

Hi everyone

It has been a busy 10 days since the new membership system launched and the Playgroup WA membership team, our developer and IT services have been working hard to make improvements and support you as we implement the new system. There were some unexpected log in issues at the beginning but these should be resolved now. Please read below about the Hotmail accounts. There have been a few other things come up as well which we are working through. Any key updates will be included in the Committee newsletter each month and posted here.

The membership team have a lot of emails to get through and are working as hard as they can. We apologise for the delay some people may be experiencing and they will get to your email as soon as possible. Please continue to email membership@playgroupwa.com.au with any membership system requirements. As always, you can contact your Playgroup WA Development Officer for your area for any playgroup support generally: [Playgroup WA Development Officer Support Areas](#)

The good news is that many playgroups are now in the new system, and members are joining. If you would like an added incentive for your members to join Playgroup WA, we currently have a competition running which will be drawn on 14 April for a chance to win some amazing prizes, more details and entry form here: [Join Playgroup 2025 Promotion - Playgroup WA](#)

A few key points to note are below

Hotmail

The issue of emails not being received by Hotmail accounts, due to a Hotmail system block, has been resolved. Please note: Emails should go through now but may still go to Junk/Spam folder, so they may need to check this folder. We recommend asking everyone to add membership@playgroupwa.com.au and your playgroup email to their safe sender list: <https://www.wikihow.com/Add-Approved-Senders-to-Hotmail>

Playgroup Contacts

Your login email should be your **personal email address**, as this allows you to manage **both** your personal profile and your playgroup profile.

When updating your Playgroup Contact details, you can add a playgroup email address, which will be used for enquiries. Your personal email should be entered in the 'Email' box, while your playgroup's email can be added in the '**Playgroup Email**' box (see screenshot below).

It's important to keep your personal email as your login email, as changing it to a playgroup email may impact other Playgroup Contacts and affect your membership access.

The screenshot shows a form for adding a new member as a Playgroup Contact. The form is titled "TREASURER" and includes the following fields and options:

- Contact Type: TREASURER (dropdown menu)
- Is Active:
- Start Date: 21/9/2023 (calendar icon)
- End Date: (calendar icon)
- Playgroup Email: (text input field, circled in orange)
- Identification: (text input field)
- Given Name: (text input field)
- Family Name: (text input field)
- Preferred Name: (text input field)
- Email: (text input field)
- Gender: Select Gender (dropdown menu)
- Phone Type 1: MOBILE (dropdown menu)
- Phone 1: (text input field)

Buttons: Send Registration Invite, Refresh

If you are adding a **new member** as a Playgroup Contact, please ensure they are invited to join your playgroup as a **member first** and once they are registered as a member, they can be added as a Playgroup Contact and assigned a role.

Playgroups Send Invitation to Families to Join

Once playgroups have registered into the system, they will need to send an invitation to members, inviting them to join or renew. Details on how to do this are in the instructions at points 4, 5 and 6, here: [Renewing-Your-Playgroup-Membership-System-Instructions.pdf](#)

To manage an enquiry, instructions are here: [Managing-an-Enquiry-Membership-System-Instructions.pdf](#)

Family members can follow these instructions if they are not sure what to do: [Members - Playgroup WA](#)

More information is here: [Membership System - Playgroup WA](#)

Playgroups can continue to have your own process to join members to your playgroup and pay your playgroup fees, and then through the new system invite members to join Playgroup WA and pay the PGWA fee.

Once a member registers, if they have not paid yet, they will receive automated reminders to do so from Playgroup WA. This reduces the workload of committees following up. Committees will also be notified in the system if any families haven't paid and are also able to follow up.

Feedback

In due course, we will send out a survey and ask for feedback and suggestions for improvements. We will wait until the system is more established, as it is a busy time right now helping playgroups and families with the new system and troubleshooting some technical problems.