

FAQs

Why are we changing systems?

The decision to change to this new platform has been made for a few reasons, including that this system will ultimately be able to support our event applications, membership management, contact information and medical forms for both volunteers and participants.

What is so great about this new system?

By accessing your profile through the Lord Somers Camp and Power House Portal you will be able to:

- Update your contact information easily
- Renew your membership
- Access all programs and events
- Save time when registering for programs as your information will be prefilled
- Access discounts on programs if you have a current membership

How do I set up an account?

If you have been involved with Lord Somers Camp and Power House in the past, we will have a profile established with the most recent email address provided. If your preferred email address is not recognised when logging in for the first time please contact the administration team on 03 9510 7066 or by [email](#) so that we can update your profile accordingly.

Why can't I use the same email address as another person?

cVent recognises individuals based on unique email addresses, for us to be able to create profiles for all people who are involved with Lord Somers Camp and Power House we have had to allocate some alternative unique email addresses. If you are sharing an email with another person please get in touch once a new email address has been created so that you are able to access the correct profile.

I can't log in to the portal!

If when logging in for the first time your email is not recognised and you receive the error message "Enter a valid email address and password" please contact the administration team on 03 9510 7066 or by [email](#) so that we can update your profile accordingly and you can access your information.

Do I still need to have a CareMonkey account?

Yes! We are aiming to roll out a medical form within the cVent portal at a later date, for the interim please continue to update your medical information within your CareMonkey profile.

This is a bit overwhelming, can you help?

There will be some information sessions running throughout January and February that will cover how to:

- Create a new email address (if you need)
- Log into your profile
- Update information
- Register for any upcoming events
- Access the member directory

Register for these events [here](#). You will need to bring your own laptop, tablet or phone to use during the session.

