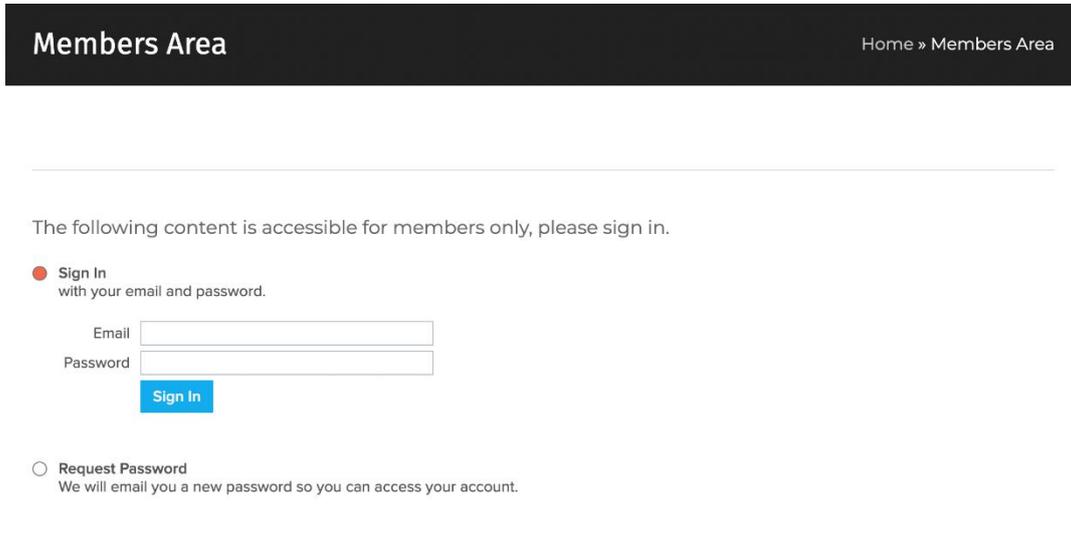


How to Login on the website with the new changes to the Members Area

As per our announcement earlier in the week, we have established a new membership software for managing details and events relating to the ISVA membership body. Due to this, there are some small changes to the website, in particular the Members Area. Please see below our How to Guide, with accompanying photos to try and help you learn the new method of logging in and managing your own personal details.

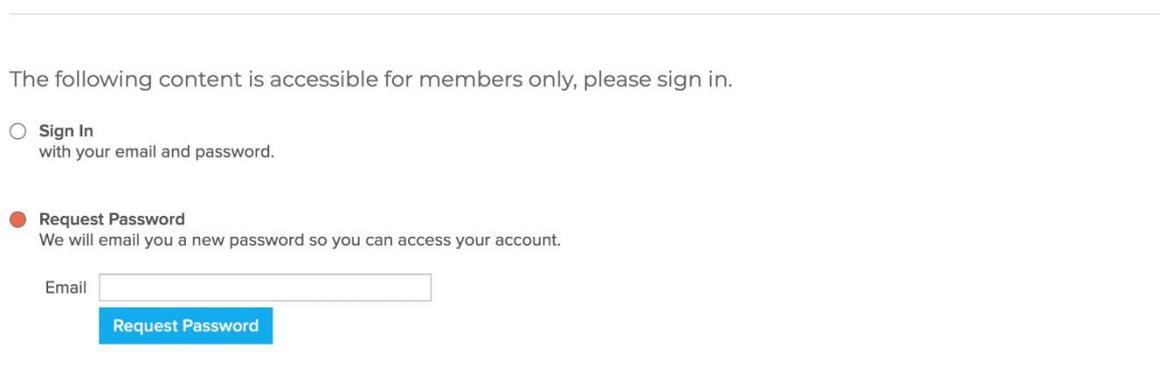
1. On the ISVA website, please click on Members Area (as per normal). Here you will now find this new page:



The screenshot shows the 'Members Area' header with a breadcrumb trail 'Home » Members Area'. Below the header, a message states: 'The following content is accessible for members only, please sign in.' There are two radio button options: 'Sign In with your email and password.' (which is selected) and 'Request Password We will email you a new password so you can access your account.' The 'Sign In' option includes input fields for 'Email' and 'Password', and a blue 'Sign In' button.

If this is the first time you are logging on to the new Members Area, please click Request Password at the bottom (as shown in the image above).

2. By clicking Request Password, it will bring up a page as below:



The screenshot shows the 'Request Password' page. It features the same message: 'The following content is accessible for members only, please sign in.' The radio button options are 'Sign In with your email and password.' (unselected) and 'Request Password We will email you a new password so you can access your account.' (selected). Below the 'Request Password' option is an input field for 'Email' and a blue 'Request Password' button.

Where you are requested to enter your email address, please enter your email address that you usually log in with. Then click on the blue Request Password button. The following page will then be presented;

● **An email with your new password is on its way!**

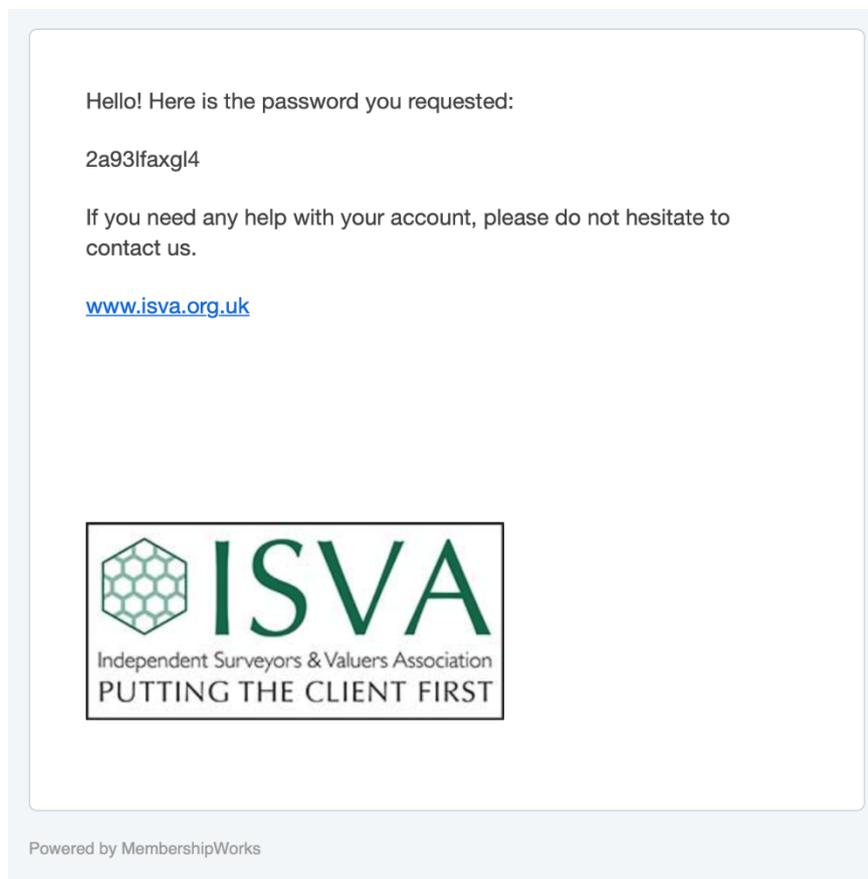
If you do not receive the email within a few minutes please check your spam folder.

Email Required

Password

[Sign In](#)

3. You will then receive an email. An example of such is below.



You can either copy the password or click on the ISVA link to be redirected back to the website. Please enter your email address and the password.

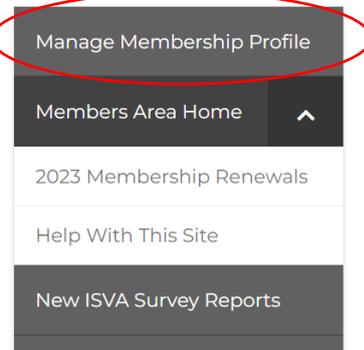
4. You will then be redirected to the usual Members area homepage, as below.

Welcome to the ISVA Members only page.

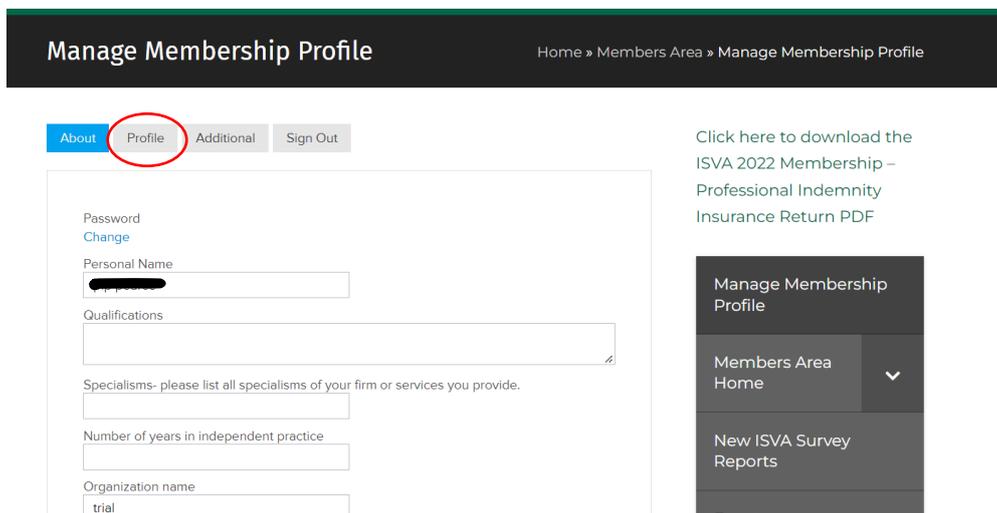
ISVA is delighted to welcome the following New members in 2022

- Thomas Dempsey MISVA, Thomas Dempsey Ltd, Essex
- Rosehill Advisors Ltd, Fordingbridge, Hampshire
- Bethan Liddy MISVA, Metric Surveyors Ltd, Hitchin, Hertfordshire
- Armardeep Dosanj, Conway Chartered Surveyors, Stratford, London
- Belinda Pritchard MISVA, Castles Surveyors, Enfield, Middlesex
- Laurence Hawkins MISVA, Cockrams Surveyors, Truro, Cornwall
- Marcus Antill MISVA, Antill & Co, Chichester, West Sussex
- Alex Hillman, AHN Surveyors, Barnstaple, Devon
- Steven Garrett MISVA, Housesurveyors.com, Telford, Shropshire

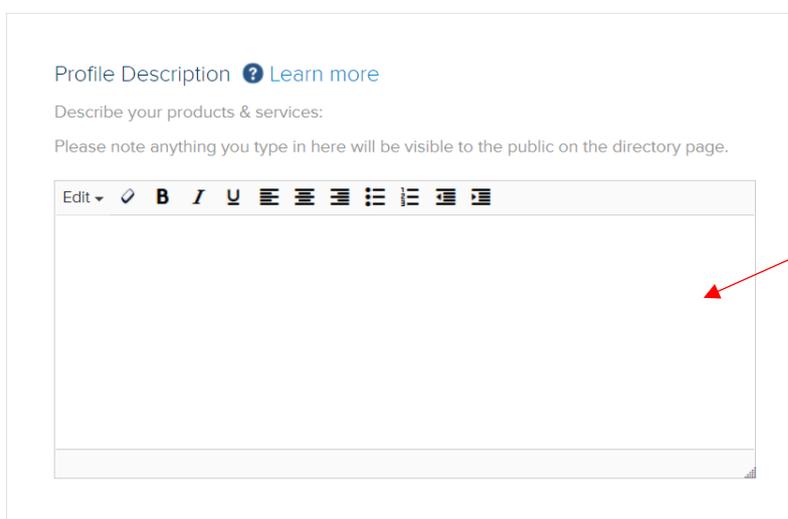
[Click here to download the ISVA 2022 Membership – Professional Indemnity Insurance Return PDF](#)



On the right-hand side, you can see (circled in red) a link to the new Manage Membership Profile. Click on this and you will be taken to your Membership Profile, as below.



On this page you can amend or add information, such as your contact details or specialisms your business offers. Under the Profile Tab (circled above) you can add a 'Profile Description' (image below).



Here you can add information regarding services you offer, specialisms etc.

There is also the option to add a business card.

About Profile Additional Sign Out

Business Card [Learn more](#)

Click areas on card to upload logo or edit tagline:

Click or drop file here to upload image

trial

Enter a short description here

Use this section to upload your business card.

PLEASE DO NOT REMOVE YOUR BUSINESS NAME FROM HERE AS IT WILL REMOVE IT FROM THE MAP DIRECTORY LISTING.

5. If you would like to change your login password, under the 'About' tab (as seen below), you can type in a new password for when you login to the Members Area. Please note that the password must be 8 characters long. If you ever forget your password, you can repeat Step 1 to request a new password.

About Profile Additional Sign Out

Password Change

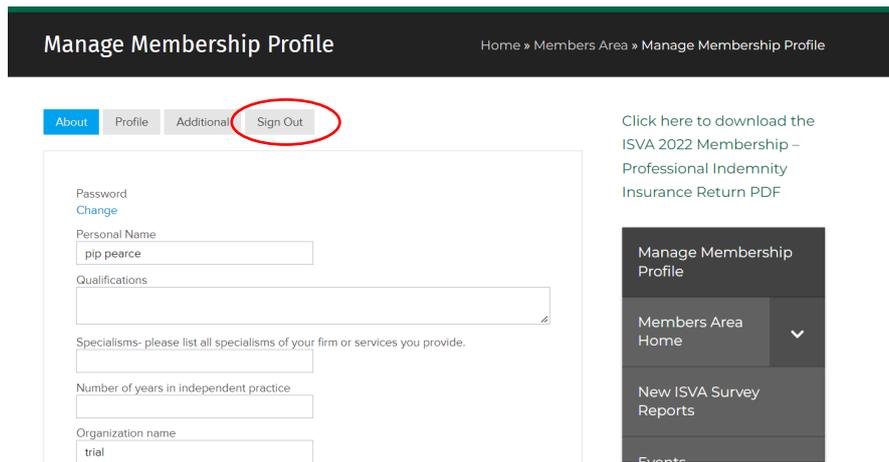
PLEASE NOTE THAT ANY TIME YOU MAKE ANY CHANGES OR UPLOAD A BUSINESS CARD ETC. YOU MUST CLICK SAVE AND CONTINUE AT THE BOTTOM (SEE BELOW).

Save & Continue

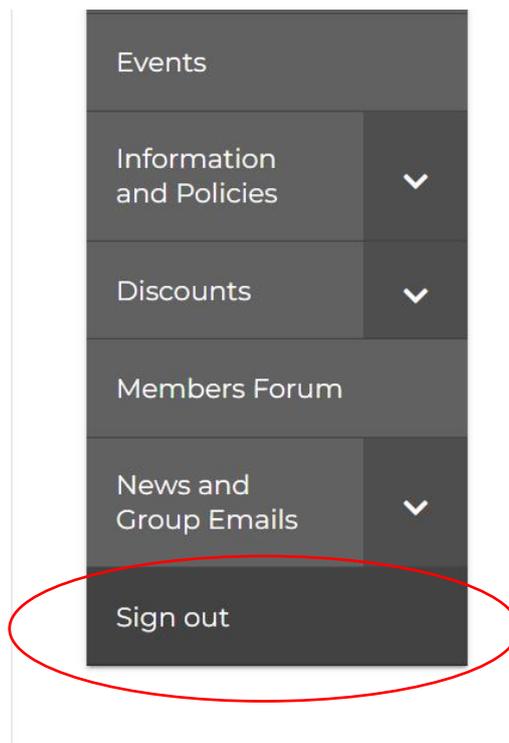
Skip

The remainder of the Members Area remains unchanged. You can still access files, events, news and extra information.

6. To sign out: If you are within the Manage Member Profile page, you can sign out of the Members Area by simply clicking on Sign Out (as below).



If you are on another page within the Members Area, at the bottom of the column on the right-hand side is a Sign Out button (as below). This will redirect you to the Manage Membership Profile. Then you can click on Sign Out as above.



We hope this new system will be user friendly and that you can make the most of the advantages of offering more detail to the public to promote your business. However, we appreciate this is new and something for you to adapt to. If you have any questions, or are having issues, please do get in touch with either Julia or Pip, contactable via the usual channels.