Renewing Memberships

This page generously contributed by the Townsville Toy Library committee.

Membership Renewal

Once a membership is within 4 weeks of expiry an alert will be shown at the top of the borrow/return screen (the alert will be orange if it hasn't expired but will in less than 4 weeks, it will be red if the membership has expired). This alert is also shown to the member at their login level, but will not have the renew membership form.

If a member wishes to renew before the 4 weeks, it can be done through their Membership history link - the renew membership form is always available there.

To renew a member's membership

1. In Member Type, choose the correct membership level.

2. The start and end date are pre-populated according to the Member's current Member type (also known as Member kind). If the member is changing types, you may need to correct the end date ie if this member decides to change to a 6 month membership, the end date would need to be corrected to 2022-09-01.

3. Click Renew Membership. If the member has not completed the required volunteer commitments for their Member kind, you will be asked to confirm. Note: if you experience any lag or issues on this form, do not refresh or repeatedly click the button - each click sends through the command to create a new membership history, and you may accidentally give your member 5 copies of the same membership! Report any issues to admin@setls.com.au

4. A new membership history will be created with the new date start and date end, the members account will be updated, and the fee from the member kind will be charged to the account.