

# HOW TO ACTIVATE YOUR PROFILE AND RENEW YOUR MEMBERSHIP

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Transport Heritage NSW has recently migrated to a new membership system.

The new system will not only make it easier to renew your membership in future, it will also enable members' the ability to access and update their personal details, make and check bookings, as well as access future membership benefits.

If this is the first time accessing your account, you will need to first activate your profile by following the steps under 'activating your membership profile'. If you have already activated your profile, simply go straight to 'renewing your membership'.

## 1 Activating your membership profile

1. Open your renewal notice email and click the **'Renew Membership Now'** button.  
*This will take you to the THNSW Box Office login screen.*
2. Click on the **'Forgot Password or No Password Set?'** link.
3. Enter your email and click the **'Reset/Set your Password'** button.
4. This will send an email with a link to enter your new password.
5. Open the email (with subject 'Reset your Transport Heritage NSW Password').
6. Click on the **'Lets go!'** link in the email.  
*This will take you back to the THNSW Box Office login screen.*
7. Enter your desired 8 character password under **new password** and again under **confirm password** and click **'Reset'**.
8. Enter your **email** and **new password** to login to your account.

## 2 Renewing your membership

1. Login to your membership profile.
2. Click on the **'Membership'** button on the menu bar.
3. Click on the red **'Renew'** button next to the membership you want to renew.
4. Select the membership type you want next to the **'Select type'** dropdown menu and click **'Add to cart'**.
5. At the top of the page click **'Go to checkout'**.
6. You will then need to enter/select:
  - a. *Customer details* - your details will have been prefilled for you. Take this opportunity to ensure they are correct. Click the red **'Next'** button to move through the sections.
  - b. *Select Ticket Delivery Method* - you have two options:
    - i. **'eTicket'** - you will only be issued a digital membership card (i.e. eTicket),  
**OR**
    - ii. **'Mail'** - you will be issued a printed membership card sent by mail.
  - c. *Payment* - simply enter your payment details using the secure online payment form.
7. A confirmation email will be sent to your email to confirm your renewal.

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