

## **Athletics Victoria (AV) Member Portal Frequently Asked Questions (FAQ's)**

**Q. Why am I unable to login to the AV Member Portal?**

- A. Ensure that you have clicked on the **Member** option on the login page;
- A. Ensure cookies have been enabled on your computer – to enable cookies follow the instructions on the login page.

**Q. Why are my Username and/or Password not recognised?**

- A. To retrieve your Username click on **Forgot Username** an email with your Username will be sent to you.
- A. To reset your Password click on **Forgot Password** an email with a new Password will be sent to you. Use the new password to login in to the Member Portal. Once you are logged in you can then change your password using the **Change Password** function in the **My Profile** tab.  
**NB. If you do not receive an email within 30 minutes please contact AV on 8646 4500.**

**Q. What are Athletics Victoria Member Type classifications?**

- A. **Athlete** – Financial member of Athletics Victoria **and** an affiliated club who wishes to compete
- A. **Coach** – Accredited and current financial member of Athletics Australia
- A. **Official** – Accredited Victorian Official
- A. **Associate** – Financial member of Athletics Victoria **and** an affiliated club who is ineligible to compete
- A. **Personal Trainer** – Cert III and above in Personal Training
- A. **Other** – Interested parties who do not fall under other member types

**Q. Why am I unable to locate a news item in the News tab?**

- A. If a news item is not visible in the **News** tab it may have been moved to the **News Archive** – expand the **News Archive** section to view past news items.

**Q. How do I complete my registration online?**

- A. Refer to the **AV Member Portal User Guide** on the AV website.

**Q. Why does “Membership pending approval” mean?**

- A. Your membership is awaiting approval from your chosen club. Please allow adequate time for your club to approve your membership. If you have any questions regarding this process please contact your club directly.

**Q. Why can't I request a transfer online?**

A. To transfer from one club to another you must first complete the [AV Transfer Form](#).

A. When the transfer form has been processed by AV you will be able to complete your membership registration online through your member Portal.

**Q. Who has access to my information?**

A. Member information is retained by Athletics Victoria and is accessible by your club.

**Q. How do I allow my club to edit my data?**

A. In the **My Profile** tab of the Member Portal click **Yes** next to **ALLOW MY CLUB OR SCHOOL TO UPDATE MY MEMBER DATA**

**Q. How do I contact AV for support?**

A. Use the **Support** tab located on the Member Portal – an email will be sent to AV and responded to as soon as possible inside work hours.

A. Phone (03) 8646 4500 or email [info@athsvic.org.au](mailto:info@athsvic.org.au)