

# Membership Details

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## A Guide to Renewing SETAC AU Membership Online for SETAC AU Members

### Background

The global society SETAC is subdivided into three Geographic Units (GUs), each of which is further subdivided into Chapters.

SETAC Australasia (SETAC AU) is a chapter of the Geographic Unit (GU) called SETAC Asia-Pacific, and comprises all members of SETAC resident in Australasia including Australia, New Zealand, Papua New Guinea, Norfolk Island, Fiji, etc. except members who normally reside elsewhere and are only resident in Australasia temporarily (less than 12 months).

On 1 October 2015, SETAC Asia-Pacific took control of its own membership administration. Previously this was managed in the SETAC North America office in USA. As a consequence, all membership renewal payments for SETAC members in Australasia since that date should be made to SETAC Asia-Pacific, and not to the SETAC North America office in USA.

Despite this, almost 25% of SETAC AU members still manage to pay their membership renewals to USA. This creates a number of administrative headaches, and also costs many members money in unnecessary credit card fees. Unfortunately, the SETAC website does allow this to happen if renewing members are not alert.

### How will you know if your membership is due for renewal?

There are several clues:

- If it is close to 12 months from when you joined or last renewed, then your renewal date must be looming (unless you have paid for a 3 year membership).
- You have received a reminder email from the SETAC membership database. Note: you only get 3 reminders. After that, if you do not pay, your membership effectively ends.
- You cannot log in to the membership pages (applies for those who are very overdue for renewal payment).
- Registration at a SETAC event at member's rates is refused.

### How to renew your membership

1. You must log in to your SETAC membership page using your username (usually your email address, unless you have changed username or email address) and password (which you chose when you joined SETAC, or have since changed). There is a link at log in for resetting your password using email. Note that reset may take up to 24 hours to respond and take effect.

Usually, members reach their SETAC membership page using [www.setac.org](http://www.setac.org) which gives full access to the SETAC site. However you **MUST** navigate to the SETAC Asia-Pacific payment page before entering any credit card information, or you are likely to end up paying the USA office.

A shortcut (if all you need to do is pay a membership renewal) is to go to <https://setacap.site-ym.com> and log in there.

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2. This is what you should see if you successfully log into [www.setac.org](http://www.setac.org)

The screenshot shows the SETAC user profile page for Joe Smith. At the top, there is a navigation bar with links for Home, Print Page, Contact Us, My Profile, and Sign Out, along with social media icons for Twitter, Facebook, LinkedIn, and YouTube. A search bar is also present. Below the navigation bar, the main content area is divided into several sections. On the left, there is a profile summary for Joe Smith, including his name, member ID (12345678), and type (07 Asia/Pacific Full). A placeholder for a profile picture is shown with the text "PHOTO NOT AVAILABLE". Below this, there is a "Groups" section listing "Asia/Pacific Regional Chapters". The main part of the profile is the "Professional Information" section, which includes a street address (5/15 Smith Street, Tumblegum, NSW, 2168 Australia), a phone number, and a profession (Test tube collector). It also lists the member's start date (2/1/2011), expertise support roles (Expert testimony), and professional expertise (Aquatic Toxicology and Estuarine ecology, Freshwater ecology, Harmful algal). On the right side, there is a "My Profile" sidebar with links for Profile Home, Manage Profile, Create Resumé/CV, Groups, Networks, Files & Links, Favorites, Messages, Connections, Membership Info, and Refer a Friend. Below the profile information, there is a "SETAC News" section with two news items: "3/31/2017 Free Webinar on Analytical Tools and Methods from NIEHS" and "3/29/2017 Save the date for SETAC Europe 23rd LCA Case Studies Symposium".

3. If your membership renewal is overdue for payment, you may see a warning message on this page, with a link to "renew your membership now". This link should take you to the "payment gateways" page which looks like this:

The screenshot shows the SETAC Payment Gateways page. At the top, there is a navigation bar with links for Home, Print Page, Contact Us, and My Profile. Below the navigation bar, the main content area is divided into several sections. On the left, there is a "Membership Dues" section with a "Payment Gateways" sub-section. The "Payment Gateways" section contains a warning message for SETAC members from Africa, Asia/Pacific and Europe, and a list of payment gateway options. A red arrow points to the "Asia/Pacific Payment Gateway" option. Below the list, there is a message for SETAC members from Latin America and North America, and a "Join or renew today!" section with a link to "Membership Information". On the right side, there is a "My Profile" sidebar with links for Profile Home, Manage Profile, Create Resumé/CV, Groups, Networks, Files & Links, Favorites, Messages, Connections, Membership Info, and Refer a Friend. Below the profile information, there is a "SETAC News" section with one news item: "3/31/2017 Free Webinar on Analytical Tools and Methods from NIEHS".

4. If your membership is not overdue yet, or there is no link to "renew your membership now" on the log in page, then click on "Membership" in the top line, or on "Membership Info" under "My Profile" to get to the Payment Gateway.

5. Once you reach the Payment Gateway you MUST click on "Asia/Pacific Payment Gateway" (see red arrow on previous figure).

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6. The Asia/Pacific Payment Gateway looks like this:

**SETAC AP**  
Society of Environmental Toxicology and Chemistry  
Asia/Pacific  
ABN: 13 433 292 460  
Address: 27/2 Masthead Dr, Cleveland, Qld 4163, Australia  
Telephone: +61 7 3821 1452  
Email: ap@setac.org

(NOTE: if you do not see the words "SETAC Asia/Pacific" you are on the WRONG PAGE, and must go back).

7. Click on "Membership Info" in the "My Profile" menu, and you will be taken to the payment area.

## 8. What happens in the payment area?

You may see links allowing you to view and print "open" (unpaid) invoice, and links to "closed" (previously paid) invoices.

There is a link to pay a membership renewal. (Click on the link to start the payment process).

## 9. The payment process

- You must review and edit your contact details and other membership information on the "Edit My Member Profile" page. NOTE: the page MUST BE SAVED (even if you change nothing) or you cannot proceed further.
- You are given the option to change your membership payment type (for example from 1 year to 3 year payment).
- You complete your credit card details (only Visa or MasterCard is accepted).
- On successful completion you will get a receipt and a paid tax invoice.

## 10. Potential problems to look out for

- Make sure you can see "Asia/Pacific" on the payment page.
- Your payment amount will be \$50 (student membership), or \$180 (full membership), or \$65/\$95/\$130 (recent graduates by year from graduation), or \$445 (3 years full membership), or \$95 (senior active, and maternity leave membership). These amounts are Australian dollars.
- If you see \$40, or \$140, or \$345, or \$50/\$75/\$100, or \$75 these are the USA membership rates in US dollars, and YOU ARE ON THE WRONG PAYMENT PAGE (stop and go back).
- If you get a receipt and invoice with the USA membership rate it means that you have

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messed it up! Please try harder next year!!!

- If you see the SETAC USA address on your invoice or receipt it means that you have messed it up! Please try harder next year!!!
- If you have problems and need help (for example can't log in) do not contact the SETAC USA office. Your contact is the Asia-Pacific office using [ap@setac.org](mailto:ap@setac.org))
- If you get stuck on the page for updating your contact details, it usually means something is incomplete. See the next section.

## 11. Common difficulties complete the 'Edit My Member Profile' Page

Note that ALL required fields must be completed, and the page must be saved before you are able to move on to make payment. This editing is required due to members forgetting to update information such as changed email addresses, and causing considerable waste of time for SETAC to re-establish contact.

If you press "Save" but the system does not move on to the next step, it usually means you have left something incomplete. Errors and omissions are listed in red at the top of an incomplete page.

Note that the "expertise" fields must have an entry, even if it is "none".

Also, if any required field is not applicable to you, but the system insists on you completing it, put something in it (for example a random letter or numeral) so that you can save the page and move on.

Example of 'Edit My Membership Profile' page

## Edit My Member Profile

Below is the information you provided during the registration process.

**Please Note:** All information entered below will be visible to site administrators. Registered members will be able to view any information you enter, unless you set the visibility selector to **Private (not visible in profile)** next to the field you wish to be hidden. If your email address is **Private (not visible in profile)** it will not be displayed, but members can still contact you via email through the site's group email system if permitted by the group administrator. For a publicly accessible member type, site visitors will be able to view any field whose visibility is set as **Public (Visible to Everyone)**. To restrict fields to only registered members set the visibility for the field to **Member Only (Visible Only to Members)**.

- The field 'Professional Expertise - Aquatic Toxicology and Ecology' is required, but no value was submitted.
- The field 'Professional Expertise - Chemicals' is required, but no value was submitted.
- The field 'Professional Expertise - Ecological Risk Assessment' is required, but no value was submitted.
- The field 'Professional Expertise - Wildlife Toxicology' is required, but no value was submitted.

\* Required Fields

Example of rejected 'Edit My Membership Profile' page

## 12. Will a simpler renewal system eventuate in due course?

We appreciate that the system is over-complex, and this is being addressed. However a common global database serves SETAC's 6000+ membership covering multiple currencies and time zones. Changes need to meet the requirements of all sub groups and so changes need to be negotiated and accepted by all parties, and can only be implemented within the constraints of the software system used. Your patience is appreciated!

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