HOW TO ACCESS THE PSSA MEMBER ZONE

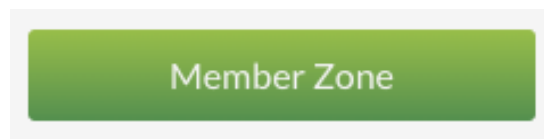Only **Active PSSA members** can access the Member Zone.

1. Your email address is key in this login. It must be up to date on the PSSA database for you to be able to login.

If you are unsure about your email address, contact Karen Fischer at membership@pssa.co.za to check before you try to login.
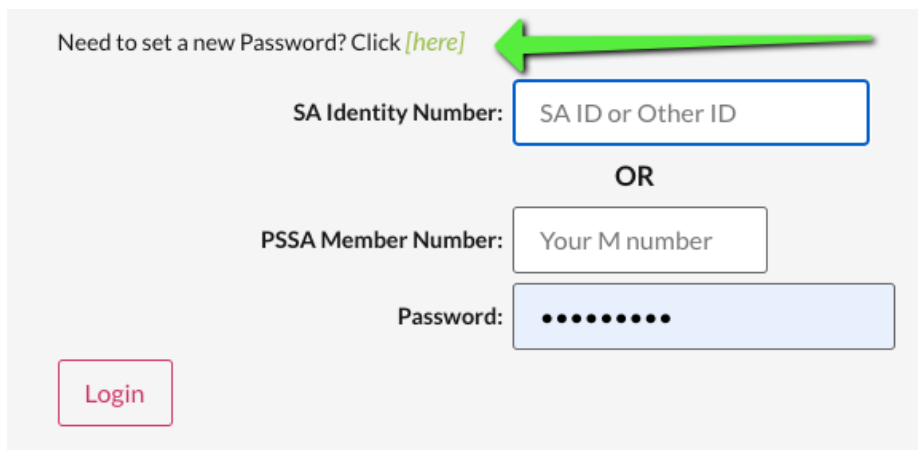
2. On the PSSA website home page click on the member zone link at the top

3. Then, on the PSSA Member Zone page, click on the Login button
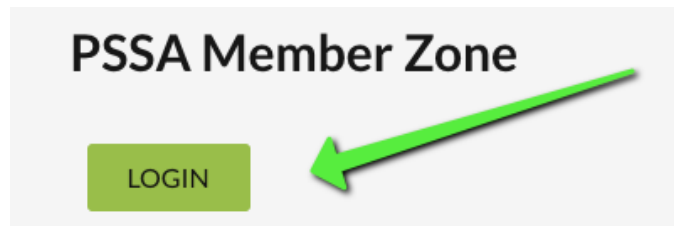
4. If you have not used the Member Zone before, **YOU MUST CLICK TO SET A PASSWORD.** Also do this if you cannot remember your password or if you want to change your password, otherwise use your ID number **OR** M-number **and** your password that you have set before to login.

5. 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.

6. 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 identified 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.

7. 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.

8. 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. The page with your member detail will open.

9. Change anything (except your honours) on your member detail page by clicking on the Update member info button.

Update Member Info

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

Change

10. Whilst you are at it, **please provide a delivery address** in case PSSA needs to courier anything to you. Post office deliveries to PO Box addresses have failed us in the past. Then submit your changes by clicking on the Submit Changes button.

Submit Changes

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.

e-Image Archive

11. Remember to **LOGOUT** on the left of the page

Click here to read the Latest e-Image
e-Image Archive   Downloads
Logout

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