

How to Upload Documents for Membership Requirements

Some memberships require a document upload, if that is a condition of your membership purchase please follow the steps below.

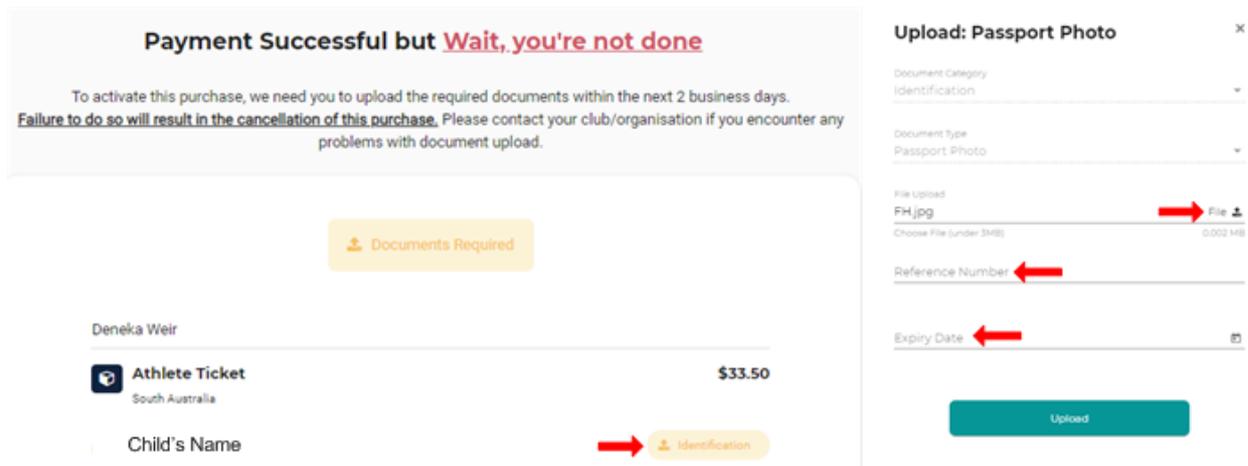
To fully activate the membership, and fully process payment, you will need to upload the required documents within 2 days of the membership purchase.

An email reminder will be sent within the first 24 hours to the Account Holder if this action has not been completed.

If the document is not uploaded and approved within 6 days including the purchase date, the membership purchase is void and you will be required to step through the purchase and upload process again.

STEP 1.

After payment has been processed the below screen will display



The screenshot shows two parts of the user interface. On the left is a confirmation message: "Payment Successful but **Wait, you're not done**". Below this, it states: "To activate this purchase, we need you to upload the required documents within the next 2 business days. **Failure to do so will result in the cancellation of this purchase.** Please contact your club/organisation if you encounter any problems with document upload." Below the message is a yellow button labeled "Documents Required". Underneath, a member's name "Deneka Weir" is shown with a yellow button next to it. Below that, a transaction for "Athlete Ticket" for "South Australia" is listed with a price of "\$33.50". At the bottom, a field for "Child's Name" has a yellow button labeled "Identification" next to it, with a red arrow pointing to it. On the right is a pop-up window titled "Upload: Passport Photo". It has a close button (X) in the top right. The "Document Category" is set to "Identification" and the "Document Type" is "Passport Photo". The "File Upload" section shows a file named "FH.jpg" (0.002 MB) with a red arrow pointing to the "File" button. Below this, there are fields for "Reference Number" and "Expiry Date", both with red arrows pointing to them. At the bottom of the pop-up is a teal "Upload" button.

STEP 2.

Select the yellow button next to the member's name

A pop-up screen will display to upload the document required

Please fill in all required information then select 'Upload'.

If you have trouble uploading your document, please contact your club administrator.

Once your document is uploaded, you will see the confirmation page refresh to no longer show the yellow document upload option.

STEP 3.

Select Go to Purchases

For memberships requiring a document upload you will see the transaction in an 'Approval Pending' state and an email notification will be sent to the Account Holder.

STEP 4.

Your club will be emailed advising that a 'Document Approval is Pending'.

Once the registrar has approved your document, the payment will process in full and the membership purchase will switch to a '*Complete*' status and an email confirmation will be sent.