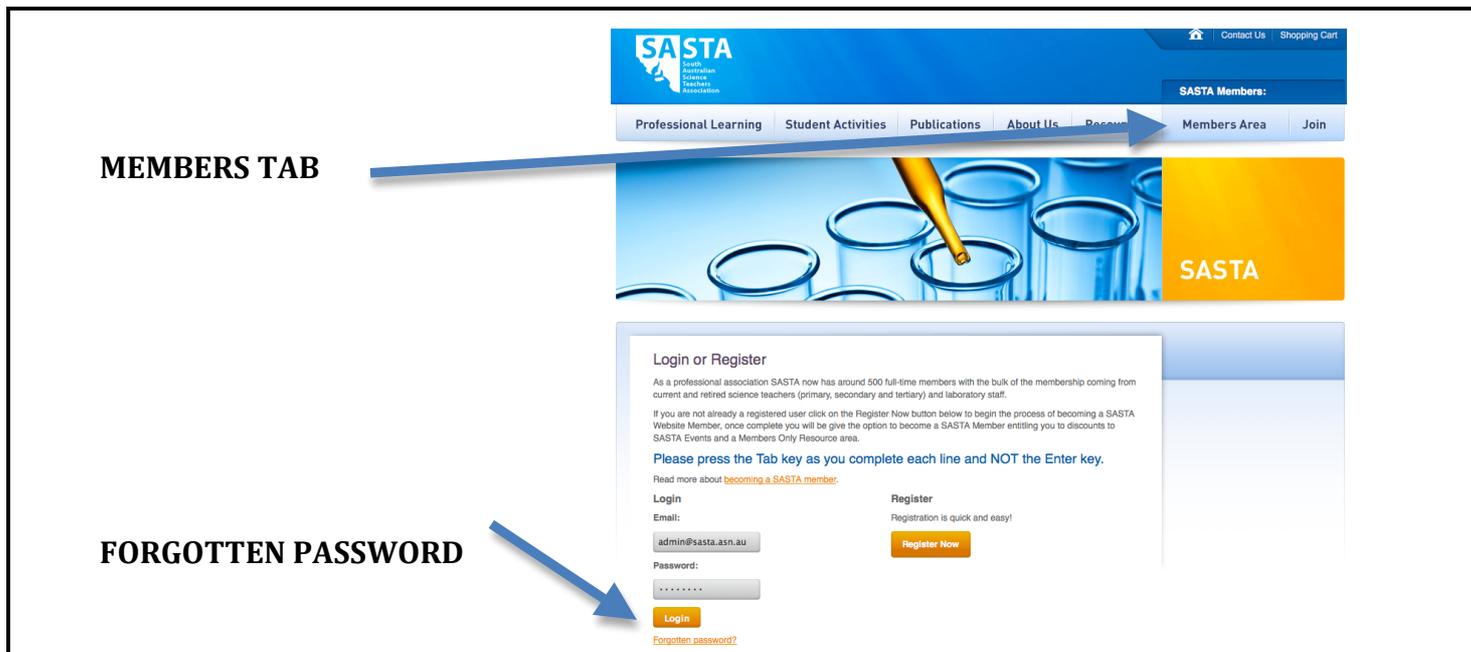


USING THE SASTA WEBSITE – Troubleshooting Guide

Member/User Log in Procedure

Follow these steps to login in to your account;

1. Head to www.sasta.asn.au
2. Click on the Members Area tab
3. Login in using your email (press tab not enter) and your password
(if you do not know your password there is a forgotten password reset but below this box which will send a new password via email to your account)

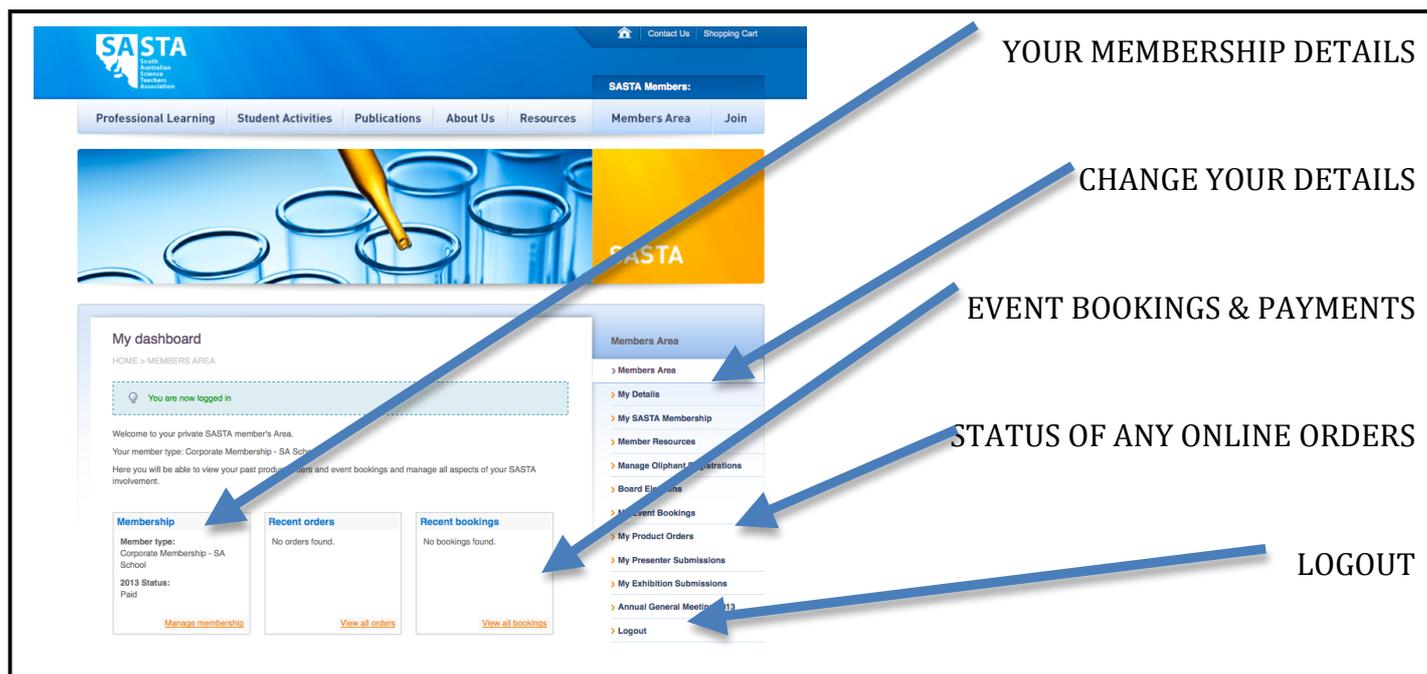


MEMBERS TAB →

FORGOTTEN PASSWORD →

The screenshot shows the SASTA website header with the 'SASTA Members:' menu. The 'Members Area' tab is highlighted. Below the header is a banner with laboratory glassware and the SASTA logo. The main content area is titled 'Login or Register' and contains a form with fields for 'Email' (pre-filled with 'admin@sasta.asn.au') and 'Password'. There are 'Login' and 'Register Now' buttons. A link for 'Forgotten password?' is located below the login button.

4. Now you are in the member's area and can use the side panel to view your event bookings (including choosing your sessions once you have paid for the event), update your user details or register for events.



YOUR MEMBERSHIP DETAILS →

CHANGE YOUR DETAILS →

EVENT BOOKINGS & PAYMENTS →

STATUS OF ANY ONLINE ORDERS →

LOGOUT →

The screenshot shows the 'My dashboard' page in the SASTA members area. The dashboard includes sections for 'Membership' (Corporate Membership - SA School), 'Recent orders' (No orders found), and 'Recent bookings' (No bookings found). A 'Members Area' sidebar on the right contains a list of navigation options: Members Area, My Details, My SASTA Membership, Member Resources, Manage Oilphant Registrations, Board Elections, My Recent Bookings, My Product Orders, My Presenter Submissions, My Exhibition Submissions, Annual General Meeting 2013, and Logout. Blue arrows point from text labels to these specific elements on the page.

If these steps do not work we encourage you to call us on 8354 0006 so we can assist you over the phone.

Event Registration

All available events will have a Book Now button in the lower right corner. If this button does not show it will indicate that the bookings have closed OR that the event is booked out!

The screenshot shows the SASTA website interface for the Psychology Summer Conference 2014. Key elements are highlighted with blue arrows and labels:

- PROFESSIONAL DEVELOPMENT TAB:** Points to the 'Professional Learning' tab in the top navigation bar.
- FINAL BOOKING DATE:** Points to the 'Bookings close: 15/01/2014' text.
- BOOK NOW BUTTON:** Points to the 'Book now' button at the bottom of the event details.
- AVAILABLE SESSIONS:** Points to the 'Available sessions' button at the bottom of the event details.

The event details shown include:

- Psychology Summer Conference 2014**
- Date:** Friday 17th January 2014
- Venue:** Education Development Centre, 100 St. James Street, Hindmarsh
- Bookings close:** 15/01/2014
- Event Pricing:**

Type	Earlybird price	Regular price
Non-Member (1 Day)	n/a	\$180.00
Corporate Member (Business or Interstate School) (1 Day)	n/a	\$155.00
Corporate Member (SA School) (1 Day)	n/a	\$155.00
Personal Member (1 Day)	n/a	\$120.00

Additional text below the table: **SASTA Psychology Summer Conference 2014 - Theory into Practice in Psychology**
The 1 day intensive conference allows science teachers to develop teaching methods and resources within the psychology stream.
[More information](#)

When booking for an event please consider the following:

1) Logging in First!

To make registration of events easier we would suggest that if you ever would like to book in for an event that you log in to your member account first. This way the website will be able to auto fill your details into the forms and automatically offer you the rate that your membership/account entitles you to (e.g if that email account is your personal membership contact then it will only show the personal member rate when you book).

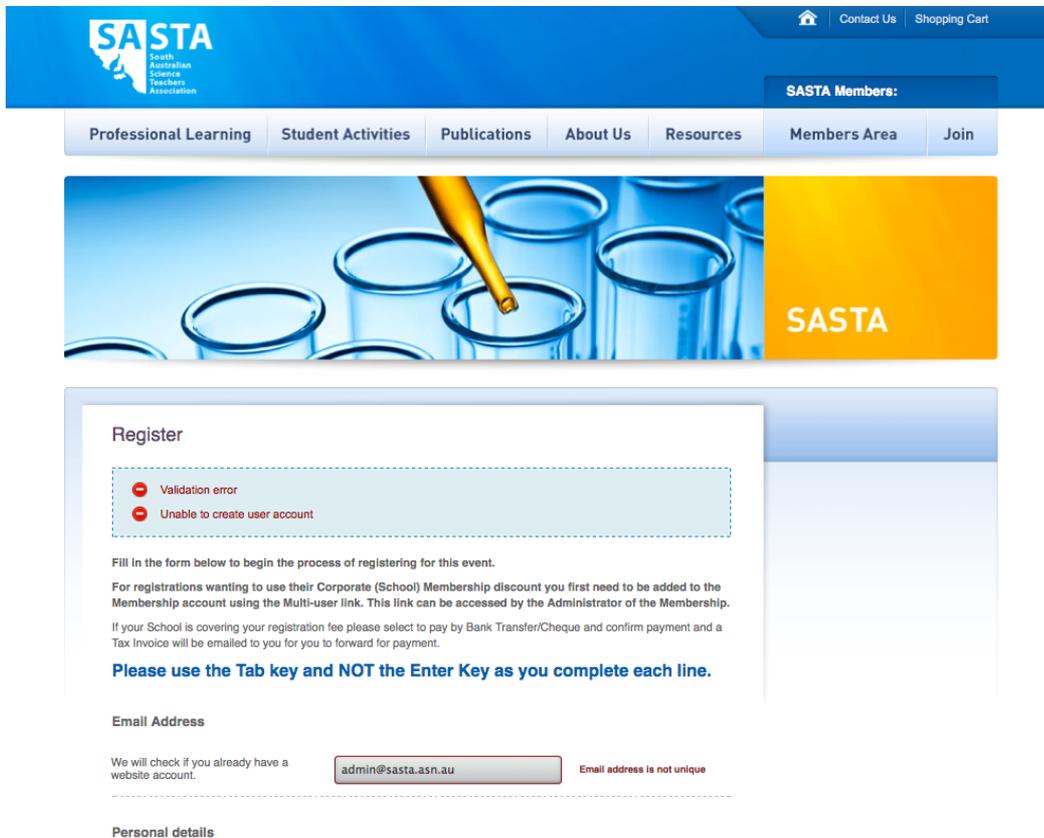
Follow the steps above to log in. Once you are in the member's area, without clicking the Log out button click on the Professional Development tab to view any events. When you have found one that you would like to attend simply click book now and the computer will complete all the contact details for you. You can select to pay via credit card (online) or Bank Transfer/Cheque, which will send an invoice to your registered email account.

PLEASE NOTE: If you think that you are entitled to the Corporate Membership rate due to your school/organisation's membership please check in your members/users area to see if you are listed as a member. If you are not listed as a member please contact your school/organisation primary account user. Only the listed Primary User will be able to log in and add you to the Corporate Account via their home page or can contact SASTA with a list of users names and email addressed that they would like to add to the valid Corporate Membership account (Maximum of 20 per Corporate Membership)

If these steps do not work we encourage you to call us on 8354 0006 so we can assist you over the phone.

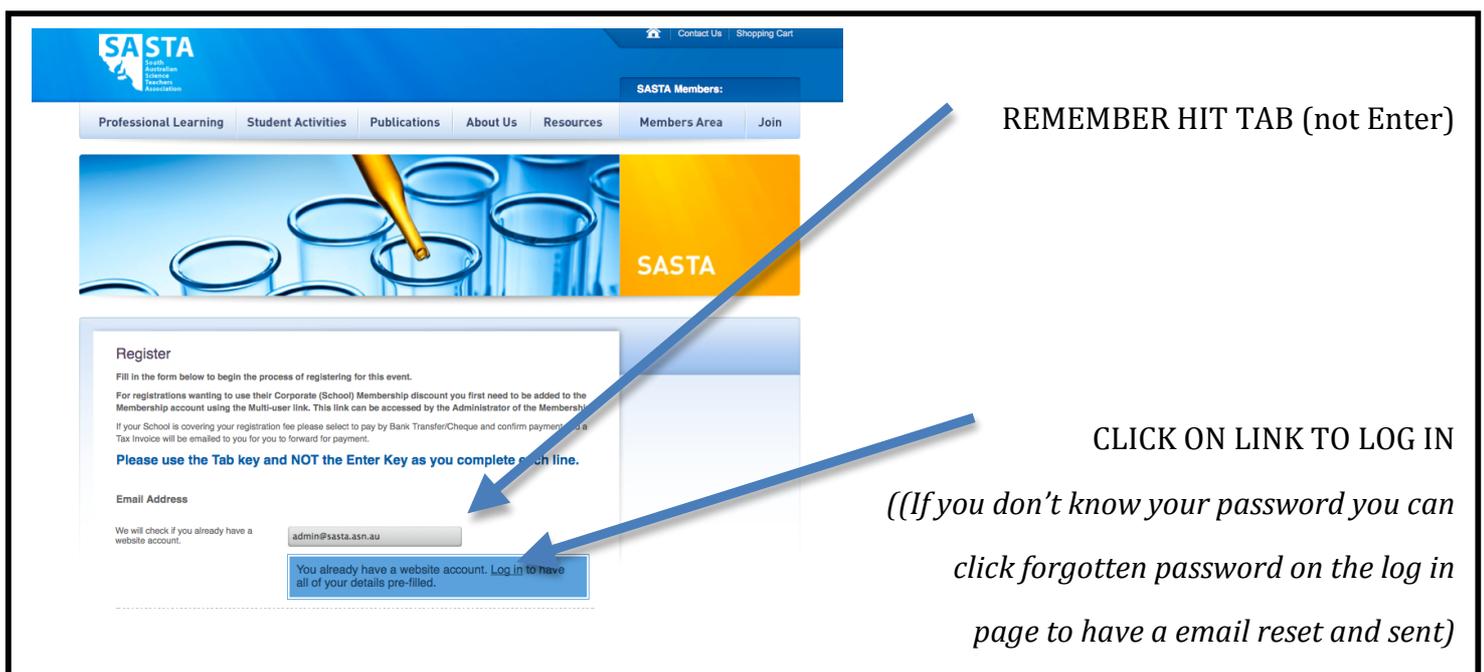
2) If you have not logged in, but have used your email account for a membership, a past registration, purchase or as a SASTA volunteer

If you have not logged in before clicking book now you may get the following error message – email address is not unique. This usually occurs when the enter button not tab is hit entering your email address at the booking form and your email account has been used before for another event, membership or purchase.



The screenshot shows the SASTA website's registration page. At the top, there is a navigation bar with the SASTA logo (South Australian Science Teachers Association) and links for Contact Us and Shopping Cart. Below the navigation bar, there are tabs for Professional Learning, Student Activities, Publications, About Us, Resources, Members Area, and Join. The main content area features a banner image of laboratory glassware and the SASTA logo. Below the banner, there is a 'Register' section with a validation error message: 'Validation error' and 'Unable to create user account'. The text below the error message explains the registration process and provides instructions on how to use a Corporate (School) Membership discount. The 'Email Address' field is highlighted with a red border and contains the email address 'admin@sasta.asn.au'. A message below the field states: 'We will check if you already have a website account. Email address is not unique'. Below the email field, there is a section for 'Personal details'.

When tab is hit then the following blue box will come up underneath asking you to log in to your account, as it knows that your email address is linked to a membership or user account.



The screenshot shows the same SASTA website registration page as above. A blue box highlights the 'Log in to have all of your details pre-filled' link in the 'Email Address' field. Two blue arrows point from the text on the right to the highlighted link and the 'SASTA Members:' link in the navigation bar. The text on the right reads: 'REMEMBER HIT TAB (not Enter)', 'CLICK ON LINK TO LOG IN', and '((If you don't know your password you can click forgotten password on the log in page to have a email reset and sent))'.

If these steps do not work we encourage you to call us on 8354 0006 so we can assist you over the phone.

You will then be directed to the login page. Once you have logged in with your password the booking screen will look like below and give you the registration rate as indicated with your membership level. Please ensure that you take the time to read the terms & conditions which outline SASTA's cancellation policies before completing this page

Psychology Summer Conference 2014

You are now logged in

Your details

Your name: Rebecca van Schurenburg

Your email: admin@sasta.asn.au

School: Not currently associated - Required

Position: Other

Teaching Experience: Select

Booking details

Special Dietary Requirements:

- Vegetarian
- Gluten Free
- Lactose Free
- Other (please email specifics to office@sasta.asn.au)

Registration type

Type	Num days	Price
<input checked="" type="radio"/> Corporate Member (SA School)	1	\$155.00

[Terms and Conditions](#)

I agree to the [terms and conditions](#) of event bookings.

Submit

Once you have completed the form and hit submit you will have the following payment choices. Cheque / bank transfer will send an invoice to your email address & Credit Card will take you to a secure Credit card payment page to complete your purchase

SASTA [Contact Us](#) [Shopping Cart](#)

SASTA Members:

[Professional Learning](#) [Student Activities](#) [Publications](#) [About Us](#) [Resources](#) [Members Area](#) [Join](#)

Choose payment method

Transaction details

Item	Price
Event Booking - Psychology Summer Conference 2014	\$155.00
Payment Total	\$155.00

Includes GST amount: \$14.09

Choose the payment method you would like to use:

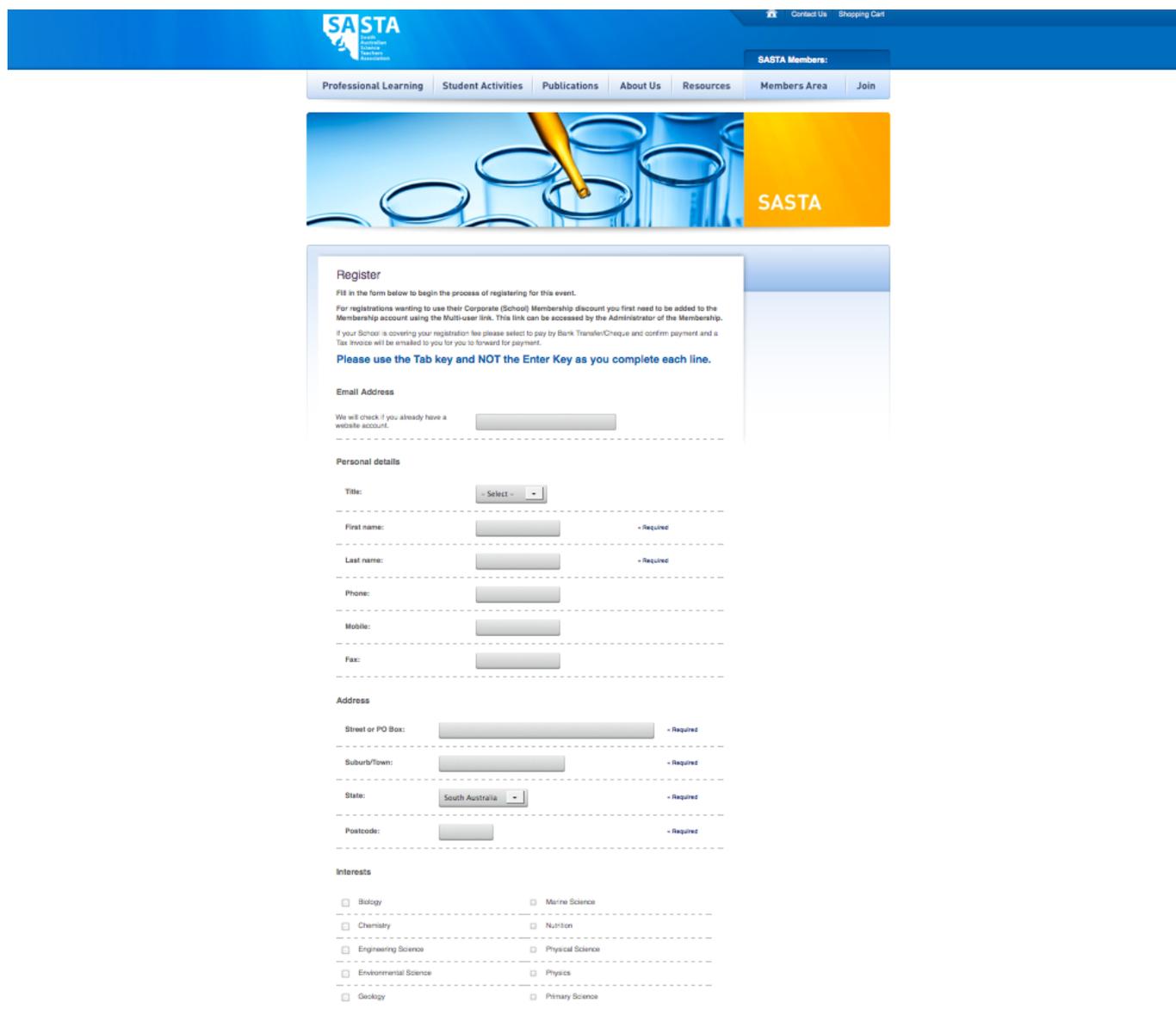
- Cheque or bank transfer**
Staff will manually process your payment.
Payments are accepted using cheque or direct bank transfer.
- Credit card**
Payments are processed securely using the eWay payment gateway.
Accepts Visa and Mastercard.

Continue with payment

If these steps do not work we encourage you to call us on 8354 0006 so we can assist you over the phone.

3) If you are a first time visitor to the SASTA website and would like to register for an event.

You don't need to be a member to register for a SASTA event, you will however have to create a user account by completing the details in the form found on the book now screen.



The image shows a screenshot of the SASTA website's registration page. At the top, there is a blue header with the SASTA logo and navigation links: Professional Learning, Student Activities, Publications, About Us, Resources, Members Area, and Join. Below the header is a banner image of laboratory glassware with the SASTA logo. The main content area is titled "Register" and contains the following text: "Fill in the form below to begin the process of registering for this event. For registrations wanting to use their Corporate (School) Membership discount you first need to be added to the Membership account using the Multi-user link. This link can be accessed by the Administrator of the Membership. If your School is covering your registration fee please select to pay by Bank Transfer/Cheque and confirm payment and a Tax Invoice will be emailed to you for you to forward for payment. Please use the Tab key and NOT the Enter Key as you complete each line." The form fields are: Email Address (with a note: "We will check if you already have a website account"), Personal details (Title: dropdown menu, First name, Last name, Phone, Mobile, Fax), Address (Street or PO Box, Suburb/Town, State: dropdown menu set to "South Australia", Postcode), and Interests (checkboxes for Biology, Chemistry, Engineering Science, Environmental Science, Geology, Marine Science, Nutrition, Physical Science, Physics, and Primary Science).

Once you have completed this you will be logged in and able to complete the event registration. For all future bookings please remember these account details and use option 1 or 2 above for all future bookings.

PLEASE NOTE: If you think that you are entitled to the Corporate Membership rate due to your school/organisation's membership please check with your Primary SASTA User before completing the event registration. Your Primary User will be able to log in and send you a link to join the Corporate Account via their home page or can contact SASTA with a list of users names and email addressed that they would like to add to the valid Corporate Membership account (Maximum of 20 per Corporate Membership)

If these steps do not work we encourage you to call us on 8354 0006 so we can assist you over the phone.