



**Association of
Tongue-tie Practitioners[®]**

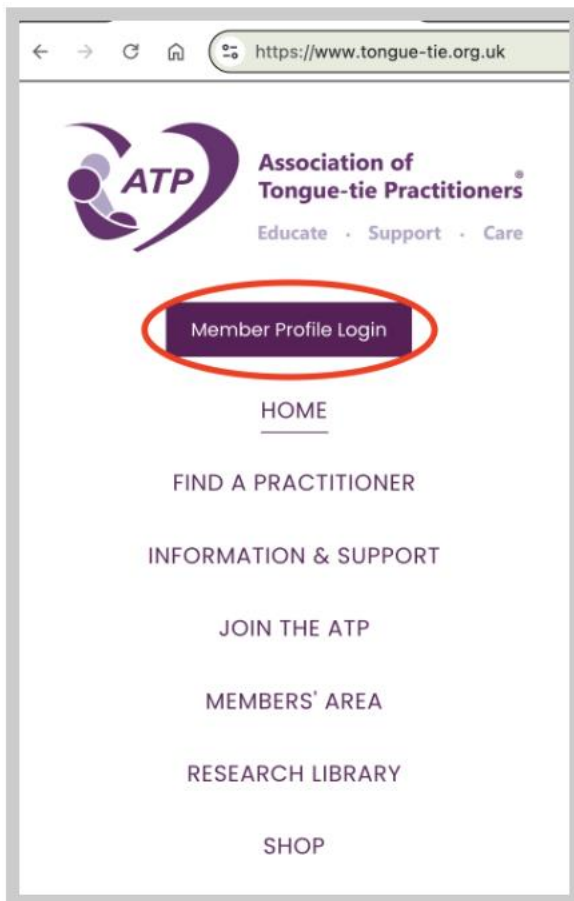
Educate • Support • Care

Welcome to your ATP membership profile. This is your central space to manage your membership, access resources and stay connected with everything ATP has to offer. Below, you will find simple step-by-step instructions to help you update your details, manage your subscription, and make the most of your account. If you ever need support, we're here to help:

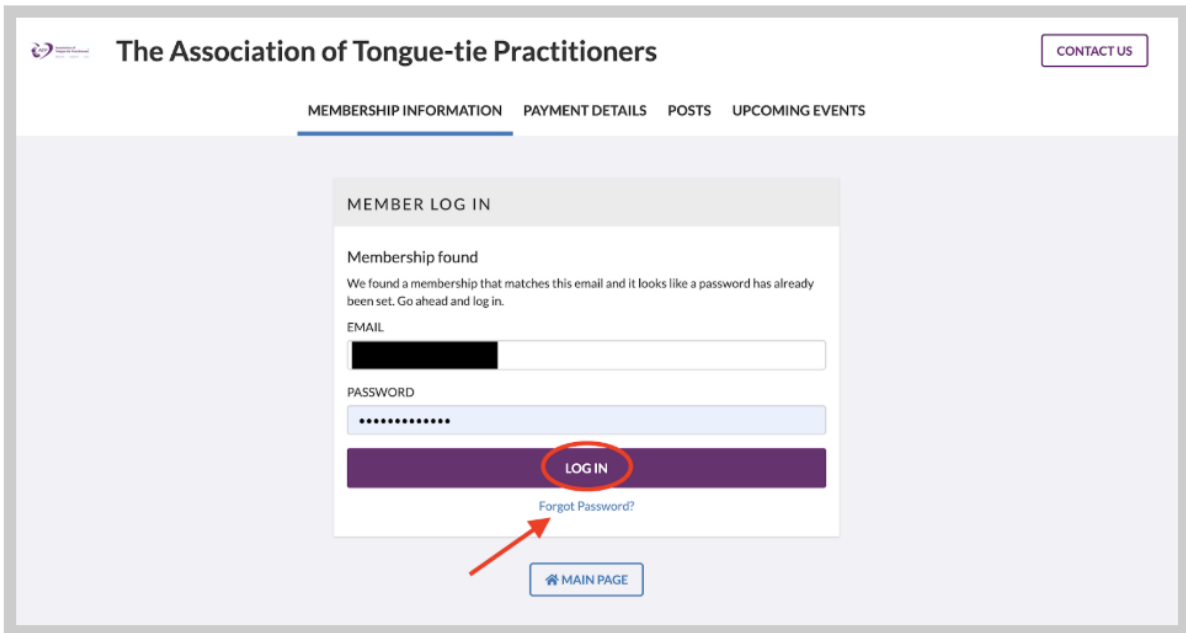
membership@tongue-tie.org.uk

LOGGING-IN TO YOUR MEMBERSHIP PROFILE:

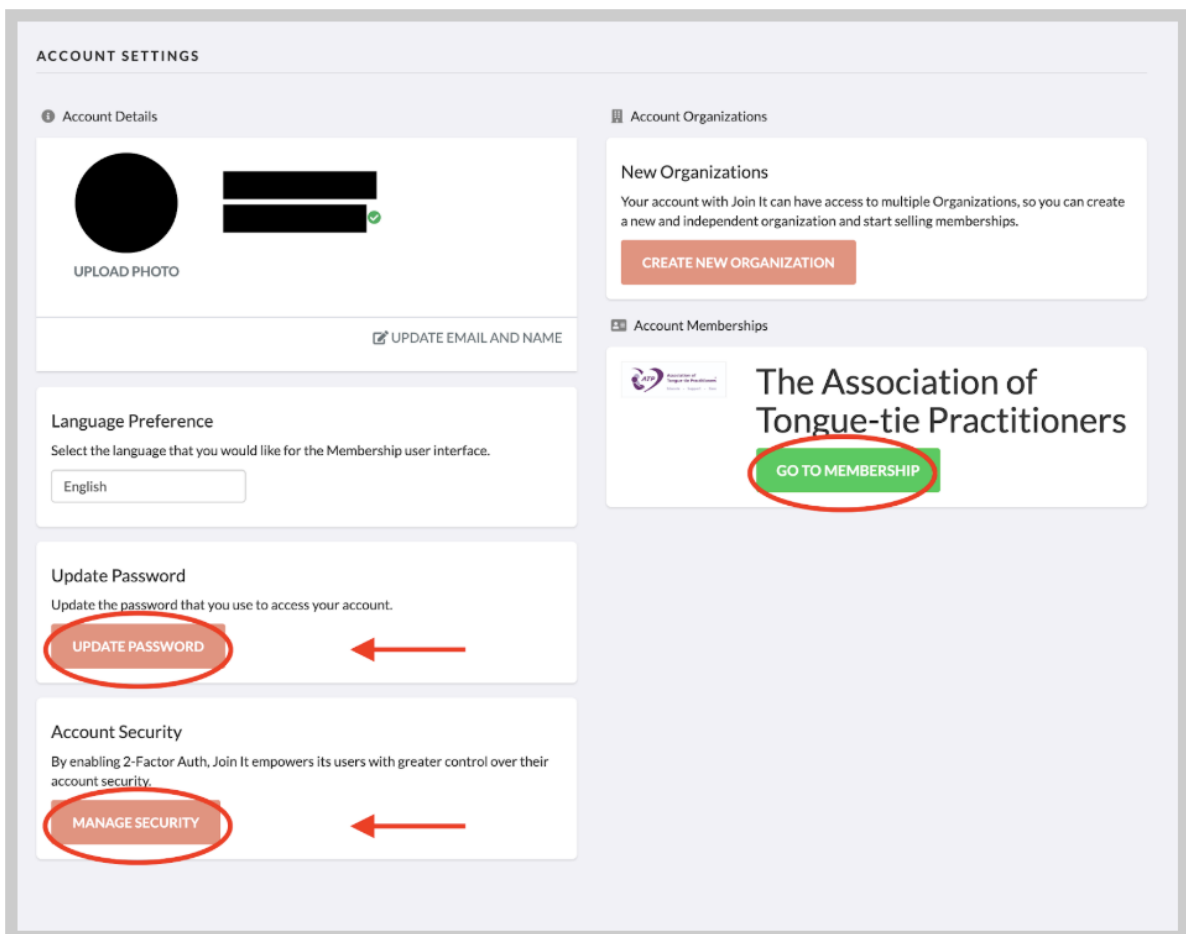
1. Go to the ATP website and locate the Member Login button.



2. Enter your registered Email address and password in the login fields (it must be the Email address that is currently registered with ATP)
3. Click 'Login'



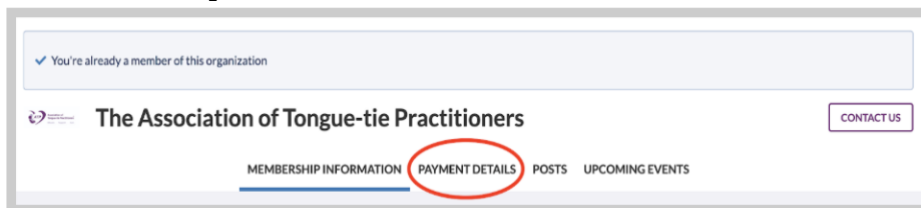
4. Once logged in, your Member Profile will appear immediately.



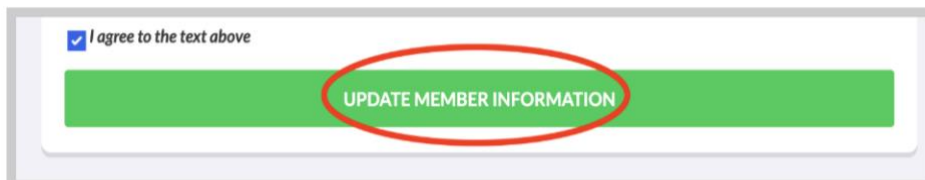
UPDATING YOUR PAYMENT DETAILS:

Please log-in to your profile as above

1. Once in your profile, click onto 'Go to Membership'
2. Then in the tab options at the top, click into 'Payment Details'



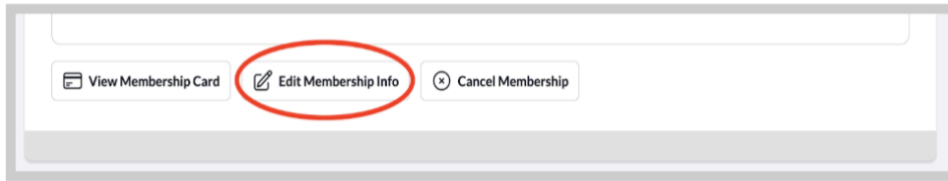
3. Enter your new payment details (credit/debit cards information for annual subscription via Stripe).
4. Review your information and click 'Update Payment Information' to confirm.



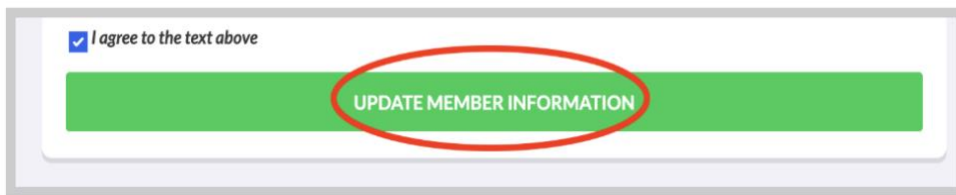
UPDATING YOUR PERSONAL INFORMATION:

Please log-in to your profile as above

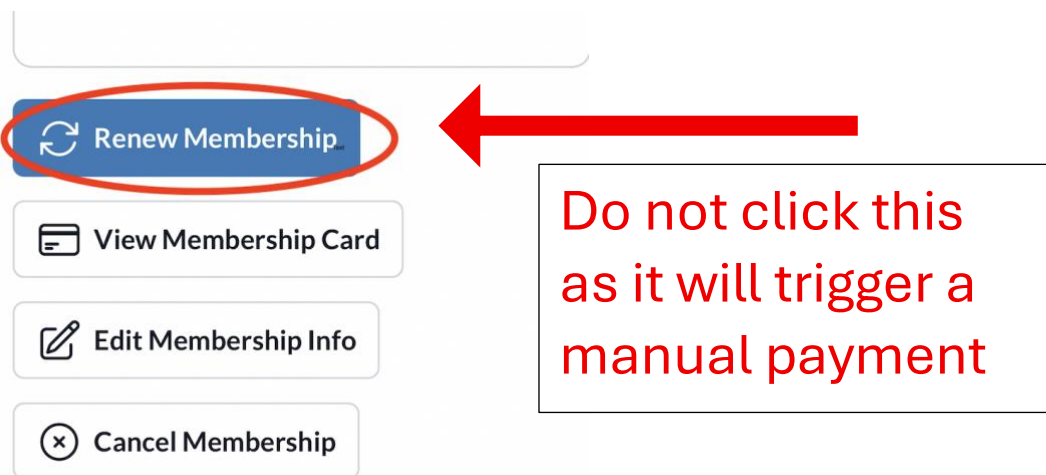
1. Once logged in, go to your Member Profile / Dashboard.
2. Look for the 'Edit Membership Info' tab and click into it.



3. Click into the fields of information that you would like to update.
4. After making the changes, click 'Update Member Information' to confirm your changes.



NB If you are updating your details on your mobile a blue button "Renew" also shows-**DO NOT** click 'Renew' because this will trigger a manual payment, you are not 'renewing' your membership it is continuing from your previous GoCardless subscription.

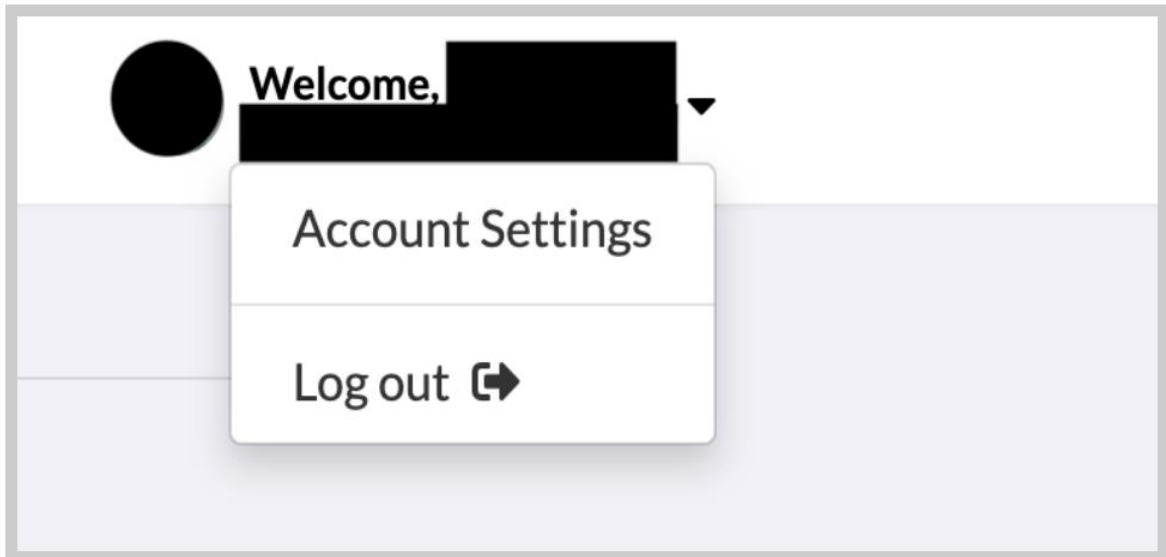


ADDING A PLAN TO YOUR PROFILE:

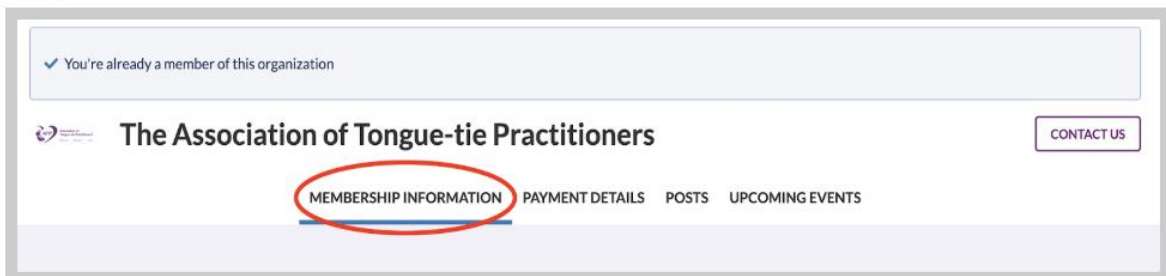
Please log in to your profile as above.

To add an additional membership plan to your profile (for Directory Listing Entries):

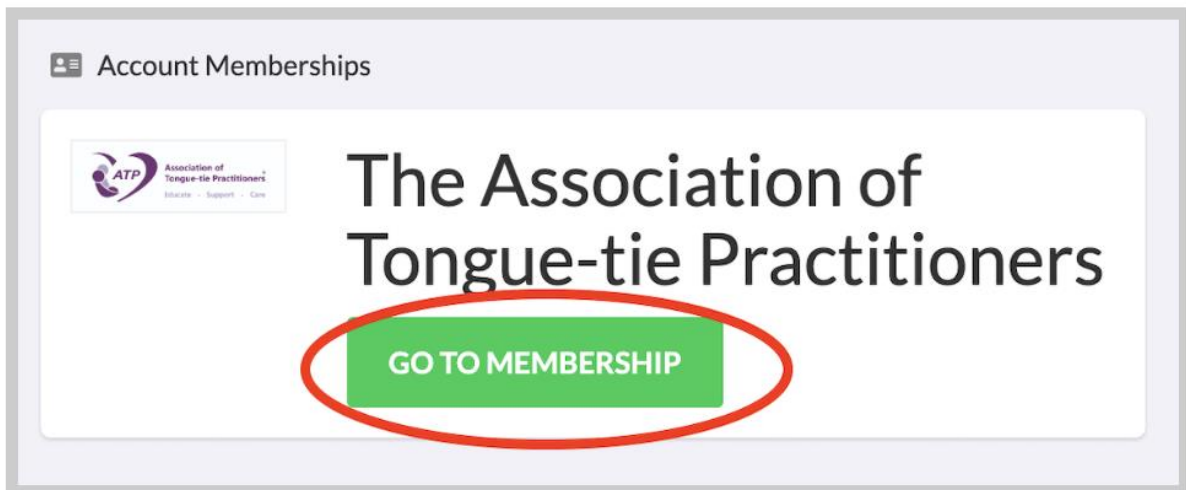
1. In the top right hand corner, where your name is, click onto the drop-down menu and select 'Account Settings'.



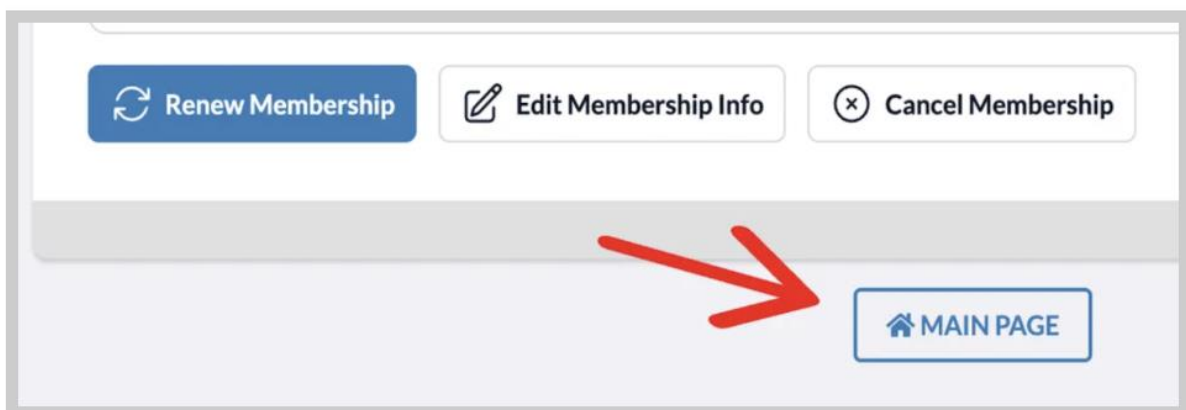
Or



2. Click onto the green button 'Go to Membership' and then scroll to the bottom of the page.



3. Click onto the 'house' button that says 'Main Page' and



4. then select the additional plan that you require and complete the registration process with your personal details.
5. If your change has involved adding, removing or altering a directory listing entry, either the amendment for (<https://www.tongue-tie.org.uk/directory-listings#ListingAmendmentForm>) or a new directory entry listing form (<https://www.tongue-tie.org.uk/directory-listings#NewListingForm>)

[tie.org.uk/directory-listings](https://www.tongue-tie.org.uk/directory-listings)) remains outstanding and must be completed.

6. Please also refer to our 'Directory and Listings Policy' (<https://www.tongue-tie.org.uk/constitution>)

7. To edit or change your current plan 'type' please contact membership@tongue-tie.org.uk directly. You may choose to cancel your current plan and set up a new payment plan at any point, however, this will take a full annual subscription payment so contacting admin to alter on your behalf is preferable.

→ 'Additional Private Clinic(s) Directory Listing Entries' is also a membership plan type. This type is an 'add-on' to a Full or Honorary membership plan, and is not a stand-alone plan. This option is ONLY to be considered in combination with any of the 4 following plans:

1. Full Membership & 1 Primary Clinic Listing
2. Full Membership & Primary Home Visit Listing
3. Honorary Membership & 1 Primary Clinic Listing
4. Honorary Membership & Primary Home Visit Listing

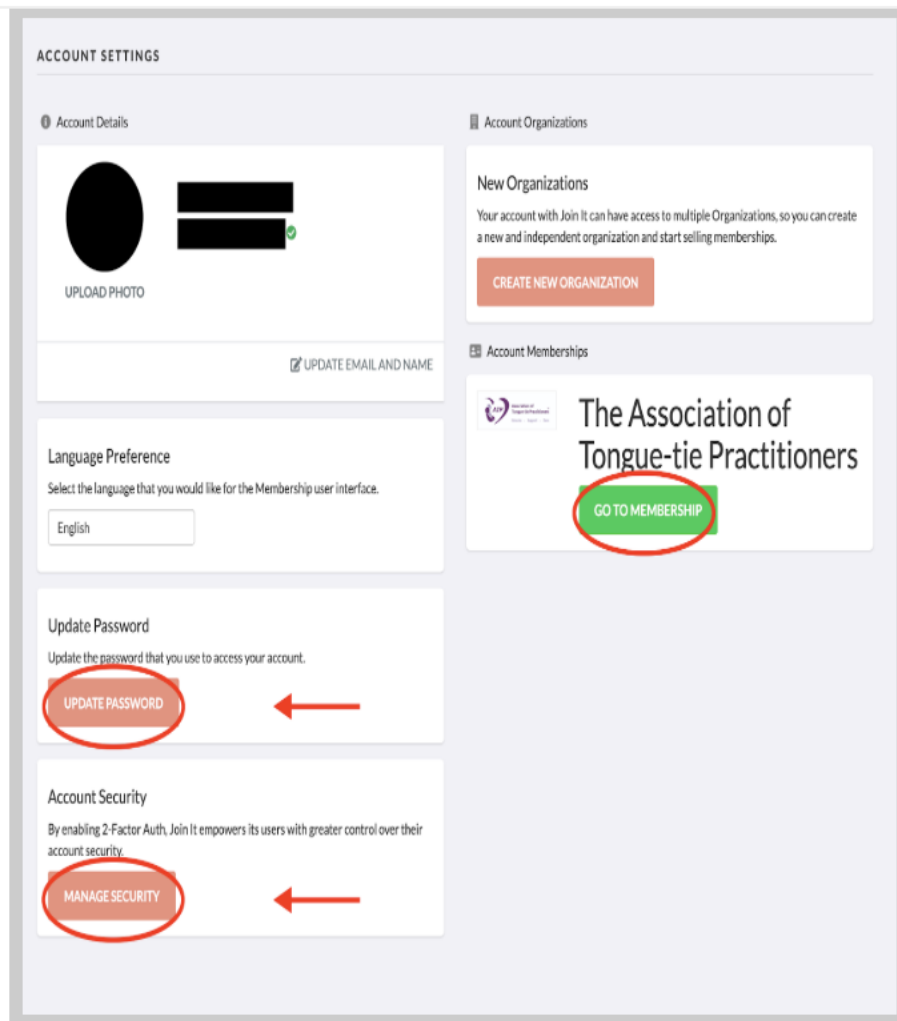
→ If you have a Home Visit Listing; this will always be your primary listing.

CHANGING YOUR PASSWORD:

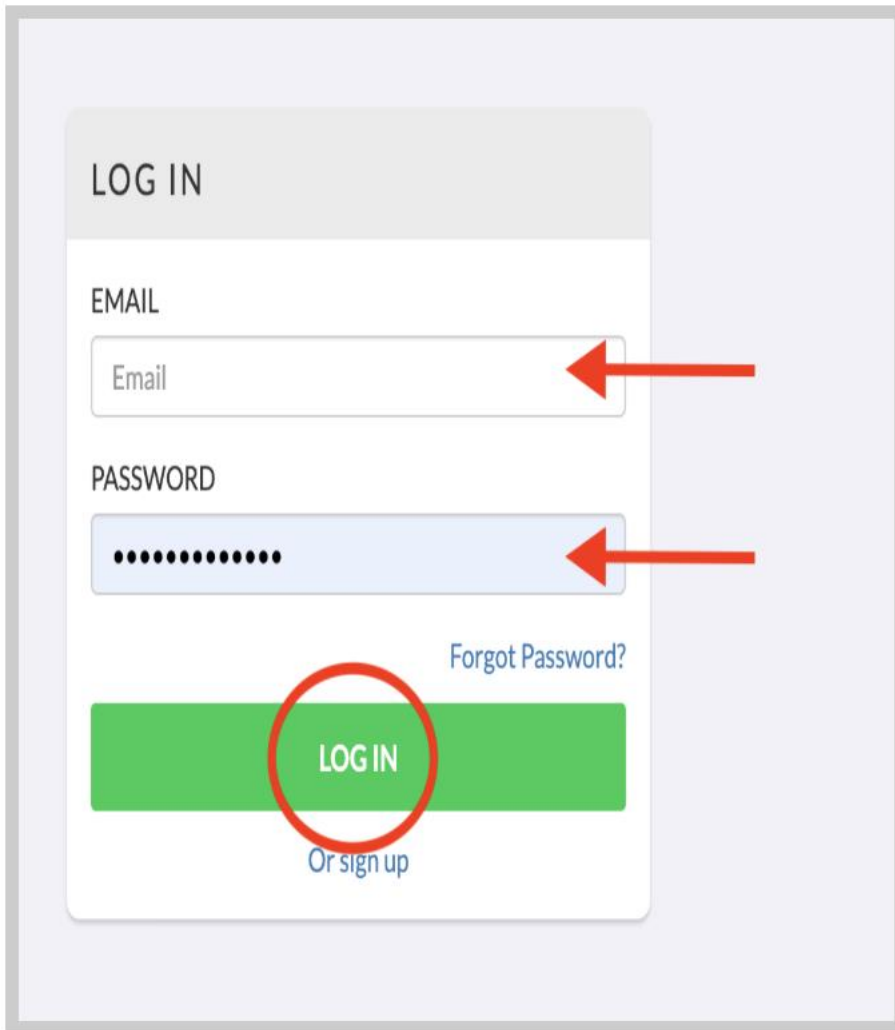
Please log-in to your profile as above.

When creating your account profile, members will be asked to set their own password, which you can monitor and manage. You also have the option to enable 'two-factor authentication' for added security.

1. Please note that this password is separate from the password used to access the main ATP website pages, known as 'native' pages.
2. The ATP website password is also the one used as a discount 'promo' code to receive the 25% membership discount in the ATP online shop, so each member will have 2 different passwords.
3. The ATP website password (for 'native' pages) is updated annually and is Emailed to all members when it changes; make sure you're subscribed to our Email communications to receive it! It is also shared as a 'featured post' in our members-only closed Facebook group and reminded in each membership newsletter.
4. The password is for member-use only; if it is shared or compromised, it will need to be updated for all members.
5. To set your brand new password for the 'Join-It' membership platform, you will be guided to this page on attempting your initial log-in.



6. If you are unable to remember your current password for your join-it plans, please click on 'Password reset' from the log-in page.

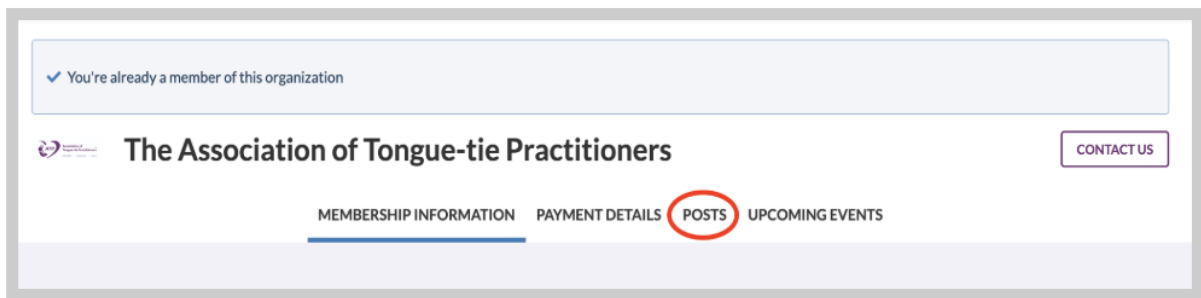


Further guidance from Join-It team:

<https://support.joinit.com/en/articles/990020-how-members-claim-their-account-and-set-a-password>

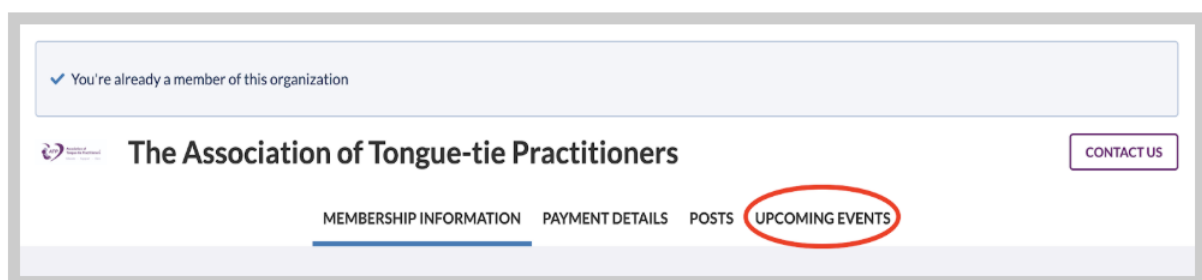
WHAT ARE 'POSTS' ?:

'Posts' are similar to bookmarks, used to share updates, announcements, or key details with members, and they appear in your profile or dashboard so that you can easily see and access them whenever you need to. They're a convenient way to keep track of anything that matters. By using 'Posts', you can stay informed, organised, and up-to-date with all of the information that is important for your membership.



UPCOMING EVENTS:

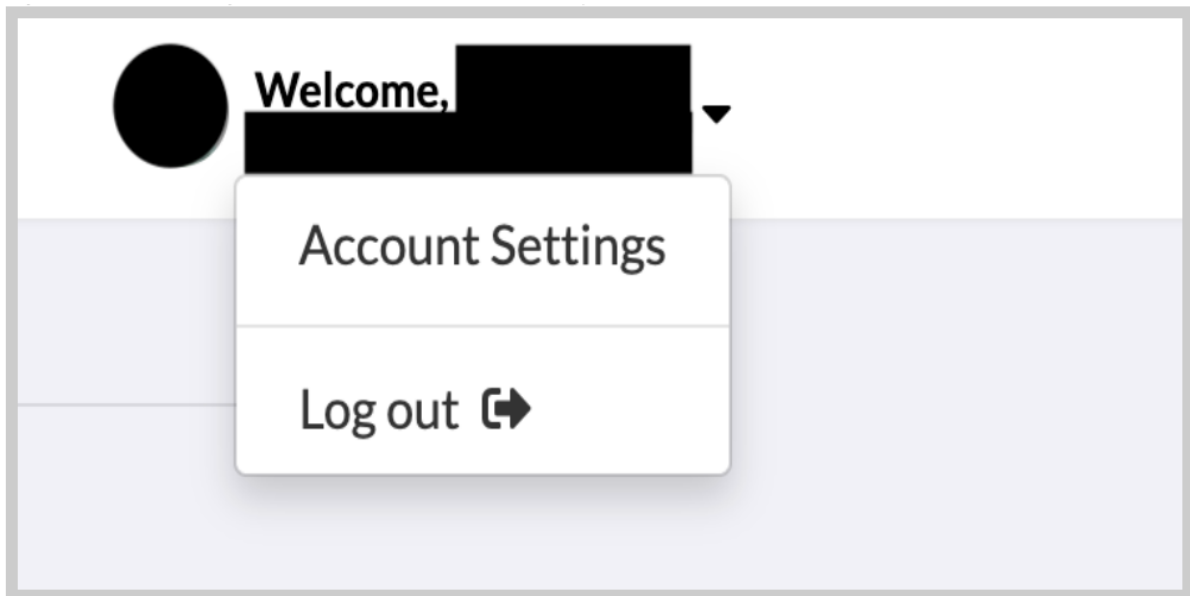
'Upcoming Events' highlights key information about important dates and meetings relevant to your membership. This includes events like membership meetings, the Annual General Meeting (AGM), workshops and other study days. Some of these events may require you to register in advance, while others are simply for your information. The 'Upcoming Events' section makes it easy to see what's coming up, plan ahead, and ensure you don't miss any important opportunities to participate or engage with your membership community.



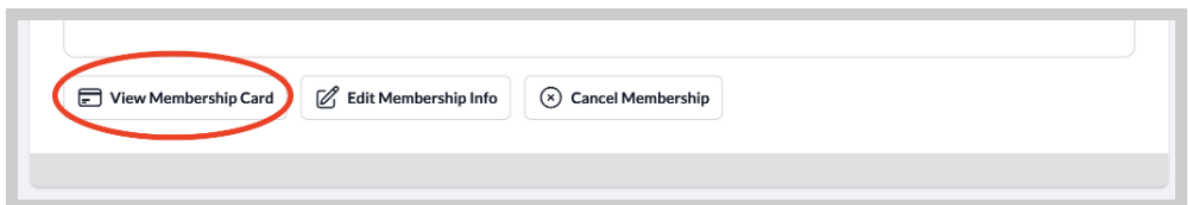
ACCESSING YOUR DIGITAL ID CARD:

Please log-in to your profile as above

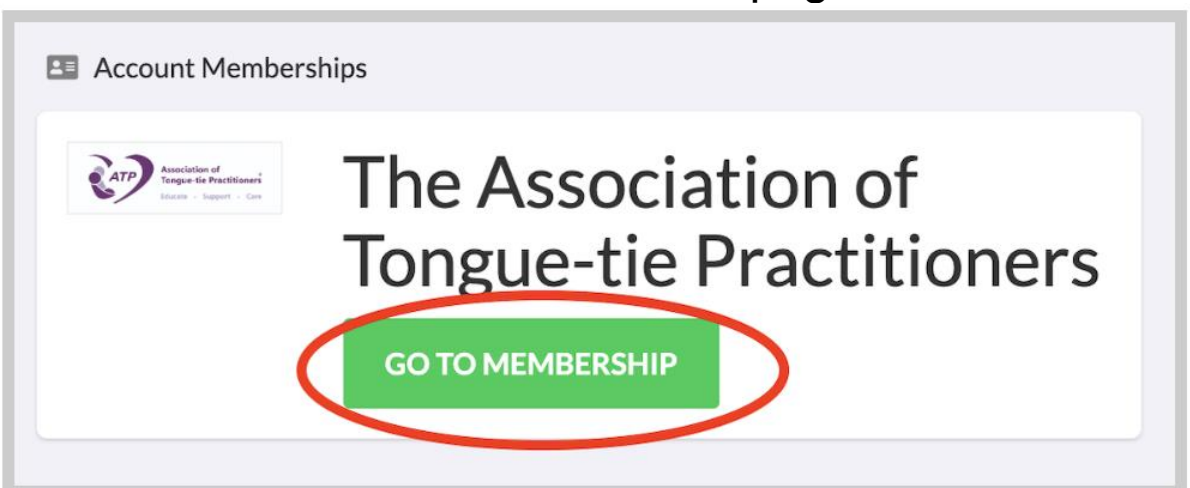
1. In the top right hand corner, where your name is, click onto the drop-down menu and select 'Account Settings'.



Or

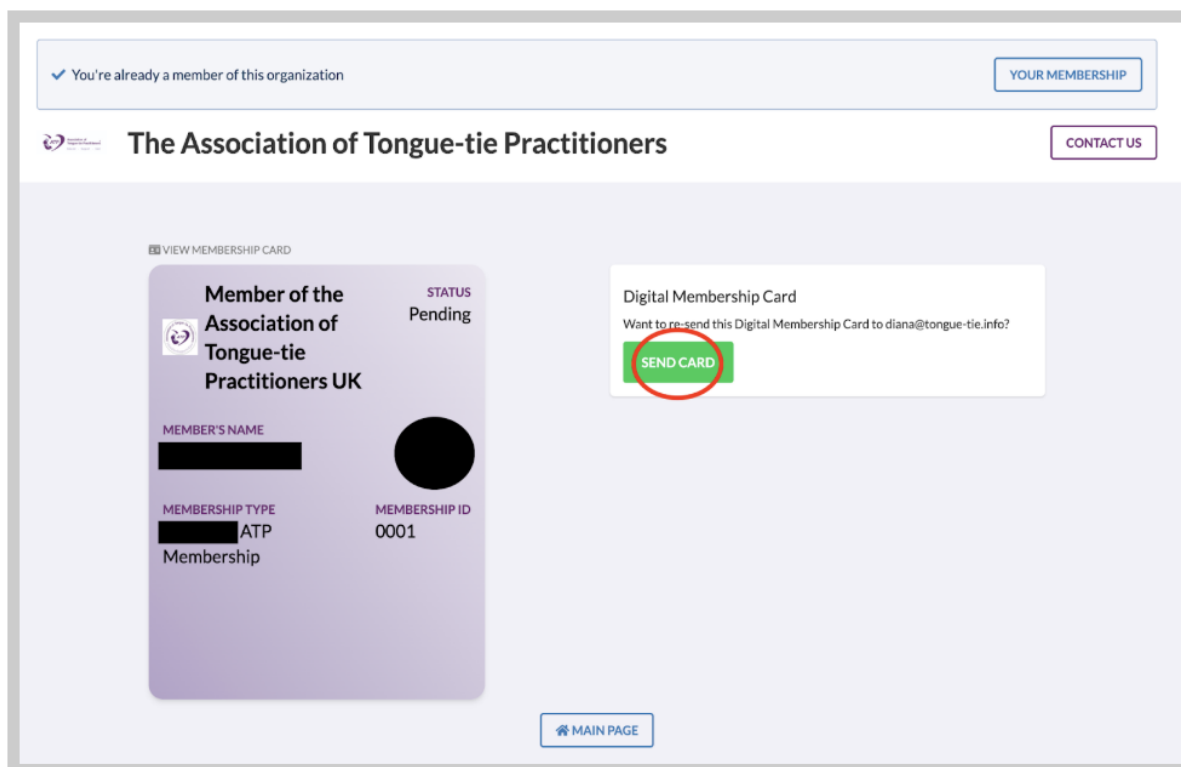


2. Click onto the green button 'Go to Membership' and then scroll to the bottom of the page.



3. Click onto the 'View Membership Card' and then 'Send Card' and this will then be sent to your Email address linked to your profile. The version sent to your Email address may not include the QR code or

your photo as this varies on your server provider, but once you get to stage 4 it should appear in your 'wallet'.



4. Follow the instructions in the Email to upload into your Google or Apple wallet.

Further guidance from the 'Join-It' team:

Apple Wallets:

- <https://support.joinit.com/en/articles/11831502-digital-membership-cards-in-apple-wallet>

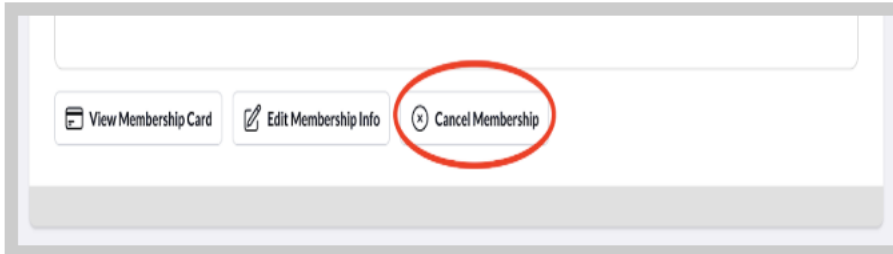
Google Wallets:

- <https://support.joinit.com/en/articles/11831382-digital-membership-cards-in-google-wallet>

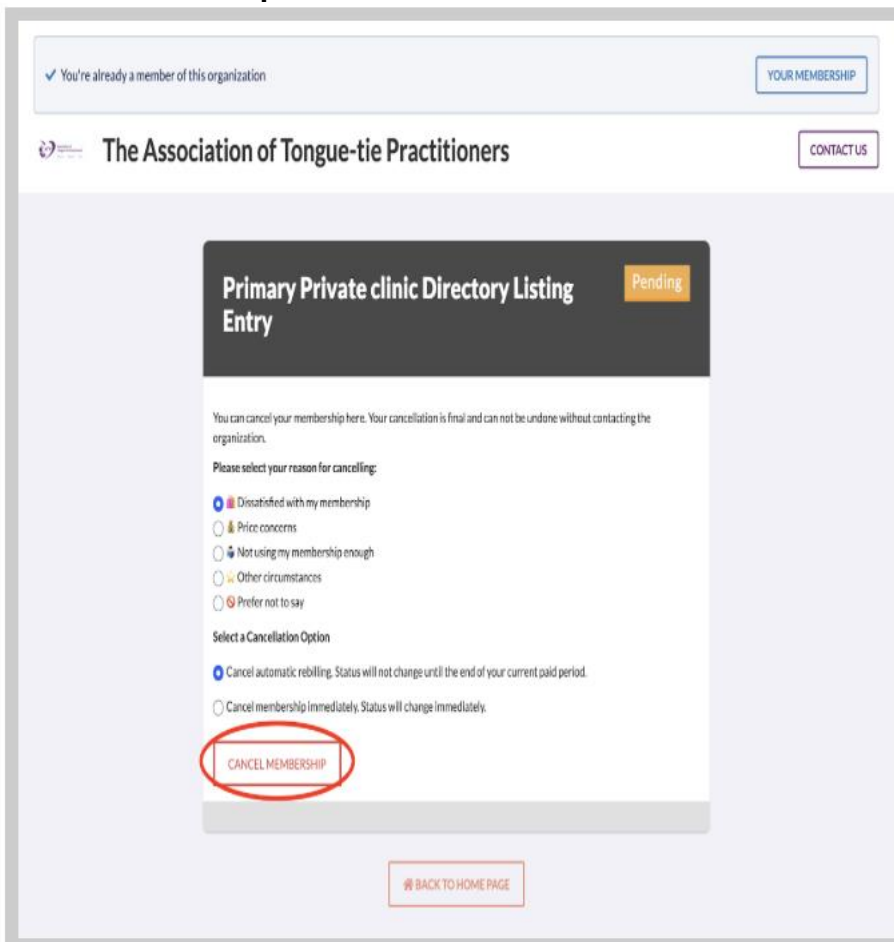
CANCELLING YOUR MEMBERSHIP:

Please log-in to your profile as above

1. Click 'Cancel Membership' at the bottom of the page that lists any plan linked to your Email address and follow any on-screen prompts to confirm your cancellation.



2. You will be asked to confirm at what point you would like to cancel your membership. As membership plans are annual subscription for the year ahead, you may opt to remain a member for the remaining term and not to auto-renew; or you can opt to cancel with immediate effect.



3. Cancellation will also trigger removal of any current directory entry listings you may hold. The amendment form for termination of any listing must also be confirmed by completing the amendment form on the ATP website (<https://www.tongue-tie.org.uk/directory-listings#ListingAmendmentForm>)
4. As per ATP CIO Membership Terms and Conditions, Section 5 'Financial Terms' refunds are not issued for termination of membership subscriptions (<https://www.tongue-tie.org.uk/constitution>).

CONTACT US:

If you have any questions, need clarification, or require assistance while managing your membership, please do not hesitate to contact us.

1. Please log-in to your profile as above
2. By clicking onto the 'Contact Us' button in your profile, you are able to Email us directly.



Alternatively, you may contact the membership secretary directly at: membership@tongue-tie.org.uk