



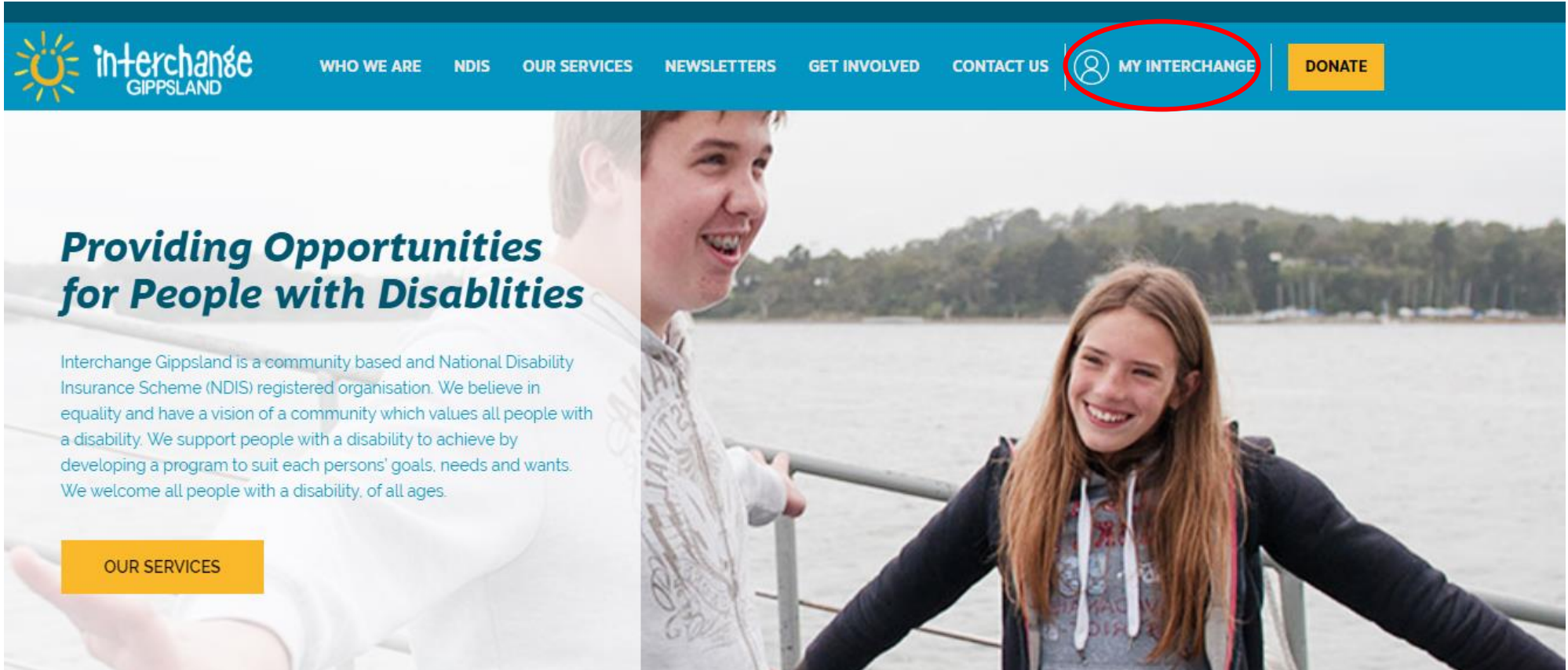
INTERCHANGE GIPPSLAND

NEW WEBSITE USER GUIDE

www.icg.asn.au

REGISTER FOR MY INTERCHANGE

- Click on the My Interchange icon as shown below



The image shows a screenshot of the Interchange Gippsland website. The header is a teal bar with the logo on the left and navigation links on the right. The 'MY INTERCHANGE' link, which includes a person icon, is circled in red. Below the header is a hero section with a background image of two young people smiling on a boat. The text in the hero section includes a title, a paragraph of text, and a yellow button labeled 'OUR SERVICES'.

interchange
GIPPSLAND

WHO WE ARE | NDIS | OUR SERVICES | NEWSLETTERS | GET INVOLVED | CONTACT US | **MY INTERCHANGE** | DONATE

Providing Opportunities for People with Disabilities

Interchange Gippsland is a community based and National Disability Insurance Scheme (NDIS) registered organisation. We believe in equality and have a vision of a community which values all people with a disability. We support people with a disability to achieve by developing a program to suit each persons' goals, needs and wants. We welcome all people with a disability, of all ages.

OUR SERVICES

- Enter your email, a password, and select account type in the spaces provided in the Register section
- Click Register button as shown below
- Note: This is for first time users only – once you have completed this process for the first time, the next time you visit My Interchange you will just need to use the Login section with your email and password.
- Note: please make note of your password as you will need this for future use of the My Interchange section of the website

Login

Username or email address *

Password *

LOG IN Remember me

[Lost your password?](#)

Register

Email address *

Password *

Account Type *

I am a participant I am a carer

REGISTER

- In the My Profile section complete and save this form, including preferred pickup and drop off locations
- Note: This information can be updated anytime by logging in to the My Interchange section of the website



Your Details

First name *	Last name *	
<input type="text"/>	<input type="text"/>	
Display name *	Email address *	
<input type="text" value="copland.sarah"/>	<input type="text"/>	
<i>This will be how your name will be displayed in the account section and in reviews</i>		
Account Type *	Phone *	
<input type="radio"/> I am a participant <input checked="" type="radio"/> I am a carer	<input type="text" value="Phone"/>	
Date of Birth *	Gender *	
<input type="text" value="Date of Birth (DD/MM/YYYY)"/>	<input type="text" value="Gender"/>	
Street Address *	Suburb *	
<input type="text" value="Street Address"/>	<input type="text" value="Suburb"/>	
State *	Post Code *	
<input type="text" value="State"/>	<input type="text" value="Post Code"/>	
Preferred Pickup Location *	Preferred Drop Off Location *	
<input type="text" value="Drouin"/>	<input type="text" value="Drouin"/>	
Current password (leave blank to leave unchanged)	New password (leave blank to leave unchanged)	Confirm new password
<input type="text"/>	<input type="text"/>	<input type="text"/>

- After completing this information, it may take up to one business day for Interchange staff to confirm your account before you can start booking for activities.

REGISTER FOR AN ACTIVITY

- When logged into My Interchange, click on the Upcoming Activities tab



Upcoming Activities

- After your account has been confirmed by Interchange staff, a list of activities will be shown that you are eligible to attend
- To view transport information and What to Bring details click the Activity Info button
- Click on the Book Now button for the activity you would like to register to attend





Upcoming Activities

High Five Events

Activity Lego Day	Date 29 May 2018	Close Date 21 May 2018	Spots Left 10	ACTIVITY INFO	BOOK NOW
Activity Flippin' Out	Date 29 May 2018	Close Date 10 Jul 2018	Spots Left 10	ACTIVITY INFO	BOOK NOW

- After adding the activity that you would like to book to your cart, click on the “View Cart” option that appears at the top right of the screen
- If you are ready to book this activity, click “Proceed to Checkout” as shown below
- However, if you would like to register for more activities before checking out, simply click the My Interchange icon to continue shopping
- If you are making any changes to your cart at the checkout, ensure that you click “Update Cart” before you proceed to the checkout.

✔ "Lego Day" removed. [Undo?](#)

Product	Price	Quantity	Total
  Lego Day	\$10.00	<input type="text" value="1"/>	\$10.00

[Update cart](#)

Cart totals

Subtotal	\$10.00
Total	\$10.00

[Proceed to checkout](#)

- Please make sure all information is filled out
- Enter name of participant/s, any dietary requirements, or any changes to drop off and pickup locations into the Additional Information box
- Check that your order details are correct
- Select payment method
- Select Place order
- Your order confirmation screen will appear

Billing details

First name * Last name *

Company name (optional)

Country *
Australia

Street address *

Apartment, suite, unit etc. (optional)

Suburb *

State *

Postcode *

Phone *

Email address *

Additional information

Order notes (optional)



Notes about your order, e.g. special notes for delivery.

Your order

Product	Total
Jump & Climb! (Friendship Group Latrobe) × 1	
Subtotal	\$35.00
Total	\$35.00

Use a Credit on your Account / Payment Plans for Camps

If you are aware of a credit on your account with Interchange Gippsland, or if you are paying off a camp please use this option. Make sure to use the Notes section when confirming your order to advise our accounts team of your intentions.

Credit Card (Stripe)  

Internet banking (Pay with POLi)

Place order



Thank you. Your order has been received.

ORDER NUMBER:
553

DATE:
June 21, 2018

EMAIL:

TOTAL:
\$20.00

PAYMENT METHOD:
Direct bank transfer

Order details

Product	Total
Lego Day x 1 Start: May 29, 2018 Finish: 9:00 am - 5:00 pm	\$10.00
Lego Day x 1 Start: May 29, 2018 Finish: 9:00 am - 5:00 pm	\$10.00
Subtotal:	\$20.00
Payment method:	Direct bank transfer
Total:	\$20.00

Billing address

Sarah Copland

- A copy of your order receipt will be emailed to you for payment
- This order receipt will show the bank details for Interchange Gippsland

Thank you for your order

Your order is on-hold until we confirm payment has been received. Your order details are shown below for your reference:

Order #556 (June 21, 2018)

Product	Quantity	Price
Lego Day Start: May 29, 2018 Finish: 9:00 am - 5:00 pm	1	\$10.00
Subtotal:		\$10.00
Payment method:		Direct bank transfer
Total:		\$10.00

Billing address

Sarah Copland

To view the status of your booking:

- While in the My Interchange section of the website click My Bookings



My Bookings

Activity	Date	Time	Location	Status	View
Lego Day	29 May 2018	9:00am - 5:00pm	Location: Latrobe	On hold	View

- If payment has not been received the status will show as On Hold or Processing
- Once payment has been received the status will show as Completed
- Please note that registration for an activity is only confirmed once payment has been received and processed by Interchange Gippsland
- If payment is not received a week prior to the activity then you will be contacted by the activity Program Coordinator regarding forfeiting your place on the activity

- Once payment is received you will be sent an email stating that your order is complete and this is confirmation of your registration
- This email template will also state that it is your Tax Invoice / Receipt for funding claiming purposes

Your order is complete

Hi there. Your recent order on Interchange Gippsland has been completed. Your order details are shown below for your reference:

Order #556 (June 21, 2018)

Product	Quantity	Price
Lego Day	1	\$10.00
Subtotal:		\$10.00
Payment method:		Direct bank transfer
Total:		\$10.00

Billing address

Sarah Copland

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VIEW WHAT'S COMING UP FOR YOUR PROGRAM

- On the website Home Page – select the box of the age group you are looking for

Providing Opportunities for People with Disabilities

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OUR SERVICES

Our Support Services

Early Childhood (1 - 4 Years) →	Children (5 - 13 Years) →	Teenagers (14 - 17 Years) →
Adults (18+ Years) →	Families →	

- This will open up the page for that age group
- Scroll down to the program that you want to see activities for and select to view the activities for that program in the relevant area

Our Programs

HOP

Our Recreation Program for children 5 to 12 years old

Our HOP program provides opportunities for children with a disability to enjoy social and recreational experiences. Fun, playful activities are held within your community in small group settings. This helps your children to develop their social skills and develop their independence in a safe and supported environment. As well as giving your child a chance to make friends outside of their school/family environment and have fun, our recreation programs also offer respite for carers and families.

Who are the activities for?



When are the recreation programs held?



What are my child's NDIS benefits and outcomes?



[VIEW HOP LATROBE ACTIVITIES](#)

[VIEW HOP SOUTH ACTIVITIES](#)

Busy Bods

After school support

Busy Bods is a supported group recreation program that provides participants with opportunities to learn and develop new skills, make new friends, and connect with their local community. Busy Bods is led by adult Community Access Workers who provide support and supervision.

Who are the activities for?



When are the recreation programs held?



What are my child's NDIS benefits and outcomes?



[VIEW BUSY BODS ACTIVITIES](#)

- If you wish to book an activity directly from this page, you can by clicking the Book Activity button as shown below

HOP Latrobe Activities

Our Recreation Program for children 5 to 12 years old

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Wheelz World! (HOP Latrobe) (Wheelz World, Moe)

15 Jun

Close Date - 07 Jun 2019
Spots Left - 14
Cost (\$) - 17.50
No Spots Left? [Click here to get on our waiting list.](#)

BOOK ACTIVITY **ACTIVITY INFO**

Snow Day! (HOP Latrobe) (Mount St Gwinear)

12 Jul

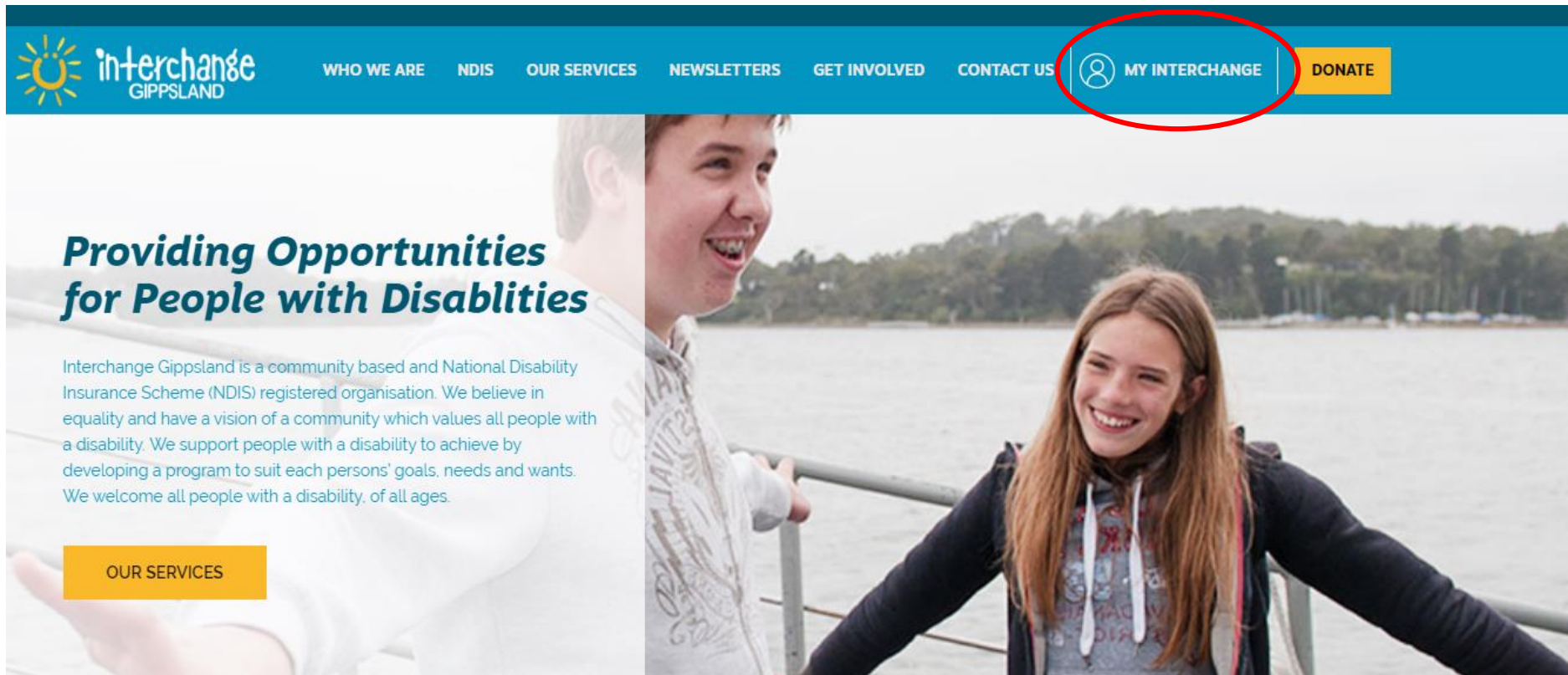
Close Date - 05 Jul 2019
Spots Left - 15
Cost (\$) - 20
No Spots Left? [Click here to get on our waiting list.](#)

BOOK ACTIVITY **ACTIVITY INFO**

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PAYING FOR AN INTERCHANGE GIPPSLAND INVOICE

- You can now pay invoices received from Interchange Gippsland by credit card. This occurs via the My Interchange section of the website
- Simply login to your My Interchange section



The image shows a screenshot of the Interchange Gippsland website. The header is a teal bar with the logo on the left and navigation links: WHO WE ARE, NDIS, OUR SERVICES, NEWSLETTERS, GET INVOLVED, CONTACT US, MY INTERCHANGE (circled in red), and DONATE. The main content area features a large image of two young people smiling on a boat. The text on the left reads: **Providing Opportunities for People with Disabilities**. Below this is a paragraph: "Interchange Gippsland is a community based and National Disability Insurance Scheme (NDIS) registered organisation. We believe in equality and have a vision of a community which values all people with a disability. We support people with a disability to achieve by developing a program to suit each persons' goals, needs and wants. We welcome all people with a disability, of all ages." At the bottom left of the main content area is a yellow button labeled "OUR SERVICES".

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WHO WE ARE NDIS OUR SERVICES NEWSLETTERS GET INVOLVED CONTACT US **MY INTERCHANGE** DONATE

Providing Opportunities for People with Disabilities

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OUR SERVICES

- Select My Invoices
- Enter your Invoice number (this will be shown on the invoice that you have received from Interchange Gippsland)
- Enter amount you wish to pay
- Enter your credit card details (please note that these details are not kept on file and are used in conjunction with web safety through Stripe)
- Click Submit



Pay Your Latest Invoice

Account & Payment Details

Invoice Number	#	Amount*	\$00.00
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This page is unsecured. Do not enter a real credit card number. Use this field only for testing purposes.

Credit Card*

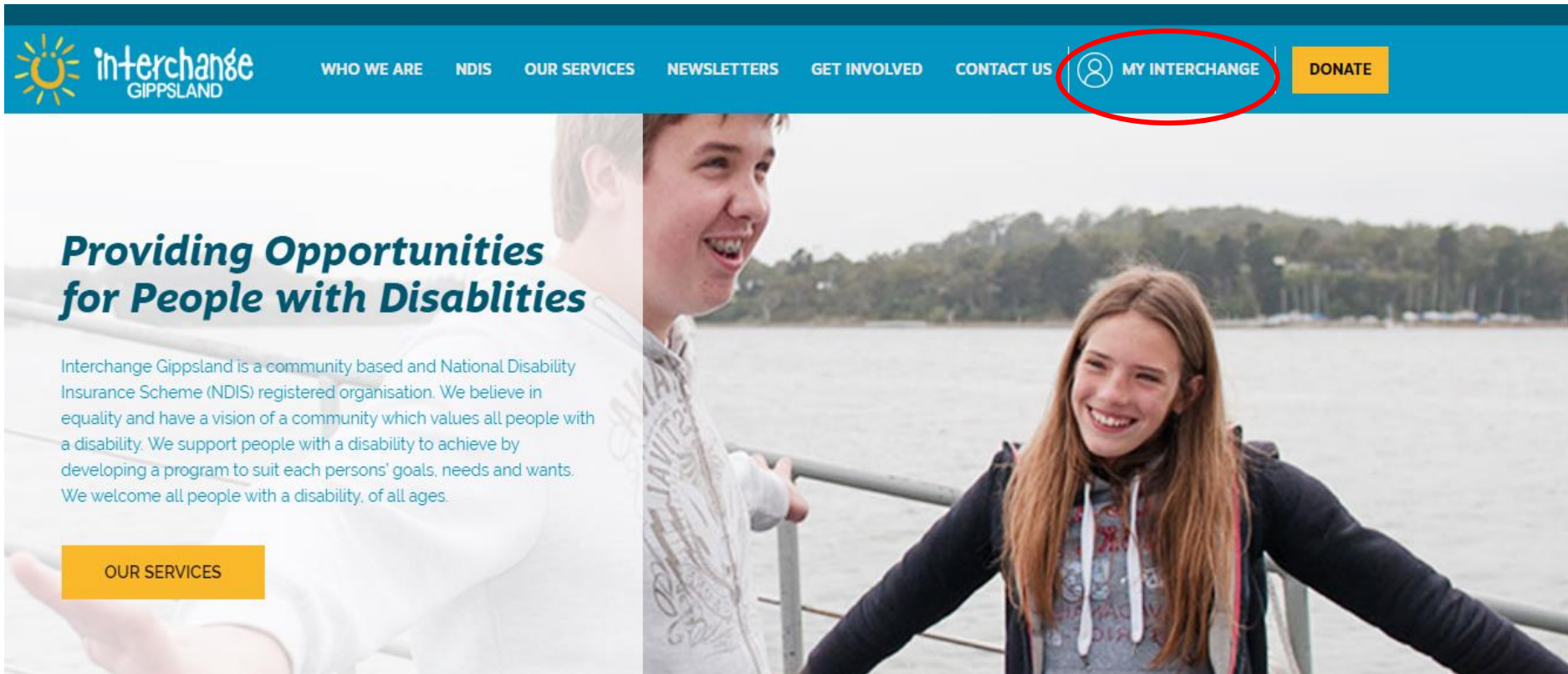


Exp. Month	Exp. Year	CVV
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CHANGE OF PERSONAL DETAILS

- If you have changed address, changed phone numbers, or changed postal addresses etc – you can now update these details via the website, and it will notify the Interchange Gippsland team
- Simply login to your My Interchange section



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WHO WE ARE NDIS OUR SERVICES NEWSLETTERS GET INVOLVED CONTACT US **MY INTERCHANGE** DONATE

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OUR SERVICES

- Click on the My Profile section
- Update any details necessary and Save

interchange GIPPSLAND WHO WE ARE NDIS OUR SERVICES NEWSLETTERS GET INVOLVED CONTACT US MY INTERCHANGE DONATE

UPCOMING ACTIVITIES MY BOOKINGS MY INVOICES **MY PROFILE**

Your Details

First name *

Last name *

Display name *

Email address *

This will be how your name will be displayed in the account section and in reviews

Account Type *

I am a participant I am a carer

Phone *

Date of Birth *

Gender *

Street Address *

Suburb *

State *

Post Code *

Preferred Pickup Location *

Preferred Drop Off Location *

Current password (leave blank to leave unchanged)

New password (leave blank to leave unchanged)

Confirm new password