Your Membership Guide

Member Portal, payments, access & more — everything in one place

The Mainstreet Australia Member Portal is your dedicated online hub for all things membership. Access exclusive resources, connect with peers, and manage your account — all in one place, at any time.

Access your Member Portal
mainstreetaustralia.org.au/member-portal/

What's Inside the Member Portal?

Resources Hub
Your go-to library for everything main street — articles, PDF resources, case studies, webinar and workshop recordings (including Meet the Main Street Manager and Night Shift Sessions), fact sheets, templates, tools, best practice guidelines, and a full newsletter archive.

Connect & Network
Join Coffee Roulette (our monthly virtual networking initiative), connect via the Main Street Managers Connect WhatsApp community, submit employment listings, and list your services on our Supplier Directory.

Manage Your Membership
Update contact details, review your renewal date, manage your payment method, and view order history.

What's On
Quick access to our public events calendar so you never miss an upcoming event, webinar, or networking opportunity.

Representative Access by Membership Level

The number of representatives who can access the portal depends on your organisation's membership level:

Individual / Small Business	One representative.
Business Association / Chamber of Commerce	Two representatives.
Government / Council / Corporate & Partner	Three representatives.

Your Primary Contact can add or update the representatives listed under your membership at any time via the portal. If you have any questions about your membership level, get in touch at info@mainstreetaustralia.org.au.

How to Log In

Each person listed under your organisation's membership has their own individual portal login, set up under the email address used at the time of their last renewal or membership purchase.

Step 1	Visit the Member Portal login page at mainstreetaustralia.org.au/member-portal/
Step 2	Select **'Lost your password?'** to set or reset your password.
Step 3	Check your inbox for the reset email and follow the link to get started.

Please note: Resetting your password only affects your individual login and will not impact any other contacts listed under the same membership.

Understanding Your Portal Access

The level of access you have depends on your role within the membership:

Primary Contact	Full administrative access — add or update contacts, manage payment methods, and view order history and billing details.
Secondary Contacts	Access to all member resources, networking features, and member services.

All contact and membership information can be updated at any time via the portal. If anything changes within your organisation, your Primary Contact can keep everything up to date with ease.

How Membership Payments Work

Your Mainstreet Australia membership operates on an **annual subscription basis from the date you join**. Here's how it works depending on your payment preference:

Automatic renewal (card payment)	If you have a credit or debit card stored in your portal account, your membership will renew automatically each year on the same date you last paid. You will receive an order confirmation once processed.
Manual renewal (invoice)	Your Primary Contact can remove any stored payment method via **Manage Membership > Payment Methods** at any time prior to your renewal date. You'll then be invoiced when renewal is due. For organisations requiring a Purchase Order, send your invoice and PO number to accounts@mainstreetaustralia.org.au.

Renewal reminders: Regardless of payment method, you will always receive a reminder **14 days before** your renewal is due, and a receipt once your payment has been processed. You can check your upcoming renewal date at any time by logging into the Member Portal.

Frequently Asked Questions

I can't find my login email — what should I do?	Contact us at info@mainstreetaustralia.org.au and we can confirm which email address is registered for your account.
Can multiple people from my organisation have access?	Yes. Each contact listed under your organisation's membership can have their own individual login. Your Primary Contact can add or update contacts at any time via the portal.
How do I know when my membership renews?	Log in to the Member Portal and navigate to Manage Membership to view your renewal date.
What if I want to be invoiced instead of auto-charged?	Your Primary Contact can remove any stored payment method via Manage Membership > Payment Methods prior to the renewal date.
I have a suggestion for the portal — how do I share it?	We'd love to hear it! Get in touch at info@mainstreetaustralia.org.au.

Questions or need assistance?
Email us at info@mainstreetaustralia.org.au or visit mainstreetaustralia.org.au