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

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## 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.
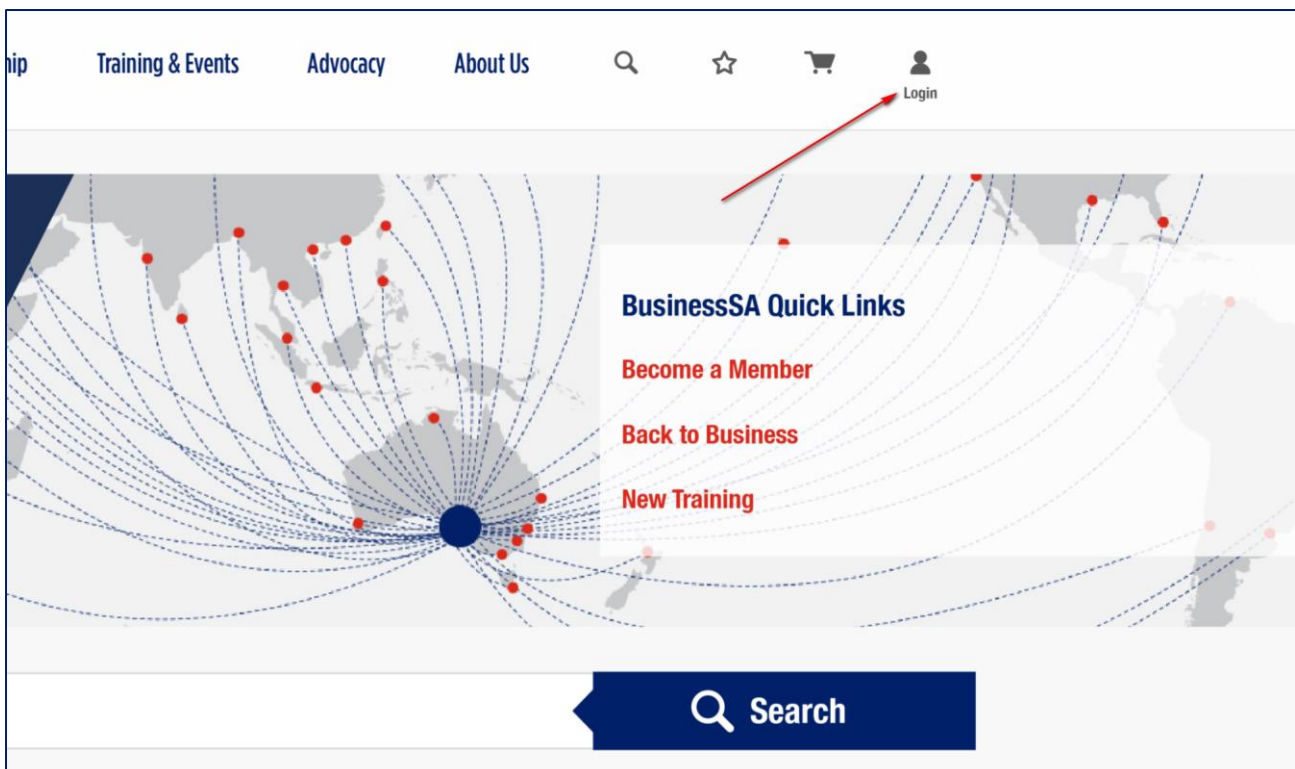
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1.2   Create New Account

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"
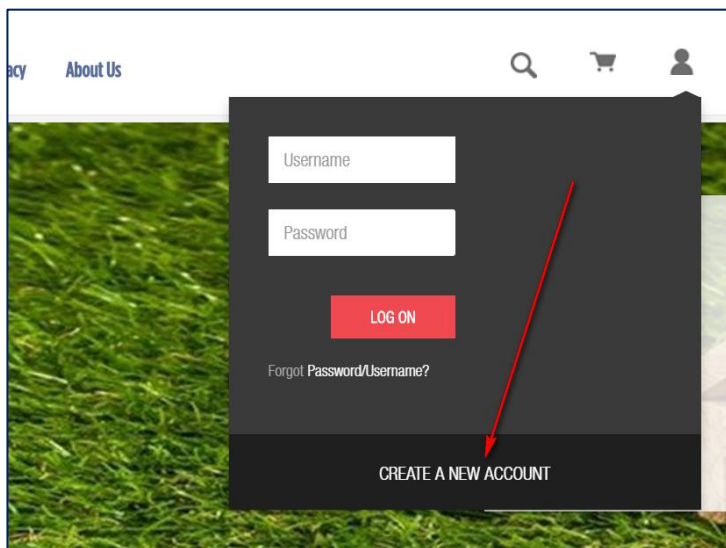
1.3   Enter Details

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
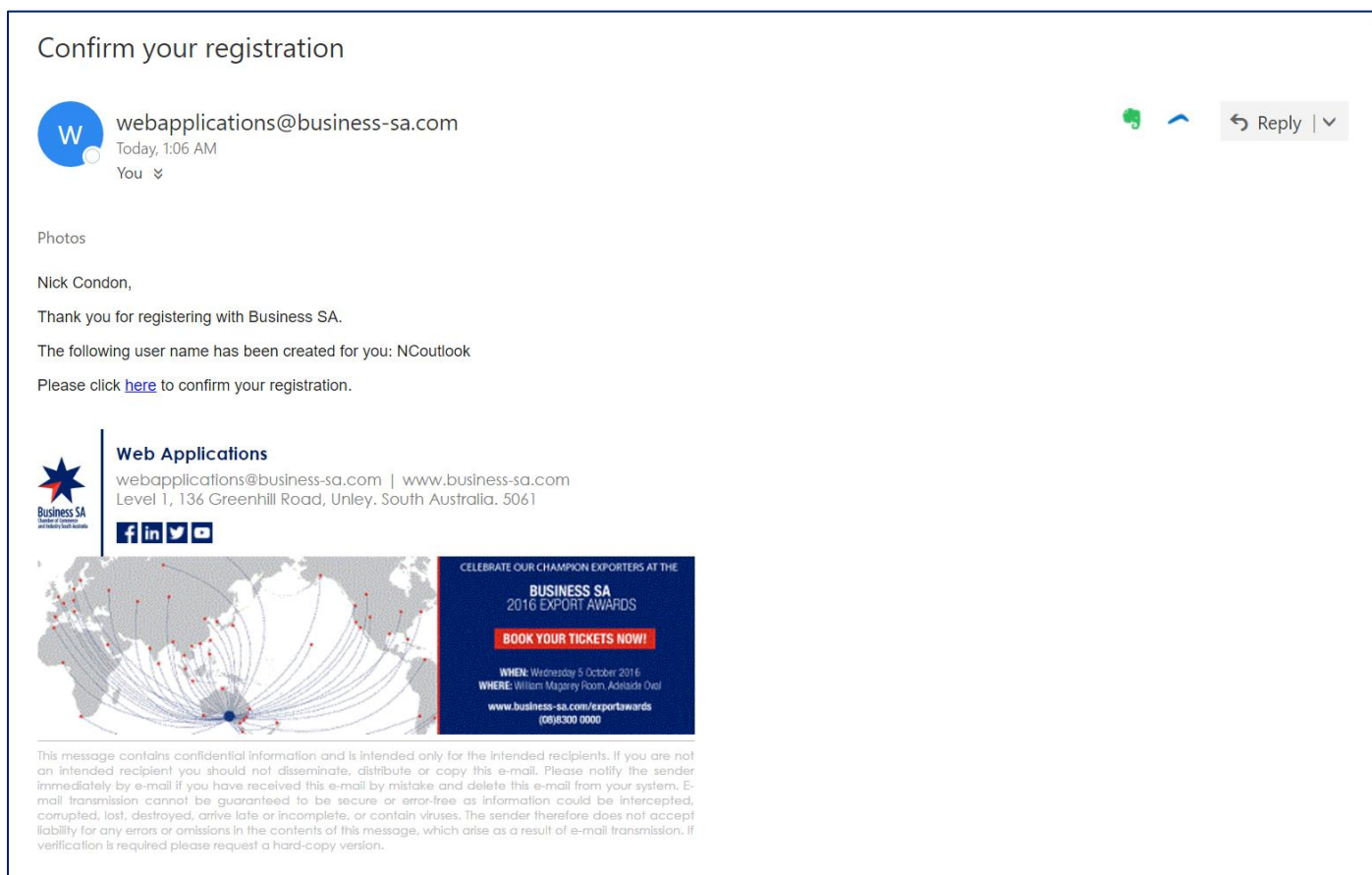
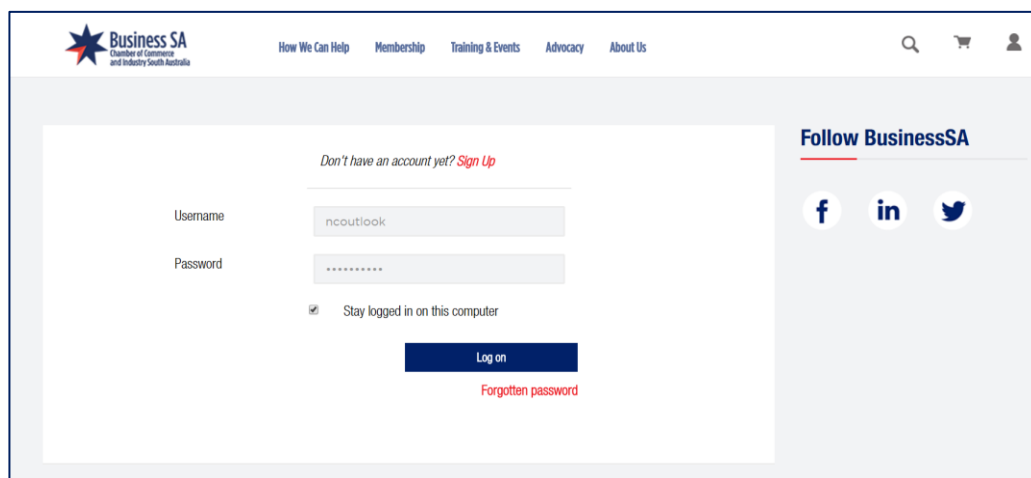# Business SA Website - Frequently Asked Questions

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.

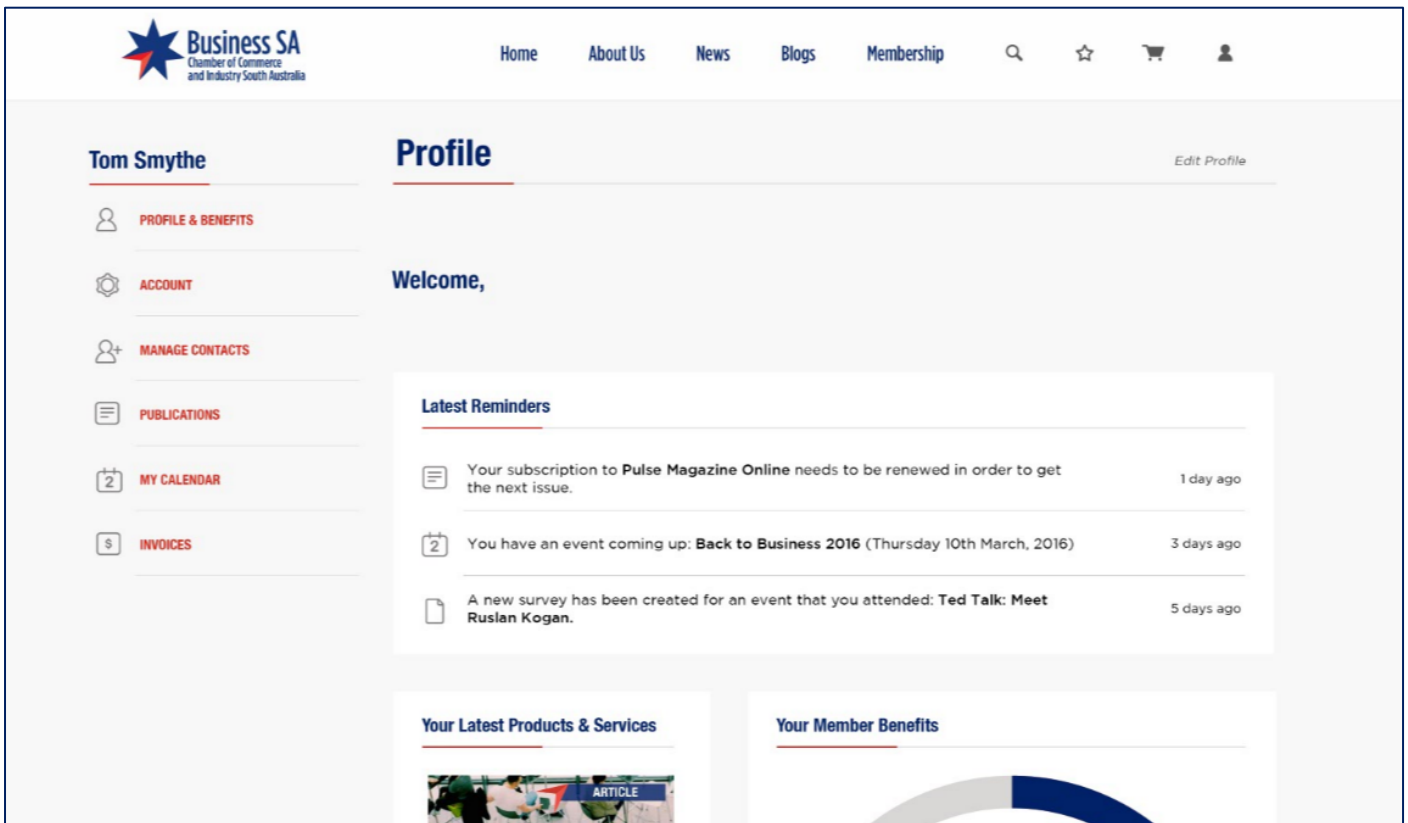# Business SA Website - Frequently Asked Questions

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.
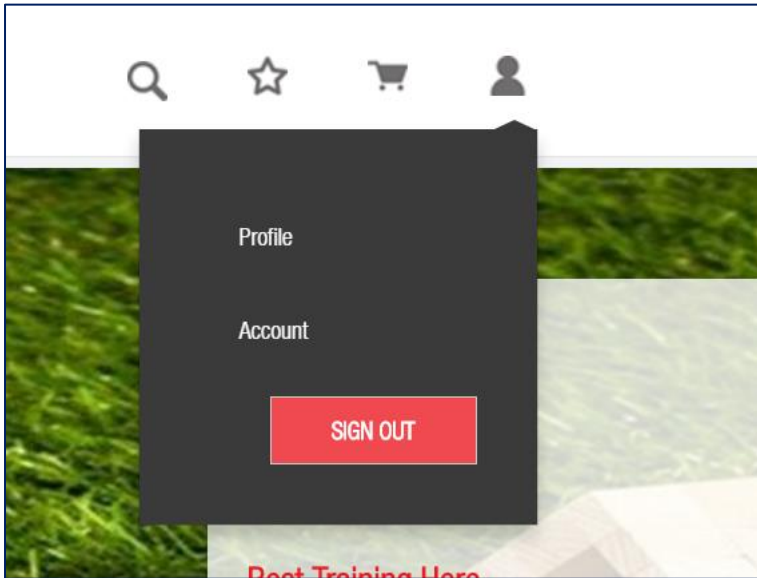
1.7 Interacting with Business SA Customer Portal

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.

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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"
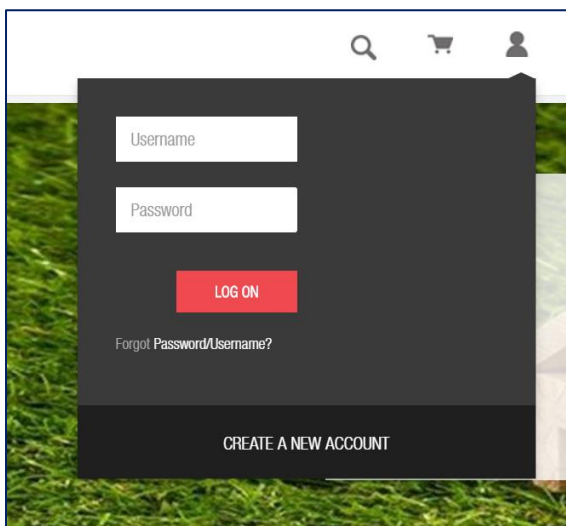
2.1   Go to www.business-sa.com

Click on the login link in the top right hand corner of the page
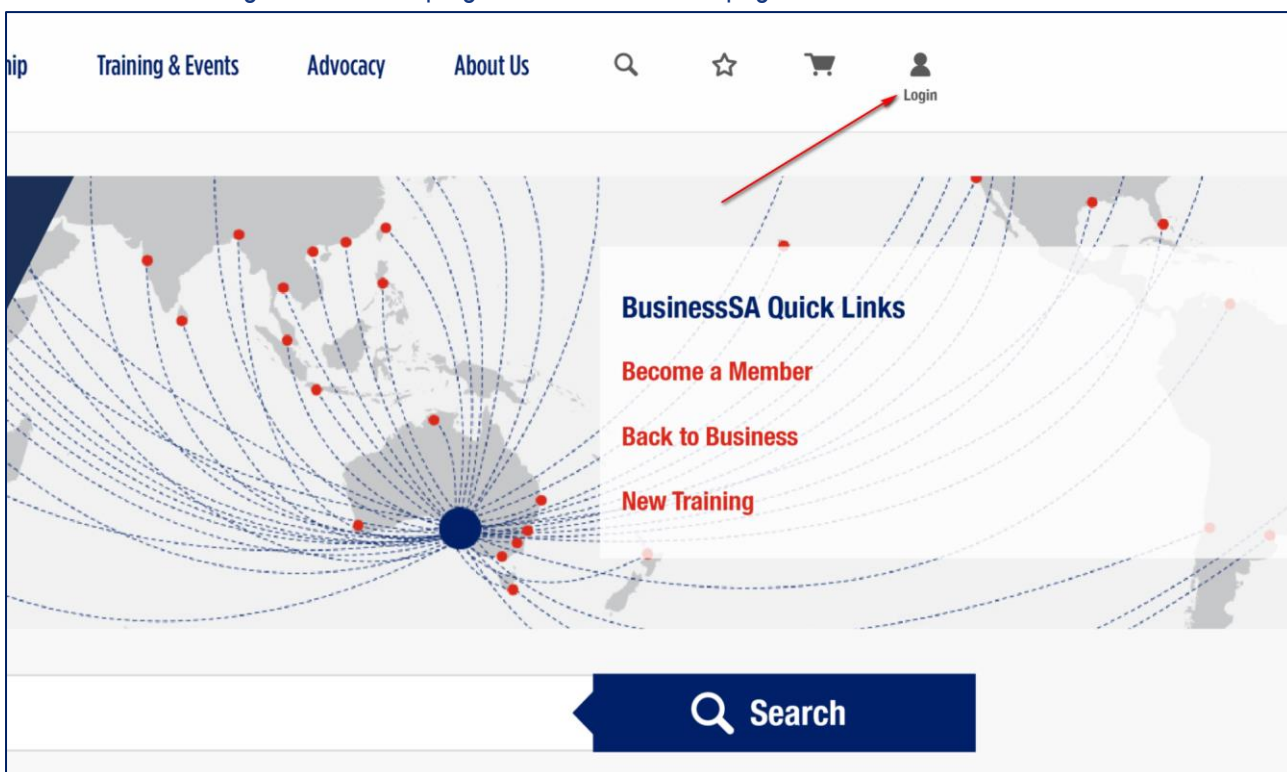
2.2   Enter Login Details
Enter the login details which you created when setting up your login to the new Business SA website. If you are unsure of either your Username or Password you can click the "Forgot Password/Username" link in the grey box.

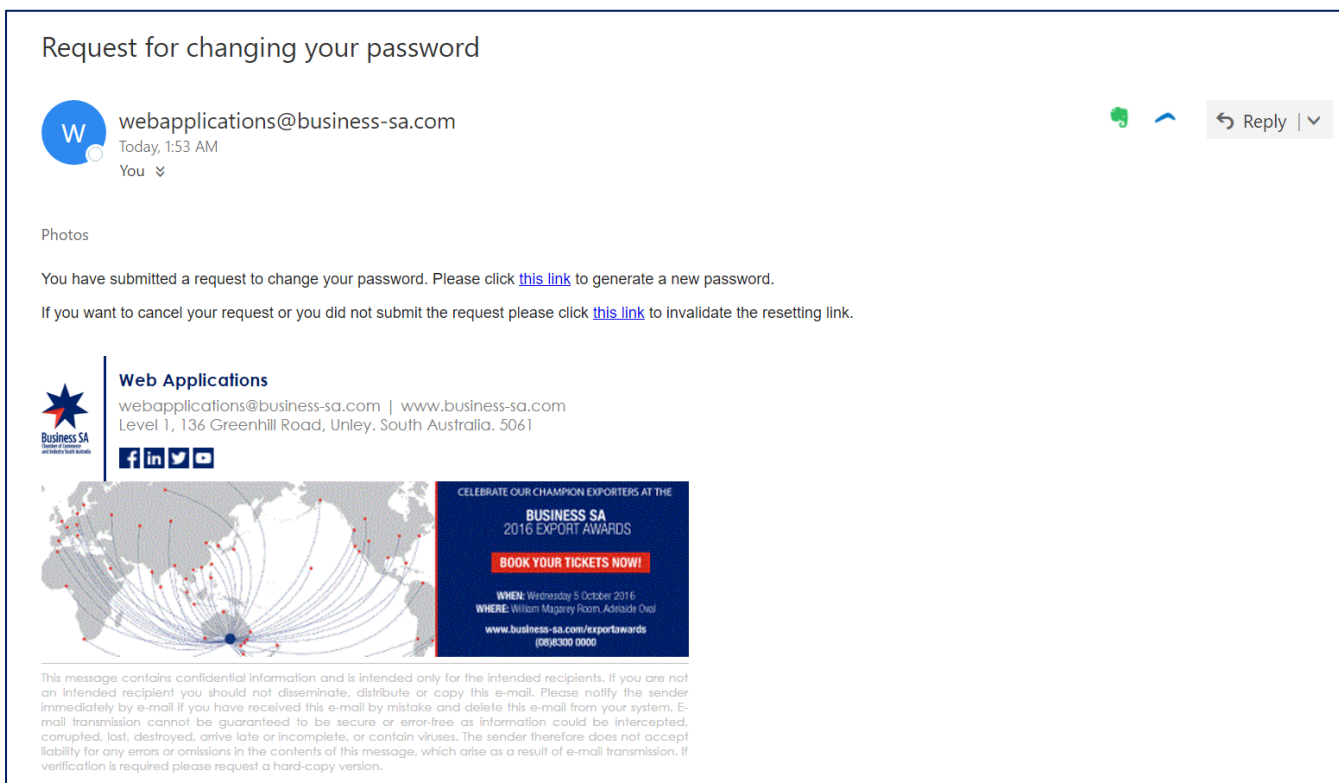# Business SA Website - Frequently Asked Questions

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
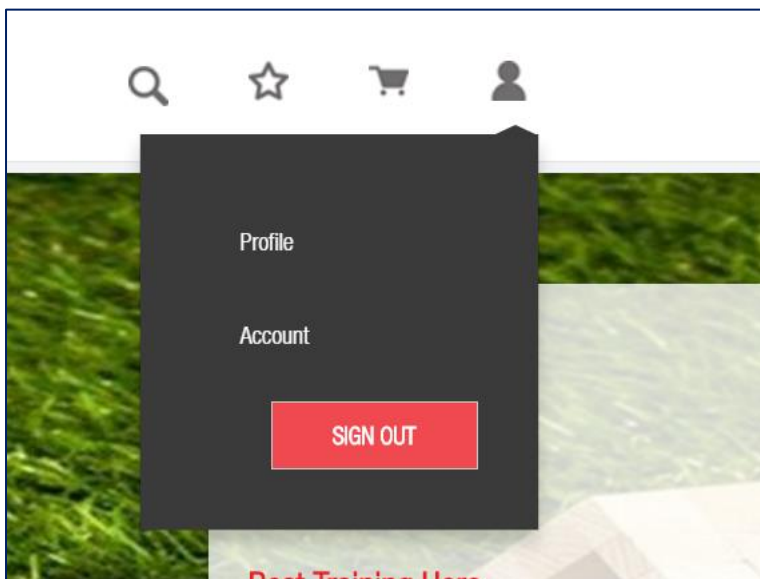
2.4 **Confirm Password Update Via Email**

The email sent to a user will allow them to follow a prompt to update their password or cancel the request if done unintentionally.
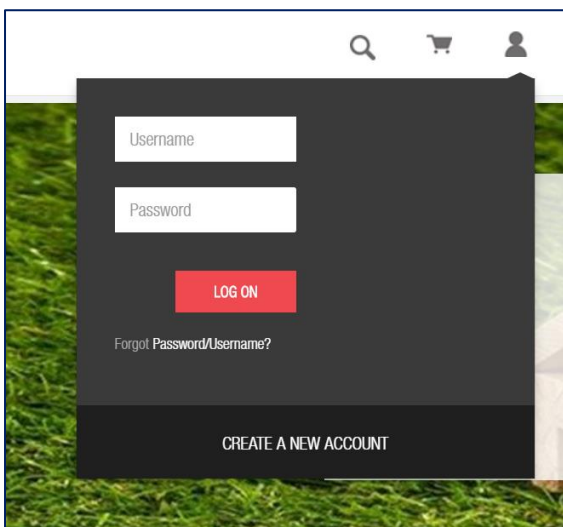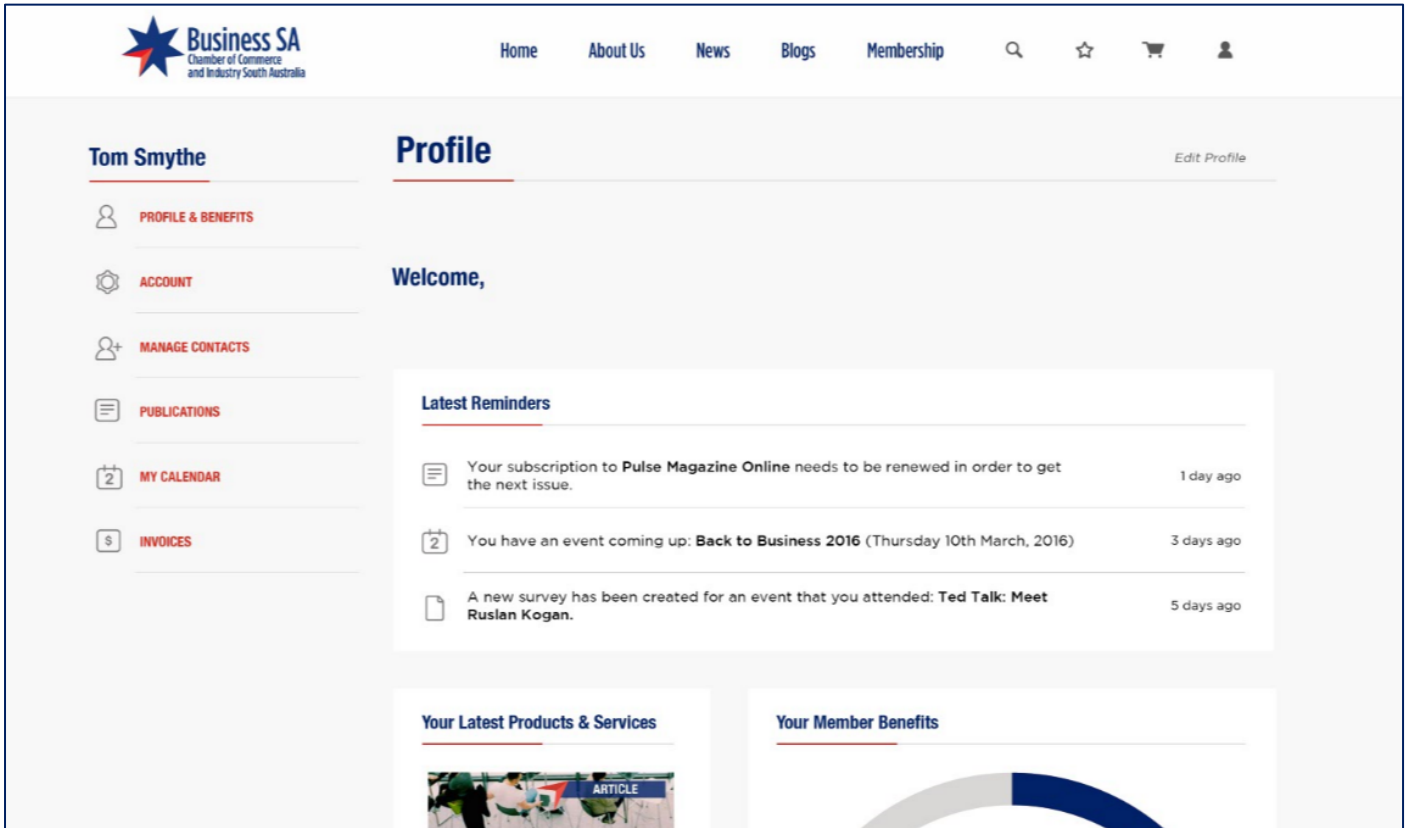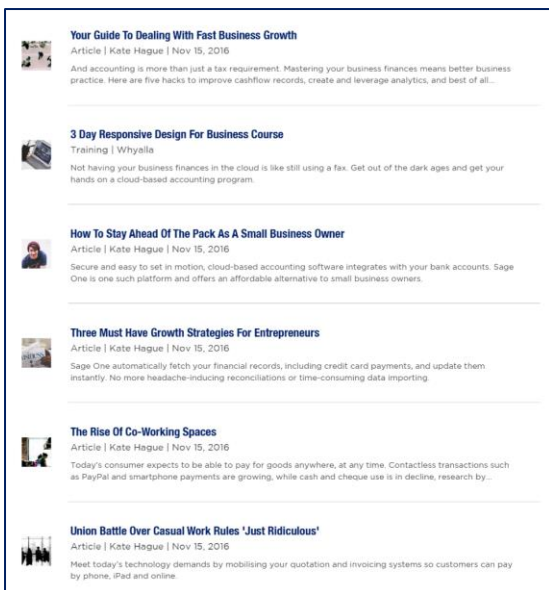
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3   How Do I Access My PAYpacks & Publications Online?

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.
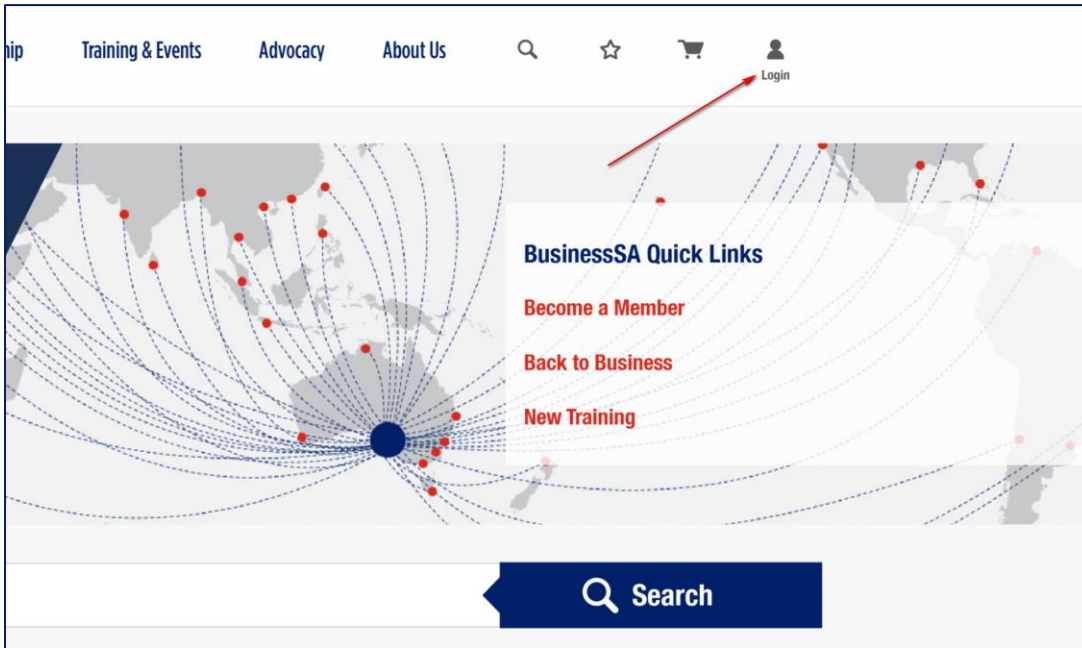
3.2   Enter Login Details

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.

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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.
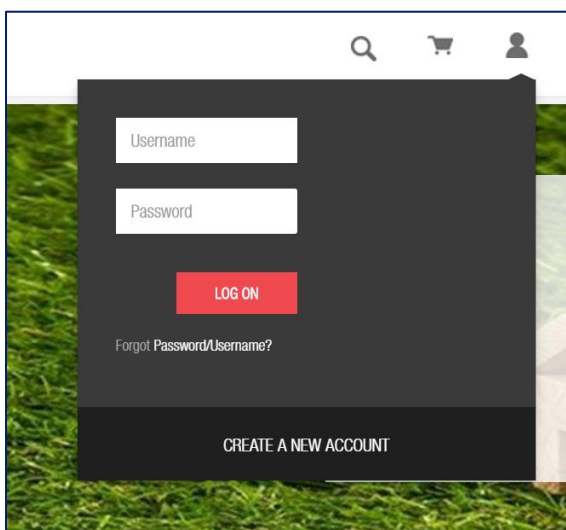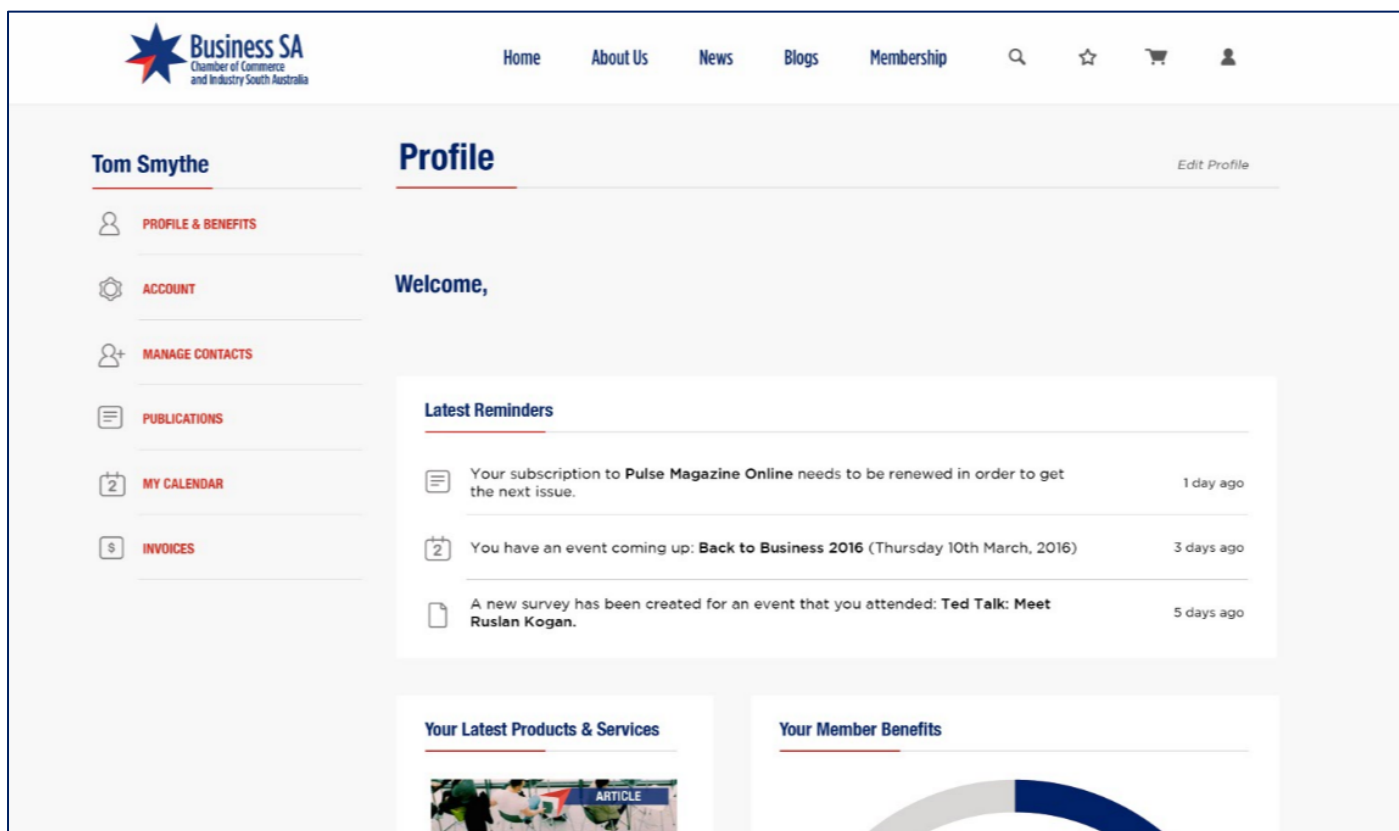
Business SA Website - Frequently Asked Questions

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.
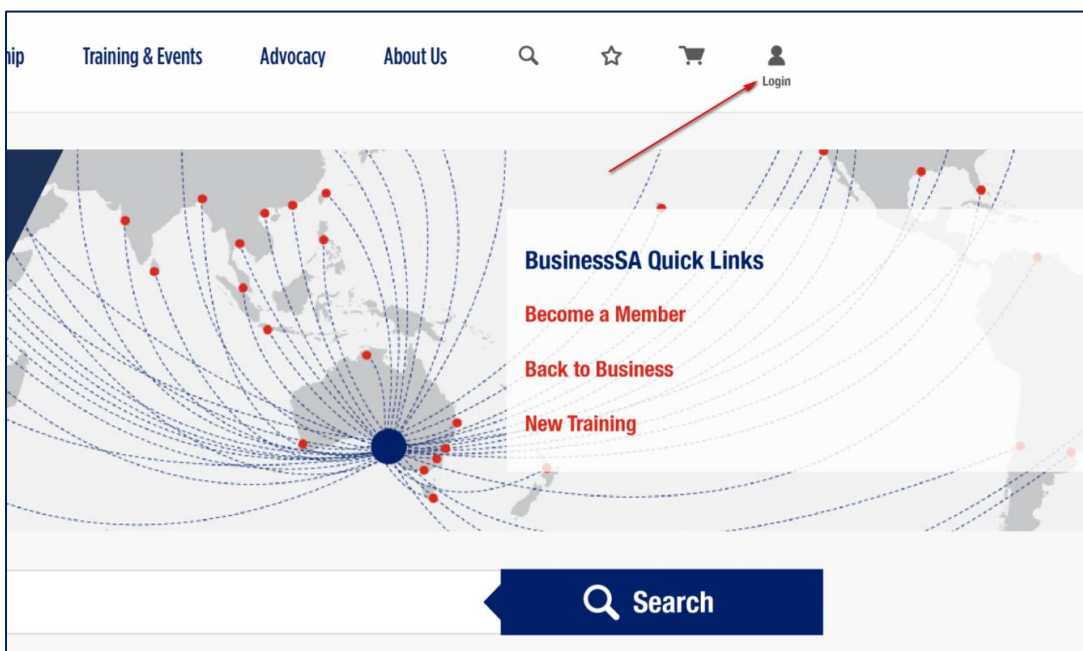

4.2   Enter Login Details
Enter the login details which you created when setting up your login to the new Business SA website. If you are unsure of either your Username or Password you can click the "Forgot Password/Username" link in the grey box.

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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.

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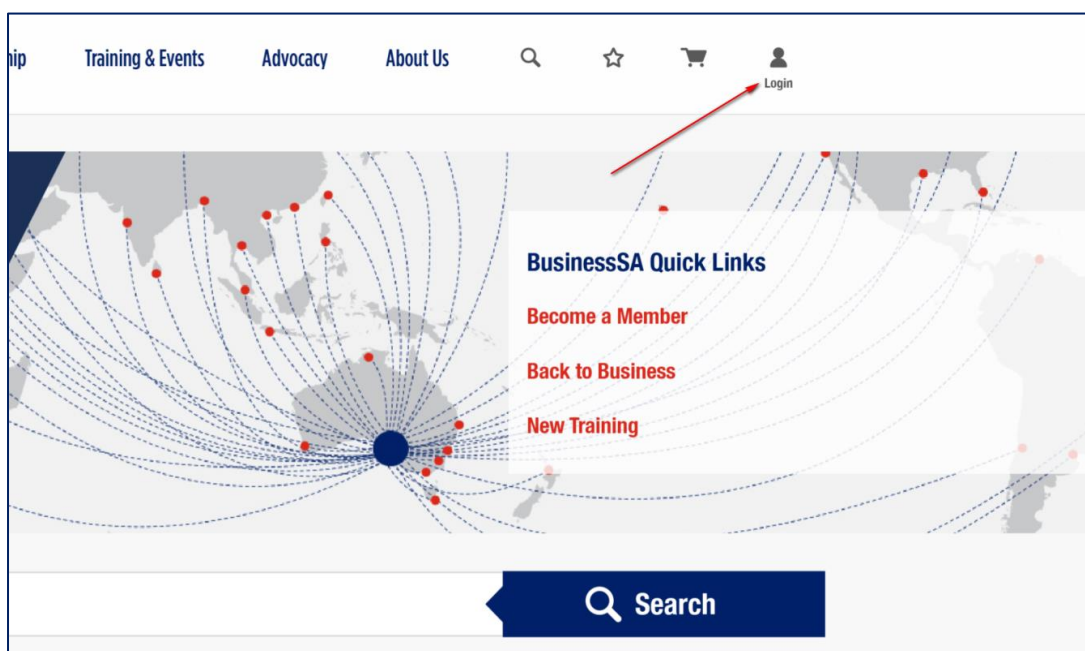
5.2   Enter Login Details
Enter the login details which you created when setting up your login to the new Business SA website. If you are unsure of either your Username or Password you can click the "Forgot Password/Username" link in the grey box.
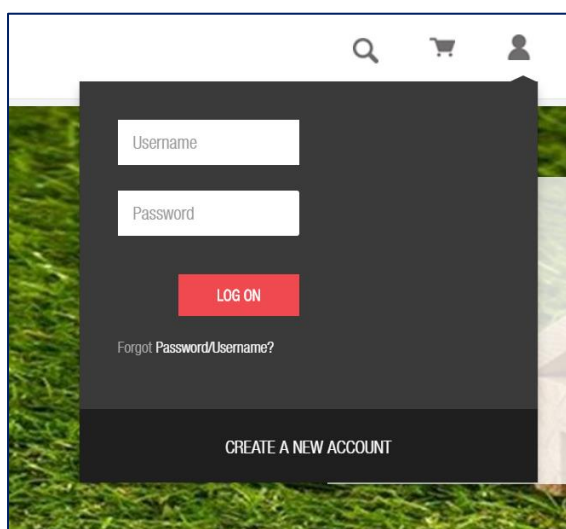
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5.3   The Business SA Customer Portal

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
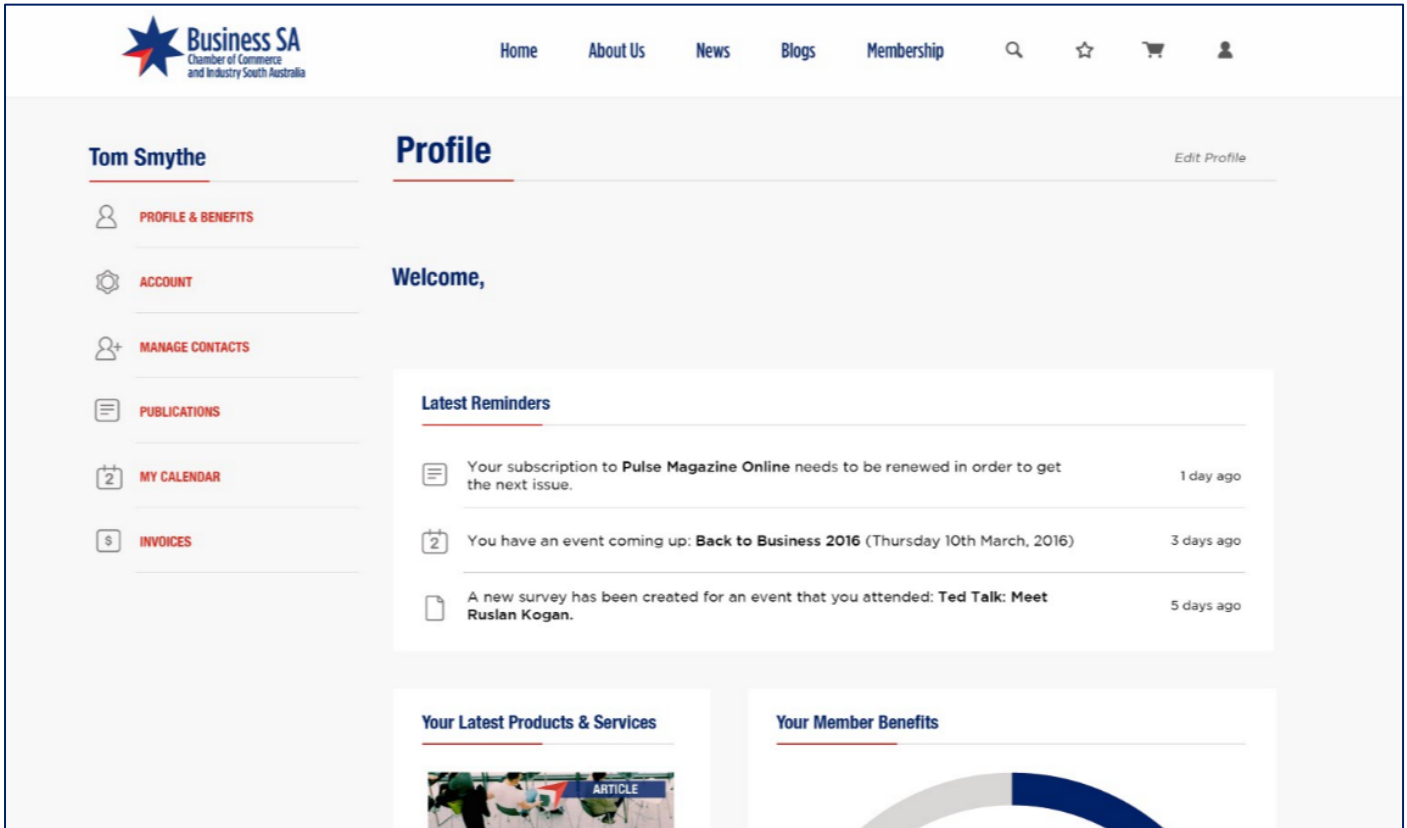
5.4   Invoice List Displayed & Downloadable

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)

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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 couse.

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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.

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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.

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.