

Apr 2024

.au member portal

Getting Started Guide



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1. Getting started with the .au member portal

The .au member portal offers services related to membership management, communication, resources, and other relevant functions for new and registered members.

This guide has been created with the aim of helping new and existing .au members with clear instructions when using the portal for the first time.

are some processes that provide brief explanations of the different features and functions available on the .au member portal.

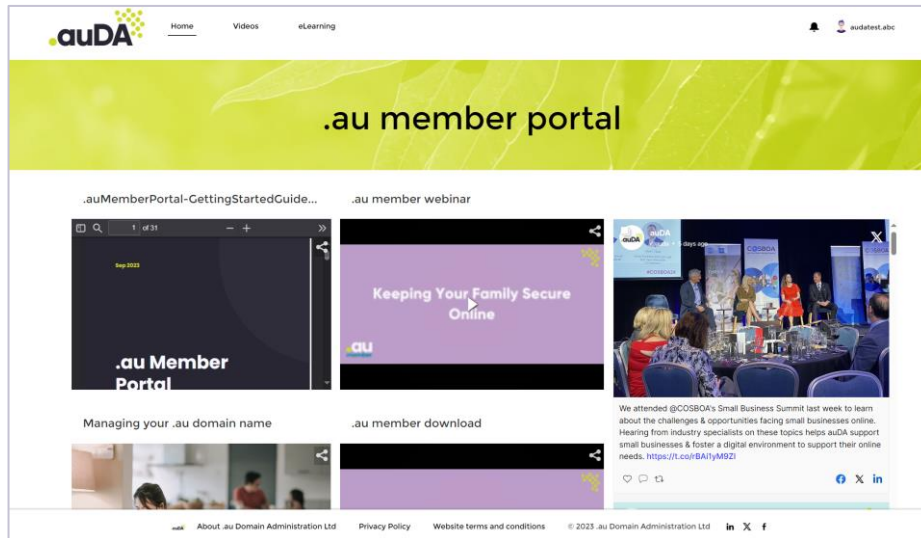
1.1 Accessing the .au member portal

To log into the *.au member portal*, perform the steps below:

1. Access the *.au member portal* login page by entering the link <https://auda.my.site.com/login/> on your browser.
2. This opens the .au member portal login page where you can type in your username and password to log in, as shown below. Enter your username and password and select 'Log in'.

The screenshot shows the login interface for the .au member portal. It features a green header with the 'auDA' logo. Below the logo is a white login form with the following elements: a 'Username' label above a text input field, a 'Password' label above a text input field, a black 'Log In' button, a checkbox labeled 'Remember me', and a blue link 'Forgot Your Password?'. At the bottom of the form, there is a link 'auDA employee? Log In'.

3. You will be prompted to verify your identity using an authenticator app to securely log you in. If you're unfamiliar, learn how to use an authenticator app.
4. After successful authentication, you will be directed to the *.au member portal* home page, as shown below.



The *.au member portal* homepage is frequently updated, so it might look different from the one shown above.

Refer to the [.au member portal Authentication Guide](#) for more information on the steps to be followed to authenticate a user and successfully log onto the *.au member portal*.

1.2 Resetting your *.au member portal* password

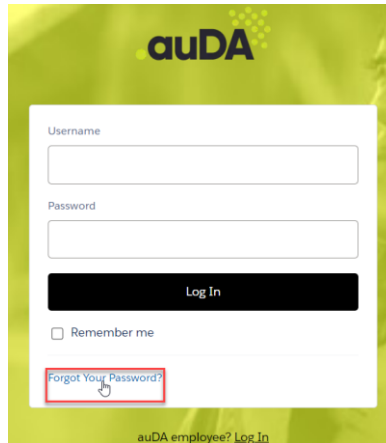
To reset your *.au member portal* password, perform the steps below:

1. Access the *.au member portal* login page by entering the link <https://the.au.my.site.com/s/login/> on your browser.

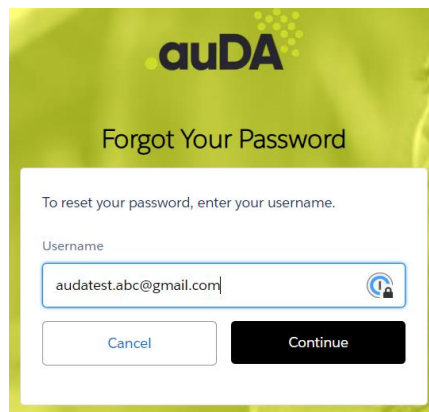


If you are unable to log into the *.au member portal* using your existing credentials, you will have to reset your password and log in using the new credentials.

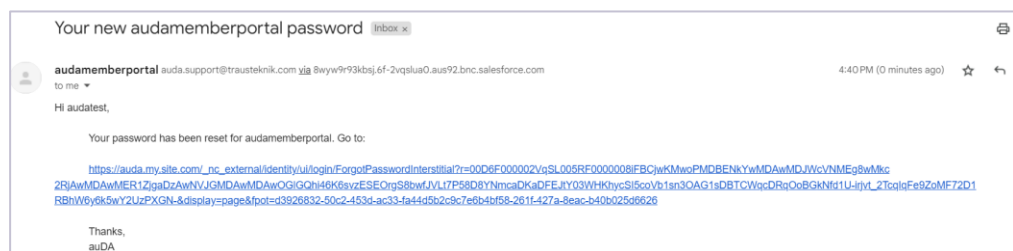
2. Click **Forgot your password?** in the below screen.



3. The *Forgot Your Password* screen opens. Enter your account username and click Continue.



4. You will now be prompted to check your email. The password reset instructions will now be sent to your registered email ID.

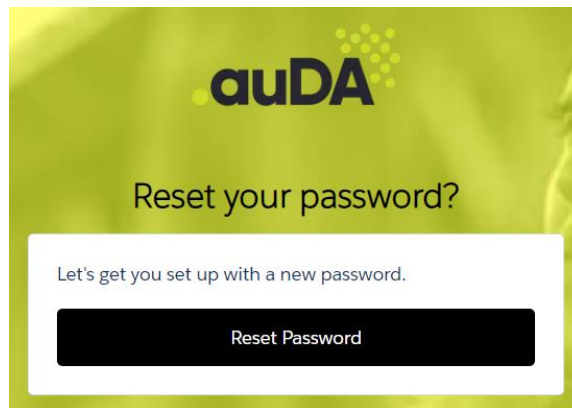


Remember to check your spam folder if you do not find the email in your inbox.

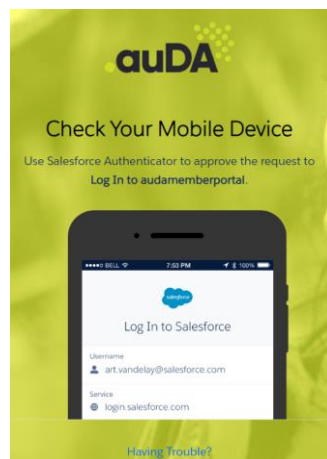
Contact auDA membership@auda.org.au if you haven't received an email with instructions to log in.



5. Click **Reset Password** in the below screen.



6. You will now be prompted to check your mobile device and verify your identity using an Authenticator app to securely log in.



7. Refer the [.au member portal Authentication Guide](#) for more information on authenticating a user for the first time using an authentication application.



8. The member portal *Change Your Password* screen appears where you will be prompted to enter your new password to reset your account password.

9. Enter your new password and click **Change Password**. Your password is now updated, and you can successfully log into the *.au member portal* using your new password.



The system does not permit the use of old passwords. If you try to reset your password using any of your older passwords, a warning message will be displayed. 'You cannot reuse this old password'.

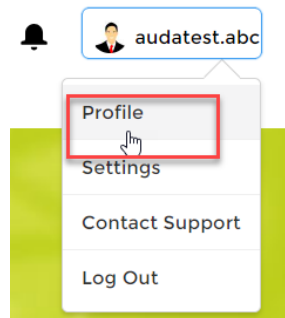
Also see [Updating your .au member portal settings](#) section to know how to change your password in the *.au member portal* through the *Settings* menu.



1.3 Updating your .au member portal profile

To view and update your profile details on the .au member portal, perform the following:

1. Access the .au member portal login page by entering the link <https://the.au.my.site.com/s/login/> on your browser.
2. Go to your account and click **Profile** option under your account menu.



3. The *Manage Member Profile Details* screen appears where you can view and edit your profile settings.

Manage Member Profile Details

Salutation: Mr.

* First Name: audatest

* Last Name: abc

Job Title:

* Email: audatest.abc@gmail.com

* Mobile Phone:

Postal Address

Street:

City: State/Province:

Zip/Postal Code: Country:

Save

Cases
All Cases

1 item • Sorted by Case Number • Filtered by All cases • Updated a few seconds ago

Search this list...

Cas...	Contact...	Subject	Stat...	Date/Time ...	C...
1	00066498	audatest a...	Test case...	Op...	23/11/2023, 12...



4. Click on a field and edit your personal profile details as required.
5. Click **Save** to save the changes.
6. You can also upload a profile picture by clicking **Update Photo** against your current profile picture, as shown below.




7. Click **Upload Image**. You will be prompted to choose and upload an image from a saved location.

Update Photo

You can upload a JPG, GIF or PNG file. Maximum file size is 16 MB.

Current Photo:



Show my photo on publicly accessible pages

8. If you wish to display your uploaded photo on a publicly accessible page, select the checkbox corresponding to this option.



9. Click **Save** to upload the photo. The saved picture will now appear on your profile page.



Cases lodged by members either through the auDA contact/compliance centre or directly through the 'Have a question?' window on the member portal home page are listed under the **My Cases** section within profile settings. This provides a summary of any current or previous queries the member has lodged with auDA.

10. Click on a case number to access the screen below, which will show you the details of the chosen case.

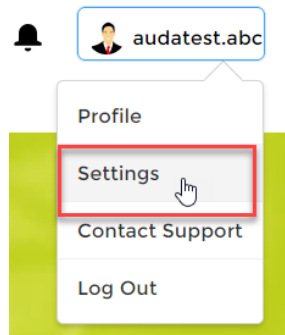
The screenshot displays the auDA member portal interface. At the top, there is a navigation bar with the auDA logo, 'Home', 'Videos', and 'eLearning' links, along with notification and profile icons. The main content area shows a case titled 'Test case-01' with a '+ Follow' button. Below this, the case status is 'Open' and the case number is '00066498'. A table-like structure lists various fields: Case Number (00066498), Contact Name (audatest abc), Followup (checkbox), Subject (Test case-01), and Description (Test). On the right side, there are fields for Case Owner and Status (Open), and a message box stating 'No related lists to display'.



Updating your .au member portal settings

To view and update your .au member portal settings, perform the following:

1. Access the .au member portal login page by entering the link <https://the.au.my.site.com/s/login/> on your browser.
2. Go to your account and click **Settings** option under your account menu.



3. The *My Settings* screen appears as shown below where you can view or update the following settings:

- Email ID
- Account password
- Member Location
- Member Email Preferences

My Settings

Cancel Save

Account

Username
audatestabc@gmail.com

Email Address *
audatestabc@gmail.com

Password
Change Password

Location

Language
English

Locale
English (Australia)

Time Zone
(GMT+11:00) Australian Eastern Daylight Time (Australia/Sydney)

Cancel Save

Member Email Preferences

.au member newsletters
Weekly update for .au members - news and insights from the Australian and International Internet sector.

.au member event invitations
.au member events - in person, webinars and online workshops.

General auDA invitations
Webinars related to the .au available for the general public and industry stakeholders.

.au member offers
Updates and offers for .au members from a range of auDA partners

auDA announcements
Announcements and access to auDA Quarterly Reports, Annual Reports, AGMs etc

Save



4. If you want to change your password, click **Change Password** under the Password section.
 - a. The *Change My Password* window appears where you will be prompted to enter your current and new passwords.

Change My Password

You must adhere to the following password rules:

- * Your password must be at least 8 characters long.
- * Your password must include letters, numbers and at least one of these special characters: !@#\$%^&*()_+~[]\|:;".?/'-><"

• Current Password

• New Password

• Verify New Password

- b. Click **Save** to save the new password.
5. Once you have updated all the required settings, click **Save** to save the changes.
6. You can also choose a wide range of communication preferences as per your needs by selecting the required option from the list of preferences available under **Member Email Preferences**.

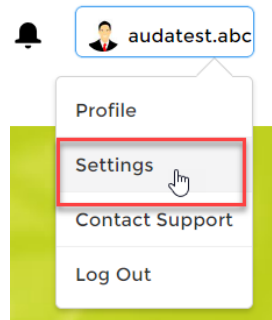
For more information on updating your member communication preferences, refer the [How to update your communication preferences?](#)



1.4 Updating your communication preferences

To update your .au member portal communication preferences, perform the following:

1. Access *the .au member portal* login page by entering the link <https://the.au.my.site.com/s/login/> on your browser.
2. Go to your account and click **Settings** option under your account menu.



3. The *My Settings* screen appears where you can view the member email notification preferences towards the bottom of the screen as shown below.

Member Email Preferences	
<input checked="" type="checkbox"/>	.au member newsletters <small>Weekly update for .au members - news and insights from the Australian and international internet sector.</small>
<input checked="" type="checkbox"/>	.au member event invitations <small>.au member events - in person, webinars and online workshops.</small>
<input checked="" type="checkbox"/>	General auDA invitations <small>Webinars related to the .au available for the general public and industry stakeholders.</small>
<input checked="" type="checkbox"/>	.au member offers <small>Updates and offers for .au members from a range of auDA partners</small>
<input checked="" type="checkbox"/>	auDA announcements <small>Announcements and access to auDA Quarterly Reports, Annual Reports, AGMs etc</small>

Save



A new member is automatically assigned to receive each of the different types of notifications. The intent of the preference centre is to allow them to unsubscribe from one or a few different types of email communications, while continuing to receive others.

4. Tailor your email preferences to suit your specific needs by selecting the desired option from the array of preferences accessible within *the Member Email Preferences* section.

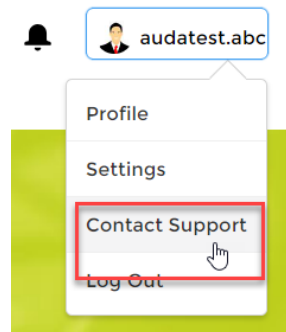
For more information on updating your member profile settings, refer [How to view and update your .au member portal settings?](#)



1.5 Contacting the .au membership team

To contact the .au membership team on any issues or assistance you need with the .au member portal, perform the following:

1. Access the *.au member portal* login page by entering the link <https://the.au.my.site.com/s/login/>
2. Go to your account and click **Contact Support** option under your account menu.



3. The below *Have a question?* screen appears where you can provide the details and contact the customer care team for any assistance needed.

auDA Home Videos eLearning

Have a question?
Tell us how we can help.

* Contact Name
audatest abc

* Subject

* Description

Upload a file
Upload Files Or drop files

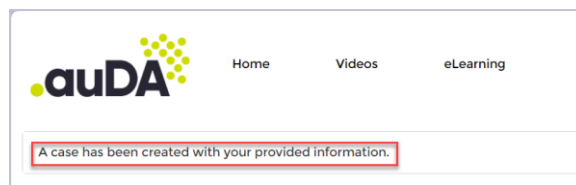
Next



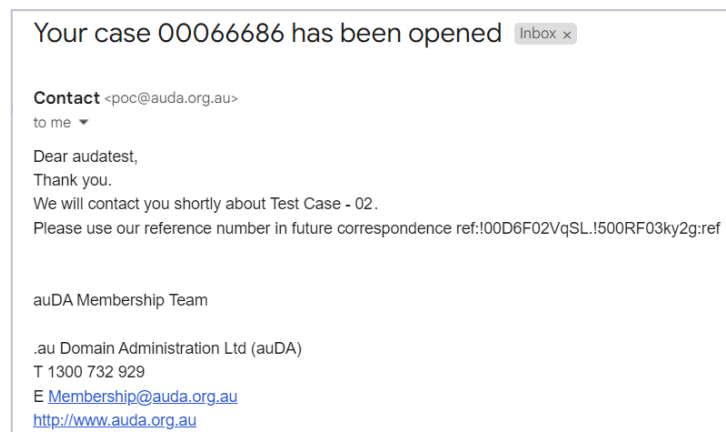
4. On the *Contact Customer Support* screen:

- a. The name of the person being contacted to raise an issue/seek assistance gets automatically pre-filled in the *Contact Name* field for the person who has logged in.
- b. Enter the subject of the issue or the assistance required in the *Subject* field.
- c. Enter the details of the issue, the reason you are contacting the customer care in the *Description* field.
- d. Click **Upload File** to upload any files related to the context. You can also drop files from your computer.
- e. Click **Next** to submit your enquiry.

A case is registered and assigned to the .au customer support team as shown below which will be further actioned upon.



You will also receive a confirmation email (as shown below) into your inbox once the case is created.



5. You will now be able to view the details of the case including the status through the user *Profile Settings*.



Case Nu...	Contact Name	Subject	Status	Date/Time Opened	Case O...
1	00066498	audatest abc	Test case-01	Open	23/11/2023, 12:40 pm
2	00066686	audatest abc	Test Case - 06	Open	28/11/2023, 12:19 pm



Cases lodged through the .au contact/compliance centre, the .au member portal account information section or directly through the 'Have a question?' window on the member portal home page are listed under the above My Cases section within the personal account information. This provides a summary of any queries you have lodged with auDA that have yet to be resolved.

Refer [How to view and update your profile details?](#) for more details on user profile settings.



You can also contact the auDA customer support team to raise any issues or seek assistance through the below *Have a question?* window available on scrolling down through [the .au member portal Home screen](#).

Have a question?
Tell us how we can help.

* Contact Name

* Subject

* Description

Upload a file
 Or drop files

Follow the same process as explained in step 4 above to raise your enquiry.



1.6 Accessing eLearning resources on the .au member portal

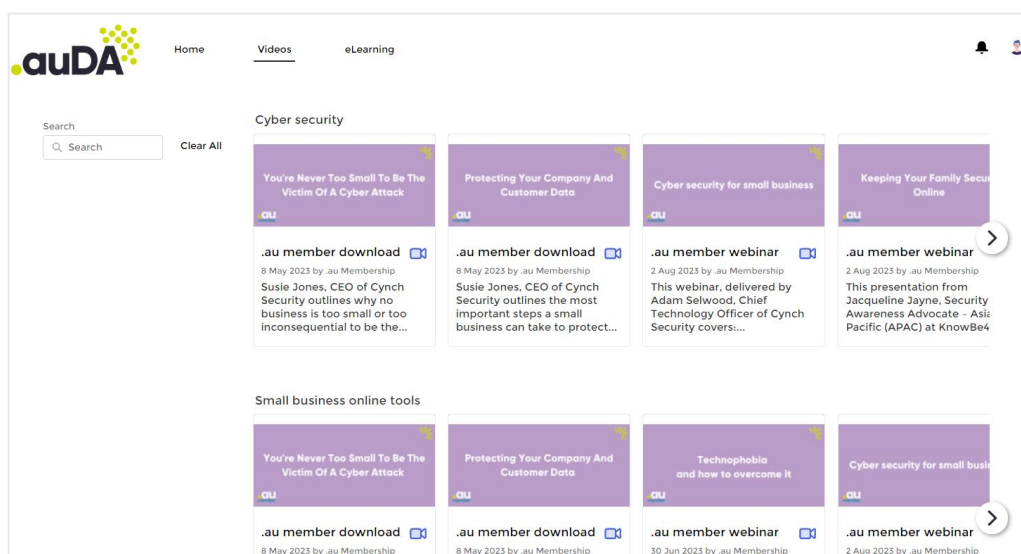
To access the eLearning module, view articles and videos on the .au member portal, perform the following:

Accessing Videos

1. Access the .au member portal login page by entering the link <https://the.au.my.site.com/s/login/>
2. Click **Videos** link on the .au member portal Home page.



3. The below *Videos* page appear providing access to a wide range of videos categorised within the .au member portal.



You'll come across two video categories: **.au member download** and **.au member webinar**. The .au member download offers a brief introduction to the topic, while the .au member webinar provides a detailed and longer video on the subject.



4. You can locate a video content by entering the search text into the *Search* field . All video contents that match the search text will appear on the screen under the relevant topics. For instance, if you perform a search using the text 'cyber security,' all videos with this text in their file names will be displayed on the catalog.
5. Click on the required video content. The below screen appears where all the videos under the relevant topic appears.

Back to Catalog



.au member download
.au Membership • 8 May 2023

DESCRIPTION
Susie Jones, CEO of Cynch Security outlines why no business is too small or too inconsequential to be the victim of a cyber attack.

Cyber security
User16378983468963691645 • 4 media(s)

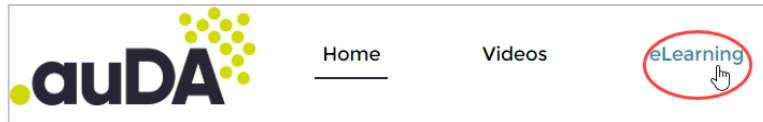
- 1 **.au member download**
You're Never Too Small To Be The Victim Of A Cyber Attack
0:01
.au Membership
8 May 2023
- 2 **.au member download**
Preventing Your Company Customer Data
0:01
.au Membership
8 May 2023
- 3 **.au member webinar**
Keeping Your Family Safe Online
0:47
.au Membership
2 Δ 11 2023

6. Navigate to the required video to watch the content.

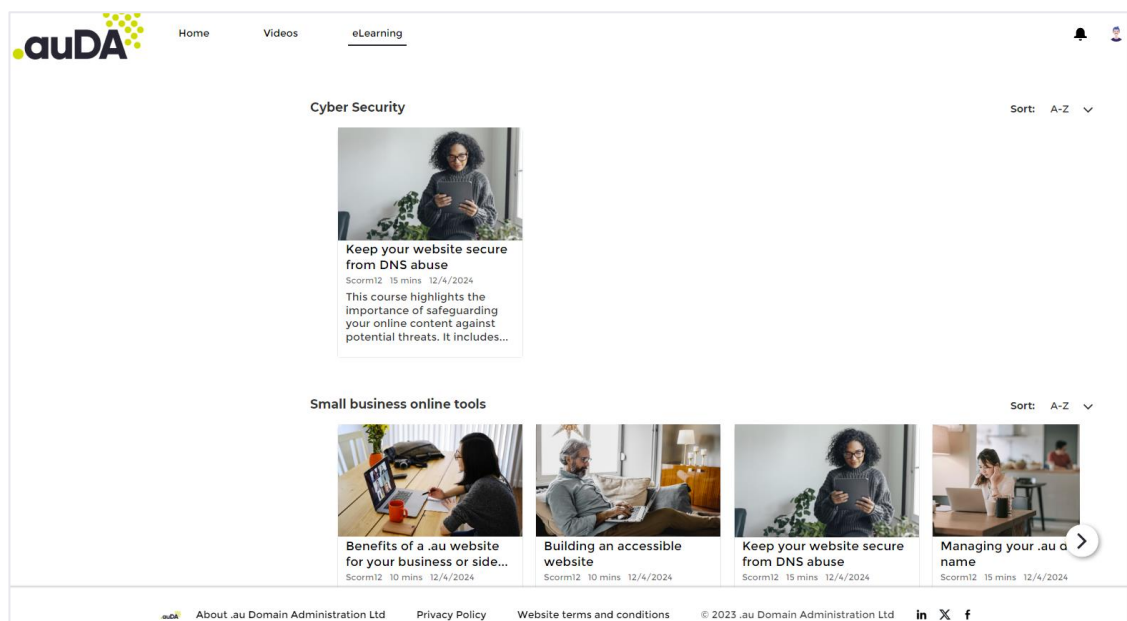


Accessing eLearning Resources

1. Access the *.au member portal* login page by entering the link <https://the.au.my.site.com/s/login/>
2. Click **eLearning** link on the *.au member portal* home page.

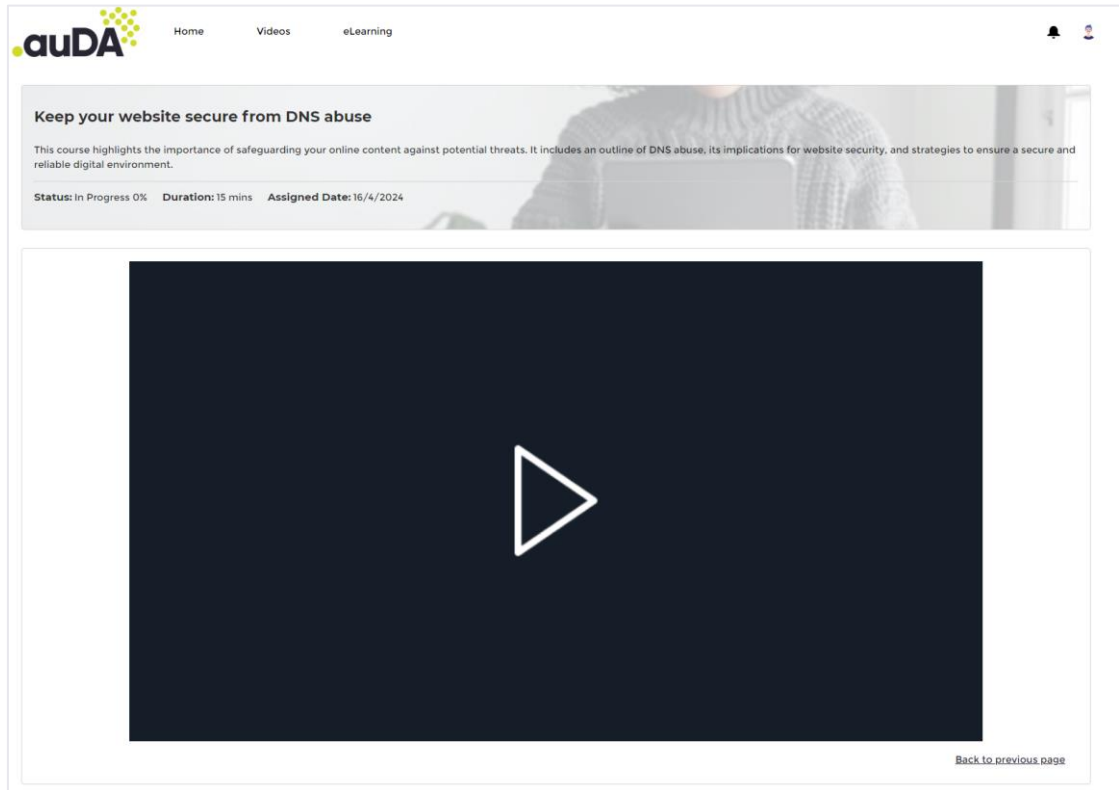


3. The *eLearning* page below appears, offering access to a broad selection of eLearning materials classified within the *.au member portal*.

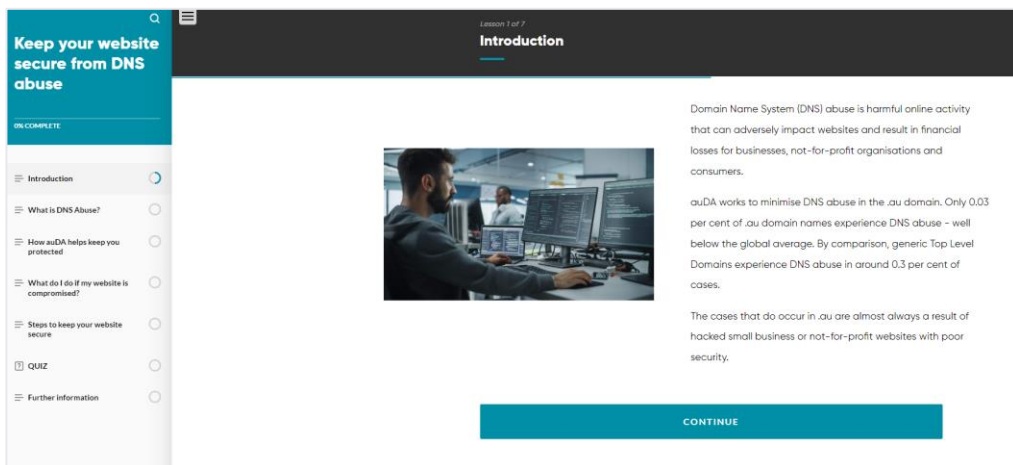




4. Click on a topic to access the eLearning course screen where you can initiate and launch the selected course.



5. Click on the Play button to launch the course. The eLearning module of the selected course opens as shown below.



6. Click on the side menu to navigate through the different sections of the course. You can view the percentage completion on the top-left side of the course menu.

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