

New Membership Functions in the HKIOA Website

In August 2017, we have completed an upgrading of the HKIOA website mainly to include a new Membership function in order to serve you better. Membership accounts had been created for each of you, as a Member, so that you could just go to the HKIOA webpage (<http://hkioa.org/login.php>) and retrieve the first-time password for your account using the password retrieval function.

Please note that your account has been linked to a unique email address, which you have provided us in your earlier communications or which we have on our records. This is a unique identifier for the computer system, and cannot be changed instantly online by yourself. If, however, you wish to change your email address, please write to us at membership.hkioa@gmail.com, and we will create a new account for you. Please *do not attempt to create another account* using your new (updated) email address, as this will not automatically be linked up to your data already stored in our database and be able to access our membership functions.

Please refer to the following FAQ if you have any questions. We hope the above enhancement would provide greater convenience and help us to communicate more effectively with you.

Frequently Asked Questions (FAQ)

1. How to retrieve my Membership Account ?

Press the Login button at the main page, and you will be directed to the Login page. If you do not already have a password (e.g. a 1st time user), press the "Retrieve Password" tag/button. Type your email address in the dialogue box and press "Send". You will receive a message containing a password from the Admin Server in a short while. Use this password to Login your account (for 1st time login) to see or amend your personal details (you can change all your personal details except your membership class and the email as explained above) and to pay the fees for your Membership subscription or activities. The retrieval action will be done almost instantaneously, but for those who did not receive a password in a minute through an email in your inbox, you are advised to check your trash or spam mail folder.

2. How to update my Membership details ?

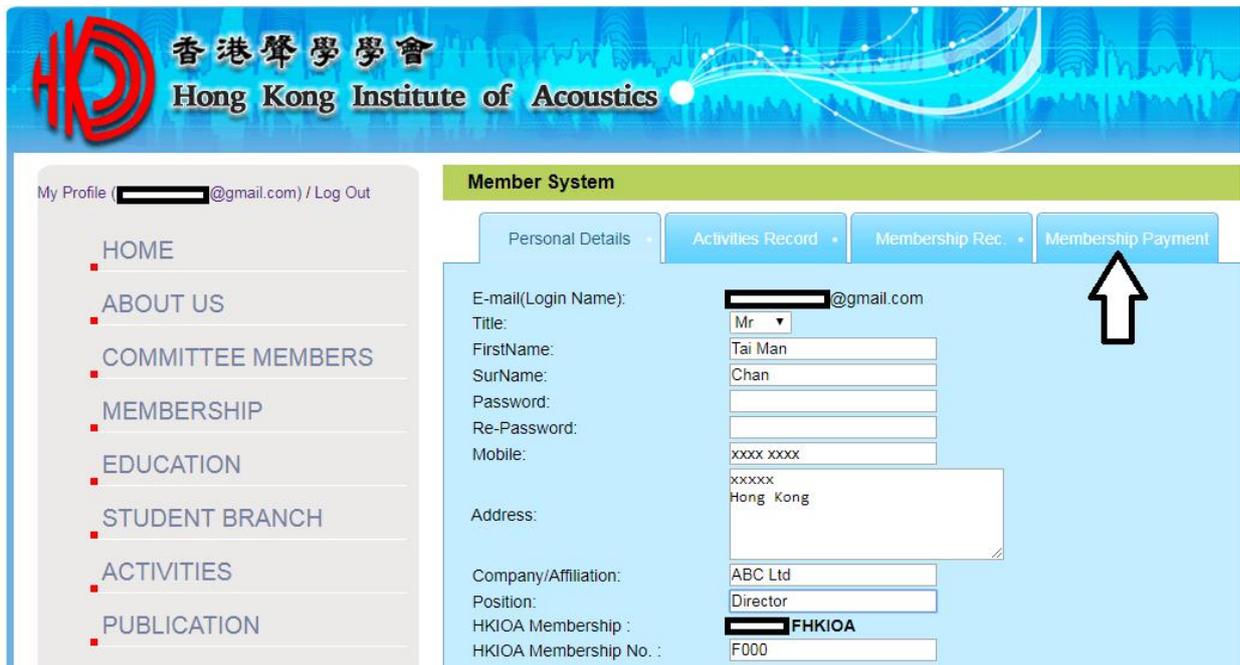
After your 1st time login, you are advised to change the password immediately for security reasons and update your personal information as well. For any further changes to your personal data, you may just login to your account again and make the changes anytime you wish. If you have forgotten your password, use the password retrieval function to obtain a "new" password to recover your account.

3. Why I cannot login my account using the password provided?

Type in your email / password in the dialogue boxes & you have already logged in your account.



After logged in to your Account, click on the tab “My Profile (email address@abc mail.com)” on the upper left of the page to see the details of your Account as below.



4. What is the acceptable format for the user-defined password ?

The password should consist of a combination of 6 – 12 alphanumeric characters.

5. How to pay Membership fees online using credit cards ?

Click on the tab for Membership Payment and proceed with payment. PayPal payment dialogue boxes will appear. Just follow the payment instructions on the PayPal platform and complete the payment. Save the payment records/email provided by PayPal on e-file and keep them as your receipt or evidence of payment. The Hon. Treasurer will not issue any further receipts for your payment, unless you specifically requested for a separate or additional receipt via a separate email. We have entrusted the whole payment operation to PayPal and trusted that the security and privacy issues would be well taken care of via their platform up to a strict banking standard. Our website will not keep any detailed information of the transaction, including the credit card and financial information from Members.