

Shelter WA Member Hub User Guide

PURPOSE

This document outlines the procedures to follow to

1. Login and log out of the Shelter WA Member Hub
2. Reset your password
3. Request access for a new user

SCOPE

This guide applies to all current members of Shelter WA.

GUIDELINES

When logging into the Shelter WA Member Hub for the first time or showing a new member of your organisation how to access the use this document as a guide.

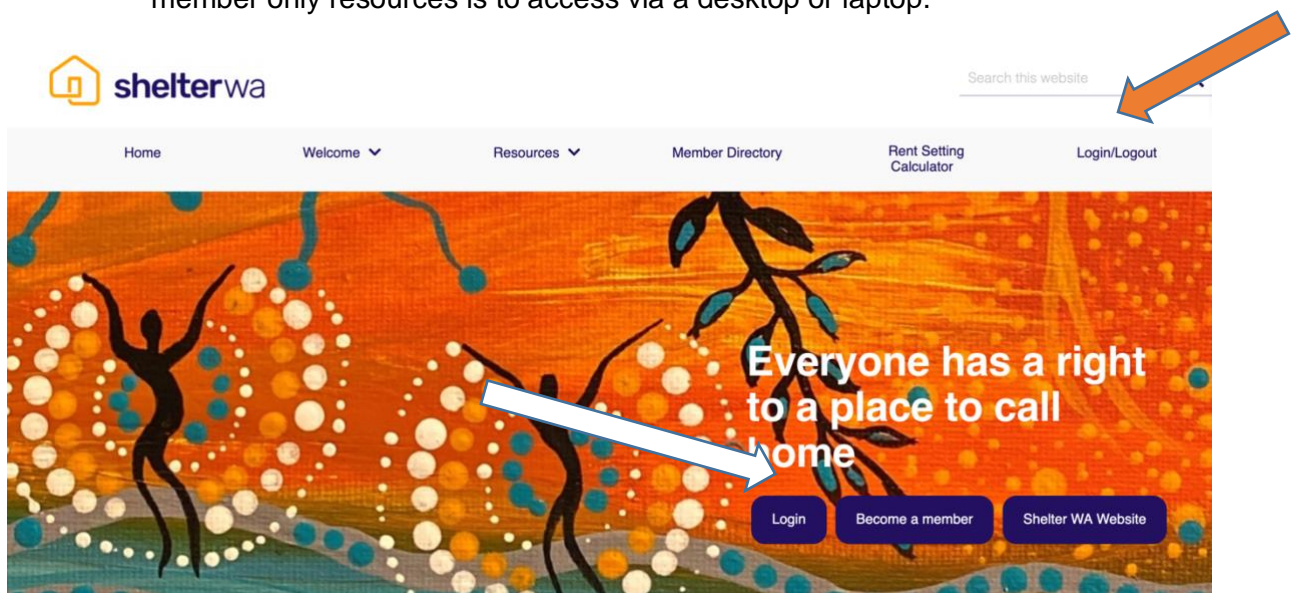
Procedure

1. Logging into the Shelter WA Member Hub

1.1 Access the Shelter WA Member Hub at <https://shelterwa-membershub.org.au/>

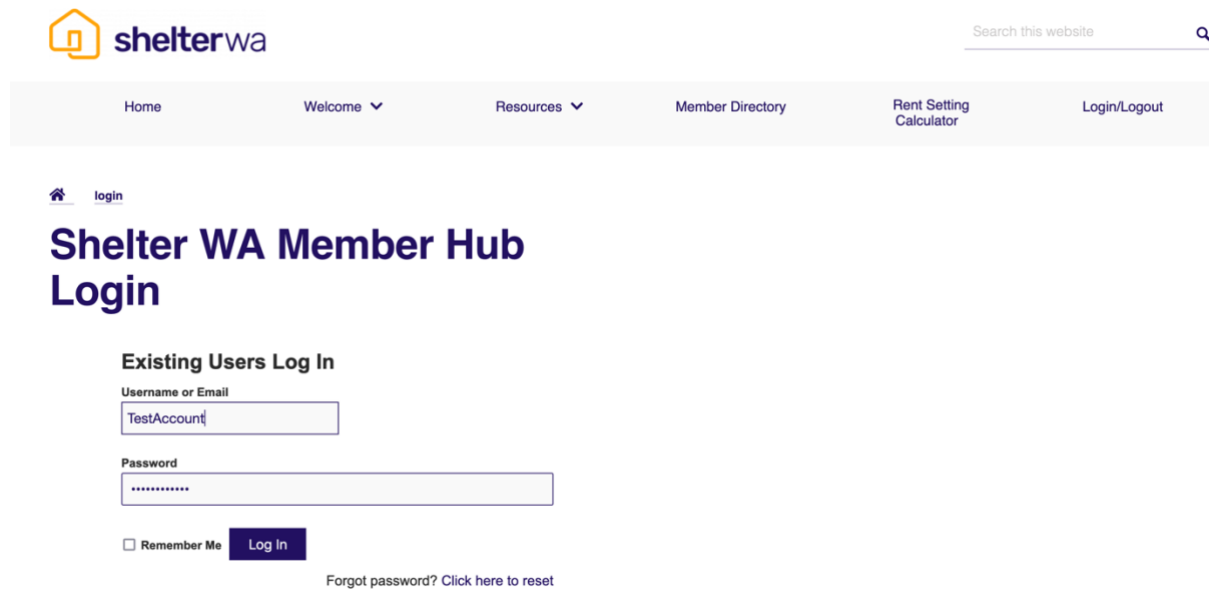
1.2 Using the login details provided to you by the Shelter WA Membership team, click the blue Login button to the lower right of the Home page on a desktop as shown.

For a mobile version, scroll to either the Home page to access the Login button, or select Login/Logout from the main menu. Please note that the Member Hub is mobile and tablet friendly, but the best user experience in terms of accessing the member only resources is to access via a desktop or laptop.



Shelter WA Member Hub User Guide

- 1.3 After clicking the blue Login button you'll open a new page where you can add your login details. Add your details and click the Log In button below. You can also access this page directly from the Login/Logout option to the far right on the main menu.



The screenshot shows the Shelter WA Member Hub Login page. At the top, there is a search bar and a navigation menu with items: Home, Welcome, Resources, Member Directory, Rent Setting Calculator, and Login/Logout. Below the navigation menu, there is a breadcrumb trail: Home > login. The main heading is "Shelter WA Member Hub Login". Underneath, there is a section titled "Existing Users Log In". It contains two input fields: "Username or Email" with the text "TestAccount" and "Password" with masked characters "*****". Below the password field is a checkbox for "Remember Me" and a blue "Log In" button. At the bottom of the login section, there is a link: "Forgot password? Click here to reset".

- 1.4 Once you have logged in, you will be directed to the Welcome page where you can commence your Shelter WA Member Hub experience. From there navigate across the main menu items as listed across the top of the website.



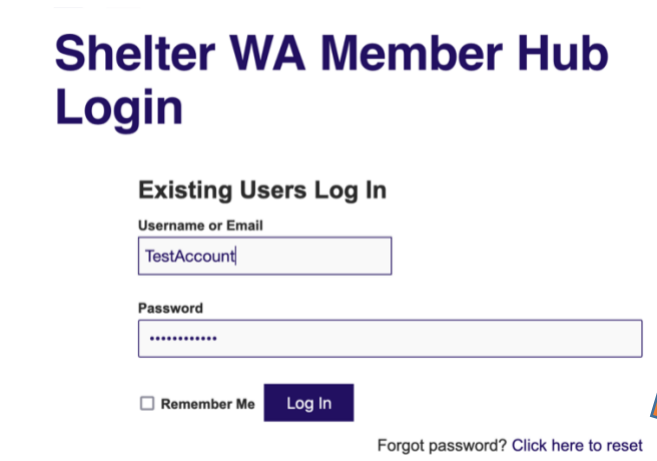
The screenshot shows the Shelter WA Member Hub Welcome page. At the top, there is a search bar and a navigation menu with items: Home, Welcome, Resources, Member Directory, Rent Setting Calculator, and Login/Logout. Below the navigation menu, there is a breadcrumb trail: Home > Welcome. The main heading is "Welcome to the Shelter WA Member Hub". Below the heading, there is a paragraph: "As a valued member of Shelter WA, you know firsthand that you have joined a strong coalition to ensure that everybody has a place to call home. We value your membership and are pleased to share a range of resources and information that is for our active members only. You, our members are part of a **strong, collective voice**. You help to **shape the policy and advocacy agenda** and **lead the change**. Our members are diverse and include industry, emergency, and supported housing organisations; community housing organisations; cooperatives; housing, homelessness, and tenancy support services; local governments; urban planners and architects; research institutions; academics; and individuals with a passion for social and affordable housing and ending homelessness."

- 1.5 To log out of the Member Hub there are head to the far right of the menu and click Login/Logout. You'll be directed to a new screen where you can select the Click to log out option.

Shelter WA Member Hub User Guide

2. Requesting a new password for the Shelter WA Member Hub

- 2.1 You are able to manage your own password requests without having to reach out to us at Shelter WA.
- 2.2 Once you access the Shelter WA Member Hub, navigate to the Login/Logout menu item on the far right of the home page. Click to be taken to the log in screen. Underneath the fields to add your login details you will see the option to reset your password. Look for the words “Forgot password? Click here to reset”



- 2.3 Once you have clicked to reset a new window opens and you can follow the prompts to reset your password. Please ensure you use the email address you have been using as your username as it is the unique identifier linking you as a user on the Member Hub.



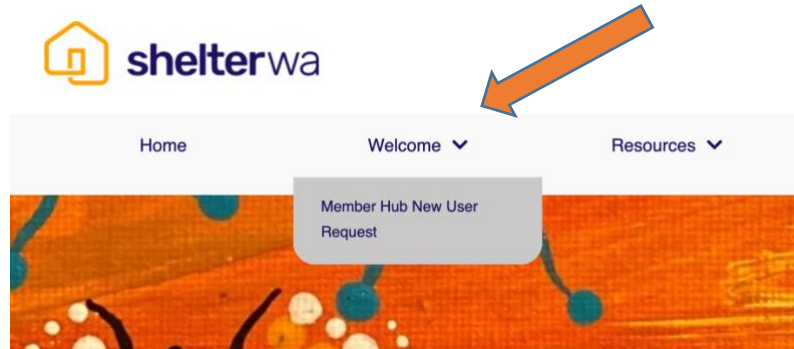
- 2.4 Beneath this form you will see an option to reset your username. For the Member Hub your username is always your email address.

3. Request a new user be added to the Shelter WA Member Hub

- 3.1 To request a new user be added to the Shelter WA Member Hub, select the Member Hub New User Request option on the drop down menu under the Welcome page. This will open a new page with a form to complete your request.

Shelter WA Member Hub User Guide

Requests will only be approved for individuals who are team members of an existing Shelter WA member organisation.



4. Further user support

For any other access related queries not explained above, please send an email to shelterwa@shelterwa.org.au as your message will be forwarded to the Shelter WA Membership Team.

Document Management Details

Document Name	Shelter WA Member Hub User Guide
Document Number	GUOP4000
Document Version	1.0
Approved by	Marketing Manager
Division	Operations
Related documentation	
Date effective	January 2024
Date of next review	January 2025

Version Control and Change History

Version number	Approval Date	Approved by	Amendment
1.0	January 2024	Marketing Manager	