



2027 QUEENSLAND FIREBIRDS MEMBERSHIP USER GUIDE

This document provides the necessary information for our Members to navigate the new and improved Membership Platform.

This document will cover the General Information Members will need to know to ensure a seamless experience for our Members when it comes to renewing or purchasing a Membership for the 2027 Season, the General Information section of this document will include the following areas:

General Information

- How do I access my account?

WHAT'S NEW FOR THE 2027 SEASON

Membership Platform Updated

In our efforts to make the Membership Renewal process seamless for our Members, we have now transitioned onto a new Membership Platform to make managing your account an enjoyable experience.

What does this mean for you?

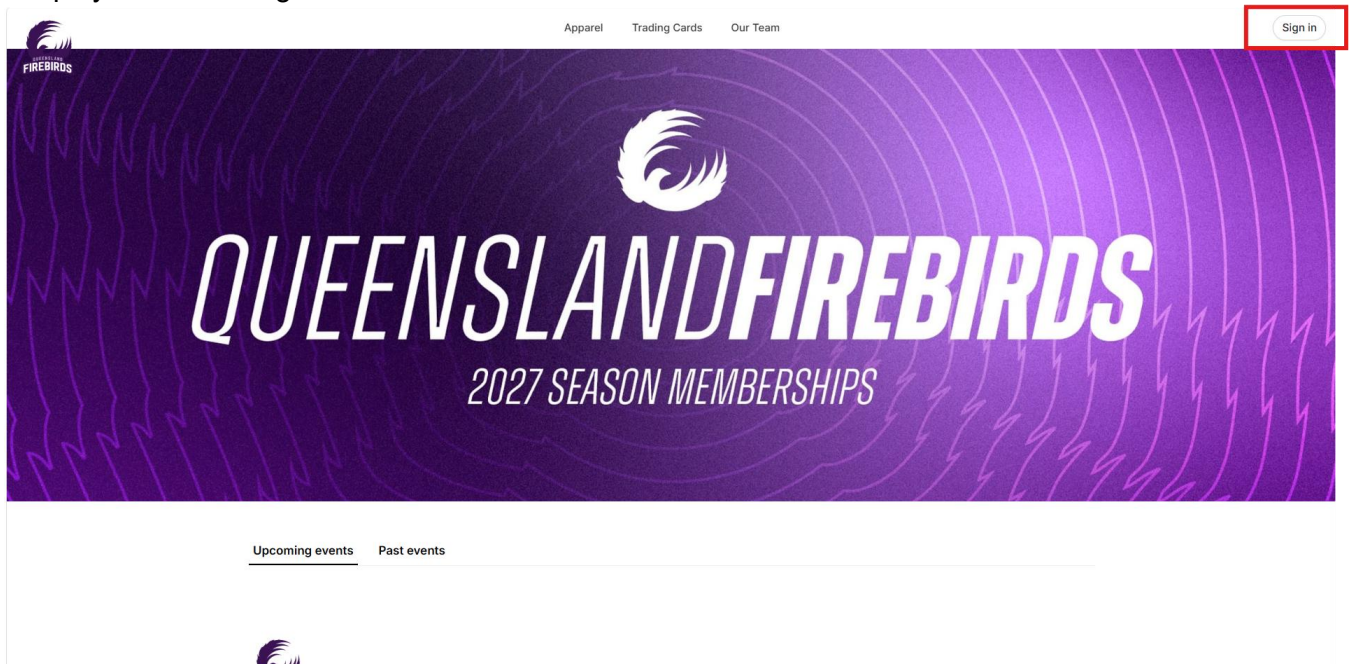
- Login Details: To access your account, you must now login using the primary account holder's email address. You will be required to reset your password and verify your account the first time you login. Reset your password and verify your account [HERE](#)
- Please be advised that these emails may land in your 'Junk' or 'Spam' folder.



GENERAL INFORMATION

How do I access my Membership account?

You will need to login via the [Account Sign in](#) link and click on the top right sign-in button. As displayed in the image below:



If you have already logged in before, please enter your email and password to login. If you haven't logged in before, you will need to click the Forgot Password button to create a password for your new Membership account. Please see the image below for reference:

To visit this site, please sign in or register.

Sign in

✓ Success!

CLOUDFLARE
Privacy • Help

Sign in

Register for free

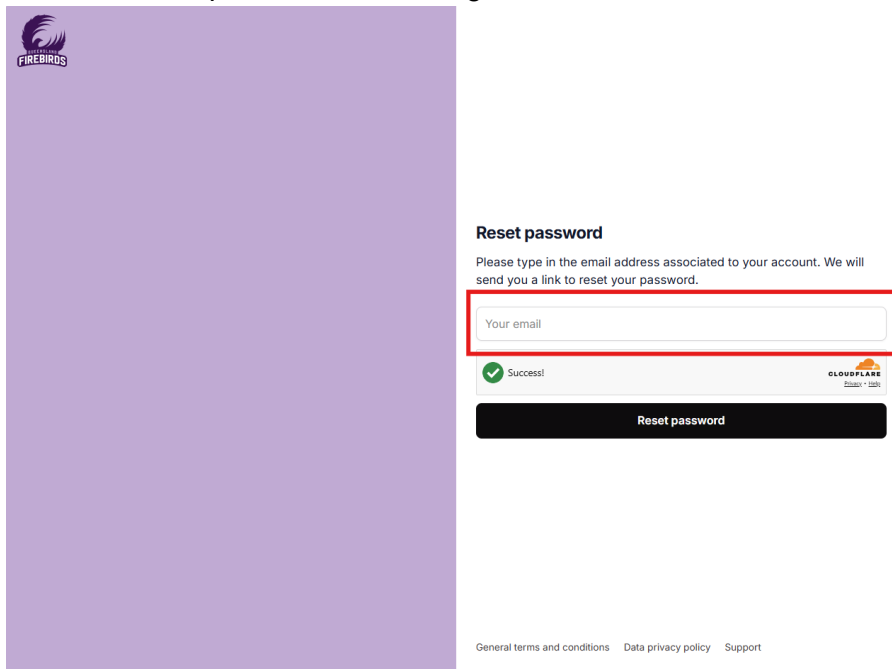
[Forgot password?](#)



Once you have selected the “Forgot Password?” button, you will be forwarded to the [Reset Password](#) page.

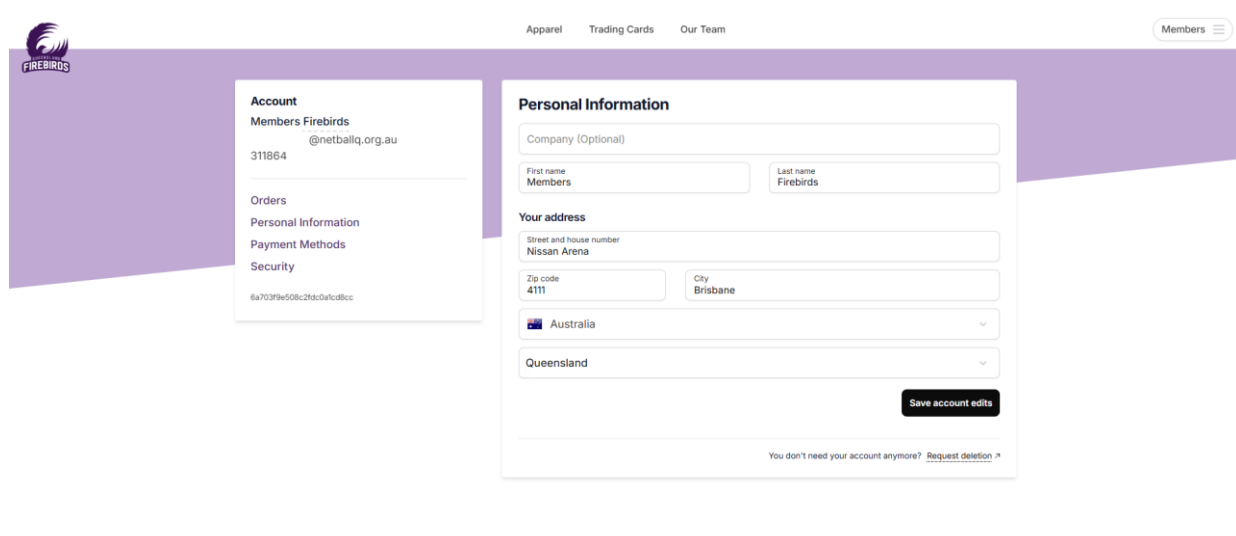
Simply enter the primary account holder’s email address and press the reset password button to complete the action.

For reference, please view the image below:



The screenshot shows the 'Reset password' page. On the left is a large purple sidebar with the Firebirds logo at the top. The main content area has a white background. At the top, it says 'Reset password' in bold. Below that, a message reads: 'Please type in the email address associated to your account. We will send you a link to reset your password.' There is a text input field labeled 'Your email' which is highlighted with a red border. Below the input field is a green checkmark icon and the word 'Success!'. To the right of this is a small 'CLOUDFLARE' logo. At the bottom of the form is a black button with the text 'Reset password'. At the very bottom of the page, there are links for 'General terms and conditions', 'Data privacy policy', and 'Support'.

Once you have re-entered your email address and your new password, you will be given access to your account dashboard which will display your current details, please see the image below as reference:



The screenshot shows the account dashboard. At the top, there is a navigation bar with links for 'Apparel', 'Trading Cards', and 'Our Team'. On the right side of the navigation bar is a 'Members' button with a dropdown arrow. Below the navigation bar is a purple sidebar with the Firebirds logo and a list of menu items: 'Account', 'Members Firebirds', '@netballq.org.au', '311864', 'Orders', 'Personal Information', 'Payment Methods', and 'Security'. The main content area has a white background. It features a 'Personal Information' section with a 'Company (Optional)' field. Below this are fields for 'First name' (containing 'Members') and 'Last name' (containing 'Firebirds'). There is a 'Your address' section with a 'Street and house number' field (containing 'Nissan Arena'), a 'Zip code' field (containing '4111'), and a 'City' field (containing 'Brisbane'). Below these are dropdown menus for 'Country' (set to 'Australia') and 'State' (set to 'Queensland'). At the bottom right of the form is a black button with the text 'Save account edits'. At the very bottom of the page, there is a link that says 'You don't need your account anymore? Request deletion'.



How do I check and change my account details?

Once you have successfully logged into your account, you will have access to your account dashboard. On your account dashboard, you will be able to manually edit the following pieces of information:

- Company (Optional)
- First Name (Required)
- Last Name (Required)
- Address Details (Required)

To update or edit your email address, please contact the Firebirds Membership Team firebirdmembership@netballq.org.au

Please ensure that you have selected the tab that states “Personal Information” which will then display your account details. Please see the below image for your reference:

A screenshot of the Firebirds account dashboard. The top navigation bar includes the Firebirds logo, links for 'Apparel', 'Trading Cards', and 'Our Team', and a 'Members' button with a dropdown arrow. The main content area is divided into two columns. The left column contains a sidebar menu with links for 'Account', 'Orders', 'Personal Information' (highlighted with a red rectangle), 'Payment Methods', and 'Security'. The right column displays the 'Personal Information' form. This form includes a 'Company (Optional)' field, 'First name' and 'Last name' fields (with 'Members' and 'Firebirds' entered respectively), a 'Your address' section with 'Street and house number' (Nissan Arena), 'Zip code' (4111), 'City' (Brisbane), and dropdown menus for 'Country' (Australia) and 'State' (Queensland). A 'Save account edits' button is at the bottom right of the form. At the very bottom of the page, there is a footer with 'Imprint of the organizer', 'Data privacy of the organizer', 'General terms and conditions of the organizer', the 'TICKETEX' logo, 'English', and links for 'General terms and conditions', 'Cookie settings', 'Data privacy policy', and 'Support'.

On this page you will then be able to manually edit the highlighted areas, shown below:



Apparel Trading Cards Our Team

Members

Account
Members Firebirds
@netballq.org.au
311864

Orders
Personal Information
Payment Methods
Security

6a703f9e508c2f9c0a1cd8cc

Personal Information

Company (Optional)

First name
Members

Last name
Firebirds

Your address

Street and house number
Nissan Arena

Zip code
4111

City
Brisbane

Australia

Queensland

Save account edits

You don't need your account anymore? [Request deletion](#)

Imprint of the organizer Data privacy of the organizer General terms and conditions of the organizer

English

[General terms and conditions](#) [Cookie settings](#) [Data privacy policy](#) [Support](#)

Once that you are satisfied with the account details, please ensure that you please press the “Save account edits” button, this will then save your account details, attached below.



Apparel Trading Cards Our Team

Members

Account
Members Firebirds
harry.smith@netballq.org.au
311864

Orders
Personal Information
Payment Methods
Security

6a703f9e508c2f9c0a1cd8cc

Personal Information

Company (Optional)

First name
Members

Last name
Firebirds

Your address

Street and house number
Nissan Arena

Zip code
4111

City
Brisbane

Australia

Queensland

Save account edits

You don't need your account anymore? [Request deletion](#)

Imprint of the organizer Data privacy of the organizer General terms and conditions of the organizer

English

[General terms and conditions](#) [Cookie settings](#) [Data privacy policy](#) [Support](#)



How do I check and change my Payment details?

On your account dashboard there will be a tab that states “Payment Methods”, please select this tab to amend your payment details for your 2027 Season Membership.

The screenshot shows the account dashboard for a Queensland Firebirds member. The left sidebar contains the following links: Account, Members Firebirds, Orders, Personal Information, **Payment Methods** (highlighted with a red box), and Security. The main content area is titled 'Personal Information' and contains the following fields: Company (Optional), First name (Members), Last name (Firebirds), Your address (Street and house number: Nissan Arena, Zip code: 4111, City: Brisbane, Country: Australia, State: Queensland), and a 'Save account edits' button. At the bottom of the main content area, there is a link: 'You don't need your account anymore? Request deletion ^'. The footer contains the following text: 'Imprint of the organizer Data privacy of the organizer General terms and conditions of the organizer', 'TICKETEX English', and 'General terms and conditions Cookie settings Data privacy policy Support'.

You will then be taken to the “Your Payment Methods” page, once on this page please select the “Add your first payment method” button.

The screenshot shows the 'Your payment methods' page. The left sidebar contains the following links: Account, Members Firebirds, Orders, Personal Information, Payment Methods, and Security. The main content area is titled 'Your payment methods' and contains the following text: 'No payment method found', 'Speed up future orders by adding payment methods. Saved payment methods are listed in the checkout and can be used without re-entering payment details.', and a button: 'Add your first payment method' (highlighted with a red box). The footer contains the following text: 'Imprint of the organizer Data privacy of the organizer General terms and conditions of the organizer', 'TICKETEX English', and 'General terms and conditions Cookie settings Data privacy policy Support'.



After selecting the “Add your first payment method” button, a pop-up will be displayed to present your current credit card details. To update your payment details, please complete the pop-up by entering your card details and pressing the button “Save details”.

A screenshot of a web application showing a "Add payment method" pop-up form. The form is titled "Add payment method" and has a close button (X) in the top right corner. It contains a "Cards" section with a note: "All fields are required unless marked otherwise." The form includes input fields for "Card number" (with a sample number 1234 5678 9012 3456), "Expiry date" (with a sample MM/YY), "Security code" (with a sample 123), and "NAME ON CARD". There is a "Save details" button at the bottom. The background shows a blurred view of the user's account page with a sidebar menu and a "Your payment methods" section.

Once you have finished adding your card details, press save details.

Should you have any issues logging into your account, please don't hesitate to contact the Membership team via email (firebirdmembership@netballq.org.au)