

Why do we need a Member Portal?

The RSL NSW website currently includes information and resources that are relevant to members, but not the general public. The Member Portal will group these important resources in a password-protected section of the website, accessible only to RSL NSW members.

What information is available on the Member Portal?

Once logged into the Member Portal, RSL NSW members will be able to access information and resources related to services and support, governance, finance, awards and recognition, membership forms, the RSL NSW Sport & Recreation Program, the Member Merchandise Store, commemorations and events, promotional tools, and ANZAC House communications such as Circulars and Board Communiques.

How do I access the Member Portal?

Visit <https://rslnsw.org.au/member-portal/> or click the 'Member Log-in' dropdown in the main menu on the RSL NSW homepage, and select 'Member Portal'.

You'll then be asked to log in using your full name and member number. Please use your full name and seven-digit member number, exactly as it appears on your membership card.

If you navigate out of the Member Portal at any time to visit the main website, you can find your way back by clicking on the top right 'Member Portal Home' button.

What if I forget my member number?

You'll need your member number to log in to the Member Portal. If you require assistance, please contact your Member Support Team via support@rslnsw.org.au or 1300 679 775.

What's the difference between the Member Portal and the sub-Branch Portal?

While the sub-Branch Portal houses essential resources for sub-Branch Office Bearers (enabling them to complete budgets, annual returns, and compliance reports online), the Member Portal contains information and resources that are relevant to the wider RSL NSW membership.

Can I access the Member Portal on my mobile?

You can! The Member Portal can be accessed on any device that you use to visit the RSL NSW website, including a desktop, mobile phone or tablet.

What if something isn't working?

If you notice a glitch in the Member Portal or need help locating a specific resource, please contact your Member Support Team via support@rslnsw.org.au or 1300 679 775.

I can't find the information that I'm looking for?

The menu on the Member Portal homepage groups information and resources into two main categories: Member Resources and Administration. These include the following...

Member Resources:

- Access Services & Support
- Awards & Recognition
- Merchandise Store
- Commemorations, Ceremonies & Events
- Contact Us
- Membership Forms
- Events & Promotional Tools
- Sport & Recreation Program

Administration:

- ANZAC House Communications
- How We Work
- How We Support You
- Funding The Future

If you select an icon and need to go back, click on the 'Member Portal Home' button on the top right corner of your webpage to return to the main menu.

If you're looking for a specific resource and cannot locate it, please contact your Member Support Team via support@rslnsw.org.au or 1300 679 775.

Can I update my details/renew my membership in the Member Portal?

Not yet. Existing members should continue to update their membership details by contacting their local sub-Branch or the RSL NSW Member Support Team. This functionality will be available in the Member Portal in the future. If you are looking to transfer, the 'Request for Transfer of Membership' form can be downloaded from the Member Portal.

Can I share something in the Member Portal with someone who is not a member?

Information in the Member Portal is password protected, and only intended to be accessed by members. If you share a link, it will require the user to log-in to view. If you are unsure about sharing information or resources, please contact your Member Support Team via support@rslnsw.org.au or 1300 679 775.