



Dogs Victoria's *NEW* Online Membership Portal

Dogs Victoria has changed the way you can renew your membership. Our new online membership portal is available for use for anyone with a registered email address and a membership renewal due from January 2024 or later.

On 21 December 2023 all members who have an email address registered were sent a link to create a password to register for future use of the site, unless you are in your billing period will not see an outstanding amount for payment in your account.

What you need to know

Do I need to setup a password?

No, when you receive your invoice by email you will be able to open the attached invoice then click a link to provide your payment information directly through a payment gateway. Alternatively, you can login with a password to the site to check your contact details or setup automatic billing as well as accessing the invoice that was emailed to you.

Will the way I receive my renewals change?

Yes, renewals will now be sent to your registered email address (as per the Dogs Australia national database) in the first instance unless requested otherwise.

Why can't I see my renewal when I log into the old renewal site?

The former site is still available to log into to utilise the pedigree lookup function, this will no longer contain your membership renewal information. Please look for the "Dogs Victoria Memberships click here" symbol on the website to log in to the new portal (located on the top right hand corner of the website).



MEMBERSHIPS
CLICK HERE

Can I change back to posted renewal notices?

Yes, please contact our office to request if you'd prefer for your renewal notice to be issued by post.

I've received a posted renewal notice with a December 2023 expiry, can I pay this online?

Unfortunately the December 2023 expiring memberships are not available for payment on the new site, posted notices were sent in advance from October then a further reminder notice was issued in December. If you've received a posted renewal for a pro-rata balance to be paid please return this to our office by email, in person or by post (please note all renewals have a 30 day grace period, late notices will be accepted up until 31 January 2024). The pro-rata billing is to align your membership with all members moving to a common 31 March renewal date, which will be invoiced late January for the annual 2024 scale of changes rate.

Why can't I see my membership number or prefix when I log in?

When logging in, you will see your contact details and a number which we refer to as a person number this is for your contact information only. On billing the invoice will show which membership is due and any attached prefixes. As members may hold more than one type of membership these will be invoiced per membership type.

I'm getting an error stating I need to change my Third Party Cookies, what does this mean?

The settings on your device will need to be altered to enable third party cookies to the host site, please see the link below and select the user guide for the device you're accessing the site through to assist with changing your settings.

<https://membee.freshdesk.com/support/solutions/articles/151000046236-third-party-cookies>