

Leisure Owners Association



How to Get the Best from the Members Zone and Discussion Forums

Part 1-A Quick Start Guide to Association Online Services

If you are comfortable using the Internet, then this Quick Start Guide should be all you need - if you need more information please read the Part 2 Detailed Guide

The Association operates three websites:

- **Main** - accessible by any Internet user
<http://www.leisureowners.org.uk>
- **Members Zone** - most of which is available ONLY to members after logging in
<http://leisureowners.memberlodge.org>
- **Discussion Forum** - requires users - including Association members - to register
<http://www.leisureowners.org.uk/bulletin>

Main

Effectively the 'front door' to the Association on-line. It contains information about joining the Association and its history, brochures for each of the boat models and their history. You will also find links to the Members Zone and Discussion Forum.

Members Zone

This site contains both a DIY membership database where you can update your contact details, boat type, pay your subscription etc, and a great deal of technical and other information.

The site can be accessed via the link at the top of the Main site page, or by going direct. Login with your e-mail address and the password you will have received when first joining the Association. Note that your e-mail address and password are CaSE SensITive !!

Editing Your Profile

Having logged in, you can edit your personal details by clicking 'View Profile', then 'Edit Profile' (at the top of the page), making the changes and then clicking 'Save'. You can also set your preferences for e-mail notifications and what elements of your profile you make available to other members.

Paying Subscriptions

You will receive an e-mail reminding you that your subscription is due; you will be able to pay on-line or by cheque. If you do not renew your subscription within 30 days, you will be deemed to have resigned.

Events

Clicking on this button will take you to the page where forthcoming events are listed and described. You can also sign up for an event here.

Members Only Area

Here you will find:

- The Reference Library
- Owners Manuals
- Saltings etc.

All these facilities can be accessed via the 'Members-only Area' button on the left. Simply work your way through the sub-menus until you reach the item you want e.g. Rigging Diagram for L17.

There is a wealth of information here, and you should explore this first, aided by the search facility, before taking the ultimate step of posting your query on the Forum.

Discussion Forum

Before you can use the Discussion Forums, you must apply for a forum account (**note please** that this is entirely separate from your Members Zone account). To register go to the main web site and click on the 'REGISTRATION' link on the left hand menu. Complete the easy on-line application form and your username and password to access the Forum will be e-mailed to you.

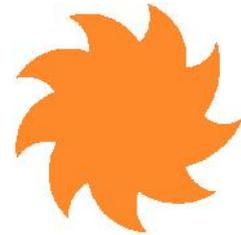
To access the Forum you must login in with your Forum username and password (**note please** these will be different from your Members Zone details).

Discussion Forums are an excellent way of obtaining advice, up to 400+ members may see your question, so there is a good chance you will receive some useful replies.

Need Help ?

Please read Part 2 Detailed Guide, before seeking help from the [Webmaster](#).

Leisure Owners Association



How to Get the Best from the Members Zone and Discussion Forums

Part 2-A Detailed Guide to Association Online Services

1. Members Zone

The Members Zone is primarily a 'do-it-yourself' membership database and reference library. It means that each member is able to update his/her address, boat, contact etc. details, and when prompted by e-mail, to pay his/her subscription, all without the need for intervention by the Membership Secretary. However, we recognize that not all members are comfortable with using the Internet, and help is always but an e-mail or telephone call away. We will willingly step you through what you want to do. And the Members Zone is more than just a database, as you will see below.

Have a Go !!

Please 'Have an Go' - you cannot break the systems, and although it may be a little daunting at first if you're not accustomed to this type of service, you will find that a little practice will enable you to get a lot of benefit. Help is always on hand if you should need it, but please try to use the system before asking for help.

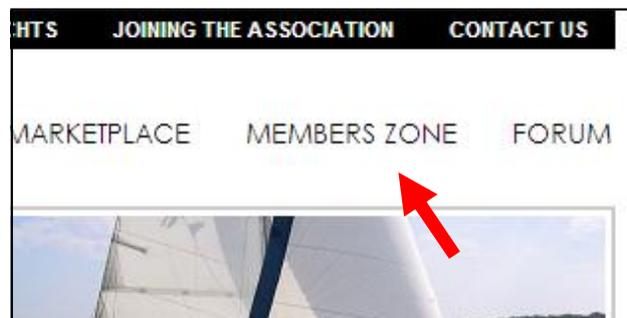
2. Why Should I need to go to the Members Zone ?

There are several reasons:

- Update your membership details (your 'Profile')
- Pay your subscription
- Find an answer to a problem you have with your boat, or its handling etc via:
 - The Reference Library
 - Owners manuals
 - Links to the Discussion Forums
- See what events are planned, and/or to register for one
- Look at past copies of Saltings
- Find other members
- Find details for the Association Committee, Support Team and Local Contacts
- Curiosity

3. Where is the Members Zone ?

You can find it via our web site by going to www.leisureowners.org.uk and clicking on the 'Members Zone Login' link on the top right of any page.



4. How do I Log-In ?

You will find the log-in area on the left hand side of the main page of the Members Zone.

Enter the e-mail address and password you used when first registered.

Please note: e-mail address and password entries are case-sensitive ! If you have forgotten your password, click on the 'Forgot Password' link, and you will be able to re-set your password.

If you still cannot log-in, you are probably using the wrong e-mail address, in which case contact the Webmaster from the e-mail link at the foot of the page. Once successfully logged-in, the Members Zone Home page will open, giving you access, via buttons on the left, to the members zone facilities.

So what next ??

5. How do I check and change my membership details (my Profile) ?



Click on the words 'View Profile' in the bottom left hand corner of the login area. Your details will then be displayed.

Click on the 'Edit Profile' button at the top.

You can now change any of the displayed data, including your e-mail address and password if you wish. Please take great care when entering the latter two items; they are case-sensitive, and if entered incorrectly, we won't be able to contact you. When done, simply click 'Save', at the bottom of the page.

6. How do I check and change Subscription details ?

(Confusing - but despite this being primarily a membership site, this term has nothing to do with money! It refers to the facilities to which you are 'subscribed' e.g. Events)



- Click on 'View Profile'
- Click on 'Email subscriptions.' You can then see your current settings
- You can subscribe to
 - Event Announcements
 - e-Newsletters and email blasts

Note: Forum subscriptions are not in use

- Click on 'Edit Profile'

Check, or uncheck the boxes as appropriate. We urge you to subscribe to the e-Newsletter and email blasts, because it provides us with a very useful means of e-mailing all members.

- Click 'Save'

There are several other things you can see and change in this area, such as viewing invoices and payments.

7. How do I check and change my details which other members can see ?

- Click on 'View Profile'
- Click on 'Privacy'. You can ignore the column headed 'Anybody' because the general public does not have access to this page. The 'two faces' symbol indicates that this item of data can be seen by any other member; the 'red cross' symbol in the right hand column means that it is not visible to any other member. The default setting, i.e. the initial setting for all members, is that your postal address and mobile phone number are not visible. Should you want to change any of this then:

- Click on 'Edit Profile', and then click in the right hand column, 'No Access', against any item of data you do NOT wish to be visible. Conversely, click in the middle column against any item of data currently checked under 'No Access', to make this visible - a spot will occur in the middle column.

- Click 'Save'

8. How do I find an answer to a problem I have with my boat, or its handling ?

If you want to find out something, or maybe just ask others for some help, the Members Zone has facilities to help:

Firstly, there is the **Reference Library** - this contains many documents and articles, many extracted from Saltings. These documents contain information useful to the Leisure owner, for example all the 'official' rigging diagrams are in the library.

Secondly there are the **Owners Manuals**, for some classes of Leisure yacht.

Then there are the **Discussion Forums** (these are linked from the Members Zone, or you can access them from the main web site, more details later in this note) - where you can see if your question has already been asked and answered. If it hasn't you can 'post' your question.

Accessing the Reference Library - Click on the 'Members Only Area' button on the left hand menu. You will find a sub-menu item 'Reference Library', click on that and you will see links to the library main section sub-menu (e.g. Engines). Click on a main section and a page will open containing links to all the library items in that section. Click on the library item required which will then open.

Accessing the Owners Manuals - Click on the 'Members Only Area' button on the left hand menu. You will find a sub-menu item 'Owners Manuals', click on that and you will see links to those manuals that are currently available. We have plans to create manuals for all the various types of Leisure Yacht.

9. How do I access copies of the Saltings Magazine ?

- Click on the 'Members Only Area' button on the left hand menu.
- You will find a sub-menu item 'Saltings Magazine', click on that and you will see links to the current and back copies of Saltings.
- Click on any one, and the copy of Saltings will be opened.

10. How do I find contact details of other Members ?

- Click on the 'Members Only Area' button on the left hand menu.
- Click 'Member Directory', and a search page will open. Every data item within a member profile is searched. So if you were to type in the word 'Mersea', every member who has that word somewhere in their profile - boat name, address, mooring etc - would be displayed.
- Click on the name of any member displayed and the member's public profile will open.

You can also click on the e-mail link, and e-mail the member (if he/she has allowed the e-mail address to be revealed), or click on the small 'Print' symbol on the right of each page to print the page.

Member Directory (Keyword search | [Advanced search](#))

This is a list of all current members of the Association. Click on a name to view profile.

Note: You can edit your own profile, and select which profile fields are displayed. Click on the 'View profile' link at the left, then choosing 'Edit profile'

Search: Found: 1

Personal Detail	Yacht Details	Membership Details
Hopkins, Barri barrihopkins@gmail.com 01206 384809	Leisure 23SL Funadama 249SL	Member (1) 356 East

11. How do I find full details of Association Committee, Support Team and Local Contacts ?

- Click on the 'Members Only Area' button on the left hand menu.
- You will find a sub-menu item 'Contact Details', click

on that and you will see full address details of the Committee.

- There are also two similar sub-menu items for Local Contacts and the Support Team.

12. How do I Renew my Subscription ?

You will receive a subscription reminder e-mail 30 days before your subscription is due. If not paid promptly, you will receive a follow up reminder by e-mail on the due date.

The reminder e-mails explain how you can renew your subscription:

You have two principal choices:

- Online (much preferred since it is quicker and simpler), using a credit card, or debit card, or by Pay Pal).
- or by a Cheque drawn on a UK bank.

Paying Online - Login to your membership account in the Members Zone (if you can't remember how, see the 'Need Help' notes below).

Click View Profile, and you will find a 'Renew Until' button. Click this and you will be led through a simple payment process, which will require you to enter a credit or debit card number, unless you already have a PayPal account linked to your registered e-mail address, in which case your PayPal account will be charged.

If you use this immediate payment facility you will promptly receive a receipt by e-mail. You will then be all set for another 12 months of membership.

You can also opt for 'manual' payment i.e. by cheque. This simply gives the membership system advance notice that you are going to be sending a cheque.

Your membership of the Association will lapse if we do not receive payment within 30 days of the renewal date.

13. How do I find out about Events ?

- Click on the 'Events' button on the left hand menu.
- Clicking on the title of any event will reveal the details of that event.

On some events you will find a 'Register' button. If you want to register for an event (that is you plan to attend), click on the button. You will then be asked to confirm your details, and add any information required, such as a berth needed or meals required.

14. Discussion Forums

Getting onto the Discussion Forums

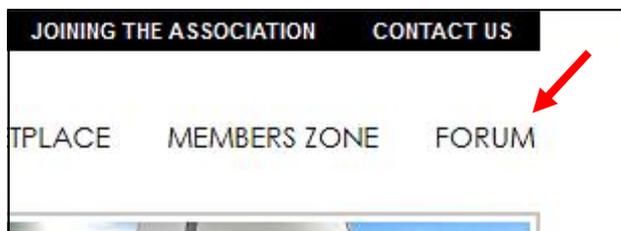
Before you can use the Discussion Forums, you must apply for a forum account (**note please** that this is entirely separate from your Members Zone account). To register please go to the main web site (www.leisureowners.org.uk) and click on the 'REGISTRATION' link on the left hand menu.

Complete the easy on-line application form and your username and password to access the Forum will be e-mailed to you.



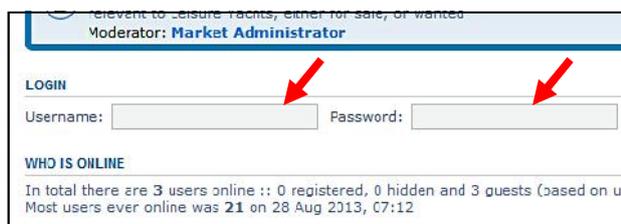
The image shows a screenshot of a website's navigation menu on the left and a registration form on the right. The menu includes links for HOME, NEWS & EVENTS, ABOUT US, JOIN US, YACHS, GALLERY, SUPPORT, SUPPLERS, LINKS, FORUM, REGISTRATION, and MEMBERS ZONE. A red arrow points to the 'REGISTRATION' link. The registration form is titled 'DISCUSSION FORUM REGISTRATION' and includes instructions, a note, and input fields for 'Your full name (e.g. Mike Smith)', 'Your e-mail address', and 'Your phone number'.

Once you have your Forum account details, click on the 'FORUM' button on the top menu (also on left menu) on the main web site.



The image shows a screenshot of the website's top navigation bar. It features a black header with 'JOINING THE ASSOCIATION' and 'CONTACT US' in white text. Below the header, there are three main navigation buttons: 'HOMEPAGE', 'MEMBERS ZONE', and 'FORUM'. A red arrow points to the 'FORUM' button.

You must login in with your Forum username and password (**note please** these will be different from your Members Zone details).



The image shows a screenshot of the forum's login page. At the top, it says 'Moderator: Market Administrator'. Below that is a 'LOGIN' section with two input fields: 'Username:' and 'Password:'. Red arrows point to both input fields. Below the login fields is a 'WHO IS ONLINE' section showing 'In total there are 3 users online :: 0 registered, 0 hidden and 3 guests (based on us... Most users ever online was 21 on 28 Aug 2013, 07:12'.

Discussion Forums are an excellent way of obtaining advice, up to 400+ members may see your question, so there is a good chance you will receive some useful replies.

Using the Forums

First some terms; 'Topics' are the message threads in the forum, each one on a separate subject. A 'Topic' can contain dozens of separate messages. When someone starts a 'Topic' e.g. 'My Leisure 17 leaks'; then subsequent messages to the same 'Topic' are called 'Replies. If you decide to start a discussion on a new subject, it is important to start a new 'Topic'.

Login so that all the forums are visible. Click on the title of the forum of interest, say "Technical Support and Advice".

The forum will open and you will see a long series of topics. By default the most recent topics are always at the top; you can simply scan down the list to find and read those you have an interest in.

You can search for items of particular interest by entering a key word or two in the Search box, top right, this will produce a list of topics containing the search terms.

Subscribing to a forum or topic

If you really want to participate in all the ongoing discussions, then subscribe to a Forum. With the forum open scroll down to the bottom and you will see a link 'Subscribe forum', click on this link and you will be subscribed to the topic. The link will now show 'Unsubscribe forum'. You can click on this now to unsubscribe. You can also subscribe to individual topics. You can manage your subscriptions in your User Control Panel.

When subscribed you will receive an e-mail whenever a forum or topic is updated, with a link which will take you directly to the forum or topic.

Posting Messages

You can either start a new Topic (i.e. begin a discussion on a new subject) or post a 'Comment' on an existing 'Topic'. The actions are very similar.

- To start a new 'Topic' click the NEWTOPIC button on the main page of the forum, type in the Subject of the discussion e.g. 'How do I un-step the mast' then type in your message. When you click 'Submit' the new 'Topic' will be created. Other members may then post 'replies to your 'Topic' in this case hopefully offering advice on how to un-step a mast. Obviously you may also post a reply on anyone else's topic, so that if some asks for example 'Who is a good sail maker' and you have some advice to offer, then you can

go on and post a 'Comment' on who you believe are good sail makers.

- Think of it a bit like an electronic blackboard, you can write your message on it, which can then be seen by all the other members. If they have the answer to your question, or can simply contribute to the discussion, they can post another message below yours. Your message can soon grow into what is called a 'thread' of messages, all on the same subject, and hopefully providing you with the information you need.

User Control Panel

At the top right of the Discussion Forum you will see a link to your own individual 'User Control Panel'. Here you can manage your e-mail subscriptions, change your password, send private messages and set your preferences for using the forums.

15. Frequently Asked Questions/Problems

- My login to the Members Zone does not work ? You have probably entered either your e-mail address or password in the wrong case, for example somebody@aol.com is NOT recognised as being the same as somebody@AOL.com

If your e-mail address has changed you **must** log-in using your old address, but please then change your e-mail address in your 'Profile'.

If you click the 'Forgot Password Link' the system will send an e-mail to your registered e-mail address containing a link to a facility that will allow you to reset your password to one of your own choosing.

If your e-mail address has changed since registration, and you can no longer receive e-mails on your old address you will need to contact the Membership Secretary on: membership@leisureowners.org.uk for assistance.

Some business computer systems are protected by a stringent firewall, designed to prevent access to interactive services. These will often prevent you logging into the Members Zone or Discussion Forums. There is nothing you can do about this, but use your computer at home.

- My login to the Discussion Forum does not work ? Have you completed the registration form for a forum account, and received your login details ? If not please now register following the instructions earlier in this note.

Your login details for the Discussion Forum are not the same as those for the Members Zone. The username is always of the form 'First name' 'Last name' e.g. Mike Smith and the password is the one e-mailed to you when you completed the on-line registration process.

- I can only see two Marketplace Forums, not those for Technical Support and Advice or General discussion ? You have not logged into the Forum; login and all the forums will be visible.
- What if I have changed my e-mail address since I registered ? You won't receive the subscription renewal reminders. Please update your e-mail address on the system, by logging in to your profile (using your old e-mail address and password), and change your e-mail address to the new one.

If you have problems doing this, please send an e-mail from your new e-mail address to the Membership Secretary on:

membership@leisureowners.org.uk explaining what has happened, and we will update your address for you.

- Why don't I always receive e-mails ? This sometimes occurs because your Inbox is full. Please empty your mail inbox more regularly. You may also have 'unsubscribed' from receiving e-mails. Though we will try to contact members whose renewal reminders have 'bounced', we cannot guarantee to do so.
- How do I change the way I receive Saltings ? **Before renewing** your subscription, please contact the Membership Secretary who will make the necessary changes on your behalf.
- What if I do not wish to renew my membership ? Your subscription will lapse after 30 days. It would be appreciated if you let the Membership Secretary know if you do not wish to renew.
- I need to ask a question about membership. Contact the Membership Secretary, Kevin Gilroy, membership@leisureowners.org.uk, or on +44 (0) 1273 703219.
- I have technical problems with the website. Contact the webmaster, Colin Shead webmaster@leisureowners.org.uk, or on +44 (0) 1376 514243.

16. Postal Address Information

Send cheques and any questions about membership matters to:

Kevin Gilroy
LOA Membership Secretary
30 East Meadway
Shoreham By Sea
West Sussex
BN43 5RF
United Kingdom

Or phone +44 (0) 1273 703219

Or e-mail membership@leisureowners.org.uk

17. Web Site Addresses to Bookmark

For easy access to our on-line services you might like to bookmark the following addresses in your browser:

Main Leisure Owners Web Site

<http://www.leisureowners.org.uk>

Members Zone

<http://leisureowners.memberlodge.org>

Discussion Forum

<http://www.leisureowners.org.uk/bulletin/>

Acknowledgements

Many thanks to Barri Hopkins and Kevin Gilroy for their contributions and help reviewing this document.

Colin Shead 11/2/2014

Your feedback and suggestions to improve this note will be welcomed.

Please contact Colin Shead at:

webmaster@leisureowners.org.uk

or on +44 (0) 1376 514243