

Business SA Website Frequently Asked Questions

A Step by Step Walkthrough

Date: September, 2016



Business SA
Chamber of Commerce
and Industry South Australia

Working for your business.
Working for South Australia

Business SA Website - Frequently Asked Questions

Contents

1	How do I get a Login/Password to the new website?	2
2	How Do I Login to The Website / Reset My Password	6
3	How Do I Access My PAYpacks & Publications Online?	8
4	Can I Update My Contact Details Online?	10
5	Can I View My Tax Invoices Online?	12
6	How Do I Book Training Online, Can I Still Book Manually Via A Downloadable Form?.....	14
7	Can I Purchase Products As A Non-Member?	16

Business SA Website - Frequently Asked Questions

1 How do I get a Login/Password to the new website?

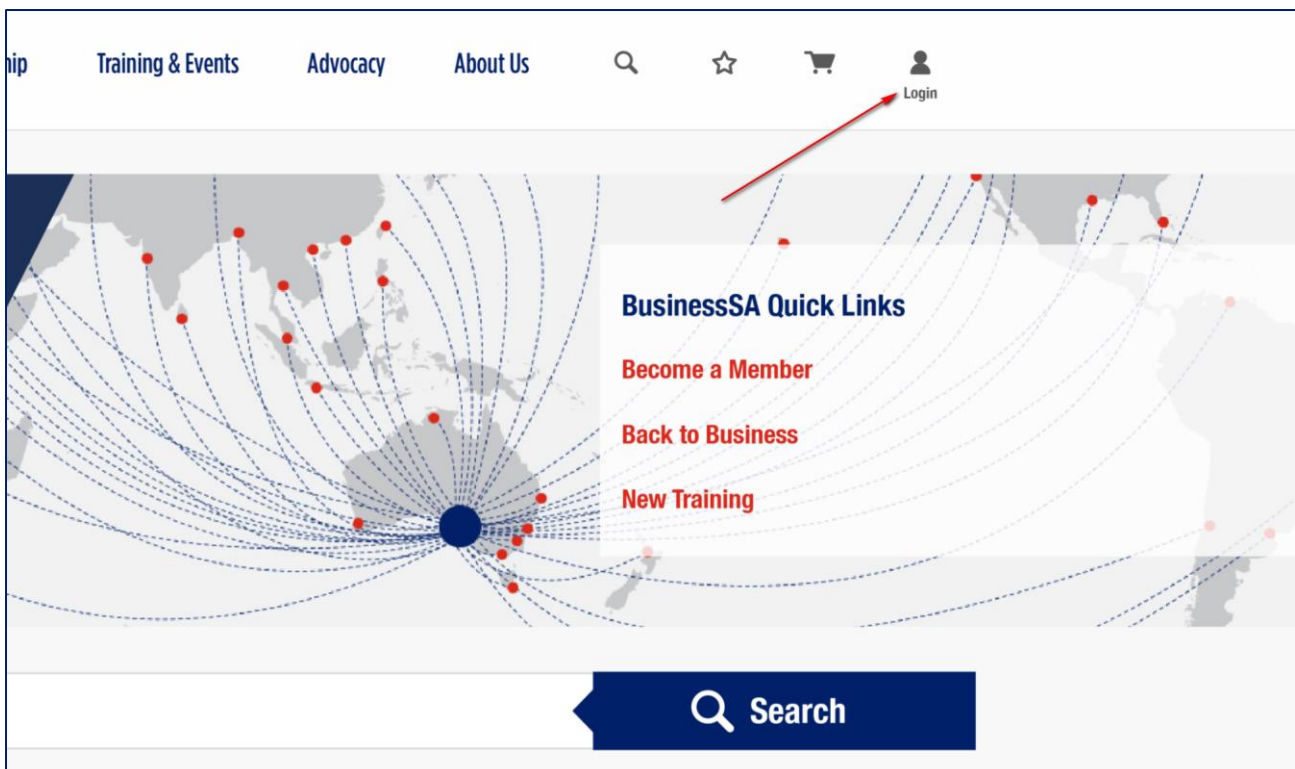
A member requires a login to access the member portal, publications and products, training and invoices.

Members who may have had a login for the old website will find it does not work for the new website.

Instead, each member will be required to create a new login using their OLD email address – this email address will sync up with their old account and bring over all their existing information.

1.1 Go to the Business SA Homepage (www.business-sa.com)

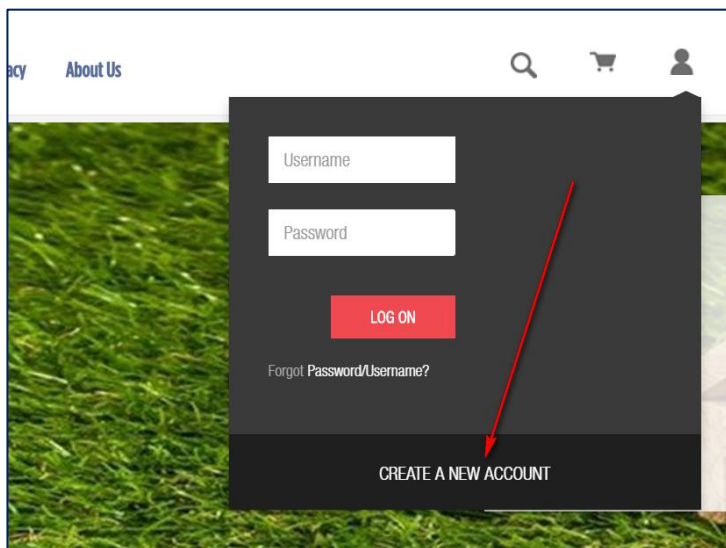
Move your mouse in the top right hand corner, hovering over the Login member icon.



Business SA Website - Frequently Asked Questions

1.2 Create New Account

Even though a user may already have created an account on the old Business SA website, they will be required to create a new account on this website. A user should at this point click “Create A New Account”



1.3 Enter Details

Clicking on the “Create A New Account” button will bring up an online registration form. A user will need to complete this form, making sure their EMAIL ADDRESS matches that of their existing Business SA login. When a new a

Registration

Personal Details

User Name

Title

First Name

Last Name

Position Title

Phone Number

Email

Preferred Communication Method

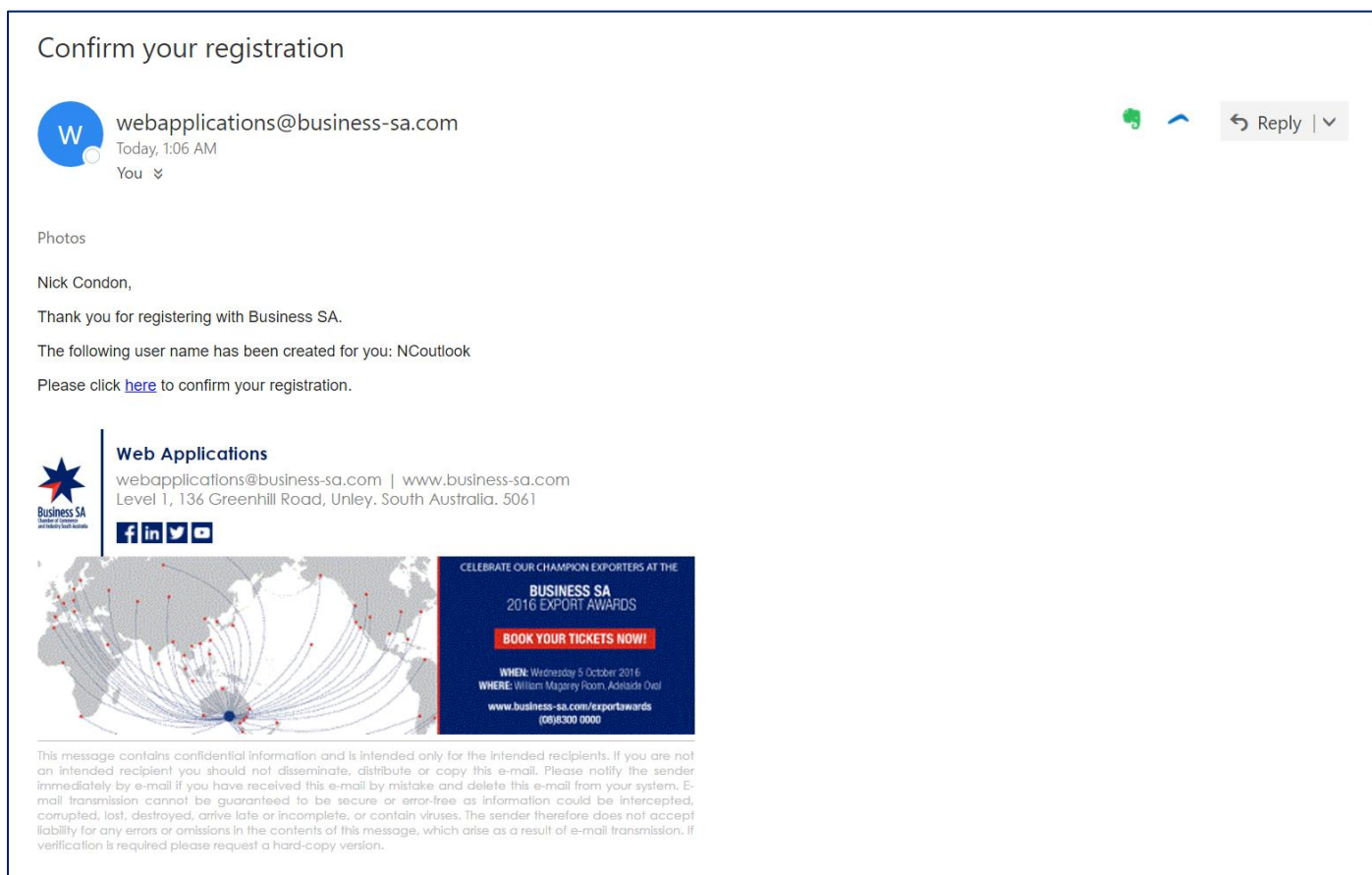
Password

Password strength:

Business SA Website - Frequently Asked Questions

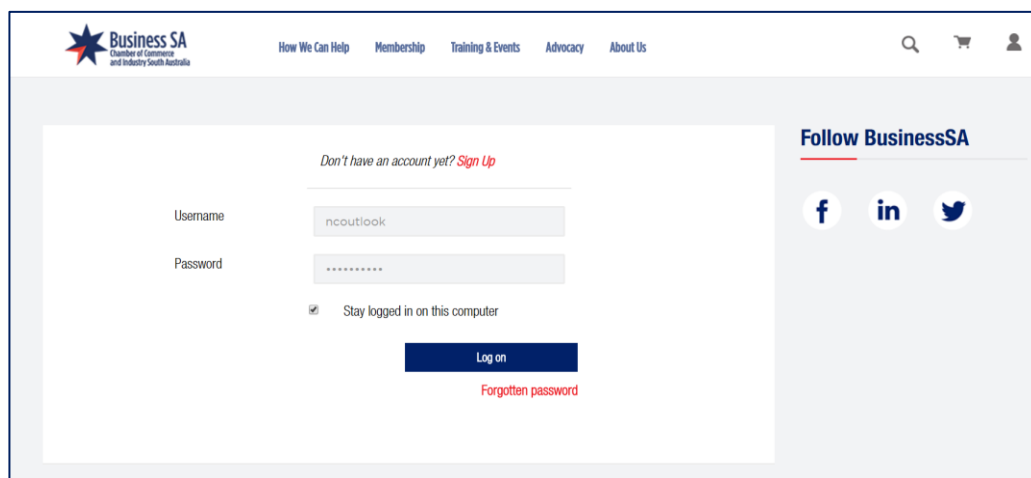
1.4 Confirm Email Address

When all details are entered into the registration form correctly, a confirmation email will be sent to the user. They will need to click to confirm their registration as shown in the below example email.



1.5 Login with Confirmed Business SA Login

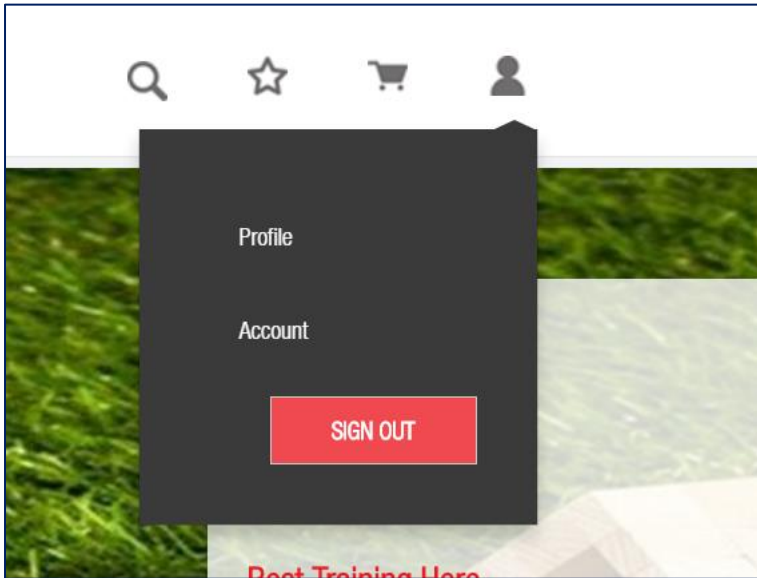
Once a user has clicked to confirm their registration, they will be automatically directed to login with their new details on the below login page.



Business SA Website - Frequently Asked Questions

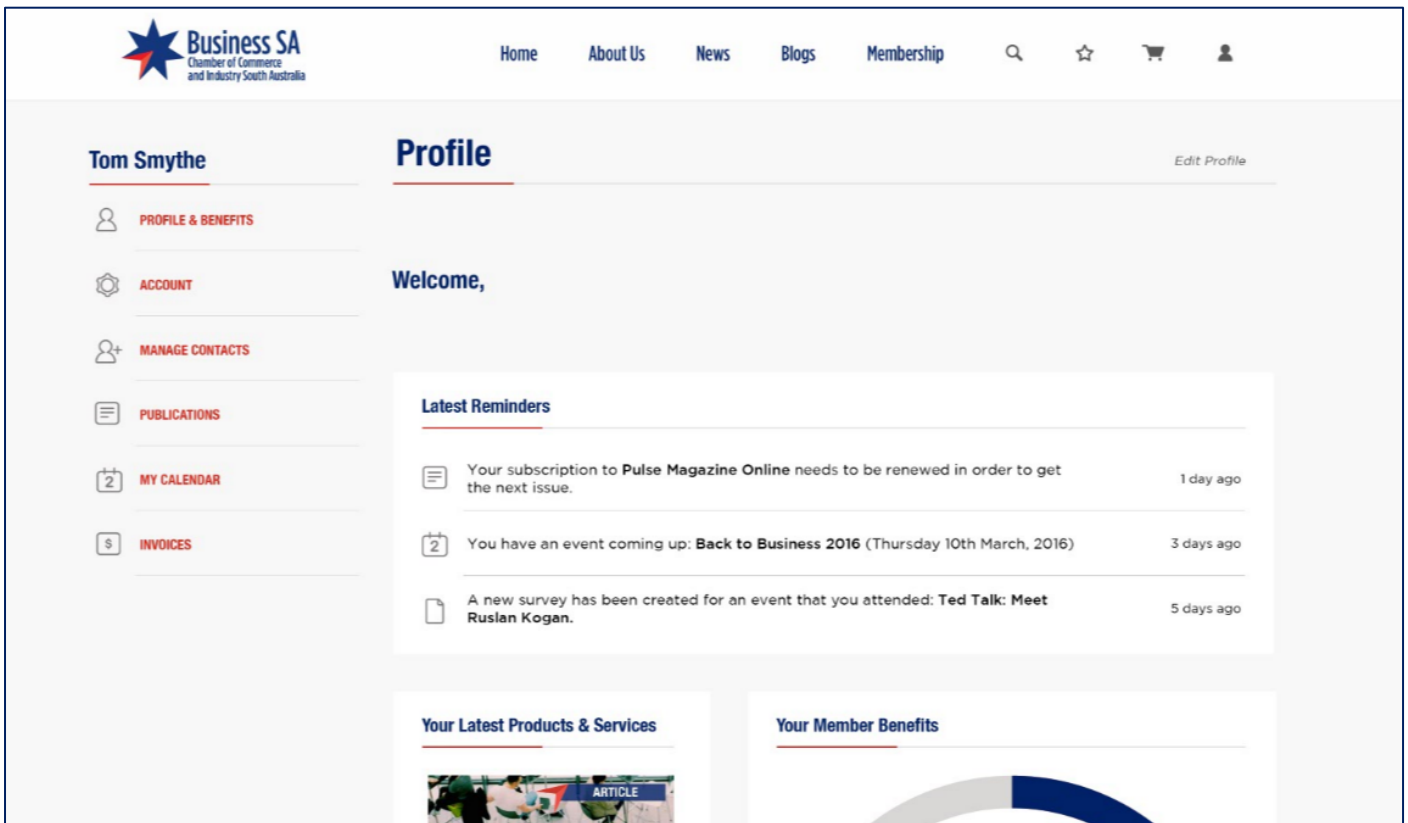
1.6 Access Customer Portal

Once a user has successfully logged into our new website, they can hover over the LOGIN icon, where they will see they are now logged in and have access to the various site sections, including Profile & Account.



1.7 Interacting with Business SA Customer Portal

Once logged in, a Business SA customer will have access to their profile page and other member information. From this portal, members can access and update their details, see purchased publications, pay packs and products and download invoices. Members can also manage their contacts within the account.



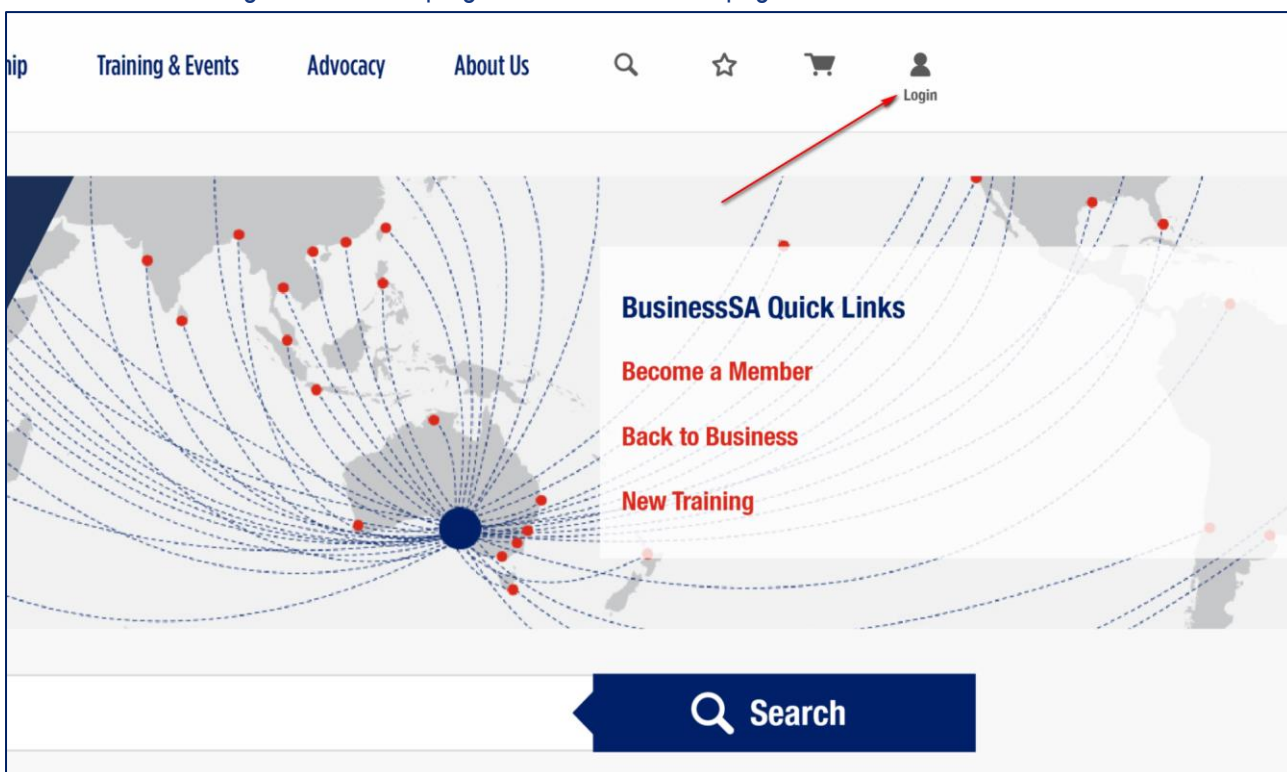
Business SA Website - Frequently Asked Questions

2 How Do I Login to The Website / Reset My Password

For a member to interact with Business SA, book training and events or access our publications/paypacks – its critical a user logs in to the website. The following steps would occur assuming a user has already setup a login. If they have not, please go through FAQ 1 “How do I get a login/password to the website”

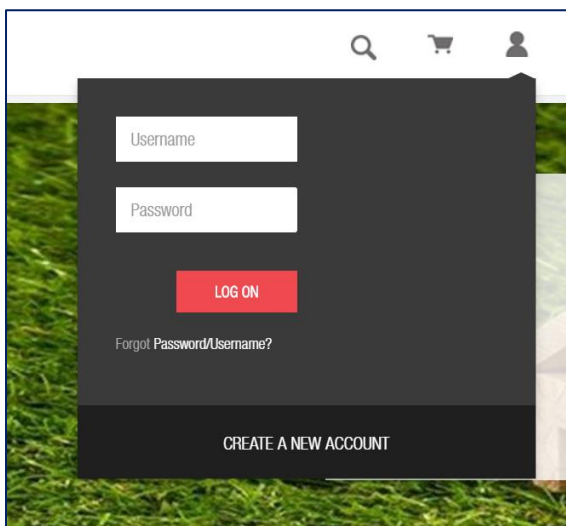
2.1 Go to www.business-sa.com

Click on the login link in the top right hand corner of the page



2.2 Enter Login Details

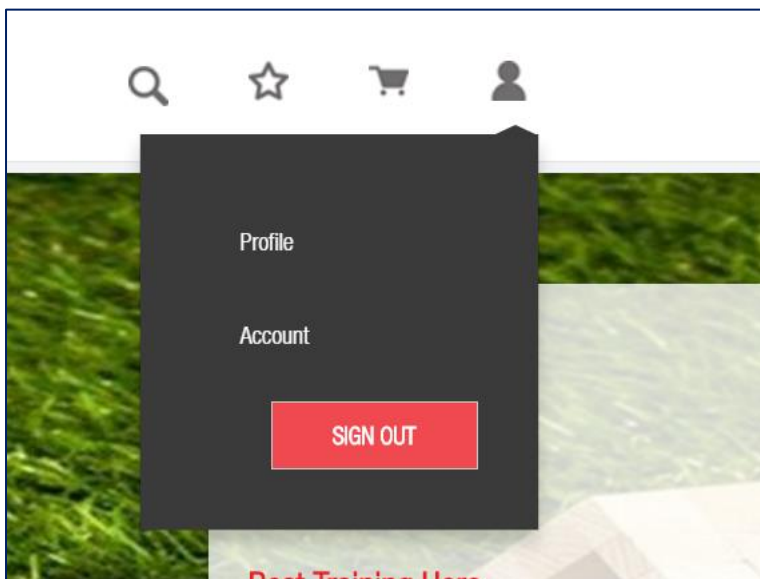
Enter the login details which you created when setting up your login to the new Business SA website. If you are unsure of either your Username or Password you can click the “Forgot Password/Username” link in the grey box.



Business SA Website - Frequently Asked Questions

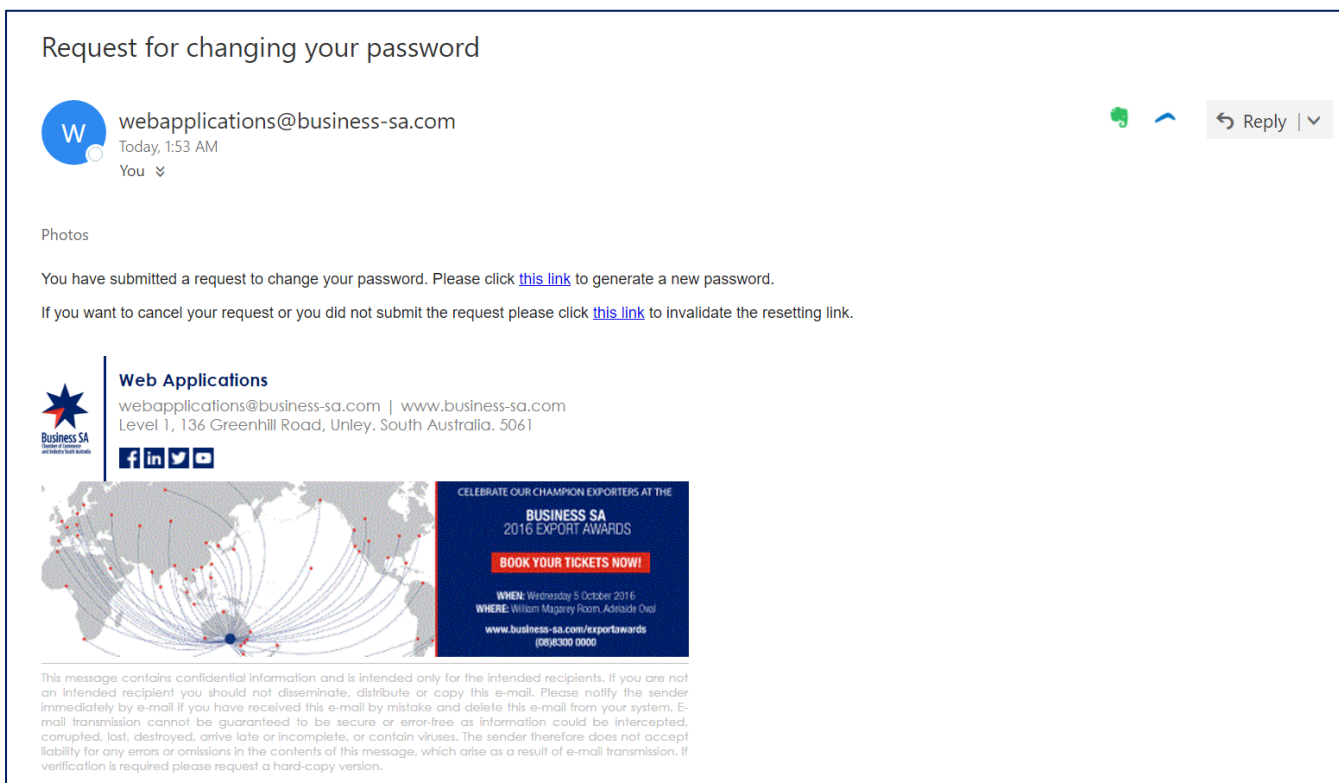
2.3 Access Customer Portal

Once a user has successfully logged into our new website, they can hover over the LOGIN icon, where they will see they are now logged in and have access to the various site sections, Click PROFILE



2.4 Confirm Password Update Via Email

The email sent to a user will allow them to follow a prompt to update their password or cancel the request if done unintentionally.



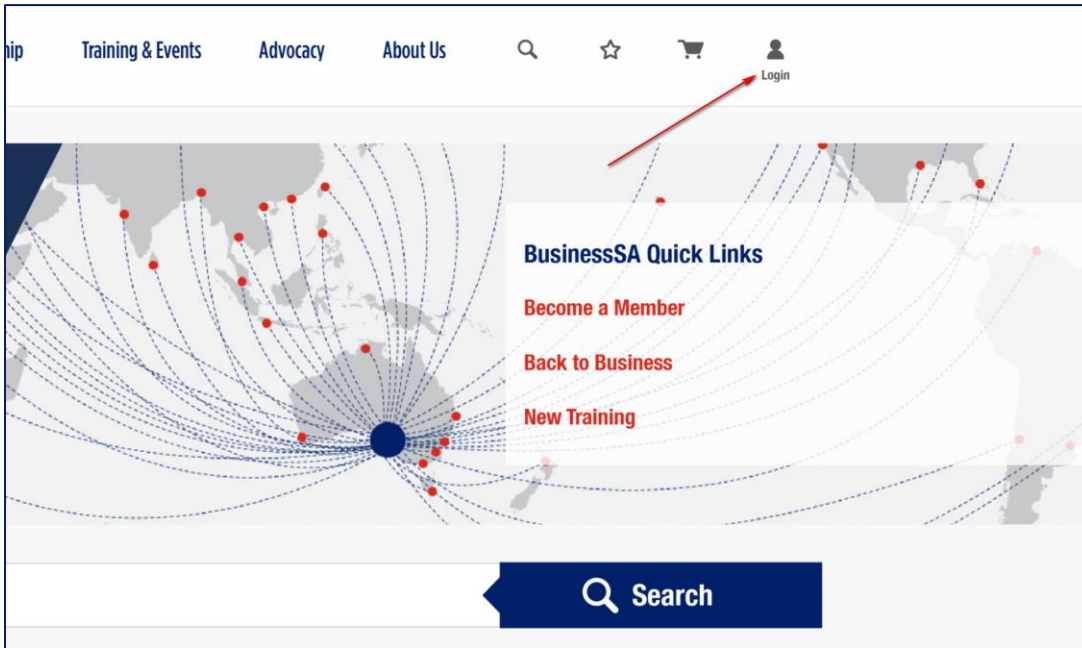
Business SA Website - Frequently Asked Questions

3 How Do I Access My PAYpacks & Publications Online?

Accessing purchased products, including PAYpacks requires that users have a login to our website. The following steps would occur assuming a user has already setup a login. If they have not, please go through FAQ 1 “How do I get a login/password to the website”

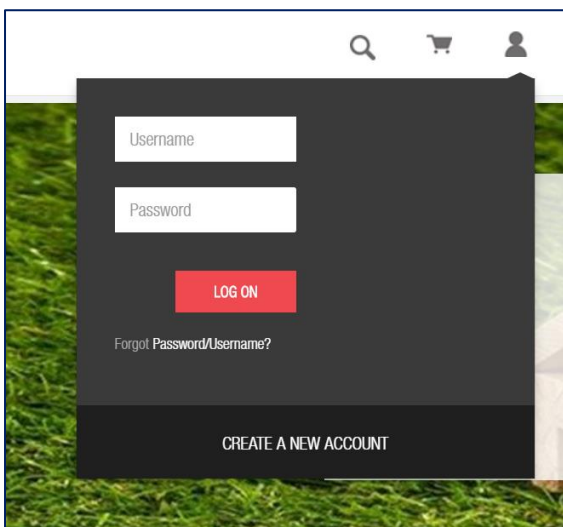
3.1 Go to www.business-sa.com

Click on the login link in the top right hand corner of the page.



3.2 Enter Login Details

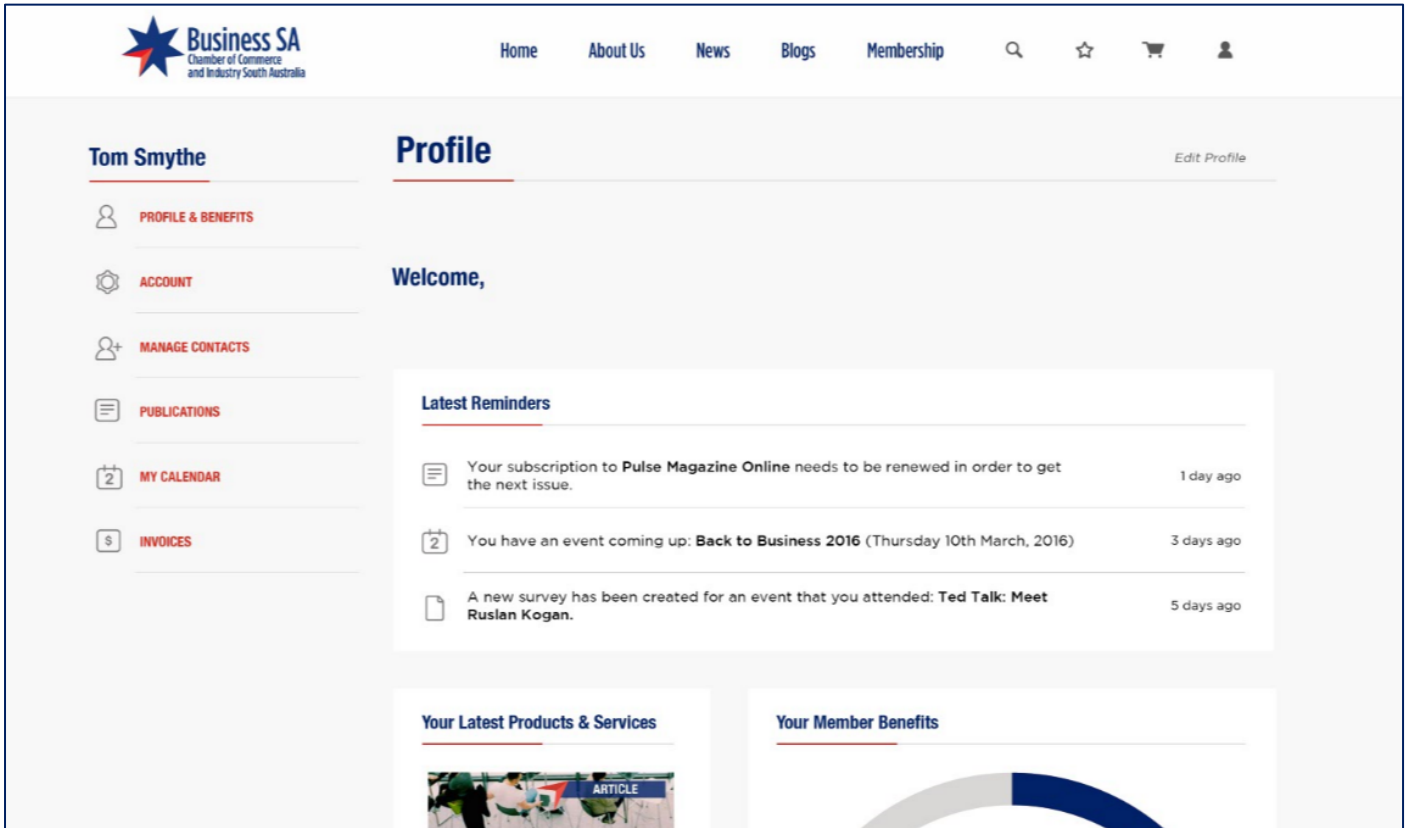
Enter the login details which you created when setting up your login to the new Business SA website. If you are unsure of either your Username or Password you can click the “Forgot Password/Username” link in the grey box.



Business SA Website - Frequently Asked Questions

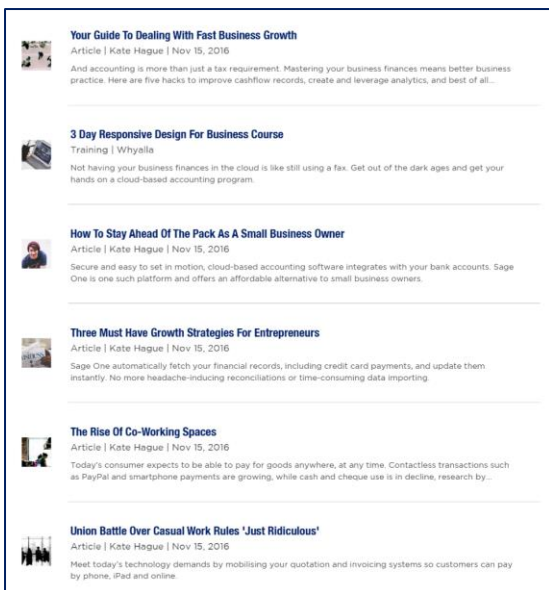
3.3 The Business SA Customer Portal

Logged in, a Business SA customer or member will be able to access the various services purchased under their account. To access PAYpacks – a user can click PUBLICATIONS & PAYPACKS.



3.4 PAYpacks Available to Download

Based on the user account logged in, any purchased and available PAYpack accounts will now be available to interact with.



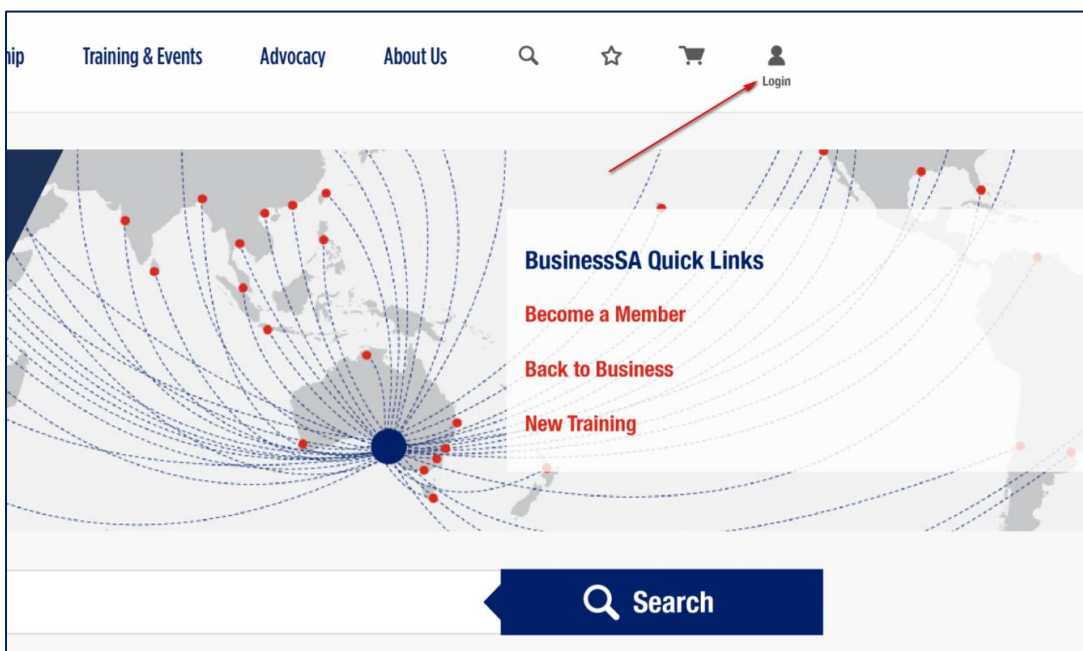
Business SA Website - Frequently Asked Questions

4 Can I Update My Contact Details Online?

One of the primary goals of the new Business SA website is to streamline and create as many self-service options as possible. This means that purchasing products and being able to update account details for example can be done by anyone on any device. Updating of contact details through the CMS/Website will automatically update CRM to ensure a single set of information is kept.

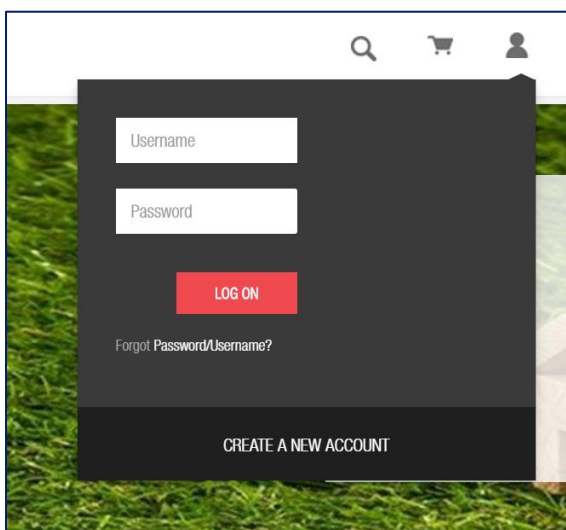
4.1 Go to www.business-sa.com

Click on the login link in the top right hand corner of the page.



4.2 Enter Login Details

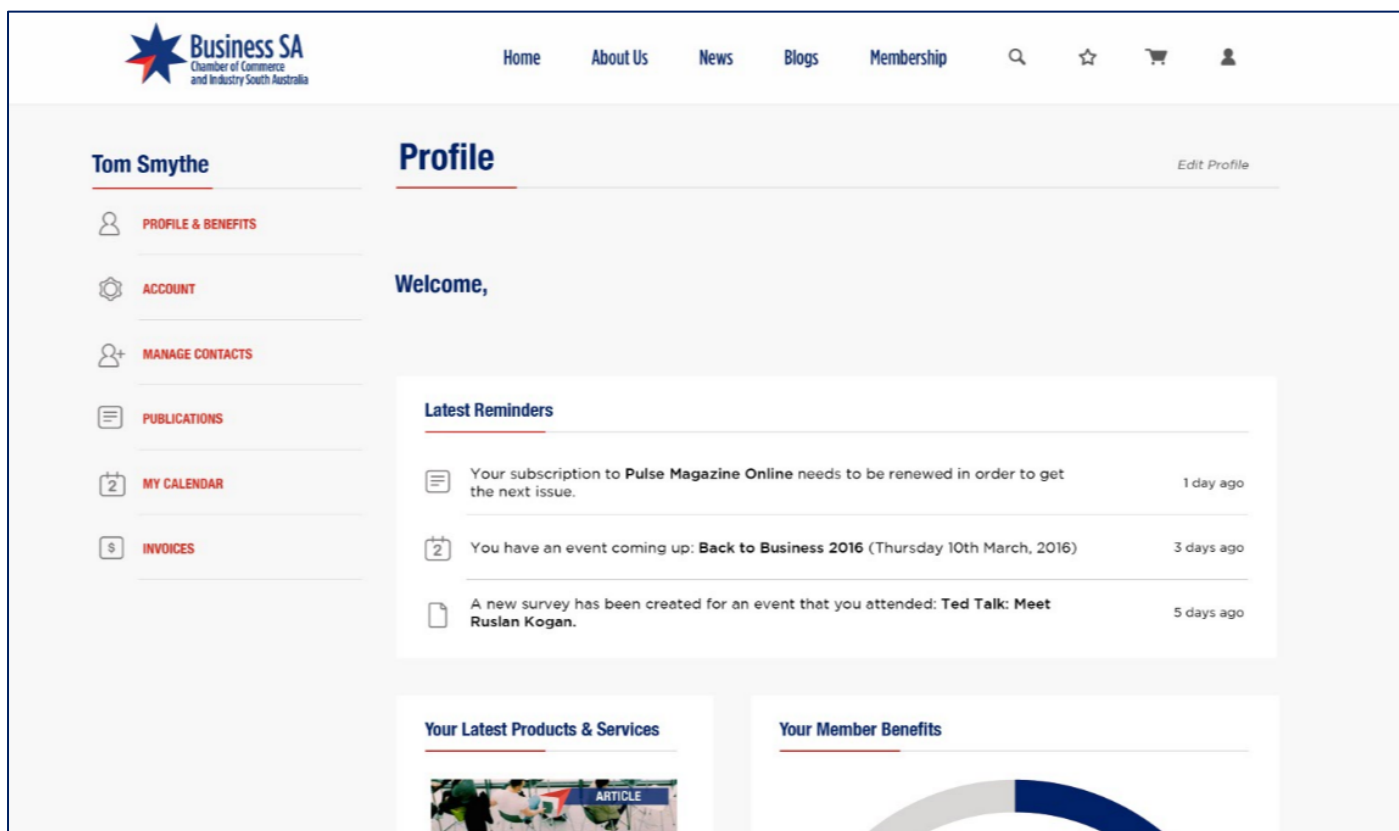
Enter the login details which you created when setting up your login to the new Business SA website. If you are unsure of either your Username or Password you can click the “Forgot Password/Username” link in the grey box.



Business SA Website - Frequently Asked Questions

4.3 The Business SA Customer Portal

Logged in, a Business SA customer or member will be able to access the various services purchased under their account. To access PAYpacks – a user can click ACCOUNT



4.4 Adjust Account Information

A user can now go in and update both their contact details, but also the account details for their business.

Personal Details

Username*

Title*

Surname*

First Name*

Position Title*

Phone Number*

Email*

Preferred Communication Method*

Password

Password Strength:

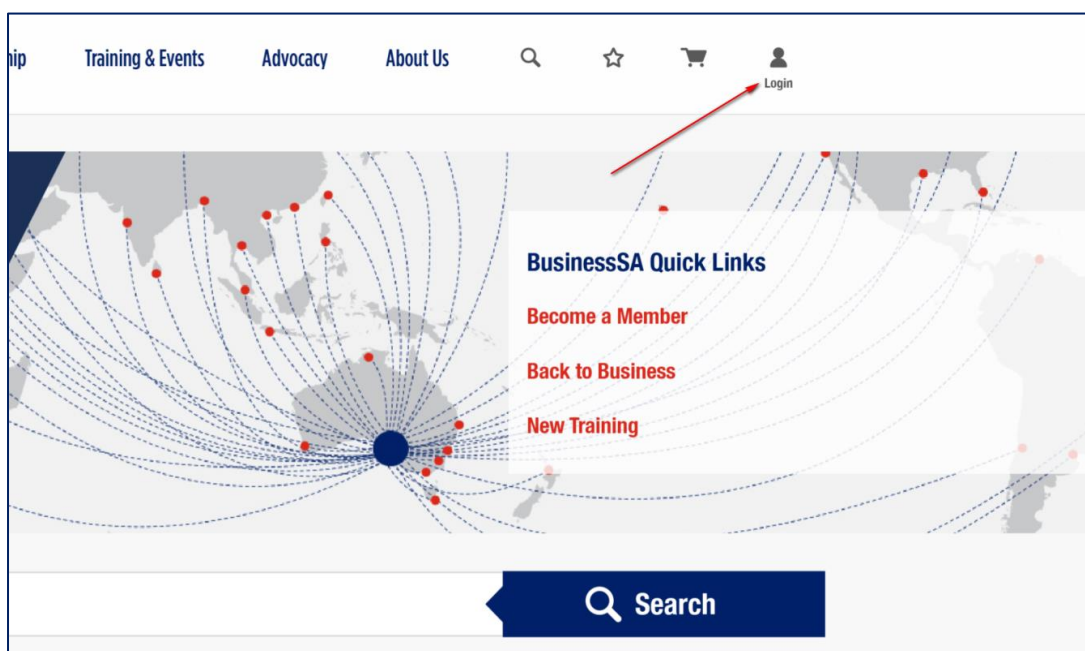
Business SA Website - Frequently Asked Questions

5 Can I View My Tax Invoices Online?

One of the primary goals of the new Business SA website is to streamline and create as many self-service options as possible. This means that purchasing products and being able to update account details for example can be done by anyone on any device. A user being able to download their Tax Invoices has been a large request for a long time with Business SA, this is now able to be achieved.

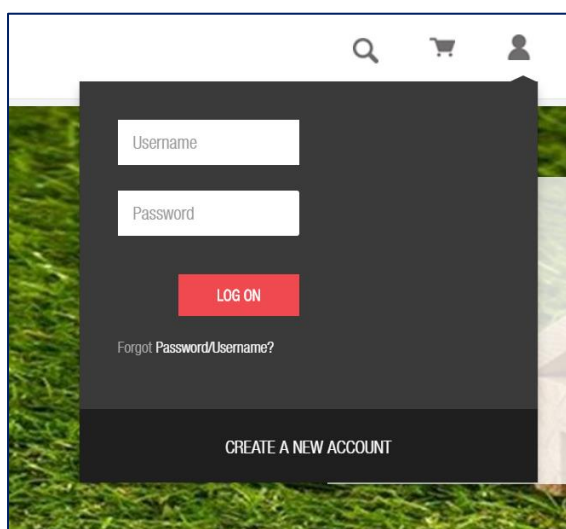
5.1 Go to www.business-sa.com

Click on the login link in the top right hand corner of the page.



5.2 Enter Login Details

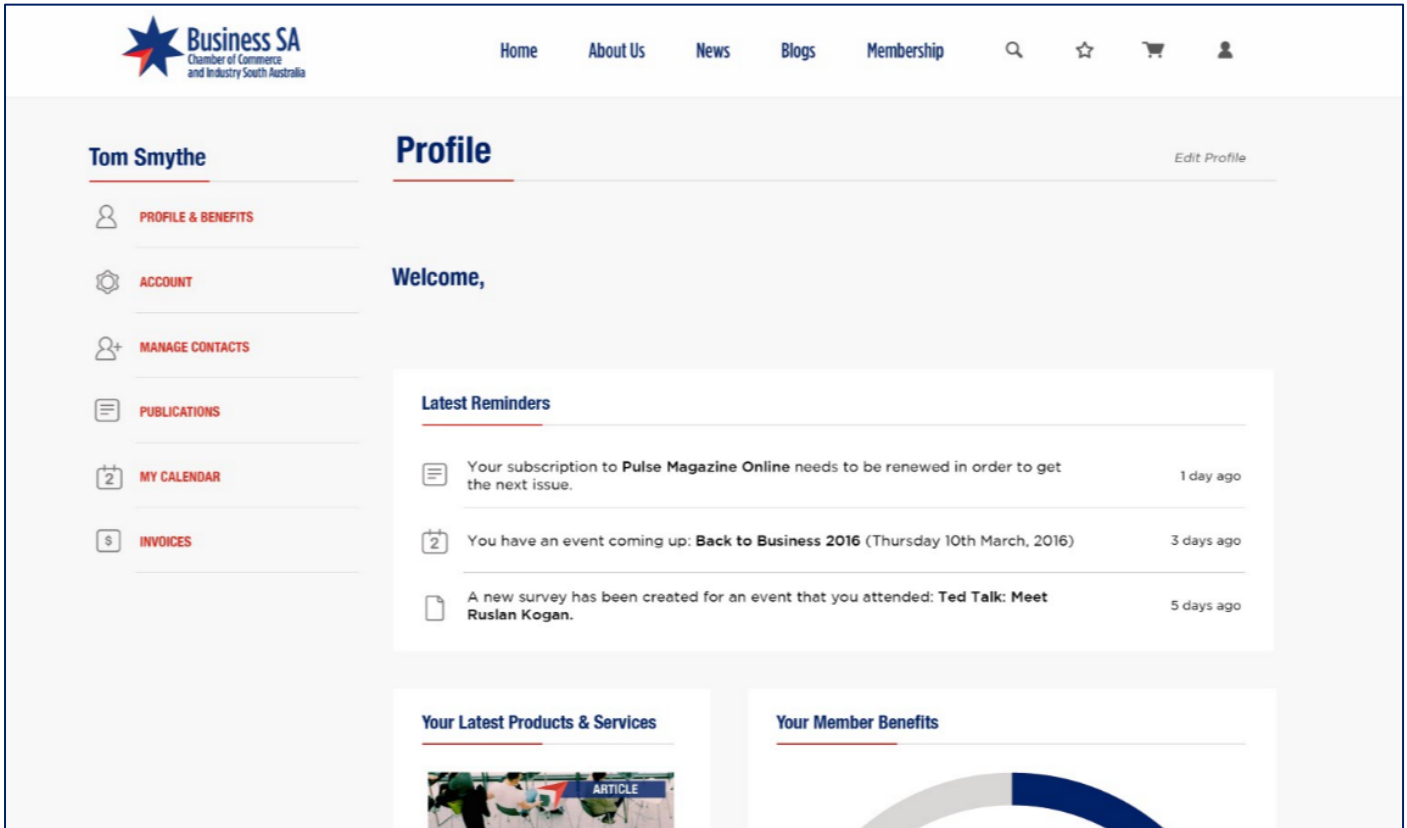
Enter the login details which you created when setting up your login to the new Business SA website. If you are unsure of either your Username or Password you can click the "Forgot Password/Username" link in the grey box.



Business SA Website - Frequently Asked Questions

5.3 The Business SA Customer Portal

Logged in, a Business SA customer or member will be able to access the various services purchased under their account. To access PAYpacks – a user can click INVOICES



5.4 Invoice List Displayed & Downloadable

A user can now go in and update both their contact details, but also the account details for their business.

Date	Code	Member	Non-Member
20 June, 2016 10:00am	TPEWH305	\$850.00 (Member)	\$850.00 (Non-Member)
21 June, 2016 10:00am	TPEWH305	\$850.00 (Member)	\$850.00 (Non-Member)
22 June, 2016 10:00am	TPEWH305	\$850.00 (Member)	\$850.00 (Non-Member)
23 June, 2016 10:00am	TPEWH305	\$850.00 (Member)	\$850.00 (Non-Member)

Business SA Website - Frequently Asked Questions

6 How Do I Book Training Online, Can I Still Book Manually Via A Downloadable Form?

Training courses and events can be purchased online. Whilst online will be our 'self-service' preference, our manual form will still be downloadable from our website.

6.1 Go to www.business-sa.com/training

Once you arrive at this website you will be able to see the various courses which have been confirmed and available, broken up by region, course and date. A user can browse the various courses and see the course outline in more detail by clicking on a course.

The screenshot shows the Business SA Training website homepage. At the top, there is a navigation menu with links for Home, About Us, News, Blogs, and Membership, along with search, star, shopping cart, and user profile icons. The main header features a large image of a training session with the word "Training" overlaid. Below the header, there is a testimonial section with a photo of a man and text describing the quality of the training. A search bar is prominently displayed with the text "What are you looking for?". Below the search bar, there are several featured course cards: "Why Choose Business SA Training?", "Safe Work SA Subsidies", "Course Schedule", "Performance Management Training", and "Testimonials". A "Book Now" button is visible. The page is divided into sections for "On-Site Training" and "Scheduled Training". Under "On-Site Training", there are cards for "WHS For Officers, Board Members, CEOs, COOs, CFOs", "WHS For Managers And Supervisors", "WHS For Employees", and "Introduction To Leadership". Under "Scheduled Training", there are cards for "Communication Skills", "Time Management Skills", "Health and Safety Representative Training 1", "Discipline And Termination Done Right", "Health And Safety Representative Refresher Training", "Health and Safety Representative Training 2", "Managing Poor Performance", and "Bullying, Discrimination And Sexual Harassment - Employee". The footer contains social media icons for Facebook, Twitter, YouTube, and LinkedIn, along with contact information and a disclaimer.

Business SA Website - Frequently Asked Questions

6.2 Review Course Specifics

Course information including a course overview, course topics, the instructor along with the schedule and pricing is available in one simple to read page. A user can then review and select the various courses they require and register any attendee's.

The screenshot displays a course page on the Business SA website. The page is titled "Conducting Proactive Performance Management" and features a main image of a person working on a laptop. The course details include pricing, duration, time and date, and location. The course overview, topics, and instructor information are also visible. A table shows the course schedule for June 20, 21, 22, and 23, 2016, with prices for members and non-members. The page also includes social media sharing options and a footer with contact information and legal notices.

Business SA
 Chamber of Commerce and Industry South Australia

Home About Us News Blogs Membership

Conducting Proactive Performance Management

Add to Cart Add to Wishlist

Course Details

PRICES
 Prices are per person
 + Member: \$450.00
 Non Member: \$540.00

DURATION
 1 Hour, 15 Minutes

TIME & DATE
 See course schedule

LOCATION
 Adelaide Convention Centre, Adelaide

Course Overview

Proactive performance management can open up lines of communications giving your staff a clear understanding of what is expected of them and can make those difficult situations a bit easier.

This program is designed to provide you with an understanding of practical techniques to improve communication with your staff in the giving and receiving of everyday instructions. This course will also look at the styles and key skills in effective leadership including delegation and communication.

Course Topics

- > Develop practical skills to confidently conduct performance appraisals
- > Learn how to effectively set workplace expectations and goals
- > Develop practical skills to encourage positive workplace relationships
- > Identify strategies for initiating difficult conversations
- > Access a range of performance appraisal templates and examples

Meet The Instructor

Emily Banks
 CEO, Business Management Solutions
 Surfer, risk-taker, drummer, Mad Men fan and screen printer. Operating at the fulcrum of beauty and purpose to craft experiences that go beyond design. Check me out on Dribbble or Medium.

Course Schedule

Date	Code	Member	Non-Member	Register
20 June, 2016 10:00am	TPWH305	\$850.00 (Member)	\$850.00 (Non-Member)	Register
21 June, 2016 10:00am	TPWH305	\$850.00 (Member)	\$850.00 (Non-Member)	Register
22 June, 2016 10:00am	TPWH305	\$850.00 (Member)	\$850.00 (Non-Member)	Register
23 June, 2016 10:00am	TPWH305	\$850.00 (Member)	\$850.00 (Non-Member)	Register

Enroll Now

Share this event:

Related Content




- ARTICLE**
How poor physical health can negatively affect your business
- EVENT**
Back to Business South Australia 2016
- ARTICLE**
Your guide to dealing with fast business growth
- TRAINING**
Basic Health and Safety Training for you and your employees

©2016 South Australian Chamber
 ABN 12 345 678 901 All prices are in Australian Dollars
 Sitemap Privacy Statement Disclaimer Terms & Conditions

Business SA Website - Frequently Asked Questions

6.3 Finalise Course Details, Book Participants & Pay For Training.

With training purchase complete, a user may now go through our 'best practice' e-commerce cart to pay for training and ensure participant details are recorded. Once paid for – details will automatically update the remaining course attendance placed.

ITEM	ITEM PRICE	QTY	SUB TOTAL
 EVENT: Business SA Export Awards x 10 Seats (Gold) 7:00pm, Friday 23rd October Adelaide Convention Centre	\$889.00 (Member Price)	- 1 +	\$889.00 x
 TRAINING: Change Management Online	\$1,834.00 (Member Price)	- 3 +	\$5,502.00 x
 SUBSCRIPTION: WHS Policies & Procedures 1 Year Subscription	\$356.00 (Member Price)	- 2 +	\$356.00 x

COUPONS

Enter Coupon Code

Coupon Code 739552 x
Coupon Code 846495 x

COUPON DISCOUNT AMOUNT -\$402.45
GST \$634.45
TOTAL **\$6,344.55**

7 Can I Purchase Products As A Non-Member?

Yes, you can purchase products as a non-member, however you will miss out on fantastic member-pricing. We always display member and non-member pricing on our website so you can see the value in Business SA membership. When purchasing products as a member or a non-member, you will always need to create a login for our website. This means you can come back later to download a copy of your invoice or make adjustments to your purchase.