

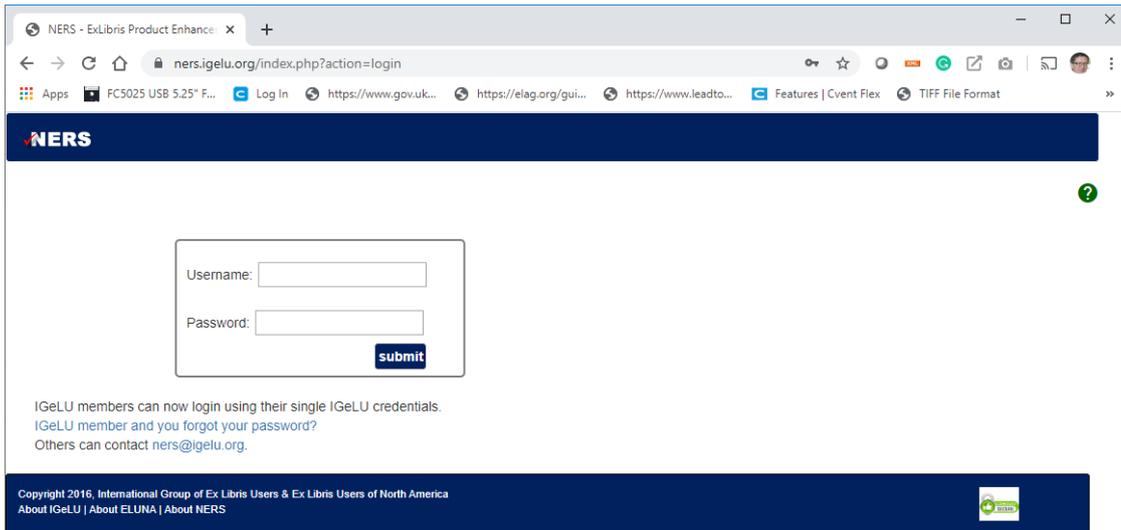
# IGeLU Membership Renewal - Cheat Sheet / FAQ

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](mailto:chair@igelu.org) or [dave.allen@slq.qld.gov.au](mailto:dave.allen@slq.qld.gov.au)

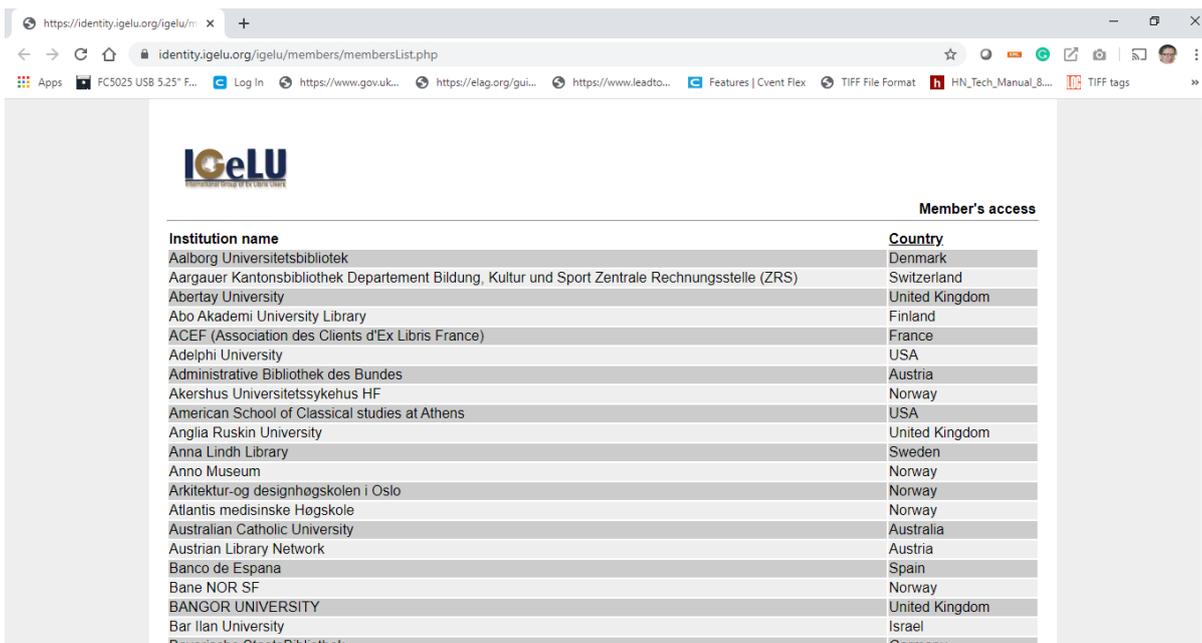
## FAQ 1 - What is my IGeLU Member ID?

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>



Institution name	Country
Aalborg Universitetsbibliotek	Denmark
Aargauer Kantonsbibliothek Departement Bildung, Kultur und Sport Zentrale Rechnungsstelle (ZRS)	Switzerland
Abertay University	United Kingdom
Abo Akademi University Library	Finland
ACEF (Association des Clients d'Ex Libris France)	France
Adelphi University	USA
Administrative Bibliothek des Bundes	Austria
Akershus Universitetssykehus HF	Norway
American School of Classical studies at Athens	USA
Anglia Ruskin University	United Kingdom
Anna Lindh Library	Sweden
Anno Museum	Norway
Arkitektur-og designhøgskolen i Oslo	Norway
Atlantis medisinske Høgskole	Norway
Australian Catholic University	Australia
Austrian Library Network	Austria
Banco de Espana	Spain
Bane NOR SF	Norway
BANGOR UNIVERSITY	United Kingdom
Bar Ilan University	Israel
Bayerische Staatsbibliothek	Germany

### **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](mailto:secretariat@igelu.org) and cc in the Chair [chair@igelu.org](mailto: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](mailto:secretariat@igelu.org) and cc in the Chair [chair@igelu.org](mailto: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](mailto:secretariat@igelu.org) and cc in the Chair [chair@igelu.org](mailto: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](mailto:secretariat@igelu.org) and cc in the Chair [chair@igelu.org](mailto: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 it does can be found at [https://igelu.org/wp-content/uploads/2016/07/New\\_customers.pdf](https://igelu.org/wp-content/uploads/2016/07/New_customers.pdf)

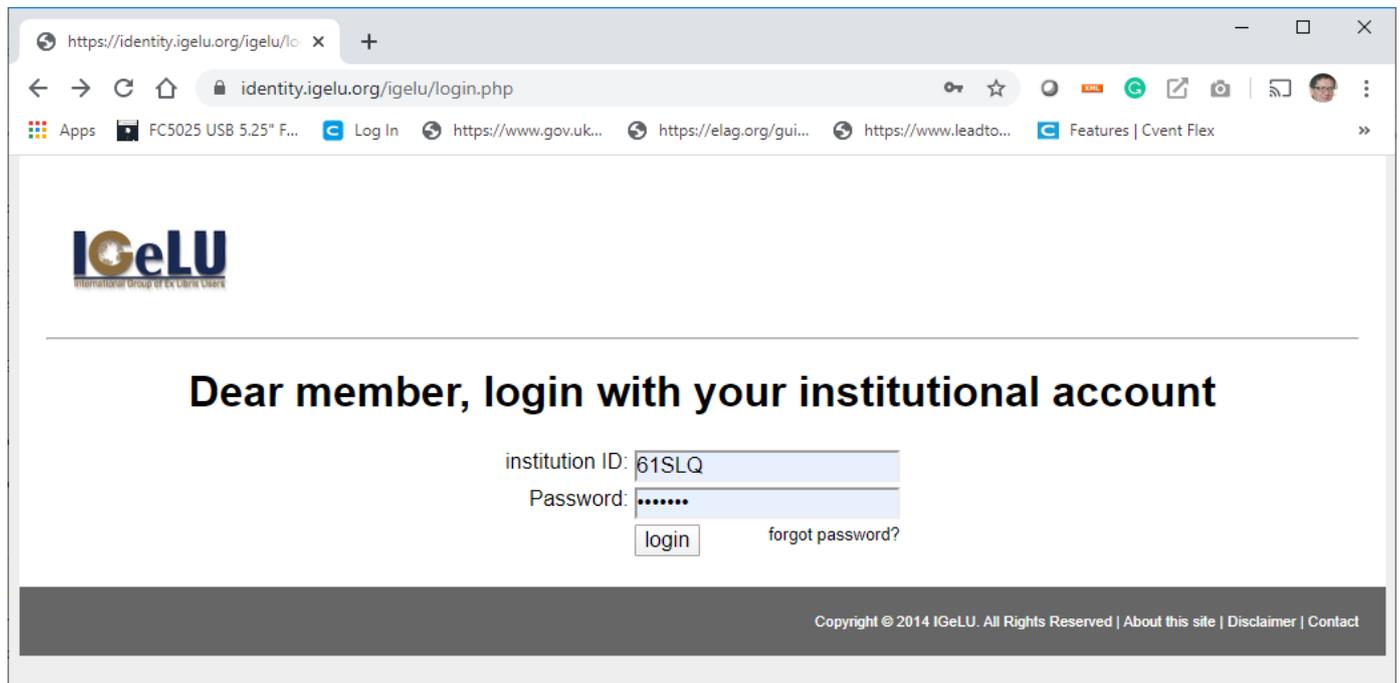
### **FAQ 8 – We are a consortium and wish to join IGeLU as a consortium. What do we do?**

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.

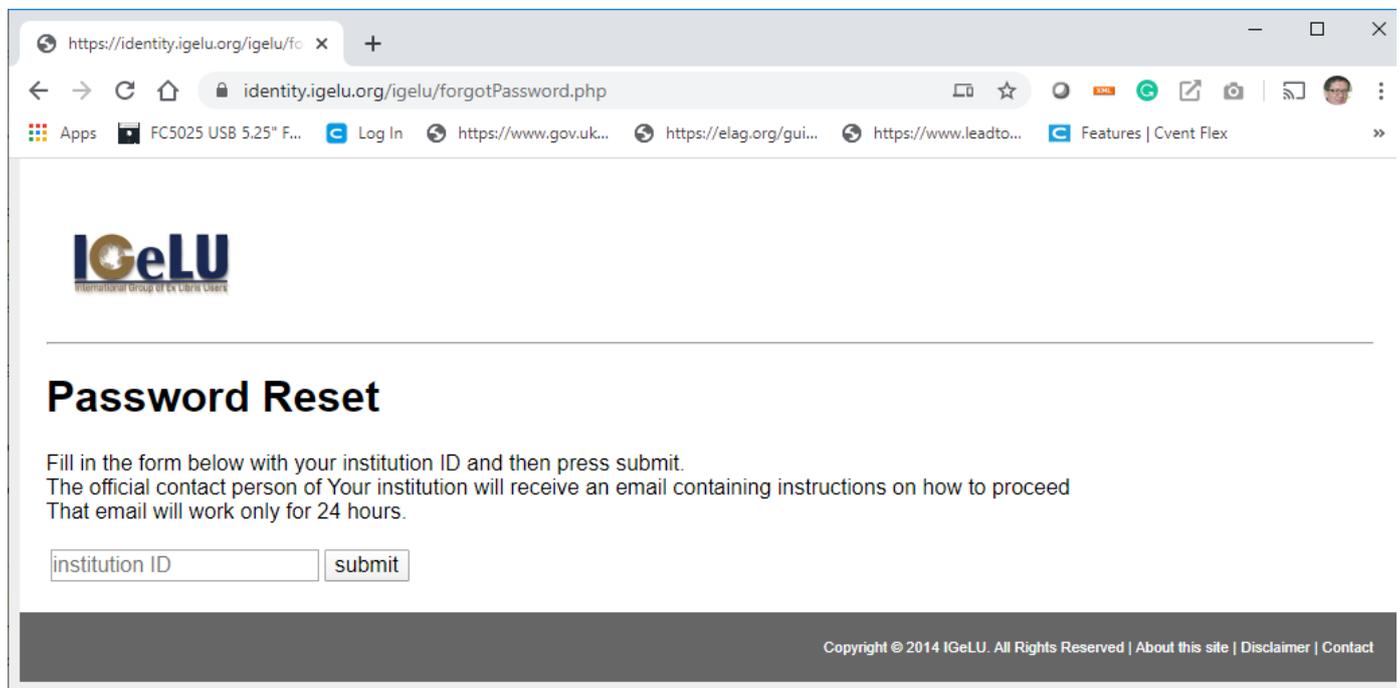
1. At the membership login screen (<https://identity.igelu.org/igelu/login.php>) there is a link 'forgot password?' which you can click on



The screenshot shows a web browser window with the URL <https://identity.igelu.org/igelu/login.php>. The page features the IGeLU logo at the top left. The main heading reads "Dear member, login with your institutional account". Below this, there are two input fields: "institution ID:" with the value "61SLQ" and "Password:" with masked characters "\*\*\*\*\*". To the right of the password field is a "forgot password?" link. A "login" button is positioned below the password field. At the bottom of the page, a footer contains the text "Copyright © 2014 IGeLU. All Rights Reserved | About this site | Disclaimer | Contact".

Or

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



The screenshot shows a web browser window with the URL <https://identity.igelu.org/igelu/forgotPassword.php>. The page features the IGeLU logo at the top left. The main heading reads "Password Reset". Below the heading, there is a paragraph of text: "Fill in the form below with your institution ID and then press submit. The official contact person of Your institution will receive an email containing instructions on how to proceed. That email will work only for 24 hours." Below this text is a form with an "institution ID" input field and a "submit" button. At the bottom of the page, a footer contains the text "Copyright © 2014 IGeLU. All Rights Reserved | About this site | Disclaimer | Contact".

## 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](mailto:secretariat@igelu.org) and cc in the Chair [chair@igelu.org](mailto:chair@igelu.org).

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

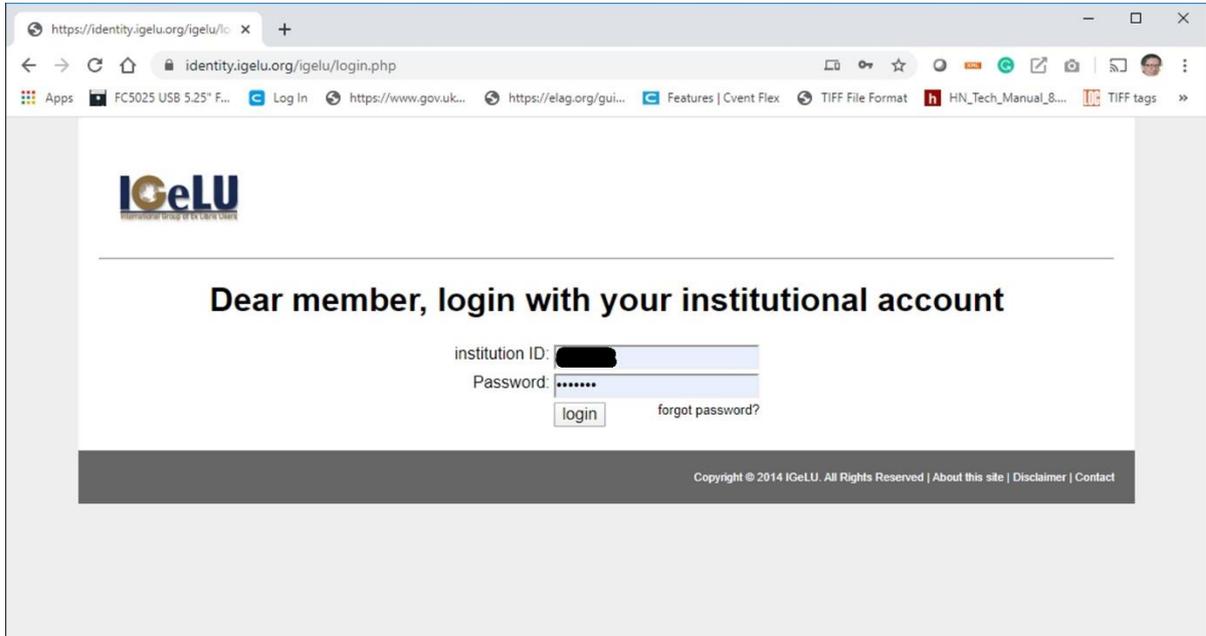
Please send the request and relevant information to the Secretariat via email [secretariat@igelu.org](mailto:secretariat@igelu.org) and cc in the Chair [chair@igelu.org](mailto:chair@igelu.org).

# 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



The screenshot shows a web browser window with the URL <https://identity.igelu.org/igelu/login.php>. The page features the IGeLU logo at the top left. Below the logo, the text reads "Dear member, login with your institutional account". There are two input fields: "institution ID:" with a blacked-out value, and "Password:" with a masked value of "\*\*\*\*\*". Below these fields is a "login" button and a "forgot password?" link. At the bottom of the page, there is a footer with the text "Copyright © 2014 IGeLU. All Rights Reserved | About this site | Disclaimer | Contact".

Step 2 Once you have successfully logged into the following information will be displayed.

The screenshot displays the IGELU (FMSRV) web application interface. The browser address bar shows the URL: `members.igelu.org/fmi/webd/IGELU?homeurl=https://identity.igelu.org/igelu/login.php&script=login&par...`. The interface includes a navigation menu with options: DASHBOARD, MY PROFILE, INSTITUTION LIST, and LOGOUT. The main content area is divided into several sections:

- INSTITUTION**: A form for entering institution details, including ID, InstitutionName, Address, PostCode, City, StateCode (US), Country (Australia), Phone, and Fax (+61 7 3840 7943). Below this is a section for "My Product(s)" with various checkboxes for services like 360 Link, Aleph, Alma, ARC, bX, CampusM, Digital, Esploro, Intota, Leganto, Metalib, Pivot, Primo, Primo Central, Primo VE, Refworks, Research Profes, Rosetta, Sfx, SIPX, Summon, and UStat.
- CONTACT PERSON**: A form for entering contact details, including Title, FirstName, LastName, and Email.
- DEBIT NOTE DEFAULTS**: A form for entering default debit note information, including InstitutionName, Address, PostCode, City, StateCode (US), Country, and VATCode (if any).
- DEBIT NOTES**: A table listing debit notes with columns for Ref. n°, Amount, Date, and Status. The table contains five entries:

Ref. n°	Amount	Date	Status
INV-0262-2020	250,00€	01/01/2020	PENDING
INV-0269-2019	250,00€	01/01/2019	PAID
INV-0329-2018	250,00€	13/02/2018	PAID
INV-0338-2017	250,00€	20/03/2017	PAID
INV-0327-2016	250,00€	16/03/2016	PAID

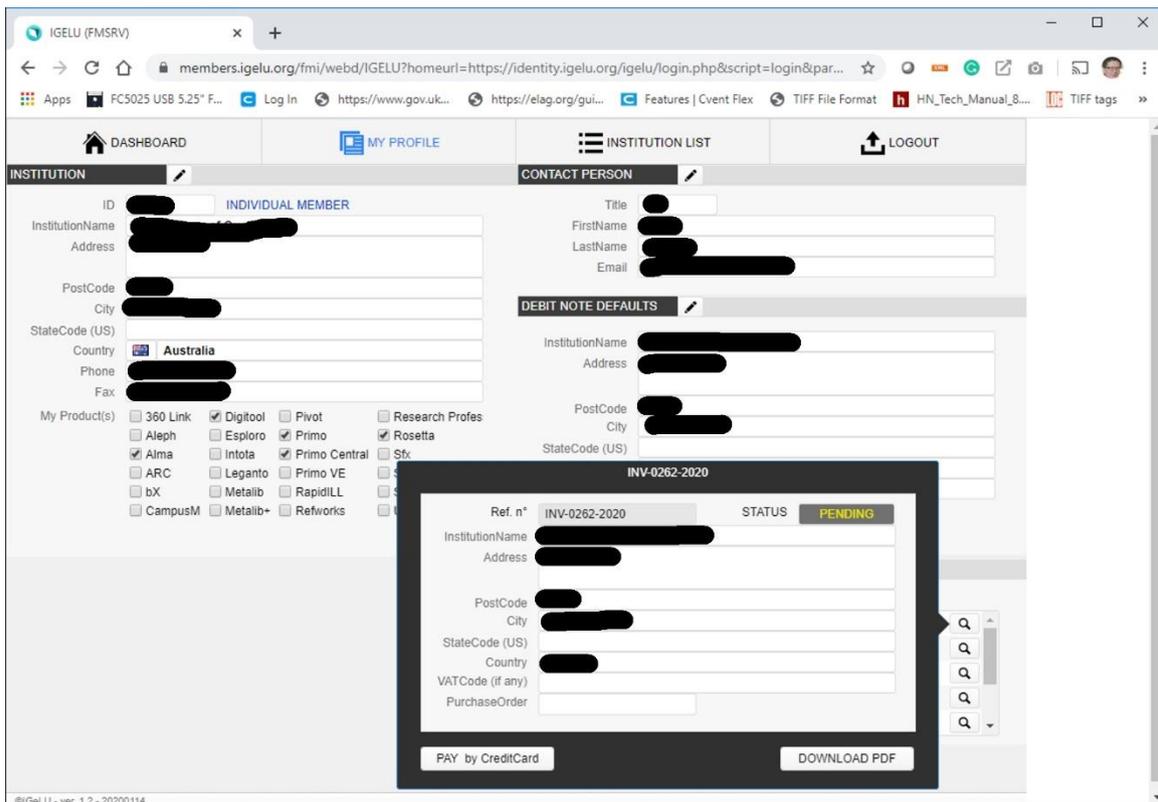
The footer of the page indicates the version: ©IGeLU - ver. 1.2 - 20200114.

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

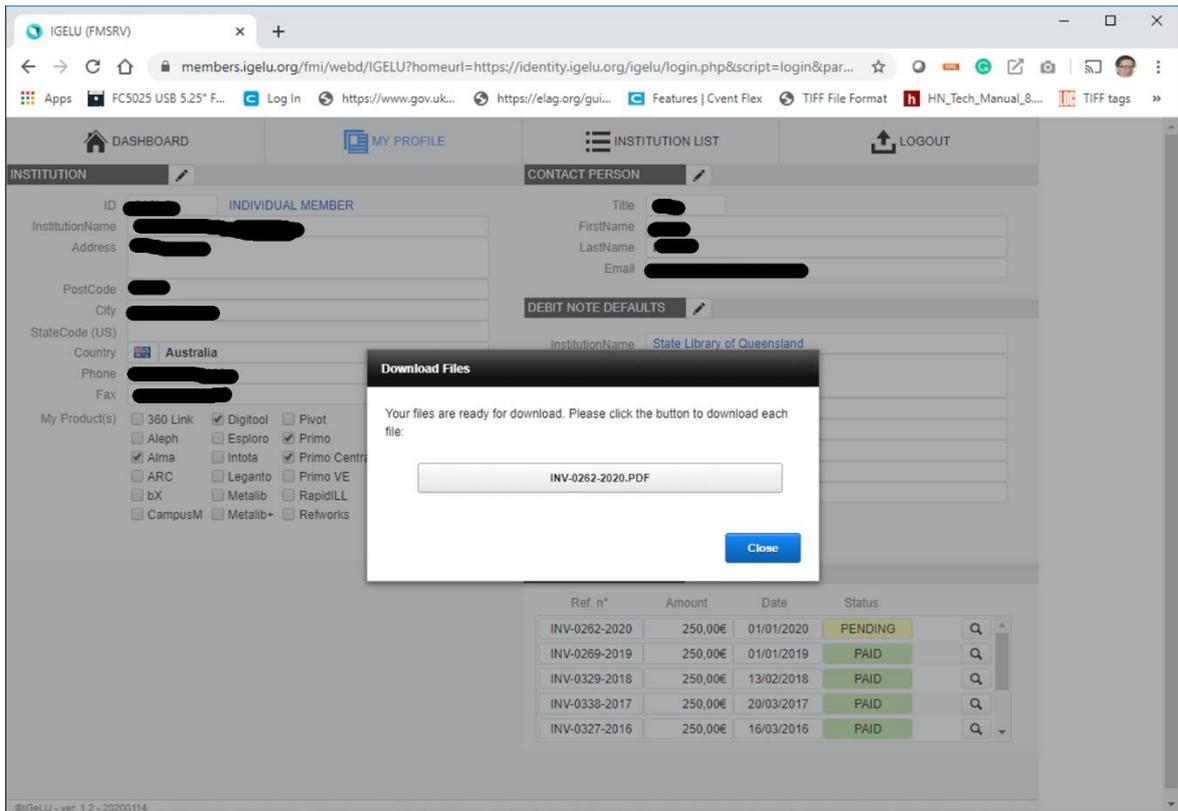
Ref. n°	Amount	Date	Status	
INV-0262-2020	250,00€	01/01/2020	PENDING	
INV-0269-2019	250,00€	01/01/2019	PAID	
INV-0329-2018	250,00€	13/02/2018	PAID	
INV-0338-2017	250,00€	20/03/2017	PAID	
INV-0327-2016	250,00€	16/03/2016	PAID	

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



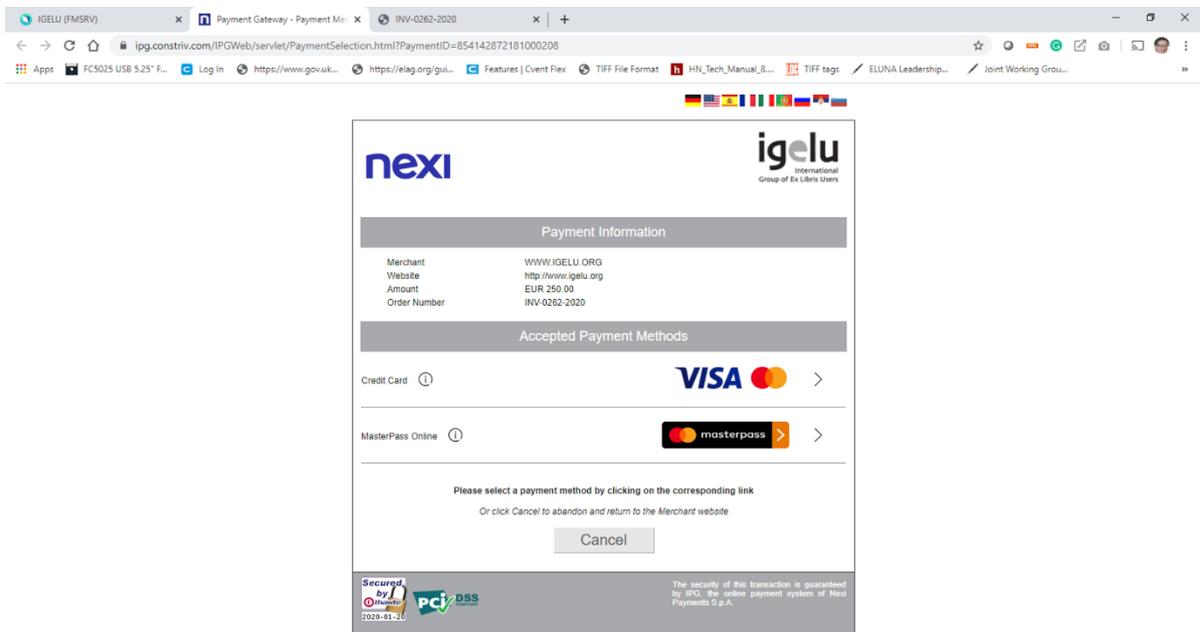
The screenshot shows the IGELU (FMSRV) web application interface. The main content area is divided into several sections: 'INSTITUTION' (with fields for ID, InstitutionName, Address, PostCode, City, StateCode (US), Country (set to Australia), Phone, Fax, and My Product(s)), 'CONTACT PERSON' (with fields for Title, FirstName, LastName, and Email), and 'DEBIT NOTE DEFAULTS' (with fields for InstitutionName, Address, PostCode, City, and StateCode (US)). A modal window is open, displaying details for the selected debit note 'INV-0262-2020'. The modal includes the Ref. n° (INV-0262-2020), STATUS (PENDING), and fields for InstitutionName, Address, PostCode, City, StateCode (US), Country, VATCode (if any), and PurchaseOrder. At the bottom of the modal, there are two buttons: 'PAY by CreditCard' and 'DOWNLOAD PDF'. The browser's address bar shows the URL 'members.igelu.org/fmi/webd/IGELU?homeurl=https://identity.igelu.org/igelu/login.php&script=login&par...'. The footer of the page indicates the version 'IGELU - ver. 1.2 - 20200114'.

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.