Dependents and Weapons Licences) are kept complete and up to date at all times.



6. **Renewing my membership**

During the renewal period, log into the system and click the **Renew my QLHF Membership button** on your Home page.



The system will then get you to check and update your details and then pay your membership fees. You have 2 options for payment: PayPal or Bank transfer.

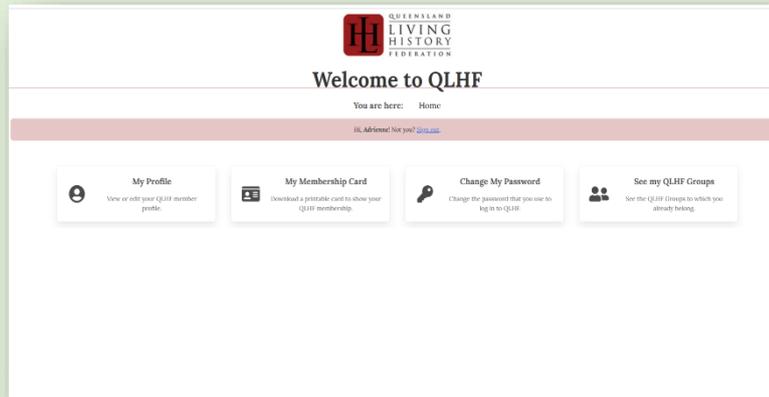
We prefer PayPal for these reasons:

1. Paying by PayPal instantly and automatically updates your membership. This makes it a must for members who have left payment until the past minute.
2. Paying by bank transfer is a slower process. Banks are improving at getting funds through instantly if the payment is made during business hours. The QLHF banks with Westpac and if you're a Westpac customer, the money should come through to our account immediately. If you're with another bank though, transfers are not necessarily immediate especially if you are making payment late in the evening or at the weekend. Once your money has come through, our treasurer will notify the Muster Admin (both volunteer roles) so that your membership can be updated. If you are using this option, please

remember to include your invoice number (at the top of the Payment page) so that we know whose record to update.

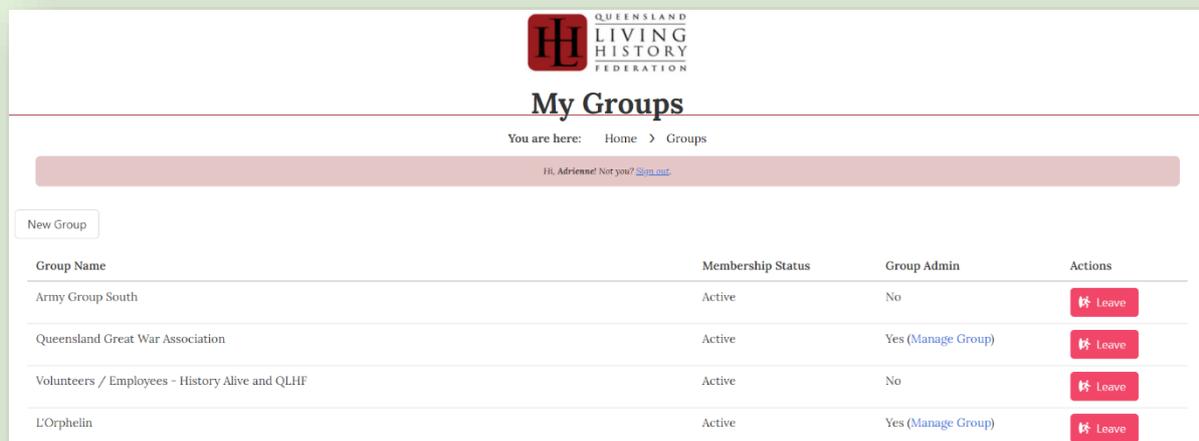
My Membership Card

Once you have paid, you will see that Renew my QLHF Membership will disappear on your Home page and will be replaced by a new button – My Membership Card. Clicking on this will reveal your virtual membership card. This page is still under development and in coming days you will see the card become embedded in a printable certificate explaining what the card means and the QR code will take anyone scanning it to a webpage confirming that you are a currently financial member of the QLHF and covered by its insurance.



Viewing/Amending my Groups

1. First, navigate back to the Home Page by clicking Home under the My Member Profile heading
2. **Here you will see all your groups past and present.**



- **Leaving a group?** If you wish to leave a group, just click Leave on the right of each group. This group will remain on your list but will go to the bottom of the list and your membership status will show you as Left
- **Are you a group admin?** Clicking on [Manage Group](#) will take you to a separate page for managing that group (see the **Group Admin and Group Marshal User guide to understand the rights and responsibilities of these roles in The Muster**)
- **Want to start a new QLHF group?** If you would like to start a new QLHF group, click the New Group button on the top left. You will see “New Group” appear in your list of groups. Click on [Manage Group](#) in that line and it will take you to the QLHF New Group Application Form. Once you complete the form it will be sent to the QLHF Committee automatically for consideration.