

# ENROL@ORGCENTRE

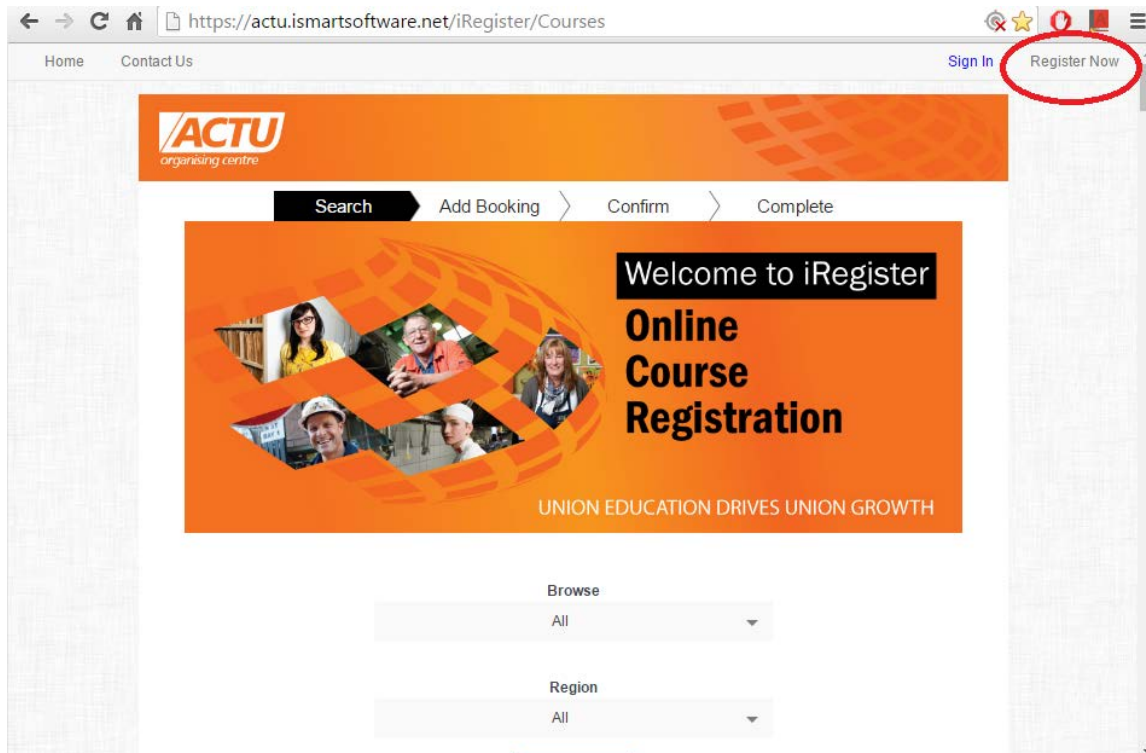
## TROUBLESHOOTING GUIDE

### Contents

HOW TO CREATE A PROFILE.....	2
HOW TO SIGN IN .....	4
I FORGOT MY PASSWORD.....	5
HOW TO SEARCH FOR A COURSE.....	6
SEARCH USING TAGS.....	7
MY SEARCH RETURNED NO RESULTS.....	8
HOW TO ENROL MYSELF IN A COURSE .....	9
HOW TO ENROL ANOTHER PERSON IN A COURSE .....	10
HOW TO ENROL SEVERAL PEOPLE IN A COURSE .....	12
PAYMENT OPTIONS.....	13
I COMPLETED MY ENROLMENT BUT HAVEN'T RECEIVED AN EMAIL.....	16
I WANT TO CANCEL SOMETHING I ENROLED IN .....	18

# HOW TO CREATE A PROFILE

Click *Register Now* in the top right corner of the page.



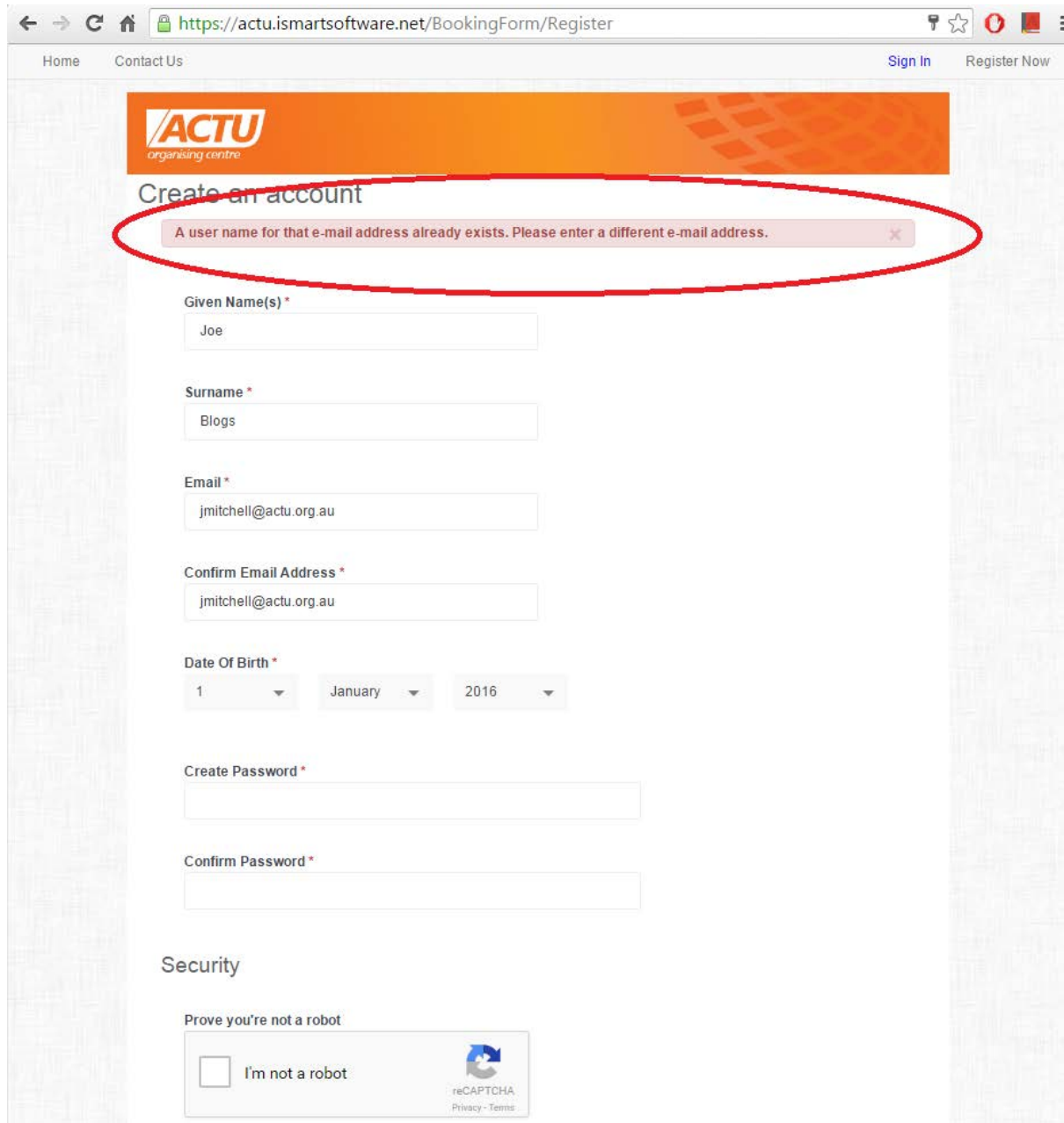
Fill out the Registration form

A screenshot of the ACTU iRegister registration form. The browser's address bar shows 'https://actu.ismartsoftware.net/BookingForm/Register'. The form is titled 'Create an account' and includes the following fields: 'Given Name(s) \*', 'Surname \*', 'Email \*', 'Confirm Email Address \*', 'Date Of Birth \*' (with dropdowns for day, month, and year), 'Create Password \*', and 'Confirm Password \*'. Below these fields is a 'Security' section with a checkbox labeled 'I'm not a robot' and a CAPTCHA image. At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons.

If you receive the following message:

**'Error message: A user name for that email address already exists. Please enter a different e-mail address.'**

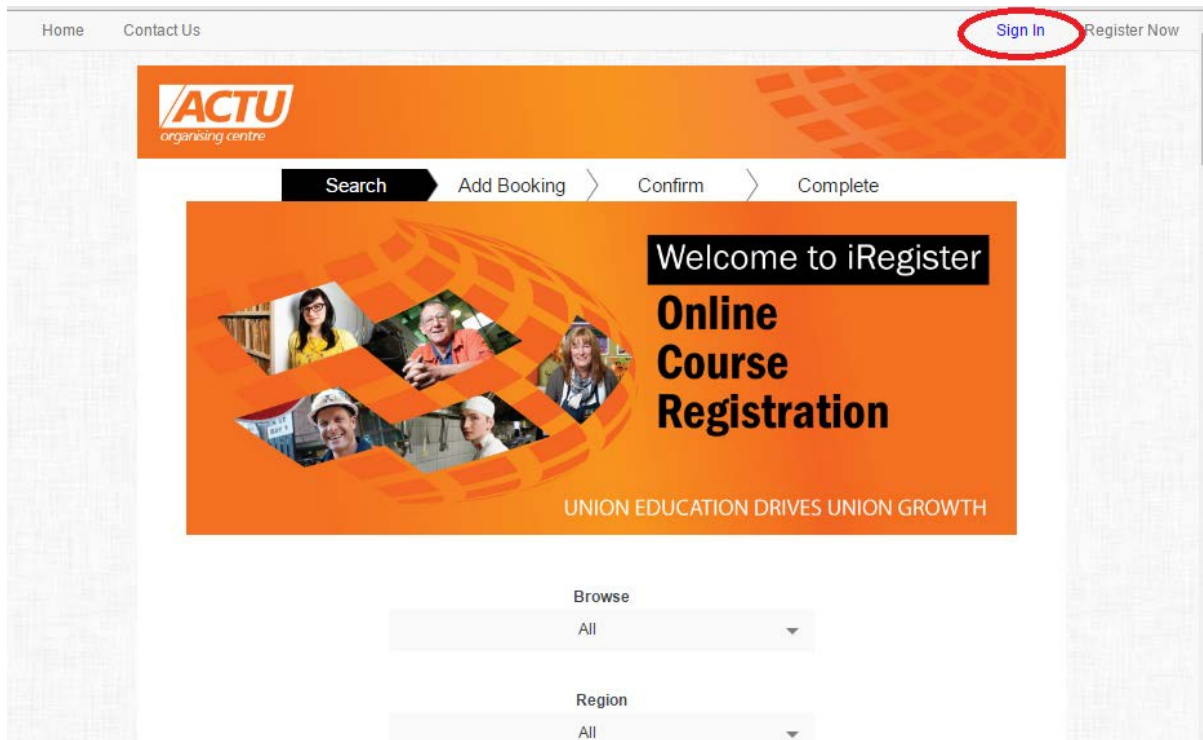
This means that a profile has already been created under the email address. The solution is to either go to the sign in page or click *Reset Password*, or to enter a different email address.



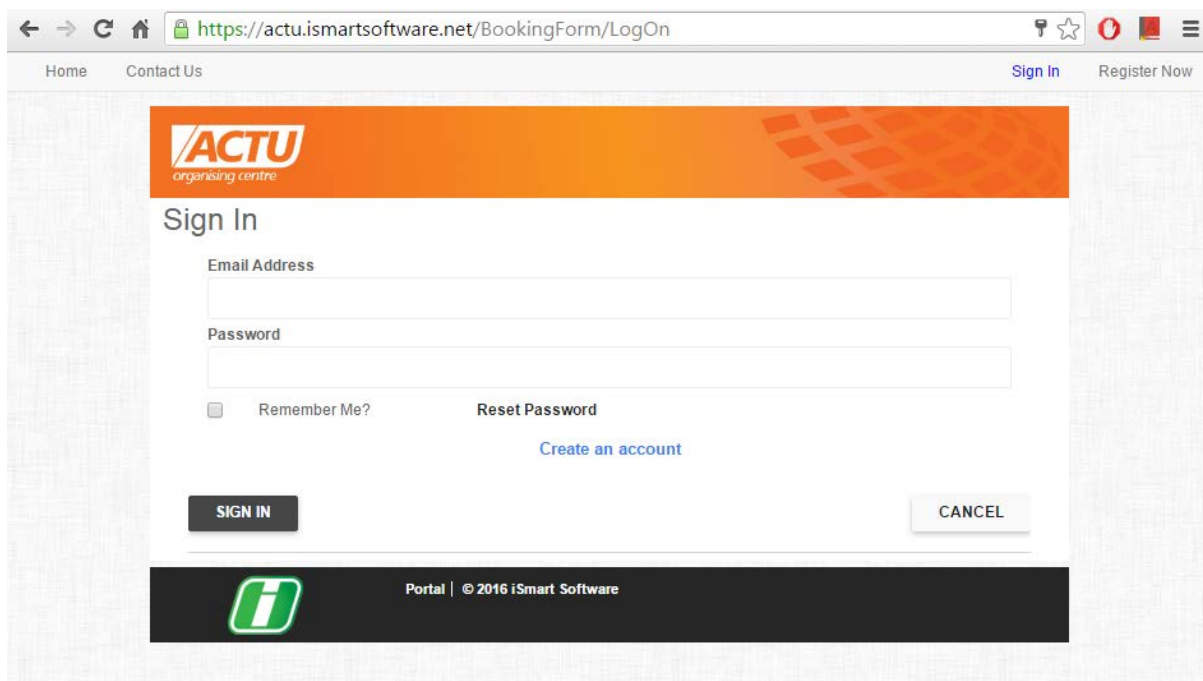
The screenshot shows a web browser at the URL <https://actu.ismartsoftware.net/BookingForm/Register>. The page has a navigation bar with 'Home' and 'Contact Us' on the left, and 'Sign In' and 'Register Now' on the right. The ACTU logo is at the top. The main heading is 'Create an account'. Below it, a red error message box states: 'A user name for that e-mail address already exists. Please enter a different e-mail address.' The registration form includes fields for 'Given Name(s)' (filled with 'Joe'), 'Surname' (filled with 'Blogs'), 'Email' (filled with 'jmitchell@actu.org.au'), 'Confirm Email Address' (filled with 'jmitchell@actu.org.au'), 'Date Of Birth' (set to 1 January 2016), 'Create Password', and 'Confirm Password'. At the bottom, there is a 'Security' section with a reCAPTCHA 'I'm not a robot' checkbox.

# HOW TO SIGN IN

Click the sign in button in the top-left corner of the home page.



Enter email address and password.

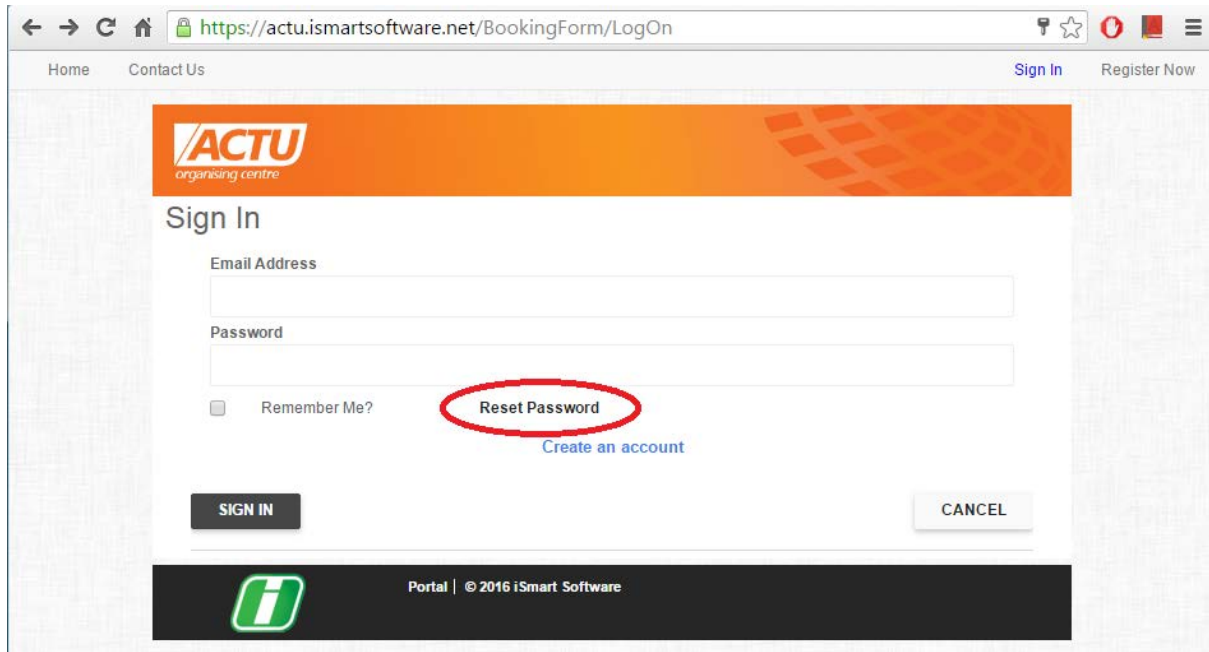


# I FORGOT MY PASSWORD

Staff **cannot** reset passwords for users.

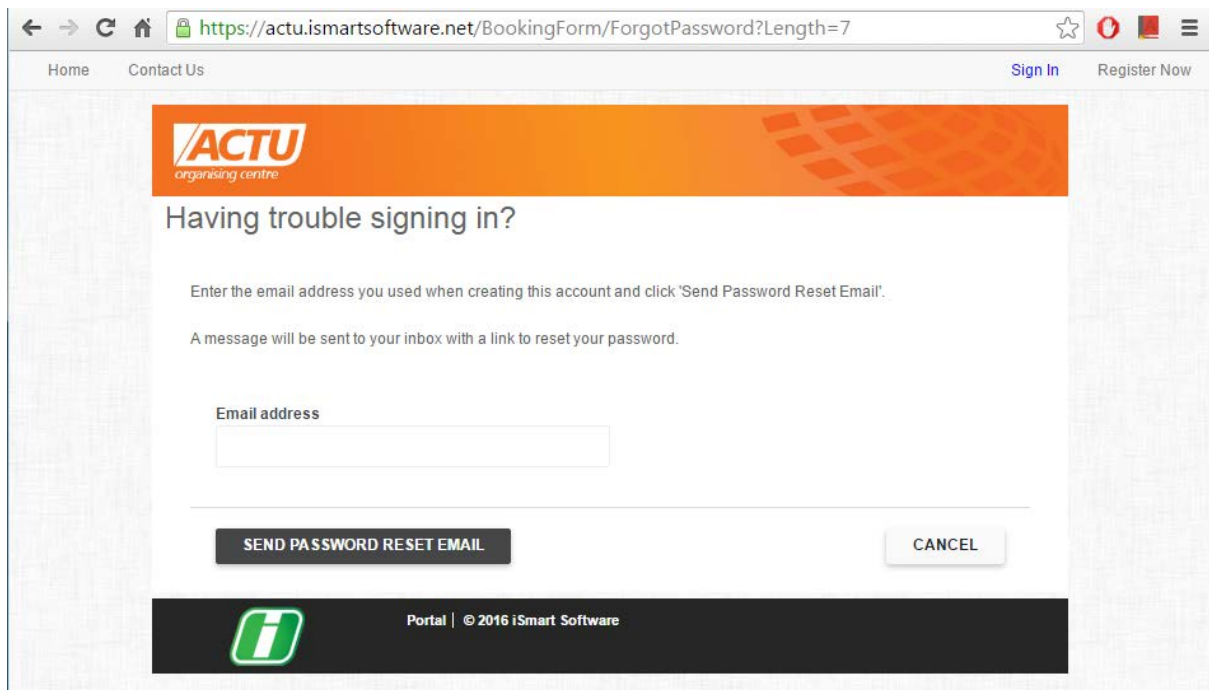
How to reset password:

Go to the **SIGN IN** page.



A screenshot of a web browser showing the ACTU 'organising centre' Sign In page. The URL in the address bar is <https://actu.ismartsoftware.net/BookingForm/LogOn>. The page has a navigation bar with 'Home' and 'Contact Us' on the left, and 'Sign In' and 'Register Now' on the right. The main content area features the ACTU logo, the heading 'Sign In', and two input fields for 'Email Address' and 'Password'. Below these fields is a 'Remember Me?' checkbox and a 'Reset Password' link, which is circled in red. There is also a 'Create an account' link. At the bottom of the form are 'SIGN IN' and 'CANCEL' buttons. The footer contains the iSmart Software logo and the text 'Portal | © 2016 iSmart Software'.

Enter your email address and then click **Send Password Reset Email**



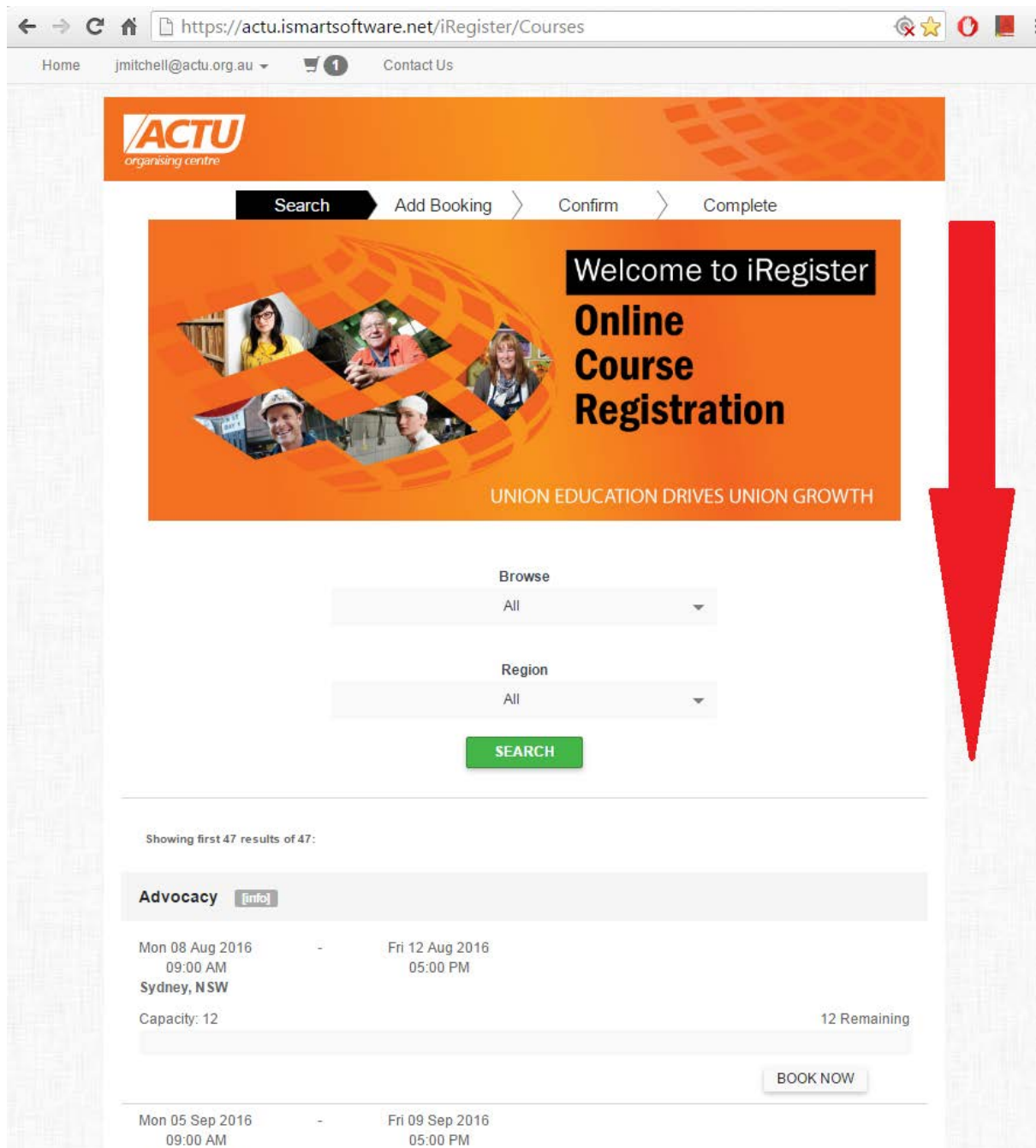
A screenshot of a web browser showing the ACTU 'organising centre' Forgot Password page. The URL in the address bar is <https://actu.ismartsoftware.net/BookingForm/ForgotPassword?Length=7>. The page has a navigation bar with 'Home' and 'Contact Us' on the left, and 'Sign In' and 'Register Now' on the right. The main content area features the ACTU logo, the heading 'Having trouble signing in?', and instructions: 'Enter the email address you used when creating this account and click 'Send Password Reset Email'. A message will be sent to your inbox with a link to reset your password.' Below this is an 'Email address' input field. At the bottom of the form are 'SEND PASSWORD RESET EMAIL' and 'CANCEL' buttons. The footer contains the iSmart Software logo and the text 'Portal | © 2016 iSmart Software'.

# HOW TO SEARCH FOR A COURSE

There are two ways to search for a course.

## SCROLL DOWN

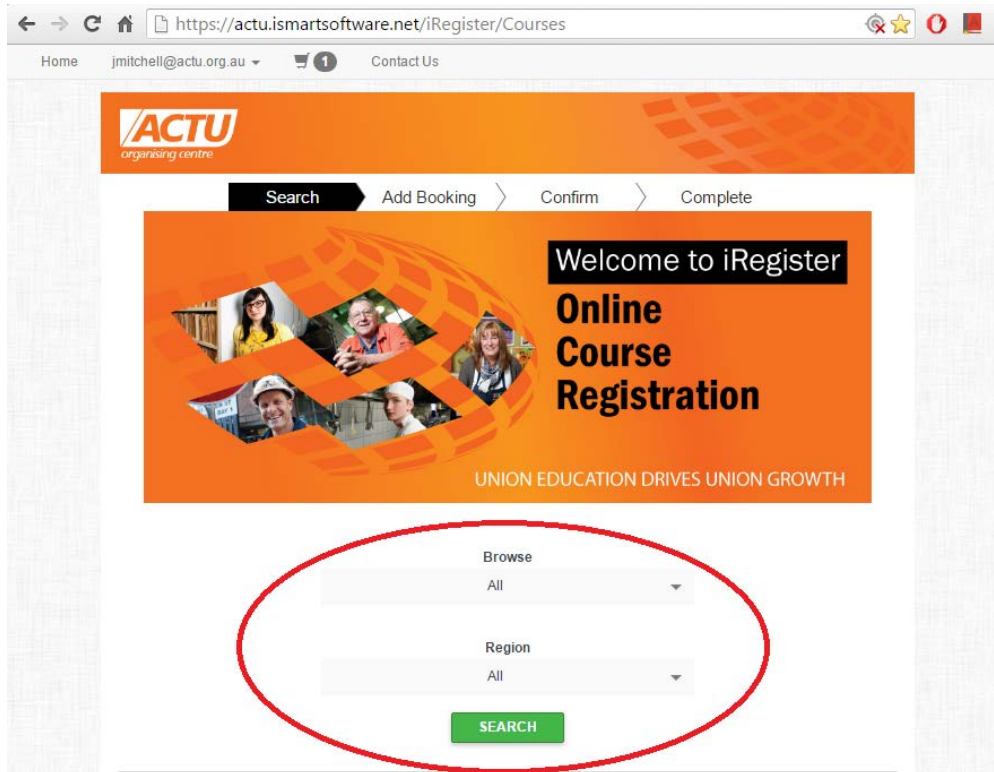
All courses are listed below the main banner and site image.



The screenshot shows a web browser at the URL <https://actu.ismartsoftware.net/iRegister/Courses>. The page features the ACTU logo and a navigation bar with links: Home, jmitchell@actu.org.au, Contact Us, and a shopping cart icon. Below the navigation bar is a progress bar with steps: Search, Add Booking, Confirm, and Complete. The main banner area contains a collage of photos of diverse people and the text "Welcome to iRegister Online Course Registration" and "UNION EDUCATION DRIVES UNION GROWTH". Below the banner are two dropdown menus for "Browse" (set to "All") and "Region" (set to "All"), followed by a green "SEARCH" button. A large red arrow points downwards from the banner area towards the course listings. Below the search filters, it says "Showing first 47 results of 47:". The first course listed is "Advocacy" with an "[info]" link. It shows dates from Mon 08 Aug 2016 09:00 AM to Fri 12 Aug 2016 05:00 PM, location "Sydney, NSW", and "Capacity: 12" with "12 Remaining" spots. A "BOOK NOW" button is visible. A second course listing is partially visible below.

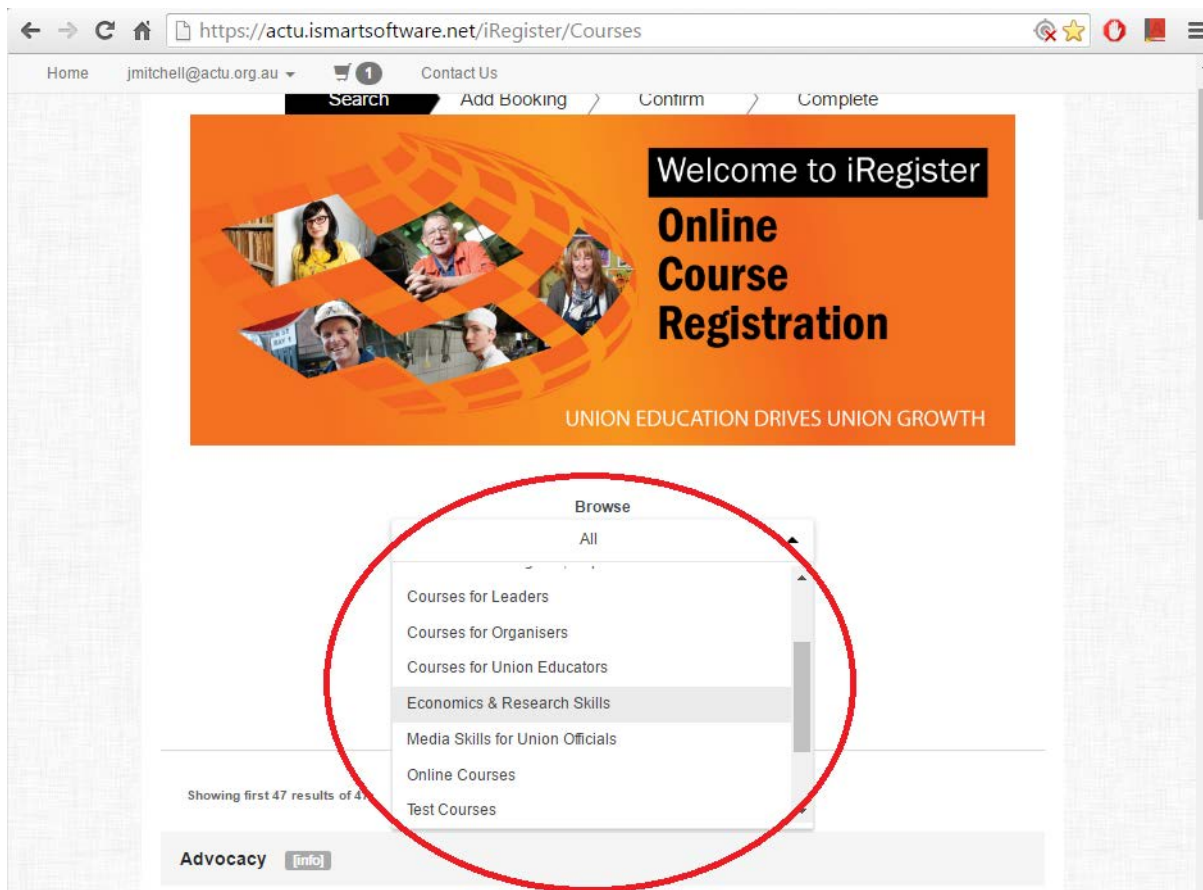


## SEARCH USING TAGS



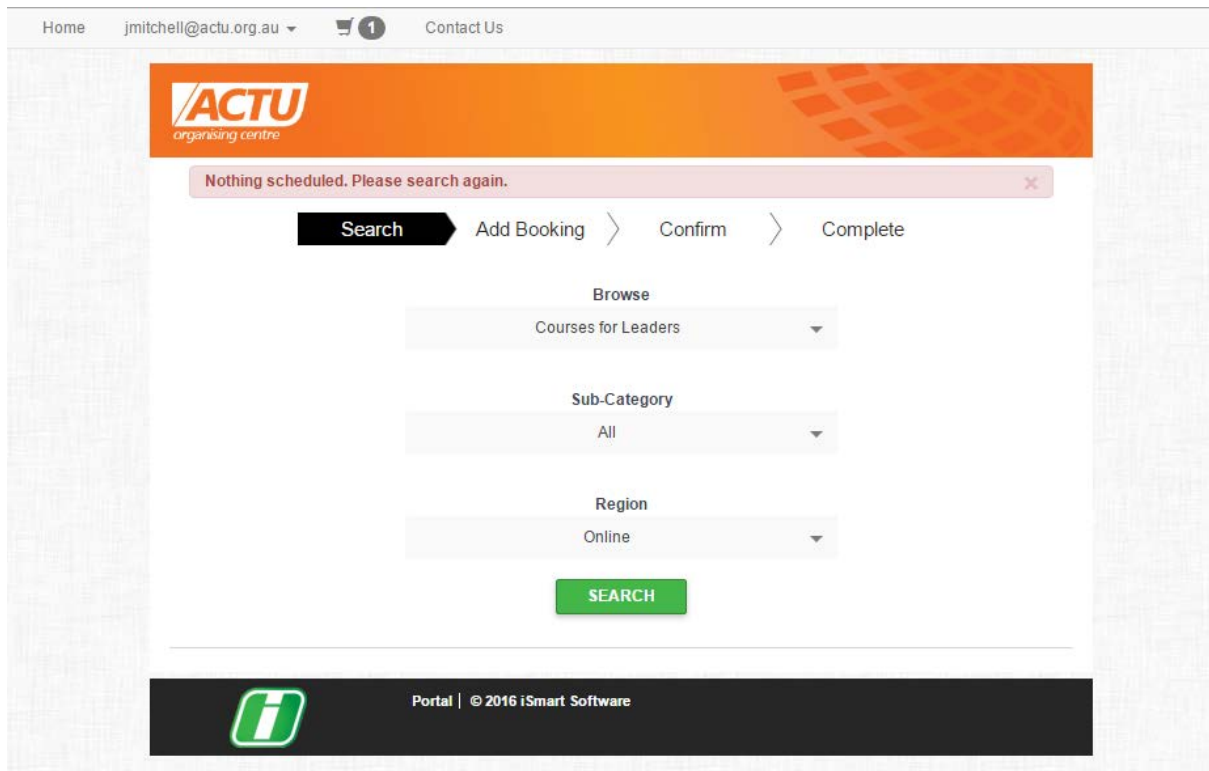
The screenshot shows the ACTU iRegister website. The header includes the ACTU logo and navigation links: Home, jmitchell@actu.org.au, and Contact Us. Below the header is a progress bar with steps: Search, Add Booking, Confirm, and Complete. The main banner features a collage of people and the text "Welcome to iRegister Online Course Registration" and "UNION EDUCATION DRIVES UNION GROWTH". Below the banner, the "Browse" dropdown menu is highlighted with a red circle. The dropdown menu shows "All" selected for both "Browse" and "Region". A green "SEARCH" button is located below the dropdowns.

You can browse by pre-defined tags like “Courses for Leaders” or by Location.



The screenshot shows the ACTU iRegister website. The header includes the ACTU logo and navigation links: Home, jmitchell@actu.org.au, and Contact Us. Below the header is a progress bar with steps: Search, Add Booking, Confirm, and Complete. The main banner features a collage of people and the text "Welcome to iRegister Online Course Registration" and "UNION EDUCATION DRIVES UNION GROWTH". Below the banner, the "Browse" dropdown menu is highlighted with a red circle. The dropdown menu shows "All" selected for both "Browse" and "Region". A green "SEARCH" button is located below the dropdowns. The dropdown menu is open, showing a list of course categories: Courses for Leaders, Courses for Organisers, Courses for Union Educators, Economics & Research Skills, Media Skills for Union Officials, Online Courses, and Test Courses. The text "Showing first 47 results of 47" is visible below the dropdown menu. At the bottom, there is an "Advocacy" link with an "info" icon.

## MY SEARCH RETURNED NO RESULTS



The screenshot shows the ACTU organising centre website. At the top, there is a navigation bar with 'Home', 'jtmitchell@actu.org.au', a shopping cart icon with '1', and 'Contact Us'. Below this is an orange banner with the ACTU logo and the text 'organising centre'. A pink message box states 'Nothing scheduled. Please search again.' with a close button. Below the message is a search process flow: 'Search' (highlighted), 'Add Booking', 'Confirm', and 'Complete'. Underneath are three dropdown menus: 'Browse' (set to 'Courses for Leaders'), 'Sub-Category' (set to 'All'), and 'Region' (set to 'Online'). A green 'SEARCH' button is at the bottom of the search area. The footer contains the iSmart Software logo and the text 'Portal | © 2016 iSmart Software'.

There are two possible reasons for this.

### SEARCH PARAMETERS WRONG OR COURSE DOES NOT EXIST

The user could be searching for courses which don't reflect the parameters. For example, as above, there are no courses listed as "Courses for Leaders" which are also online. There is also a possibility that a search term is contradictory. For example, one could search for an *Online Course* with a region/sub-region. This would not return results as the online course is not regionally based.

### THE ORGANISING CENTRE HAS NOT SCHEDULED THAT COURSE

There are a few courses which the Organising Centre has not scheduled, if a user would like to organise a course to be held at their union they can do so by contacting the Organising Centre [orgcentre@actu.org.au](mailto:orgcentre@actu.org.au).



# HOW TO ENROL MYSELF IN A COURSE

After searching for a course, a user can enrol in a course by selecting **Book Now**.

Showing first 47 results of 47:

Advocacy <small>[info]</small>	
Mon 08 Aug 2016 09:00 AM Sydney, NSW Capacity: 12	Fri 12 Aug 2016 05:00 PM 12 Remaining <b>BOOK NOW</b>
Mon 05 Sep 2016 09:00 AM Brisbane, QLD Capacity: 12	Fri 09 Sep 2016 05:00 PM 12 Remaining

Fill in the form

**ACTU**  
organising centre

Search **Add Booking** Confirm > Complete

Advocacy - Sydney, NSW 08/08/16 09:00 AM - 12/08/16 05:00 PM

I'm booking in: Myself

Given Name(s) \*

Surname \*

Email \*

Date Of Birth \*

1 January 1916

Your Gender \*

☐ Female

☐ Male

☒ Other

Mobile \*

Are you of Aboriginal and/or Torres Strait Islander origin? \*

☐ No

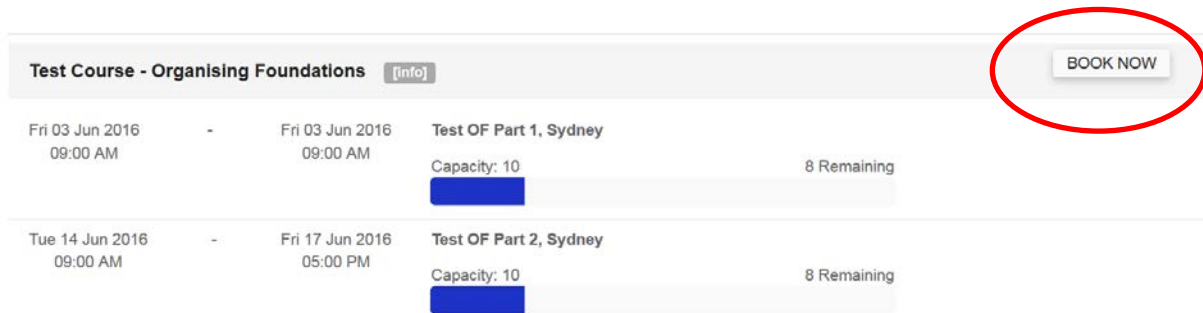
☐ Yes, Aboriginal

☐ Yes, Torres Strait Islander

☐ Both Aboriginal & Torres Strait Islander

# HOW TO ENROL ANOTHER PERSON IN A COURSE

After searching for a course, a user can enrol another person in a course by selecting **Book Now**.

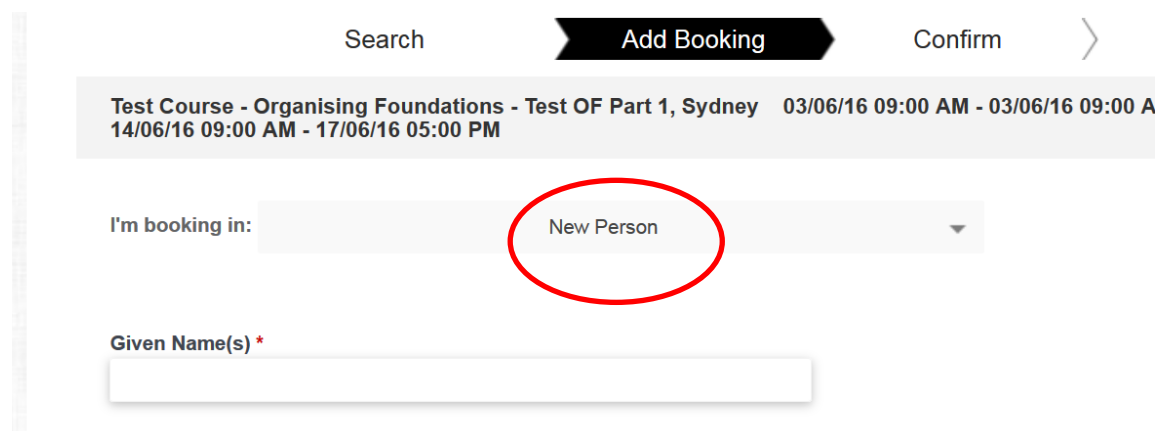


## Option 1: Enrol a New Person

This option is for enrolling people who are not yet registered with a profile in the system.

Fill in the form, but this time under 'I'm booking in:' select 'New Person'

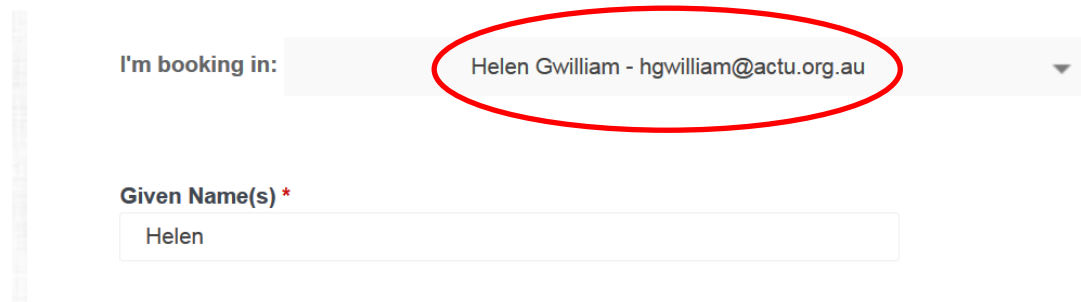
To enrol a New Person you must know their required personal details including date of birth and personal, identifying characteristics such as gender and language spoken at home.



## Option 2: Enrol a registered user

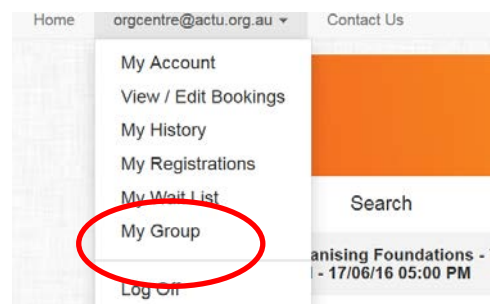
Fill in the form, but this time under 'I'm booking in:' scroll through the drop down list to find existing registered users

The form will pre-populate with the users name, email and date of birth. You will still need to complete other required personal details such as gender and language spoken at home..



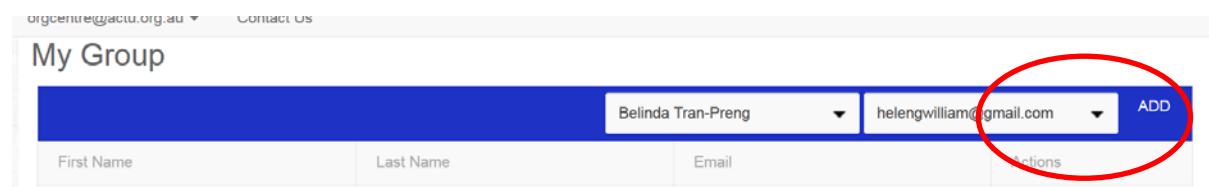
The screenshot shows a form with a dropdown menu labeled 'I'm booking in:'. The selected option is 'Helen Gwilliam - hgwilliam@actu.org.au', which is circled in red. Below the dropdown is a text input field labeled 'Given Name(s) \*' containing the name 'Helen'.

If you can't find the person you wish to enrol in the drop down list, and you know they are registered, add them to your '**My Group**', which can be found in the drop down list under your account name at the top left hand corner of the screen.



The screenshot shows a user account dropdown menu. The menu is open, displaying options: 'My Account', 'View / Edit Bookings', 'My History', 'My Registrations', 'My Wait List', 'My Group', and 'Log Out'. The 'My Group' option is circled in red.

To find the registered user use the drop down list to the right of the screen. Once you have selected the user you wish to add to your group, click on **ADD**. (The drop down list to the centre of the screen shows existing members of your group.)



The screenshot shows the 'My Group' page. At the top, there is a blue header bar with two dropdown menus: 'Belinda Tran-Peng' and 'helengwilliam@gmail.com'. To the right of these menus is a blue button labeled 'ADD', which is circled in red. Below the header bar is a table with columns: 'First Name', 'Last Name', 'Email', and 'Actions'.

You should then see the user added to your group

### My Group

User removed

Joseph Mitchell

all.noyes@twunsw.org.au

ADD

First Name	Last Name	Email	Actions
Joseph	Mitchell	jmittchell@actu.org.au	REMOVE
Marg	Dwyer	mdwyer@actu.org.au	REMOVE
Helen	Gwilliam	helengwilliam@gmail.com	REMOVE

1

1 - 3 of 3 items

You should now find the user in the 'I'm booking in:' drop down list.

Home

orgcentre@actu.org.au

Contact Us

I'm booking in:

Helen Gwilliam - helengwilliam@gmail.com

Given Name(s)

Helen

Surname \*

Gwilliam

Email \*

helengwilliam@gmail.com

Anna Pupillo - apupillo@actu.org.au

Belinda Tran-Preng - belindamai.tran@gmail.com

Belinda Tran-Preng - btran@actu.org.au

Chris Hughes - chughes@actu.org.au

Gianni Sottile - gsottile@professionalsaustralia.org.au

Helen Gwilliam - helengwilliam@gmail.com

helengwilliam@gmail.com

## HOW TO ENROL SEVERAL PEOPLE IN A COURSE

Once you have completed a booking, but before confirming the enrolment, you can add another booking to any course using the button highlighted below. You will be redirected to the home page to select the course in which you wish to enrol the next person.

Test Course - Organising Foundations

Test OF Part 1, Sydney

04/06/2016 to 04/06/2016: 09:00 AM-09:00 AM

14/06/2016 to 17/06/2016: 09:00 AM-05:00 PM

EDIT

X

- Belinda Tran-Preng

[[Review Booking Details]]

Add person

Participant x 1

AUD \$975.00

Total

AUD \$975.00

ADD ANOTHER BOOKING

CLEAR

# PAYMENT OPTIONS

There are two (2) options for making payment:

**Option 1 – Pay later when the course starts** – This option is recommended for most courses, as the ACTU Organising Centre is unable to confirm courses until there are sufficient enrolments.

**Option 2 – Pay now by Credit/Debit Card** – This option is only recommended for those enrolling in Federal Right of Entry and Delegates Online, as these courses will commence within 48 hours of enrolment.

Enrol@OrgCentre accepts MasterCard, Visa Credit and Visa Debit. It does not accept Diners Club or American Express.

**Security** - Enrol@OrgCentre payment via credit card complies with The Payment Card Industry Data Security Standard (PCI DSS).

When you make a payment with a credit card Enrol@OrgCentre creates an encrypted token which enables secure storage of credit card details. Credit card details are not available to Organising Centre staff and can only be used to process payments for bookings you have authorised.

**PAYMENT METHOD**

☐

Pay later when the course starts, on receipt of Invoice or by Saved Credit Card (see Note below).

☐

Pay now by Credit/Debit card. This option is recommended for Federal Right of Entry Online and Delegates Online Program only. All other courses are not confirmed until there are sufficient enrolments.

Send additional invoice/receipt email to:

**Note:** If you have Saved Credit Card details under 'My Account > Manage Payment Info' or during a previous booking, payment will be processed from that card by the ACTU Organising Centre and an Invoice marked 'Paid' will be issued when the course starts.

All credit card information is securely managed.

For more information about making payments please read our Enrol@OrgCentre troubleshooting guide or call ACTU Organising Centre on 03 9664 7360 for further assistance.

**CONFIRM**

## Option 1 – Pay later when the course starts.

If you select Option 1 and you have not **Saved Credit Card** details under '**My Account**', you or your union will be sent an invoice for payment when the course starts.

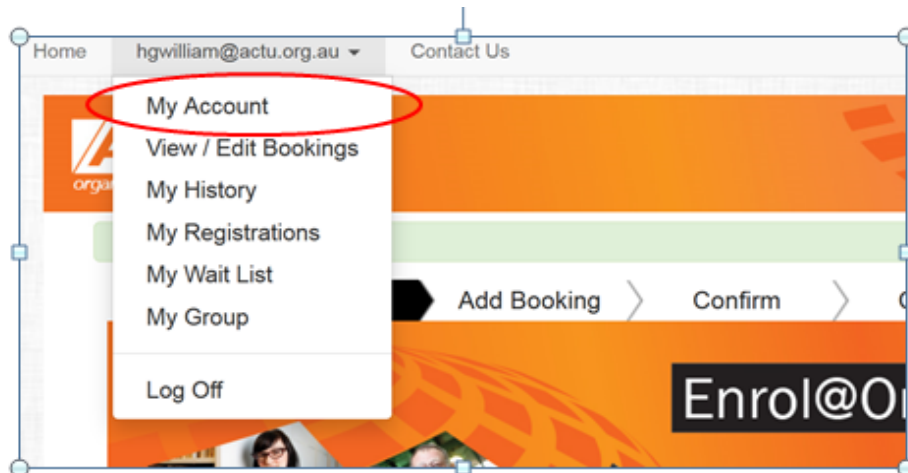
If you select Option 1 and you have **Saved Credit Card** details under '**My Account**', the payment will be automatically processed from that card by the ACTU Organising Centre when the course starts and you or your union will receive an invoice marked 'Paid'.

## How do I save Credit Card details?

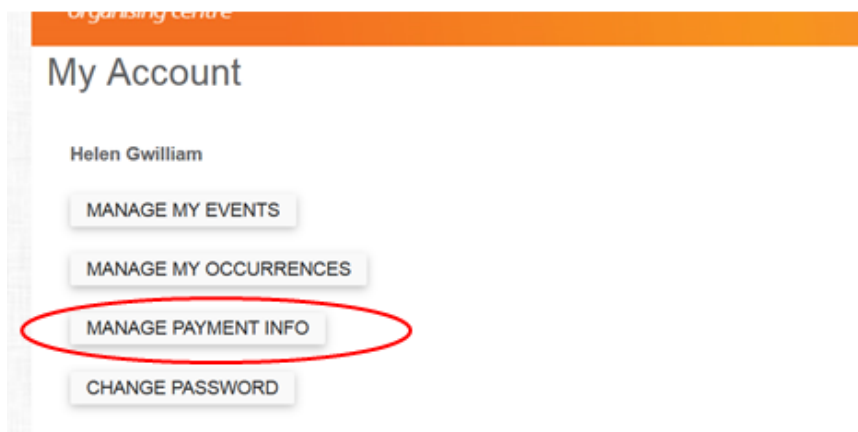
There are two (2) ways to save credit card details for future use:

### Option A – Save Credit Card details via ‘My Account’.

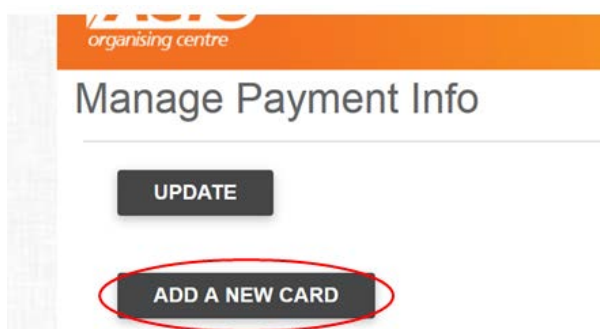
Sign in to Enrol@OrgCentre and select ‘My Account’ from the drop down list under your email address on the top, left hand side of the page.



Select ‘Manage Payment Info’



Select ‘Add a New Card’





You can return to this page at any time to remove or update Credit Card details, or to add details for an additional card.

The screenshot shows the 'Manage Payment Info' page. At the top, a green banner displays the message 'New credit card saved.' which is circled in red. Below this is a table with columns: Remove, Added, Name, and Card Type. The table contains one entry with a small square icon in the 'Remove' column, the date '07/12/2016 10:48 AM' in the 'Added' column, a greyed-out card number in the 'Name' column, and the 'VISA' logo in the 'Card Type' column. Below the table, there are two buttons: 'UPDATE' and 'ADD A NEW CARD', both of which are circled in red.

#### Option B – Save Credit Card details during a course booking

If you select **Payment Option 2 – Pay now by Credit/Debit Card** as outlined on page 13, after you have entered the credit or debit card details you will be able to Save Credit Card details by selecting '**Save for Future Orders**'. This is not mandatory.

Once you have completed the booking and saved credit or debit card details for future orders, your details should be available under 'My Account' as outlined on page 14.

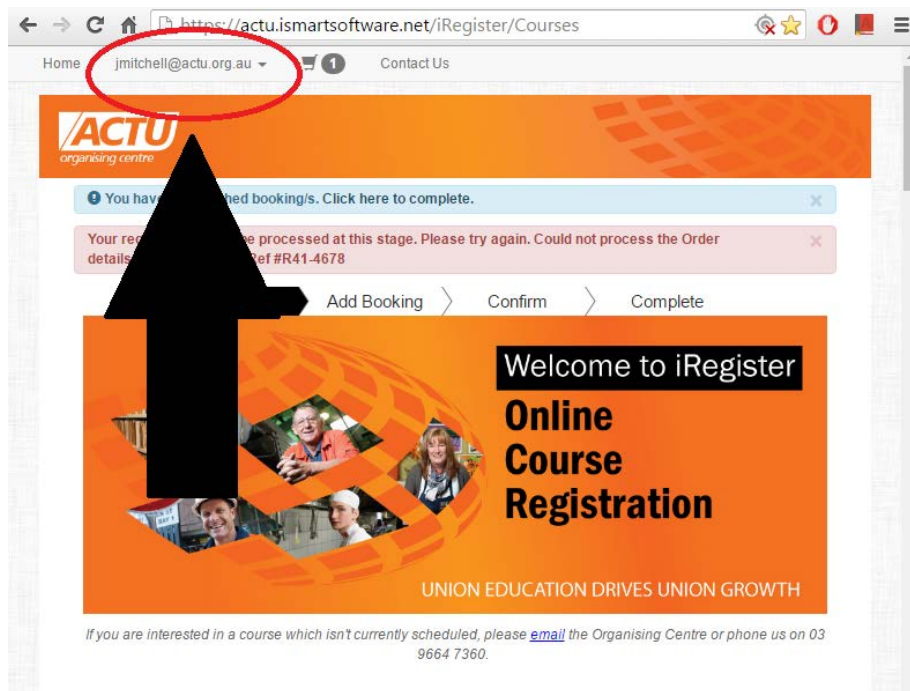
The screenshot shows a form for saving credit card details. It includes a dropdown menu for 'Expiry Year \*' with the text '-- Select --'. Below this is a text input field for 'CVC Number \*' and a button labeled 'WHAT IS THIS?'. At the bottom of the form, a large black button with the text 'SAVE FOR FUTURE ORDERS' is circled in red.

**Important:** Do not save Credit or Debit Card details in **Enrol@OrgCentre** if you or your union would prefer to pay on receipt of invoice.

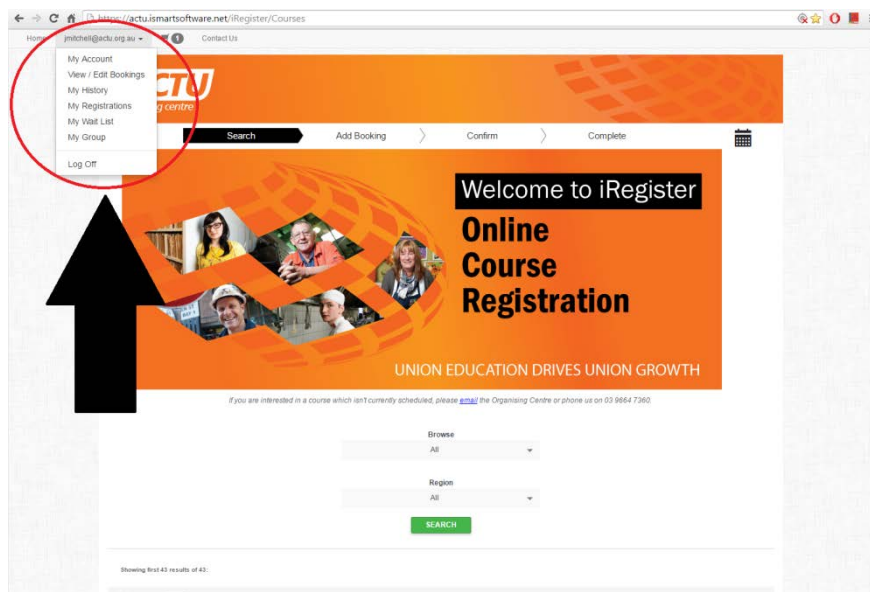
# I COMPLETED MY ENROLMENT BUT HAVEN'T RECEIVED AN EMAIL

## Solution 1: Email address is incorrect

If you have recently completed an enrolment form but you haven't received an email, please check the email address you signed up with by looking to the top left hand corner of the page.

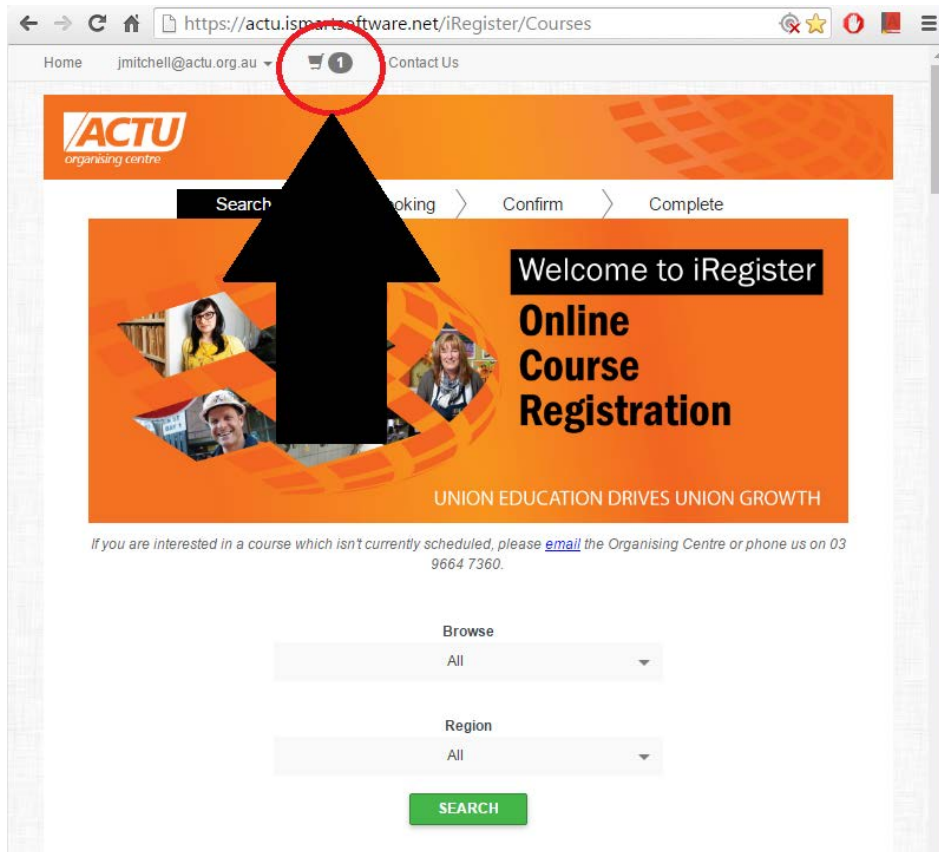


If this email address is incorrect you will need to create a new profile. Please log out by clicking on the email address in the top-left corner, and press log-out. Register as you would normally.



## Solution 2: User hasn't actually completed their enrolment, left before payment page.

A user can quit during their enrolment or perhaps they might have not completed the enrolment process. In order to do so, you can view your partially completed enrolments by clicking the **SHOPPING CART** button in the top-left.



This will take them to the payment page, in order for them to complete their enrolment.

# I WANT TO CANCEL SOMETHING I ENROLED IN

## CANCELLATION POLICY

In the event that you can no longer attend this course, you must cancel your enrolment at least **10 working days prior** to course commencement. Notification of enrolment cancellation must be submitted in writing to [orgcentre@actu.org.au](mailto:orgcentre@actu.org.au). **Fees cannot be refunded, waived or transferred if notification is received after this date.** Please understand this policy is necessary to ensure the viability of our courses for other enrolled participants.

## IF BEFORE CANCELLATION DATE

Click on your email address in the top-left corner of the screen, and from the drop-down menu click **View/Edit Bookings**.

The screenshot shows a web browser at the URL <https://actu.ismartsoftware.net/iRegister/Courses>. The user is logged in as 'mitchell.joseph.g@gmail.com'. A red circle highlights the user menu, and a black arrow points to the 'View / Edit Bookings' option. The main banner reads 'Welcome to iRegister Online Course Registration' with the tagline 'UNION EDUCATION DRIVES UNION GROWTH'. Below the banner are filters for 'Browse' (set to 'All') and 'Region' (set to 'All'), followed by a green 'SEARCH' button. The results section shows 'Showing first 36 results of 36:' and lists a course titled 'Craft of Organising' with an 'info' icon and a 'BOOK NOW' button. The course details include dates 'Tue 24 May 2016 09:00 AM' to 'Fri 27 May 2016 05:00 PM', location 'Part 1: Melbourne, VIC', and 'Capacity: 16' with '16 Remaining' spots.

This will take you to the page where it details all of your course enrolments.

Here click **View/Edit Bookings** in the table.

Home mitchell.joseph.g@gmail.com Contact Us

**ACTU**  
organising centre

## Orders

EXPORT TO EXCEL EXPORT TO PDF Order #

Order #	Date Created*	Booked By	Status	Type	Total Amount	Actions
31	10/05/2016 - 09:30 AM	Joseph Mitchell	Unpaid	Invoice	AUD \$195.00	VIEW/EDIT BOOKINGS PAY

View: 10

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This will take you to the page where you can **Cancel Your Registration**

Home mitchell.joseph.g@gmail.com Contact Us

**ACTU**  
organising centre

## Registrations

GO TO ORDERS

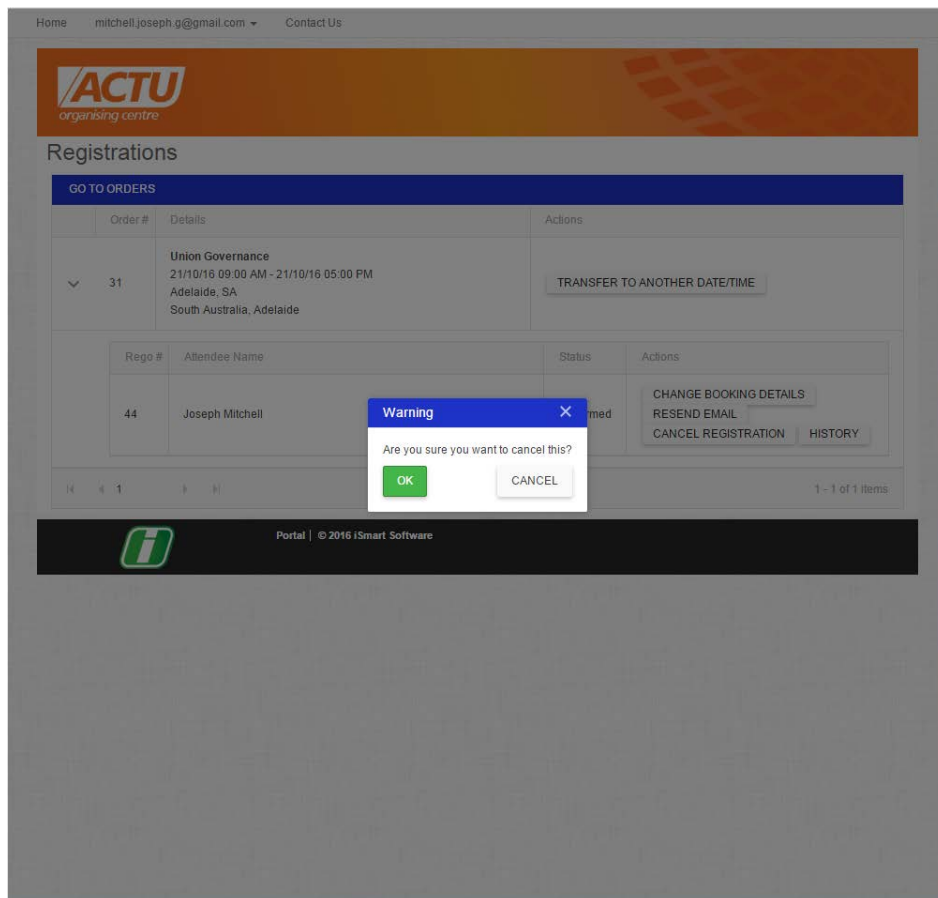
Order #	Details	Actions
31	Union Governance 21/10/16 09:00 AM - 21/10/16 05:00 PM Adelaide, SA South Australia, Adelaide	TRANSFER TO ANOTHER DATE/TIME

Rego #	Attendee Name	Status	Actions
44	Joseph Mitchell	Confirmed	CHANGE BOOKING DETAILS RESEND EMAIL CANCEL REGISTRATION HISTORY

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Towards the right of the screen you can cancel your booking.

A message prompt will ask, **“Are you sure you want to cancel this?”** click **OK**



Your registration is now cancelled.