

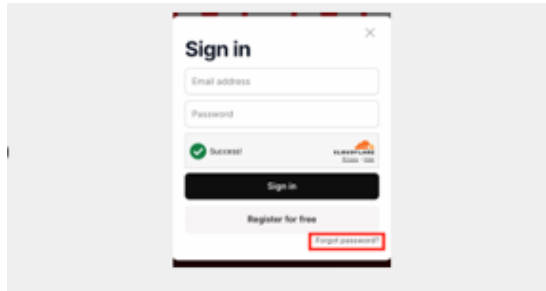
STEP BY STEP GUIDE TO LOG IN

How do I change/update my password?

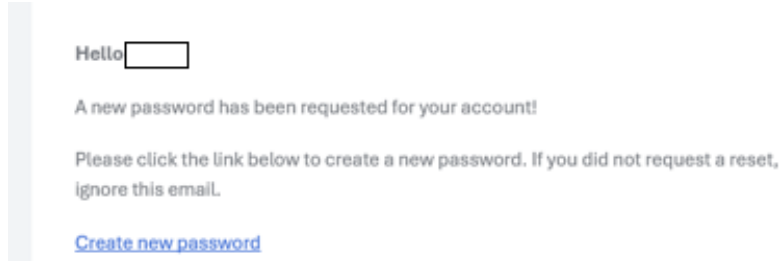
If you have forgotten your login details, you can **reset your password** using the “Reset Password” link [here](#).

Click the Reset Password link.

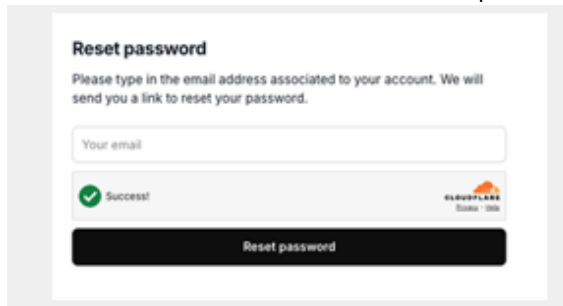
1. Click ‘Sign In’ in the top right-hand corner of the screen or using the link above.
2. Enter the email address registered to your account (PAH email address).
3. Press the ‘reset your password’ button.



4. A password reset link will be sent to your email



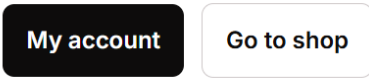
5. Follow the link in the email to create a new password.



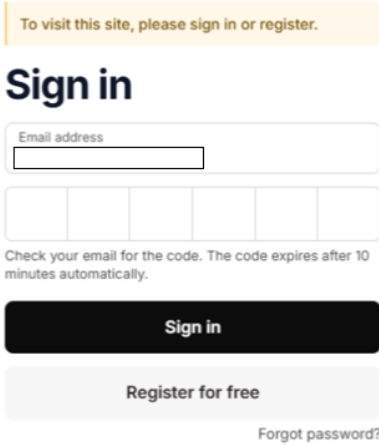
6. Once you reset your password you will be prompted to log into the platform with your new details. You can click ‘My account’.

Password reset

Success! Your password has been reset.



7. Sign in to your account. It will then ask you for a verification code that will be sent to your email.



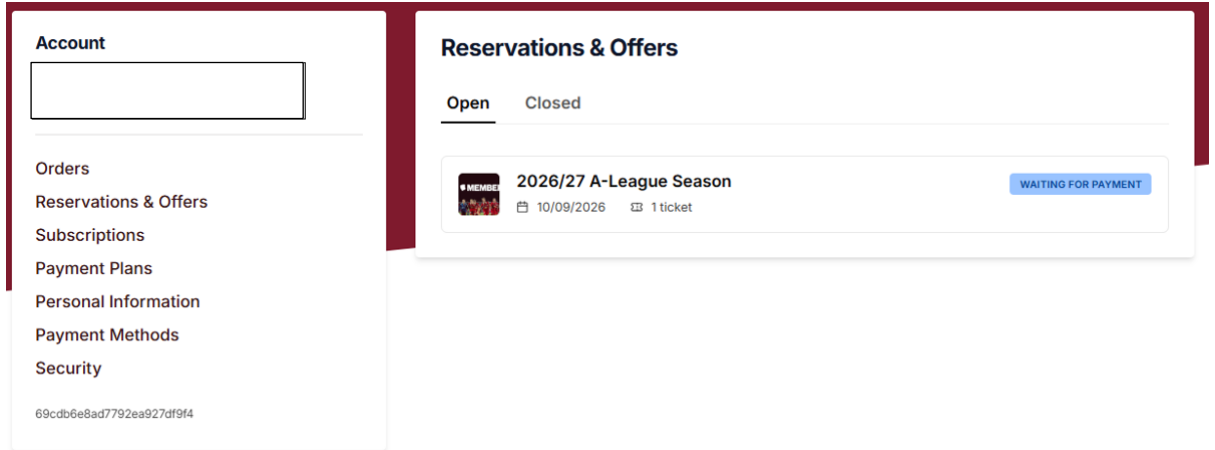
Click 'Sign In' and welcome to your new membership portal.

How do I manage my 2026/27 renewal?

Understanding your renewal Subscription

A renewal subscription is a new way of setting up memberships to be able to be on an automatic rollover for each season.

1. Click 'Reservations & Offers'. Once on this page you can click into the 2026/27 A-League Season.



2. If you would like to continue with your membership into the 26/27 season you can click the 'complete online' button. If you do not wish to renew, click 'cancel reservation'.

Thank you

Your request for 2026/27 Season TEST has been approved.
Click below to complete.

Complete online

You will be redirected to the completion page where you can complete your request online.

By clicking on "Complete online" you agree to the [General Terms and Conditions of the Organizer](#).

You acknowledge that you have read the [Privacy Policy](#) and the [Privacy Policy of the Organizer](#) and agree that your information will be shared with the organizer within the terms of these policies.

Complete online

Cancel reservation

Confirm your Membership Renewal:

If you are currently opted in for auto renewal, and you take no action by the deadline of **Thursday 4 June 2026** your membership will be automatically renewed for the 2026/27 season.

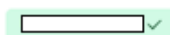
If you wish to continue your membership into the 2026/27 season, please follow the steps below:

1. Log in to your membership account here
2. Click 'Reservations & Offers'
3. Select your reservation
4. Choose 'Complete Online'.
5. Follow the prompts to confirm your details and
6. **IMPORTANT NOTE:** You must personalise your tickets by clicking the section below.

Personalization required

The organizer requires the following tickets to be personalized before any further steps can be taken.

Concession
Red 5 Game



7. In personalisation you will be prompted to make your choice between a **standard, combo or digital membership**.

Personalize

Already personalized

First name

Last name

The name of the ticket holder can no longer be changed.

Date of Birth
21 May 2026

Gender
Please Select...

Make Your Choice
Combo

Please refer to our member FAQs for more info. Standard: Physical Card & Lanyard Combo: Physical Card & Store Voucher Digital: Digital Card & Store Voucher

Submit

Cancel

8. Select 'Auto Renewal'. You can toggle on to continue your subscription from season to season or switch it off.

Consents

Auto-renewal

Auto-renew the subscription after the current period has ended. The total for the new subscription will be withdrawn from the payment method used for this subscription.

9. Select how you would like to pay
10. Add your payment method. You will have the choice or pay now, pay on June 9 or pay via part payment (10 monthly instalments).
11. Click 'Order Now' to complete your reservation

Cancel your Membership Reservation:

If you wish to confirm your cancellation of membership for the 2026/27 season, please follow the steps below:

1. Log in to your membership account here
2. Click 'Reservations & Offers'
3. Select your reservation
4. Choose 'Cancel Reservation'.

Cancel reservation



Please note that if you confirm, your reservation will be canceled.

Keep reservation

Cancel reservation

5. Confirm your cancellation

If you chose not to renew for the 2026/27 season and you did not opt back in by 30 June 2026, the seats attached to your account will be released.

PLEASE NOTE: ONCE YOU CANCEL YOUR MEMBERSHIP RESERVATION, YOUR SEAT WILL ALSO BE RELEASED.

If paying by 10-part Payment Plan:

Members who have previously paid via a part payment plan (previously via Debit Success) must log in to their account on the new Membership portal, confirm their reservation and update their credit card details.

Payment details for part payment plans from the previous season have not been saved.

Steps detailed below:

1. Log in to your membership account here
2. Click 'Reservations & Offers'
3. Select your reservation
4. Choose 'Complete Online' and confirm your details
5. Select 'Pay in Instalments' and add your payment method
6. Click 'Order Now' to complete your reservation

← Season Membership 26/27
Select tickets Details Payment


How would you like to pay?


Pay Full Now

Pay Later

Pay in Installments
Pay over 10 monthly installments starting 28/04/2026.
No interest or fees. Your stored payment method will be charged periodically.

VISA **** 0008
Expires 03/30

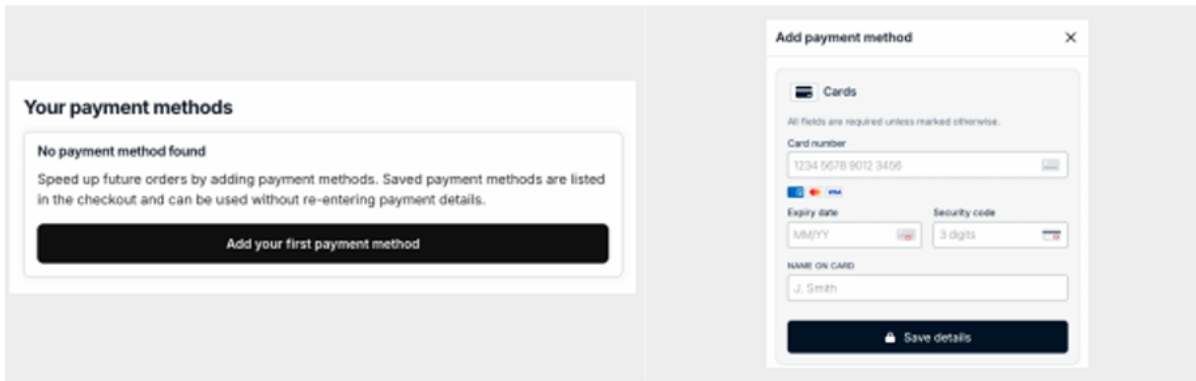
+  Add payment method

Order now 

Enter / Update Payment Details

You can add or update your payment details at any time through your membership account. This ensures your payment information is up to date and helps avoid any interruptions to your membership.

1. Log in to your membership account here.
2. Navigate to the top right corner of the page and select Payment Methods.
3. Enter your payment details if they are not already saved in the system.
4. Update your payment details if required.
5. Click 'Save details'



The image shows two screenshots from a mobile application. The left screenshot, titled 'Your payment methods', displays a message: 'No payment method found. Speed up future orders by adding payment methods. Saved payment methods are listed in the checkout and can be used without re-entering payment details.' Below this message is a large black button with the text 'Add your first payment method'. The right screenshot, titled 'Add payment method', shows a form for entering card details. It includes a 'Card number' field with the value '1234 5678 9012 3456', an 'Expiry date' field with 'MM/YY' and a calendar icon, and a 'Security code' field with '3 digits' and a card icon. Below these fields is a 'NAME ON CARD' field with the value 'J. Smith'. At the bottom of the form is a black button with a lock icon and the text 'Save details'.