

Setting Up Your Account

- **Note:** You will need to use your member **email address** exactly as WAT holds. Should you need a reminder please email membership@wendoverarmtrust.co.uk
- The first time you go into our new payments and donations system you will need to create an account. Your details are already in the system but you need to create an account to add your chosen Password. As long as you use the email address WAT hold for you, the account you create will automatically give you access to your current membership details
- At the **Memberships & Payments** page, click the **Create account** link and enter your name and the email address you have already supplied to WAT; chose a strong password of at least six characters; follow the **I'm not a robot** instructions and click **Register**
- You will be sent a verification email (check your Spam folder) then click on the email **Confirm my account** link; your browser should open the **Log in** page.
- If after 10 minutes you do not receive an email and have checked your spam folder please email membership@wendoverarmtrust.co.uk and we can manually approve your account.
- After successfully confirming your account, you will receive a second email with your name, thanking you for registering, and confirming your account is active and by clicking in this email the **WAT logo** or the link <http://wat.whitefuse.net> you arrive at the **Memberships & Payments** page

Accessing your Account

- From the **Memberships & Payments** page, use the **Log in** link to enter your email address and password which gives you access to **My account**. [Your web browser may offer to store this email/password combination for you.]
- Click on **My account** and please take a moment to check all the details and make any corrections and additions that you desire
- When you have finished click **Log out** and you will land on the **Membership & Payments** page. You may now return to the main WAT website by clicking **Go to main WAT website** or log in to your account again to see your details or make a payment.
- Please note that the Wendover Arm Trust does not know or keep your password. If you have lost or forgotten it click on the **Reset it** below the password entry box.

Checking your Details

- From the WAT website hover on the **Members/Volunteers** and then click **Manage My Membership**
- On the **Memberships & Payments** page click **Log in** and enter your email address and password
- Click on the **My account** link and Please check all the details, especially under Profile as this records your contact details and whether you agree for us to recover Gift Aid [click on the **Gift Aid** text to change this]
- **Dashboard** – will show you relevant news and messages over time but may be blank initially
- **Account** - shows your email and allows Password changes
- **Contact Details** – shows name, email, address, newsletter receipt, gift aid, and a space to show any skills you are willing to offer WAT [Note: click on items to see change options]

- **Membership** - shows the chosen level and when your next renewal is due and any family members. It also provides a link to let you set up a Direct Debit to automate future payments.
- **Giving** - allows regular donations to be set up
- **Communications** - is set for us to send you News and Event details but you may select to turn it off if you wish

Paying by Direct Debit

- To pay by Direct Debit either click the **Direct Debit** link in the Membership section of My account or go to <https://wat.whitefuse.net/mandates/new>

Paying by Debit or Credit Card

- A current limitation of the system is that should you wish to pay by card then you will need to sign up for a new membership using the **Join Now** option and select the appropriate category. This process will be made smoother in future months.
- When signing up for the new membership subscription, using the same email address as WAT currently hold will allow us to easily see this new membership alongside your old membership and we will remove the old subscription. During the sign up process for a new subscription you will be able to select the **Card Payment** option.

Help and Assistance

- The pages are meant to be self-explanatory however we have added a Help button with some suggestions and all the contact details
- If you have a non-urgent question, a suggestion for improvement, or an observation, then please email the membership secretary
- If you have an urgent membership problem then please ring the WAT mobile number