



## ANNUAL MEMBERSHIP FEE PAYMENT

From January 2024, we are asking those people who can do so to use our online membership portal for renewing their annual membership with us. This will significantly reduce the administration required as less pieces of paper will be flying around. For those who do not wish to use internet banking, credit card payment, do not have an email address, or who have limited IT access, the former method of completing the form and paying via cash, cheque or bank transfer remains.

We have developed a new membership portal where you will be able to log in using the email address that you use to contact us, check that your contact details are correct, and make payment via drop-down boxes for the respective membership renewal. There are also options for Gift Aid and Donations.

Instructions for using the new portal are below, but if you have any questions, please do not hesitate to ask.

Note: if you have a Joint Membership, only one person needs to log in and make payment.



## STEP 1: ACCESSING THE PORTAL

Using a web browser, open [www.worx24membership.co.uk/login](http://www.worx24membership.co.uk/login)

You will see this page:

Member Portal (CC)

Email:

Password:

**LOGIN** [Forgot Password?](#)

The first time you log in, you will need to set up a password.


Member Portal

Email:

**SUBMIT** [Back to Login](#)

Enter your email address – it must be the same one you use to write to us. Click on Submit. A green 'Success' button should briefly appear in the top right corner of your screen confirming that your email has been found in our database.

Then...go to your emails and find the email from [membership@worx24membership.co.uk](mailto:membership@worx24membership.co.uk) (note that it may be in your Junk or Spam box). Click on the link provided in the email and it will return you to the Member Portal page, asking you to create a password which must be between 8-20 characters.

If you click on the eye logo  you will be able to see what the password is that you are typing or hide it. Choose something you will easily remember then click SUBMIT. Then return to the Login page and Login in with your email address and use that password. Don't worry if you forget your password next time you log in– you can always just click on the reset password again!



## STEP 2: REVIEW YOUR DETAILS

Once logged in you will see a page like the following with your contact information:

Member Portal

Main Contact

Member ID: 4513

Main Member Name: A N Other [AN Other]

Address: 1 A Street  
 Nowhere Land  
 Anywhere, EH1 1AA

Main Membership:

Donation:

GiftAid: ☐ I wish the above membership and/or donation to be treated as a payment under the Gift Aid Scheme. I confirm I am a UK taxpayer.

Total Fee: £ NaN

Paid Amount: £ 0.00

Amount Due: £ NaN

Status: Payment is Due for the 2023/2024 Season

Payment Details:  Card number  MM / YY CVC

If you hover your mouse over the blue strip on the left-hand side, you will see a menu where you may update any information that is incorrect:

Member Portal

Main Contact

Contacts

> AN Other

Change Address

Accounts

If you click on your name as outlined by the arrow, you will see a page with your contact details. You will be able to change or update these – but please **DO NOT** change your email address. If you have changed your email, please contact our office and they will update this directly in the database.

The House icon changes/updates your address, and the Accounts icon shows what payments you have made.

Our office is still able to update any changes if you would prefer so don't worry too much about it.



## STEP 3: MEMBERSHIP PAYMENT

Click on the Main Contact label at the top which takes you to the page you originally landed on in Step 2, where your Member ID is at the top.

In the Main Membership Box, you will have a drop-down list of options. Choose the membership that is appropriate for you. Note: Senior Membership is 60yrs+.

Main Membership:	<div>▼</div>
Donation:	You MUST Select an Option from here
	Single - £10.00
GiftAid:	Senior Citizen - £5.00
	Joint - Adult - £15.00
	Joint - 2 x Senior Citizen - £10.00
Total Fee:	Joint - Adult + Junior - £15.00
	Joint - Senior Citizen + Junior - £10.00
Paid Amount:	Joint - Adult + Senior Citizen - £15.00
	Junior (Under 16) - £5.00
Amount Due:	Corporate / Club - £0.00

Once you have selected the correct category, the Total Fee and Amount Due boxes are populated automatically. If you are a UK Taxpayer, please tick the Gift Aid box so we may claim more money from the government!

Main Membership:	<div>Single - £10.00 ▼</div>
Donation:	<div></div>
GiftAid:	<input checked="" type="checkbox"/> I wish the above membership and/or donation to be treated as a payment under the Gift Aid Scheme. I confirm
Total Fee:	<b>£ 10.00</b>
Paid Amount:	<b>£ 0.00</b>
Amount Due:	<b>£ 10.00</b>
Status:	<b>Payment Due</b>
Payment Details:	<div> <div>Card number</div> <div>MM / YY CVC</div> </div>



If you wish to make a donation, enter the amount in the Donation Box and the boxes below will automatically update as you can see below. Note that the donation box has arrows for increments of 1 or you may simply type an amount, e.g., 5.00 straight into the box.

Main Membership: Single - £10.00

Donation:

GiftAid: ☒ I wish the above membership and/or donation to be treated as a payment under the Gift Aid Scheme. I confirm I am a

Total Fee: **£ 15.00**

Paid Amount: **£ 0.00**

Amount Due: **£ 15.00**

Status: **Payment Due**

Payment Details:  MM / YY CVC

All that is left is for you to pay by bank credit/debit card. If you don't complete all of the payment details, you will have a small red exclamation mark in the 'Payment Details' section and won't be able to progress. Please remember to enter the expiry date and 3-digit CVC code. If you make an error entering and press Submit, the payment will not be processed, and an error message should appear. **Note:** although it looks as if the payment details field is 'greyed out', you can type in your card no details etc then you can 'Submit' your payment.

If your card is accepted, after a few seconds you will get a screen like this.



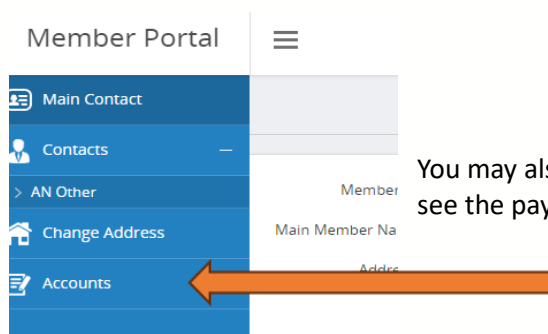
Payment Pending  
**GBP 10.00**

Click on the blue button 'Return to Portal' and you will see that on the Main Contact page your Status will be changed to "Membership is fully Paid".

Payment Details

Ref Number	pi_30XQdEAjyxSsBlwy0EDy0QFO
Payment Status	Pending
Payment Time	11-01-2024, 00:00:00
Total Payment	GBP 10.00

[Return to Portal](#)



You may also check on the Blue Menu under 'Accounts' and should see the payment details there.

You are then finished. The top right-hand corner of the screen has a 'log-out' button to use once you are finished.

**LOG OUT**



## WHAT HAPPENS NEXT?

### Membership Cards

The database will automatically be updated with your payment information, meaning we don't have to enter this manually. The office will run a report to find out who has paid their membership and membership cards will be printed and posted accordingly. We will also not need to send receipts with the membership cards as your receipt is the tracked payment on the portal that you may view anytime and of course your bank statement.

### Certificates/Medals

If your Therapet is eligible to receive a 3-year certificate, 5 years, or 10 years medal over the course of the year, these will be posted to you at roughly the appropriate time of year. If this is missed for any reason, please let us know.

### Posters

If you would like posters of your dog made up to put on the wall of the place(s) you visit, please contact our office. We will need a good photo of your dog to include on this. These are particularly good for care homes, so residents are reminded of regular visits. Any photos should be in JPEG, TIFF, or PNG format only please.

### Update your Area Rep/Office

It is important for us to have a list of places that you visit in case of any insurance issues, but also it assists us with our funding requests to know who we support across Scotland. We are often asked for the number and type of residential facilities, the number of schools etc in a certain region so it all helps to form a better picture of how many people we also assist. Please let us know if there have been any changes to your visits, particularly if it is something unusual – we may also use it for our newsletters, website or social media!