Renewals

1. Log On

Log on to the Portal at http://online.ccaa.net.au/login
Click on Forgot password?
1. A pop-up box with the heading – Reset Password appears – type in your email – it will be the one I have used to send this email.
2. Click on Okay – usually again to Confirm. A message will be displayed to check your email.
3. Check your email account and you will receive one from CCAA Online with a link to Reset your Password
4. Click on the Link – then enter your password that you will use for the portal. Enter again. (This can be changed at any time whilst on the Portal or you can do step 1 again).
5. The login screen will appear. Enter your email and your password. Press ‘Sign in’. By rights you will now be in the portal.

2. The Portal - WELCOME TO CCAA ONLINE

Across the top is;

1. Public Practices – this is where your Practice Details and Categories are. These are available to be entered for Registered Members only. You can adjust any of the details in here. Please ensure you SAVE any changes, and then ‘Push changes to website’ before pressing Back to return to main screen. More details below.

2. My PII – this has your current Professional Indemnity Insurance details. You can upload your latest form as well as update details on with whom your policy is with and its details. The system will also notify you when your PII is due for renewal.

3. Edit Personal Info – this has all your basic details – Names, address, phone number/s. It also contains your Brief bio, which if a registered member with a profile on FCC, it will be what will appear on the website. There is also a place to upload a photo, which will appear on the FCC. Please ensure the photo is square and at least 400 x 400 pixels.

4. Change Password – if you want to change your password at any time – this is the place to go.

5. Logout – Click on when you have finished on the portal.

Other Fields

6. Your details – First Name, Family Name, Membership Number (these have been updated and are now a continuous number in the system – the first digit represents your state/territory), & Current Membership Level. The last two cannot be altered, membership levels are only changed after an application is approved.

7. Membership / Affiliate Applications.
   a. My Applications – this will generally be showing ‘No Applications Found’. If it has this this will mean your application has been recent.
3. Annual Renewals

My Renewals
1. If you were with us last year you will see an entry for 2018. Your application, Invoice & Certificate can be downloaded from here – your certificate is based on the new number and format for the National body.

2. There will be a place to click on to begin your new 2019 Renewal.

3. Click on New Renewal.

4. Renewal 2019
1. There are several sections that will appear that you are to fill in. Even if nothing has to be changed in your personal details – you are to go in and press “Save” to show it has been done. These sections may be different for each level.

2. The “Back” button is an important item to keep in mind. When you have SAVED a section, press the Back button to return to the previous window.

3. Go through all the sections – these can be done in any order and you can always come back to them. Pre-filled areas from previous renewals may appear.

4. Current Supervisor – if they are a CCAA Supervisor you will be able to find them in the drop-down list.

5. Supervision Hours are for the previous 12 months. Same for client contact hours.

6. Continuing Professional Development (CPD) – if more than 1 day, show date of completion. In the future any CCAA event you book through the portal will be automatically added.

7. If you have not been a member for the full year, you only have to do a percentage of CPD and Supervision. The system does not understand yet and will show an error. Please mark in reason with NEW and the date you joined.

8. If the portal has concerns about any area, it will let you know as you go and before submitting will ask for more details. (the office will access these).
9. Payment – Credit/Debit cards are used, although you can Request Manual Payments (some fees may apply. Note: Payment is due by the 30th June. If paid after this date, you will be charged a late fee. You can pay anytime even if your renewal is not quite complete. Your entry from the website will also be temporarily not displayed when not paid.

10. The final and crucial step is now to submit your renewal. Please “Click here to Submit to CCAA”. A pop-up box will appear with applicant’s agreement – read through and agree to these statements – then click on ‘Submit’. This will send the renewal application to “Pending Renewals” in the system and notify the office that it is now ready to be reviewed.

11. Prior to this your renewal will be stored as a Draft – this can be accessed by the office to check. If you have concerns, contact by email online@ccaa.net.au or phone on 08 7099 2277.

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Congratulations you have completed your renewal for 2019.

Final steps
1. The office will check each section and mark as okay (or contact you if more information is required)

2. When all details have been checked – the Membership Chair will be notified and will do any final checks and then ‘Approve’ the application.

3. This will generate an email of your renewal and a link to your certificate.

4. Your invoice for taxation purposes is available online too.
Profile on Website

Find a Christian Counsellor

1. Short Bio
   On your personal details page is a section to do a brief outline of yourself and your services. It is best to write in the third person (rather than ‘I’ use your name).

2. Your photo
   A photo can be uploaded here. Ensure it is a good quality photo, however not more than 500 pixels. It is best to use a square image, and usually of head and shoulders.

3. Clicking on the ‘Public Practices’ at the top of the screen will open this box.
   1. My categories – this opens up a list of areas that people can search for particular areas.
   2. Push Changes to Website. Important to do after saving so details are updated on the site.
   3. Add (Save). Ensure you save any changes.
   4. Back – return to main screen
   5. Practice Locations – list of the different sites you may work from. Click on pen on left to alter.

4. Categories
   1. Personal Counselling
   2. Couples Counselling
   3. Family Counselling
   4. Counsellor’s Gender
   5. General Categories
   6. Other Categories
   7. Please tick the boxes that are relevant to you.
   8. Ensure you are ethical in your promotion of yourself and ensure you SAVE.
Practice Locations

1. Practice Name – initially this has been set with your name. Some have been updated with the Practice Name from your 2018 Renewals. Please enter details according.

2. Publicly Displayed Address
   a. Straight forward.
   b. Postcode – this was not always used in the previous FCC. In the input of data to the portal it is often blank. It is a required field and therefore important to enter the postcode.
   c. Google Map Pin – Enter the full address that Google will use to find your practice. Click on ‘Google Maps” and check that it has pinned it correctly – if not, move the pin to the correct spot.

3. Contact Details – can be left blank.
   a. Website – ensure all details from the address bar are entered.
   b. Linkedin – as above
   c. Email – this is the email clients will use to contact you.
   d. Phone number to contact you.
   e. Facebook – as above

4. Ensure you SAVE. You can also Add another practice address.

5. Press ‘Back’ which will take you back to the Public Practices – click on ‘Push Changes to Website’, which will ensure any changes are made to your public entry.

6. Press ‘Back’ again will return you to the main screen, where you can log out.