

## Can I become a member of FamilyHistoryWA online?

Yes - go to the [online membership Join and Renew page](#) and purchase either a Single or Joint Membership (for two people living at the same address).

Follow the prompts to register online and complete your profile page.

**Note:** *Registering on this website is not the same becoming a member and does not entitle you to membership benefits - in order to view Members Only data, you will need join and pay an annual fee to become a member.*

## Can I renew my membership online?

Yes, go to the [online membership Join and Renew page](#) and purchase the relevant item.

## Do I need to Log in?

You must have created a free account to log in, but need only log in if you wish to:

- Make an online payment
- Post a message on to one of the FHWA Forums.
- Change any of your own registered details, or
- View the Members Only section of the website

## How do log in?

You will first need to "create an account" on this website. Existing Members already have an account and are registered.

To register - click on the "Create an account" link on the top right of the web page, which will take you to our Registration page - fill in the details (some are "required", others are not). Once completed and submitted, you will receive an email with your login details.

To log in, click on to the "Login" link at the top right of the web page - a drop down will appear

where you enter your login details, and click "Login".

You are logged in; your name will be showing at the top right of the page, where you logged in.

## **Do I need to log out?**

Once you have completed your current session, you should use the Log Out function.

This appears at the top right of the screen after you have logged in (behind your name). If you don't log out manually, you will be automatically logged out after a period of non activity.

Lost username or password?

If you have lost your username or password - how do you log in?

Have a look at the image under the Login section above - there are links showing under the Login at the top right of the page for "Forgot your password?" and "Forgot your username?", click on the appropriate link and follow the prompts.

You will receive an email with your username details, or if you need a new password there will be a "token" included. Click on the link in the password email and you will be taken to a webpage, cut and paste the "token" from the email into the appropriate place on the webpage and hit enter.

If you have further problems send an email to [membership@fhwa.org.au](mailto:membership@fhwa.org.au) - we will repond as soon as possible.

## **Multiple logins - having trouble logging back in!**

If you are logged in your name will appear at the top right of the screen, where the log in/out function resides. If you navigate away from the website and come back again, you should check there to see that you are still logged in.

If you try to log in and encounter the "Multiple logins" message page it means that your browser has for some reason forgotten that you are still logged in, possibly due to you having navigated away from the website and come back again.

This issue is particularly prevalent with older versions of Internet Explorer, but not so much with newer versions of IE or other browsers such as Firefox, Opera, or Safari.

The website will automatically log you out after a period of inactivity (currently set at one hour), after which you can log back in again.

If you still have a problem after that time frame, clear your browser cache, and/or close the browser and open it up again.

This function is a security measure and is there to protect users from others using your log in - if you suspect that someone else is using your log in please contact the [FHWA Help desk](#).

## **How do I let FHWA know about changes to my personal details?**

**Updating your profile** - Changing your username or password, volunteering details etc., or if you move to a new physical address, change your email address or phone number - you can change the details online yourself.

First log in, then click the "Update Your Profile" sub menu item under the "My Profile" menu.

Click on to the various tabs to find the item you need to update; eg. your email address is in the "Public Profile" tab. Once you have made the changes, click on the "Update" button, and you

are done. Don't forget to log out.

You can also send an email with the changes to FHWA [Membership Officer](#) - make sure you mention your membership number in the email.

## **Making payments or Pending payments guides**

Please refer to our pages - [Making Payments Guide](#) - or - [Pending Payments Guide](#) pages

## **Can I retain my old Membership Number on renewal?**

If you were a financial FHWA member at 31 March 2011 (or become a member after 1 April 2011) and your membership has lapsed, when you rejoin you will retain your old membership number. However, if you were a member prior to 2011 and were a lapsed member as at 31 March 2011, when you rejoin you will get a new membership number.

## **Why do I need cookies enabled?**

Our software uses cookies to store a session ID which is required to enable login and to make purchases. No personal user details are stored, only the session ID.