

FAQs: Transition to Active Education Australia

1. Why is ACHPER Victoria changing to Active Education Australia?

We're embarking on an exciting new chapter! Active Education Australia is the evolution of ACHPER Victoria, aimed at expanding our impact nationwide. The transition allows us to deliver even more engaging, user-friendly experiences and resources, ensuring we meet the growing needs of educators across Australia. While the name and branding are changing, we're still powered by the same team you know and trust.

2. What changes should I expect with the new website?

Here are some key improvements you'll notice:

- **Improved Navigation:** The site is designed to help you easily find the products and services you're looking for.
- **Fresh Look & Feel:** We've revamped the site with a modern, clean design.
- **Mobile-Friendly Experience:** Whether you're on your phone, tablet, or desktop, the site is now fully optimised.
- **Quick Access to Resources:** Your go-to learning tools and info are now easier to find and more accessible than ever before.

3. Do I need to create a new account on the new website?

No, you do not need to create a new account. If you were registered on the old ACHPER Victoria website, your profile has been transferred to the new system. **Please reset your password** by clicking the "Lost your password?" link on the login page to proceed with accessing your account and making purchases or event registrations.

4. How do I update my password?

When you first log into the new website, you will be prompted to reset your password. Simply click the "Lost your password?" link and follow the instructions to create a new password before proceeding with any orders or event registrations.

5. I am a member. Will I lose access to my resources?

No, your member profile, along with any resources or downloads from ACHPER Victoria since 2024, have been transferred to the new system. You can continue to access your downloads as usual.

6. How do I get updates and communication from Active Education Australia?

Please add **info@activeeducationaustralia.edu.au** to your safe senders list. This will ensure you receive important updates and communications as we transition from our old **@achper.vic.edu.au** email addresses to **@activeeducationaustralia.edu.au**.

7. How can I access my past purchases or event registrations?

If you're looking for past purchases or event registrations, these have all been transferred to the new system. You can access these under your account profile on the new site.

8. What should I do next?

- **Bookmark the New Website:** Visit activeeducationaustralia.edu.au for all your learning and resource needs. Please note that the **achper.vic.edu.au** website will no longer be active.
- **Update Your Password:** Reset your password as prompted during your first login to the new site.
- **Update Your Email Address Book:** Make sure to add **info@activeeducationaustralia.edu.au** to your safe sender list to ensure you receive all communication.

9. Will my member benefits change?

Your member benefits remain the same. However, we are continuously improving our systems to offer a more seamless and enhanced member experience, with even more resources and opportunities for professional learning in the future.

10. Will the transition affect any upcoming event registrations?

No, your current event registrations will remain unaffected. When registering for future events, simply use your updated login details to access the system.

11. Will my invoices look different after the transition?

Yes, your invoices will look a little different. While we've updated our logo to reflect the new **Active Education Australia** branding, please note that our trading name, ABN and bank details remain the same. Please advise your accounts department of these changes to avoid any confusion.

12. What if I experience any issues with the new site?

If you run into any issues, have questions, or need assistance, don't hesitate to contact us: **Phone:** 03 9274 8900 | **Email:** info@activeeducationaustralia.edu.au

We're here to help and make your transition as smooth as possible.

Additional Information:

- **Ongoing Improvements:** The transition is just the beginning! While the website is now live, we're continuing to enhance and refine your experience. We'll be rolling out new features and a more streamlined member interface in the coming weeks, so stay tuned for more exciting updates!