


HOW TO ACCESS THE PSSA MEMBER ZONE – HELP BULLETIN

Only Active PSSA members can access the member zone

1. On the PSSA website home page click on the member zone link at the top

A rectangular button with a green background and the text "Member Zone" in yellow.

2. Then, on the PSSA Member Zone page, click on [click here](#) to log in

PSSA Member Zone

This Member Zone on the PSSA website has specific requirements. Only active members can view or download.

Please [click here](#) to log in.

3. The member zone does not know you, **YOU MUST CLICK TO SET A PASSWORD** if you have not used the member zone before or if you cannot remember your password or if you want to change your password.

PSSA Member Login

Need to set a new Password? Click [here](#)

SA Identity Number:

OR

PSSA Member Number:

Password:

Login

4. On the Password Reset Request page, complete your ID number **OR** PSSA Member number (the M-number) and your email address.

TIP:

If you use your ID number, then the M-number field must be empty and complete your email address.

OR

If you use your PSSA M-number, then the ID number field must be empty and complete your email address.

Also, make sure that the first digit after the M of the M-number, is a zero and not a capital O.

Then click on Submit.

PSSA Password Reset Request

SA Identity Number:

OR

PSSA Member Number:

Email:

5. Wait for the Password reset link in your inbox and click on it. You should receive the email between 30 seconds and two minutes.

FAULT FINDING AT THIS POINT:

There are usually one of three problems some members experience at this point:-

a) You did not receive the email link to set a password:

If you have clicked to set a new password and you have waited for more than two minutes to receive the link, your email client perhaps see the email you are waiting for as spam, so please check your spam folder for the email with the password link.

If the email is not in your spam folder, your email client might be blocking the incoming email for some reason. It usually helps if you first add the following email address to your contacts, then your email client knows to expect it. Also reboot your computer after adding this email address to your address book:

noreply@pssaadmin.co.za

This may help if there is some automatic process that deletes the email because it is ranked as a spam email.

b) You did receive the email link to set a password, but nothing happens when you click on the link:

Remember that the link you received, will only remain active for 30 minutes.

Copy and paste the link that you received into your browser's address bar and enter. It should take you directly to the page to set a new password.

c) Safari vs Google Chrome and Mozilla Firefox

The PSSA website does not work well on the Safari browser and it may be in your best interest to download either the Google Chrome or Mozilla Firefox browser to browse the PSSA website with. Therefore, access the [website](#) from Google Chrome or Mozilla Firefox and then click to access the Member Zone.

6. Click on the link in your inbox (or you might have had to copy and paste it into your browser line), it will take you to this page to select a new password. Click on Change password.

PSSA Password Reset

New Password:

Repeat Password:

[Change Password](#)

Remember the password must be:

- A minimum of 8 characters long
- contains at least 1 number
- 1 uppercase character
- 1 lowercase character and
- 1 special character.

7. Once you have clicked on CHANGE PASSWORD, you will be taken to the **login page** to log in with your ID number **or** M-number and your created password.

8. Change anything on your member detail page by clicking on the Update member info button.

A green rounded rectangular button with the text "Update Member Info" in white.

Your email address can be changed by clicking on the Change button right next to the email field.


A green rounded rectangular button with the text "Change" in white.

9. Whilst you are at it, **please provide a delivery address** for the Honours magazine to be delivered to you by courier as Post office deliveries to PO Box addresses have failed us in the past. Then submit your changes by clicking on the Submit Changes button.

A pink rounded rectangular button with the text "Submit Changes" in white.

You should see the changes that you made immediately after submitting them.

You can now also click on the latest IMAGE magazine on the same page to read it online. Older IMAGE magazines can be found under the e-Image Archive button.

A green rounded rectangular button with the text "e-Image Archive" in white.

10. LOGOUT

To check what your email address is on the PSSA database, contact Ria Katzke at membership@pssa.co.za.