

## Member and Volunteer Website FAQ

Please see below frequently asked questions or issues that may arise when accessing the Member and Volunteer Website including your Profile and Learning.

### Internal Error



If you receive an internal error, please follow these steps to troubleshoot:

#### **Try Again:**

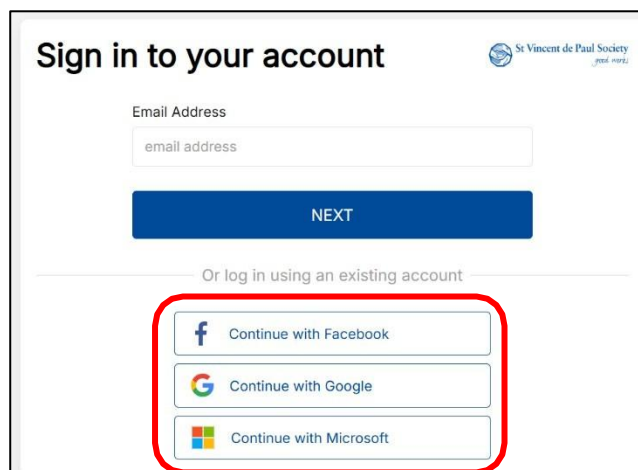
If you were trying to log in, please click the “Log In” button once more. Occasionally, a second attempt resolves the issue.

#### **Clear Your Browser Cache:**

Sometimes cached data can cause issues. Clear your browser’s cache and try again.

### Logging in with social media options

We advise not to use the social media functions. When you create an account for the first time and use one of the social media tiles: Facebook, Gmail or Microsoft, you will need to log in **using the same function each time** you log in to your account. If you try to log in by typing your email address in the default way, your account will not be found in the system.



### No compliance learning in your account

If you find that when you have logged in and navigated to your training page you don’t see any compliance training (**Code of Conduct, Safeguarding, Safety Induction, and Privacy and Confidentiality**) this means that you may have two accounts. One with an old email that you may have used to complete learning in our old system. If this is the case, please email [mavs.support@vinnies.org.au](mailto:mavs.support@vinnies.org.au) and we can get this fixed and the correct learning allocated.

### Reminder to log in to the website to find resources

If you can’t see certain resources or news articles on the Member and Volunteer Website it may be that you haven’t logged into your account. Due to privacy, we have most of our resources hidden from the public site and are only accessible once logged in.

### **Need to update Email or Mobile number**

Please email [mavs.support@vinnies.org.au](mailto:mavs.support@vinnies.org.au) to have your mobile or email address details updated. This is because we use a 2-factor authentication security to protect your information. Our team will confirm once updated to make sure you can log in.

### **Verification Code issues when creating account**

If you miss the time for the verification code or it does not arrive in your phone, then click on **"Resend Code"** below the **"Verification Code"** text box. Doing so will send a new code, and the previous code will expire. If this doesn't work or you are still experiencing issues with the verification codes, please email [mavs.support@vinnies.org.au](mailto:mavs.support@vinnies.org.au).

*If you have any questions or have any issues when accessing the Member and Volunteer Website, please email [mavs.support@vinnies.org.au](mailto:mavs.support@vinnies.org.au).*