

# WESTCYCLE MEMBER GUIDE

## WE'VE UPGRADED OUR MEMBERSHIP SYSTEM!

In August of 2023, WestCycle upgraded to a new membership system to improve user experience and address limitations in our previous membership system.

If after reading this guide you still have some questions regarding how to access your online member account, please don't hesitate to get in touch with us at [info@westcycle.org.au](mailto:info@westcycle.org.au)

If you have any feedback or suggestions on our new system, please also get in touch.

Happy riding!

## WESTCYCLE MEMBERS



ACCESS YOUR ACCOUNT INFORMATION AND RESOURCES



MY ACCOUNT



MY EVENTS



MY MEMBERSHIP



MY MEMBERSHIP CARD  
(COMING SOON!)



MY INVOICES



MY PAYMENT DETAILS



WESTCYCLE SHOP



MEMBER DISCOUNTS

## HOW DO I LOG IN?

To log in to your account, visit <https://westcycle.org.au/westcycle-login/>.

# WESTCYCLE LOGIN

## LOGGING IN FOR THE FIRST TIME ON OUR NEW SYSTEM?

Please complete the Register Form [HERE](#) to generate a password

If you are logging in to your account for the first time in our new system, you will first need to complete the Register Form: <https://westcycle.org.au/westcycle-register/>

If you're unsure of your member number, please get in touch with WestCycle and we will be happy to help.

Once you complete this form, you will receive an email including a link to set your password. Once you set your password, you're good to go!

## HOW DO I RENEW MY MEMBERSHIP?

To renew your membership, first log in to your account following the above steps.

Once you're logged in to your account, click on "My Membership" on the WestCycle Members Home Page. Here you will see your membership/subscription details. To renew a subscription, click the box under "Select to Renew" and click "Renew Subscriptions"

### Renew These Subscriptions

These are your current subscriptions. Select the subscriptions you would like to pay for and renew online and click **Renew Subscriptions**.

Subscription	Frequency	Amount (Inc Tax)	Start Date	Subscribed Until	Stop Date	Select to Renew
✓ Ride Secure	Annual	\$139.00	19/12/2022	18/12/2023	never	<input type="checkbox"/>

**Renew Subscriptions**

If your membership is on auto-renew, you don't need to do anything! We highly recommend you keep your membership on auto-renew for constant cover and peace of mind.

Please note that if your membership expired prior to August 15, you will need to sign up as a new member.

## HOW DO I UPDATE MY ACCOUNT DETAILS?

To update your account details, click on “My Account”.

Here you will find your Member Code, Name, Contact Details, etc. If you would like to make any changes to your account details, click ‘edit’ in the top right corner.

If you are on a family membership, you will also find your family members details under “Group Details”.



**MY ACCOUNT**

## HOW DO I UPDATE MY CARD DETAILS?

To update your card details, click on “My Payment Details”.

If you have not set up a direct debit yet, you will see an option to “Add Card Details”. Once this is set up, you won’t need to manually renew your membership!



**MY PAYMENT DETAILS**

## WHERE CAN I FIND MY PAYMENT HISTORY?

to view past invoices/payments, click on “My Invoices”.

If you have any overdue payments, you will also find these here. To pay an invoice, check the box under “Pay Invoice”, then click “Pay Now”.



**MY INVOICES**

Please note that invoices prior to August 2023 will not be found here. If you need an older invoice, please get in touch with us at [info@westcycle.org.au](mailto:info@westcycle.org.au)

## HOW DO I ACCESS THE WESTCYCLE MEMBER BENEFITS AND DISCOUNTS?

To find our discount codes, click on “Member Discounts”.

If you have any difficulties using these discount codes, please get in touch with us.



**MEMBER DISCOUNTS**

## WHERE CAN I FIND THE WESTCYCLE ONLINE SHOP?

To check out our online shop click on “WestCycle Shop”.

Here you can find jerseys from past WestCycle events, event T-Shirts, and more! To filter products, click ‘Categories” and select which products you would like to view.



**WESTCYCLE SHOP**

## HOW DO I ENTER AN EVENT?

To register for a WestCycle event, click on “My Events”, then click “Make a New booking”. All upcoming WestCycle events taking registrations will be here.



**MY EVENTS**

## WHAT DOES MY WESTCYCLE MEMBERSHIP INCLUDE?

### Ride Secure

Your Ride Secure Membership provides affordable personal accident and public liability insurance for all recreational/every day bike riders. This membership gives you access to discounted WestCycle event entry, and discount codes for our partners.

Also included is a membership to PBF Australia (Paraplegic Benefit Fund), making you eligible to claim a \$250,000 member benefit payment should you sustain a permanent traumatic spinal cord injury\*, providing much-needed financial support. \*See PBF Product Disclosure Statement on their website for full terms and conditions

### Ride Active

Your Ride Active Membership includes access to our wide range of Member Discounts including on WestCycle events, plus membership to PBF Australia (see Ride Secure above). For regular riders who don't need insurance.

### Ride Community

Your Ride Community Membership makes you part of the WestCycle family, supports our advocacy work and provides opportunities for you to connect with your local WestCycle team and our amazing network of riders. You also have access to our Member Discounts providing you with a range of benefits and discounts so be sure to check it out!

## WHERE CAN I FIND DETAILS ABOUT MY INSURANCE COVERAGE?

You can find more details about your insurance coverage (Ride Secure Members only) [HERE](#)

If you have any questions about your insurance coverage, please don't hesitate to get in touch with us!

## I'M NOT A WESTCYCLE MEMBER YET - HOW DO I SIGN UP?

We'd love to have you on board! If you'd like to become a WestCycle member, visit our "[Become a Member](#)" page to view our options.

## HAVE MORE QUESTIONS?

Still have questions? We'd love to hear from you.

Feel free to get in touch with us at [info@westcycle.org.au](mailto:info@westcycle.org.au), and also be sure to read out [FAQ's](#) page.