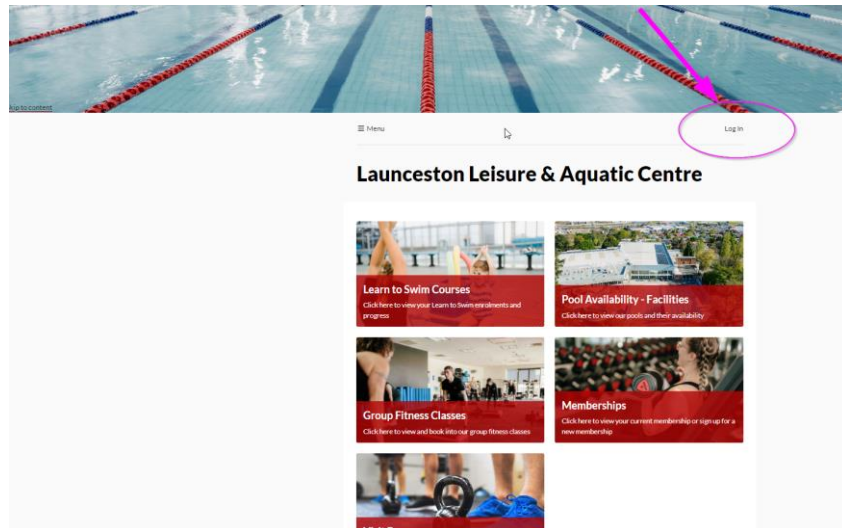


## New Membership Log-in Portal

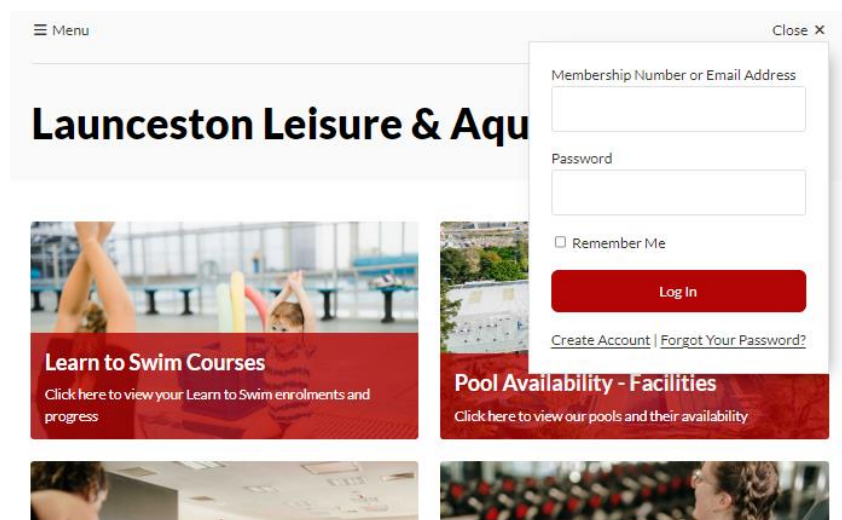
Simple instructions on how to log into our new online membership portal.

**Important: if your membership is set up with the same email address as another member, you will need to visit or call our friendly staff at the front desk to set up your account. Prior to contacting us, you will need to create a separate email address for our staff to add to your account. You can call us on 6323 3636**

1. Go to our new online portal <https://aquatic.launceston.tas.gov.au>. The following page will pop up.
2. Click the little "Log in" button as circled below.

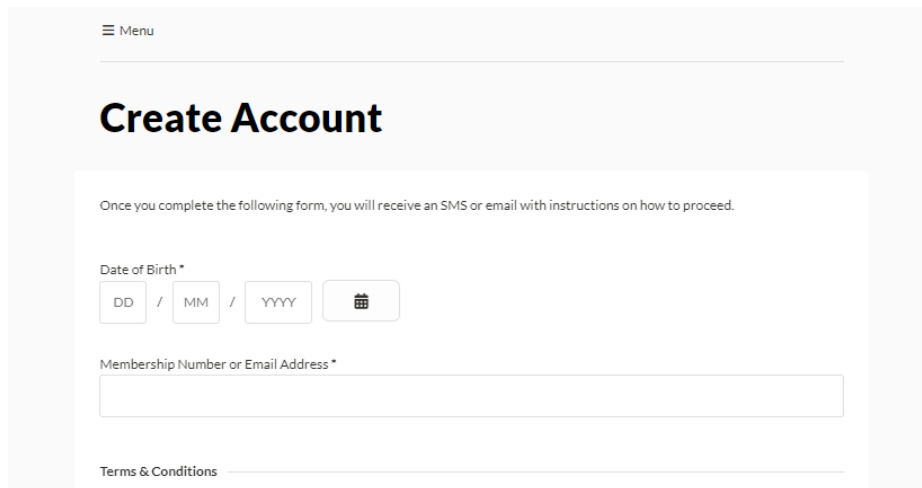


3. Click **Create Account** in the bottom right of the pop up box



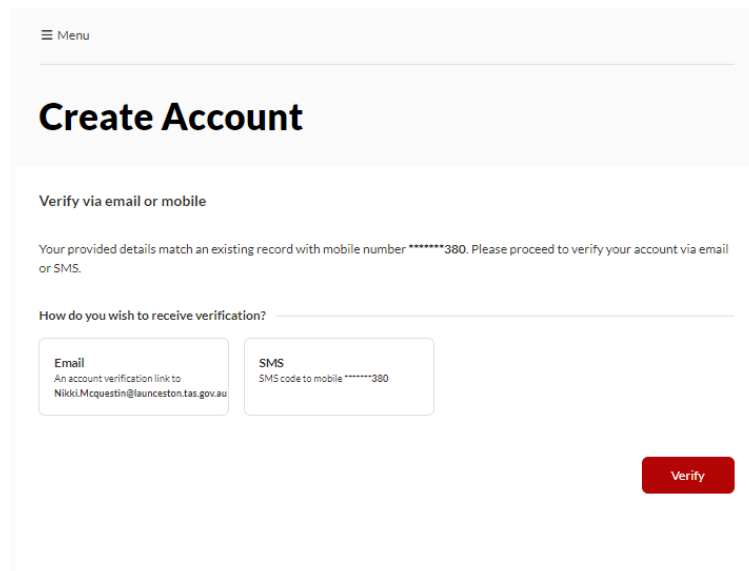
4. Fill in information in the **Create Account** online form.

**PLEASE ENSURE YOU USE THE SAME EMAIL ADDRESS THAT YOU USE TO LOG INTO ACTIVE CARROT.**



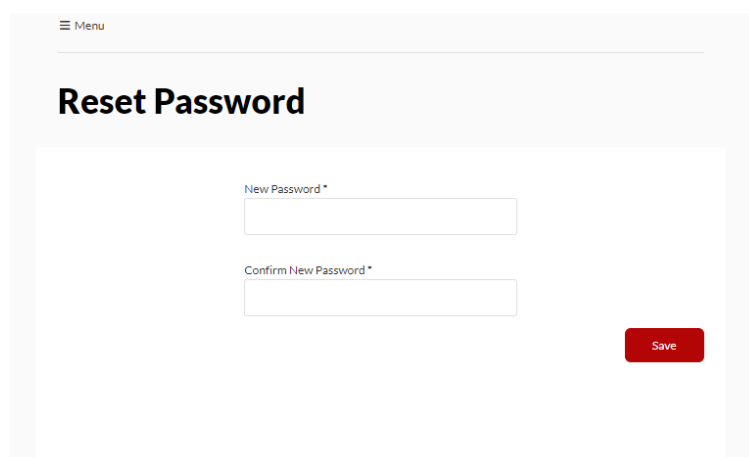
The screenshot shows the 'Create Account' page. At the top left is a 'Menu' icon. The main heading is 'Create Account'. Below it, a message states: 'Once you complete the following form, you will receive an SMS or email with instructions on how to proceed.' The form includes a 'Date of Birth \*' field with sub-fields for 'DD', 'MM', and 'YYYY', and a calendar icon. Below that is a 'Membership Number or Email Address \*' text input field. At the bottom, there is a 'Terms & Conditions' link.

5. It will ask you to verify you have requested to Create an Account and via email OR SMS.



The screenshot shows the verification step of the 'Create Account' process. The heading is 'Create Account'. The sub-heading is 'Verify via email or mobile'. A message reads: 'Your provided details match an existing record with mobile number \*\*\*\*\*380. Please proceed to verify your account via email or SMS.' Below this, a question asks 'How do you wish to receive verification?'. There are two options: 'Email' (with sub-text 'An account verification link to Nikki.Mcquestin@launceston.tas.gov.au') and 'SMS' (with sub-text 'SMS code to mobile \*\*\*\*\*380'). A red 'Verify' button is located at the bottom right.

6. Once verified, you will be asked to **Reset Password**. This can be a password of your choice.



The screenshot shows the 'Reset Password' page. At the top left is a 'Menu' icon. The main heading is 'Reset Password'. The form contains two text input fields: 'New Password \*' and 'Confirm New Password \*'. A red 'Save' button is positioned at the bottom right.

7. It will then take you through to your **Dashboard** which is your membership information. You can update your Personal Details and lots of additional functions which we will introduce to you shortly.

