# IGeLU Membership Renewal - Cheat Sheet / FAQ

To assist with the IGeLU membership renewal we have created the following 'cheat sheet'.

If there are steps missing or better explanations required please let me know via email to chair@igelu.org or dave.allen@slq.qld.gov.au
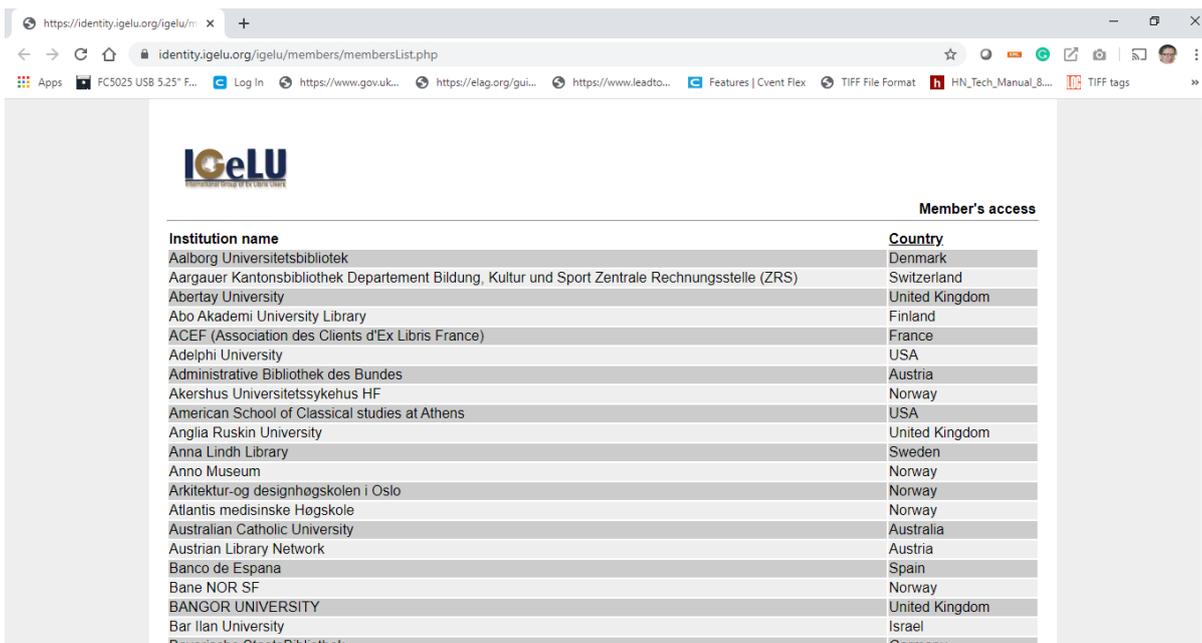
FAQ 1 - What is my IGeLU Member ID?

This is the 'Username' that you use to log into NERS for enhancement voting. If you are also a ELUNA member then you need to use your IGeLU membership ID and not your ELUNA membership ID.
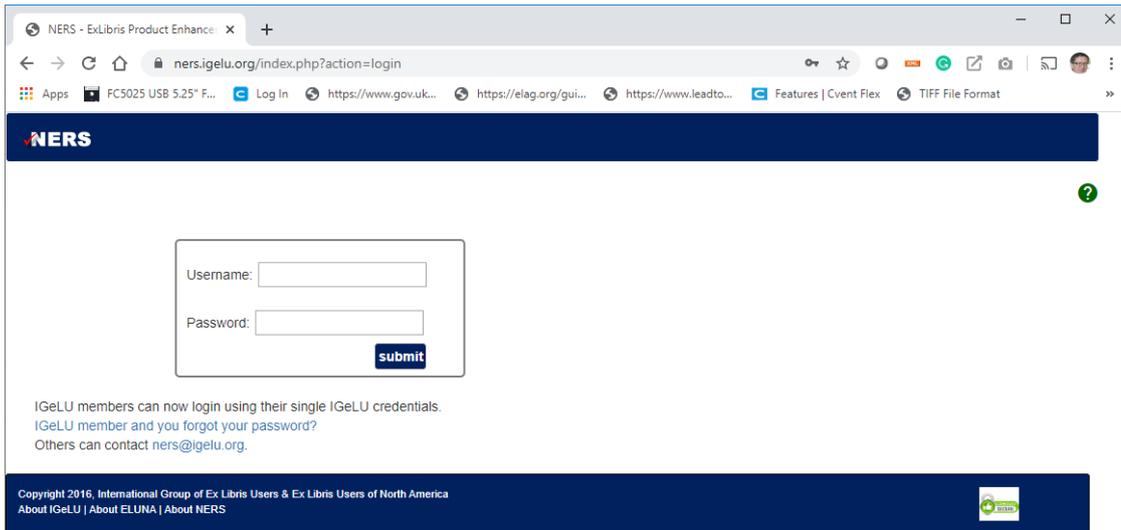
FAQ 2 - I have forgotten my IGeLU Member ID.

If you have forgotten your IGeLU Member ID it is always good to check to see if you are still a IGeLU member. You can check to see if you are still a member by accessing the 'List of Members' at
https://identity.igelu.org/igelu/members/membersList.php

FAQ 3 - My Institution is not listed in the membership list – what do I do?

If your institution is not listed and you think it should be then please contact the IGeLU Secretariat via email secretariat@igelu.org and cc in the Chair chair@igelu.org

FAQ 4 - My institution is listed but I cannot remember my IGeLU Membership ID?

If your institution is listed (refer FAQ 3 above) then please contact the IGeLU Secretariat via email secretariat@igelu.org and cc in the Chair chair@igelu.org

FAQ 5 – My Institution is not listed – we used to be members - – how do re-instate my membership?

To re-instate your membership please complete the following form at https://igelu.org/wp-content/uploads/2018/07/IGeLU-Registration-Form.pdf and return to IGeLU Secretariat via email secretariat@igelu.org and cc in the Chair chair@igelu.org

FAQ 6 – My institution has never been a member of IGeLU – how do I become a member for the first time?

Starting 2017, the IGeLU Steering Committee has granted all new members, who have never previously been a member of IGeLU, complimentary first year IGeLU membership. To become a member please complete the following form at https://igelu.org/wp-content/uploads/2018/07/IGeLU-Registration-Form.pdf and return to IGeLU Secretariat via email secretariat@igelu.org and cc in the Chair chair@igelu.org.

FAQ 7 – Why become an IGeLU member?

IGeLU membership provides the following benefits

1. Discount conference attendance
2. Vote for product enhancements under the 'development Agreement with Ex Libris' - https://igelu.org/archives/7528
3. Be eligible to be nominated to join a Product Working Group and help shape product direction with Ex Libris
4. Be eligible to be nominated to join the IGeLU Steering Committee

Membership funds are also used to

1. Support the various product mailing lists run jointly by IGeLU and ELUNA
2. Support the various Product Working Groups by ensuring these groups have the required infrastructure in place to support their activities.

More information on IGeLU and what is does can be found at https://igelu.org/wp-content/uploads/2016/07/New_customers.pdf
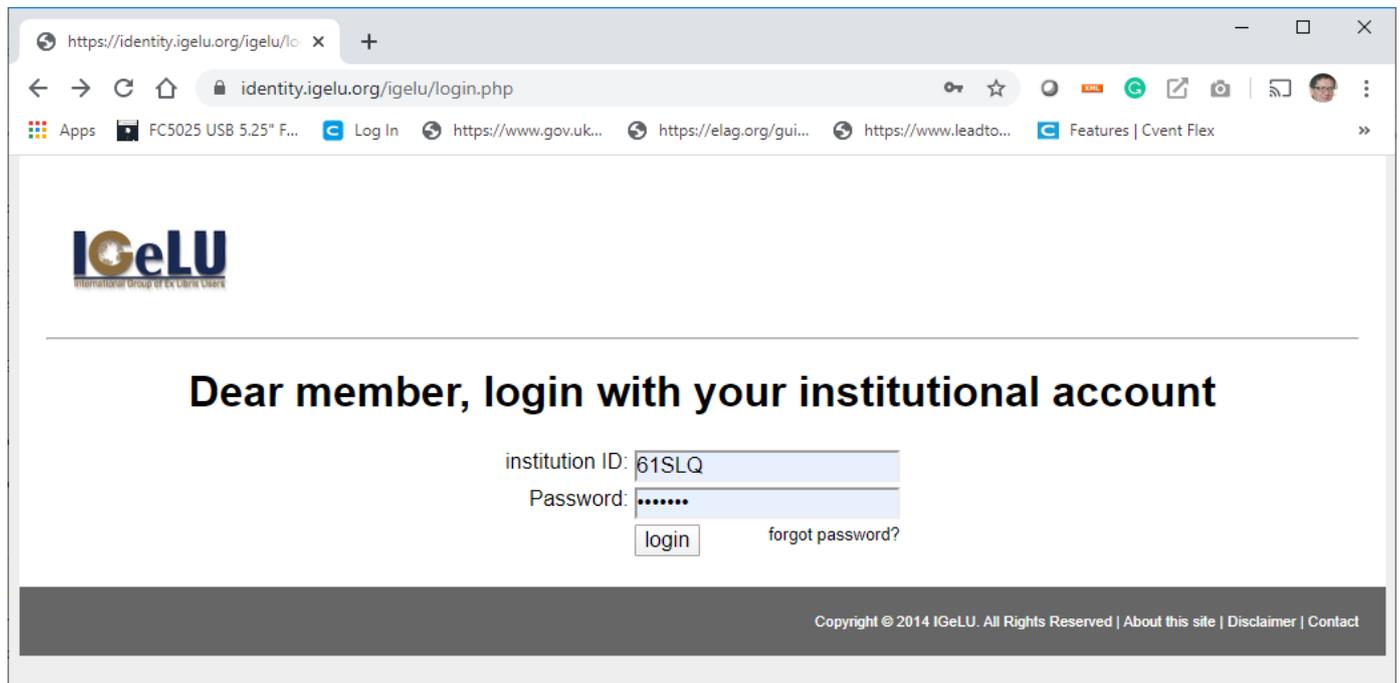
FAQ 8 – We are a consortium and wish to join IGeLU as a consortium. What do we do?

Information on how a consortia can become a member of IGeLU can be found at https://igelu.org/about/membership/consortial-membership

FAQ 9 – I have forgotten my password. What do I do?

There are two places where you can retrieve your password.

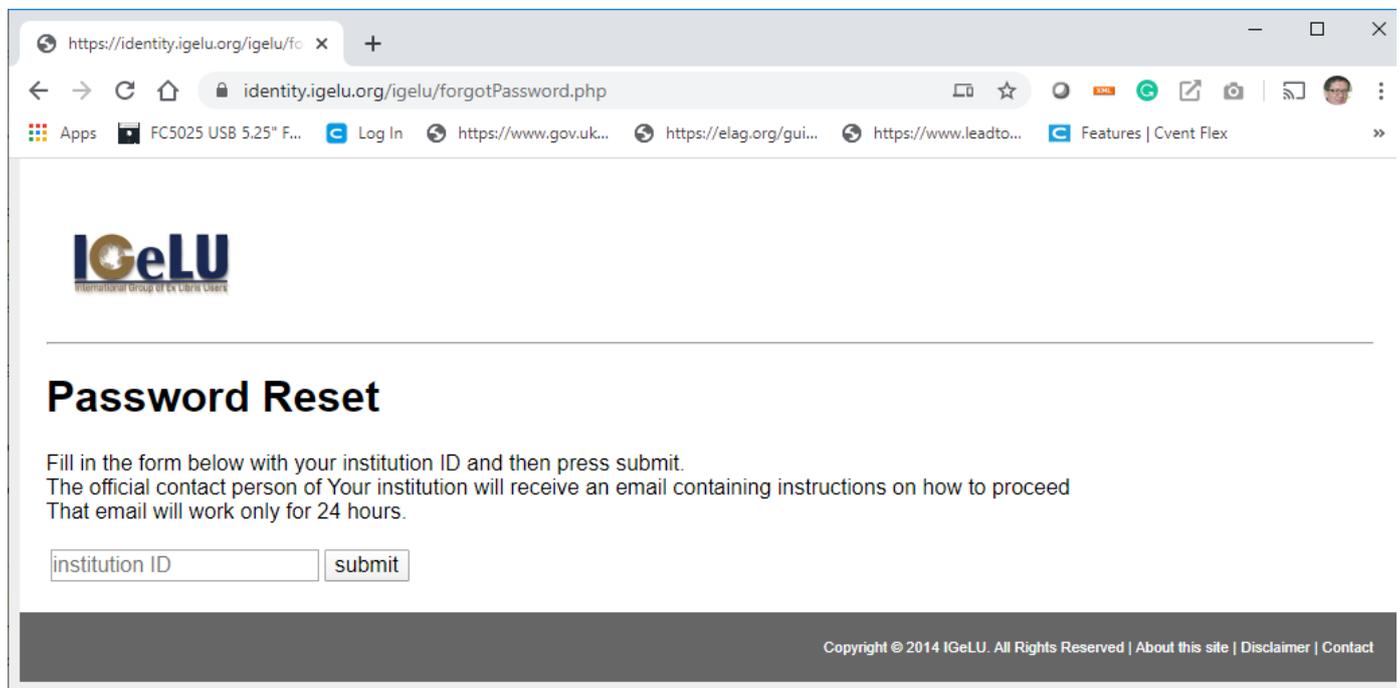1. At the membership login screen (https://identity.igelu.org/igelu/login.php) there is a link 'forgot password?' which you can click on

Or

2. By going directly to the password reset screen (https://identity.igelu.org/igelu/forgotPassword.php) entering your Institution ID

FAQ 10 – How do I pay my membership renewal?

A step by step process is listed in Attachment 1 – Membership Renewal Process.

FAQ 11 – We require a 'Statement of transparency' before I can renew my membership.

The IGeLU general statement of transparency is located at https://igelu.org/transparency. However some institutions require a specific 'Declaration of Transparency', if so, please send the request and relevant forms to the Secretariat via email secretariat@igelu.org and cc in the Chair chair@igelu.org.

FAQ12 – My Invoice information is incorrect, or I need changes done to the Invoice. What do I do?

Please send the request and relevant information to the Secretariat via email secretariat@igelu.org and cc in the Chair chair@igelu.org.

Attachment 1 – Membership Renewal Process

Due to 'privacy' concerns, members need to retrieve their invoices directly from IGeLU via the membership Self-help Portal.

Steps are as follows

Step 1   Log into the membership portal - https://identity.igelu.org/igelu/login.php and enter in your IGeLU membership ID and password
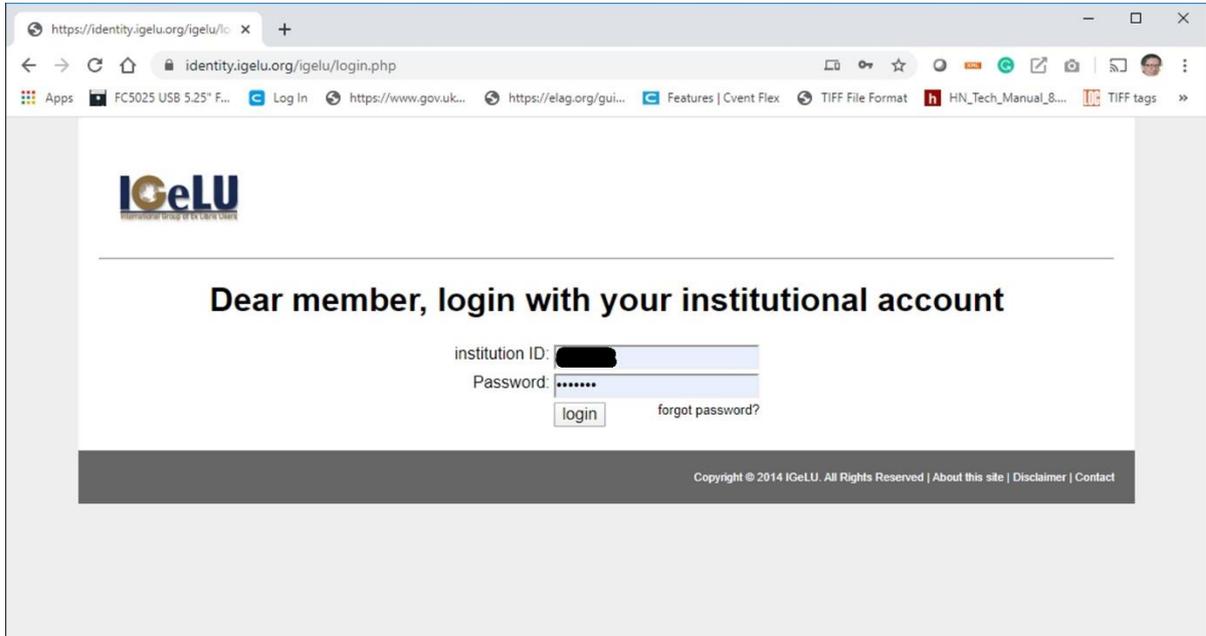
Step 2   Once you have successfully logged into the following information will be displayed.

Step 3   While you are at this screen it is a good opportunity to verify the information is still correct and update if required.

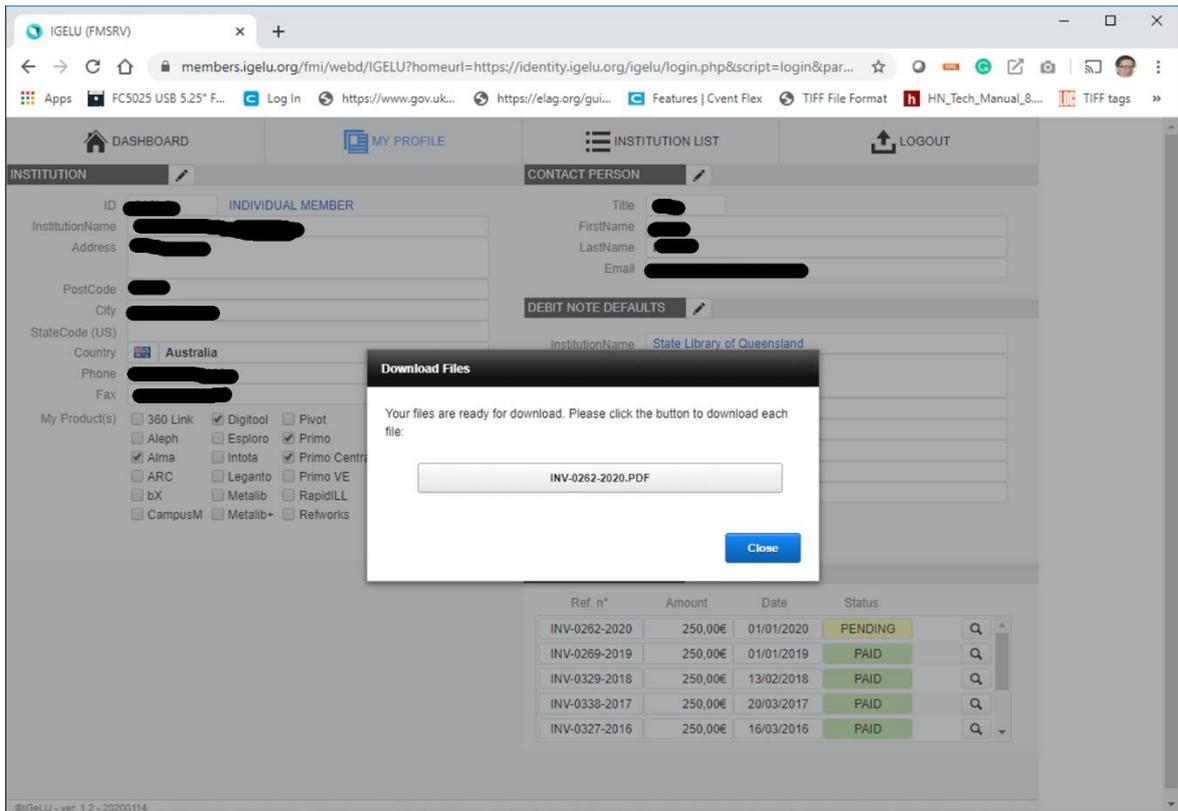Step 4   Download the current invoice. To do this go the 'DEBIT NOTES' section

and click on the magnifying glass icon ![icon] next to the 'PENDING' status and the following will appear

Step 5   Either -- download the Invoice PDF by clicking on the 'DOWNLOAD PDF' button. When you do this the following will appear

To complete the download, click on the button that will display THe Invoice Number

Step 6   Or click on the 'PAY by CreditCard' and the following payment gateway window will appear
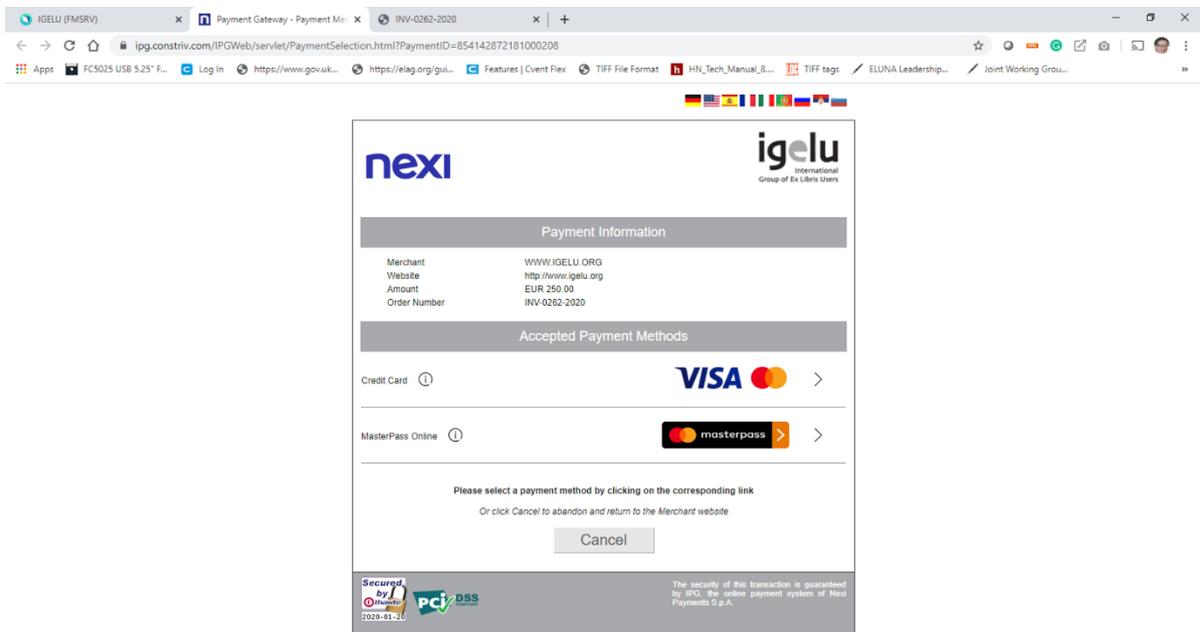
Payment will be processed via a safe credit card payment broker.