

Member Manual

Using the SWNG members website

Updated October 2026

Overview

This manual is a simple guide to the things members do most on the South West Networking Group website, www.swng.org.au.

Sections

1. Logging In
2. How to Reset Your Password
3. Finding a Member
4. How to Give a Rap
5. How to Give a Referral
6. Referrals You Have Received
7. How to Update Your Profile
8. How to Update Your Account
9. Meeting Reminders and Events
10. Getting Help

1. Logging In

1. Go to www.swng.org.au and click **LOGIN** in the top menu.
2. Enter your username or email address and your password.
3. Click **Login**. You'll be taken to your own profile page.

New members receive an email to set their password when their account is created. If your account still needs confirming, click the link in your activation email first (check your junk folder).

You need to be logged in to give raps and referrals.

2. How to Reset Your Password

1. On the login page, click **Forgot your password?** under the Login button.
2. Enter your username or the email address on your account and submit.
3. Open the email we send you and click the reset link.
4. Choose your new password and save it. You can now log in with it.

If the email doesn't arrive within a few minutes, check your junk folder.

3. Finding a Member

1. Hover over **MEMBERS** in the top menu.
2. Choose a chapter (**CAMDEN**, **CAMPBELLTOWN**, **LIVERPOOL** or **NARELLAN**) if you know the member's chapter, or **SEARCH ALL** to see every member.
3. Find the member in the list. Each member has a **Give Rap** button and a **Give Referral** button, and you can click their name or photo to open their profile.

4. How to Give a Rap

A rap is a short testimonial for another member's business.

1. Log in, then find the member (see section 3).
2. Click **Give Rap** on their listing. This opens the **Raps** tab (the star icon) on their profile.
3. Click **Write a review for this user**.
4. Click the star rating you want to give.
5. Enter a subject (a short summary such as "Very professional!") and write your rap.
6. Click **Submit Review**.

If you aren't logged in, you'll be asked to log in first.

5. How to Give a Referral

You can give a referral from the member's listing or profile, or from your own profile.

From the member's listing or profile

1. Log in, then find the member (see section 3).
2. Click **Give Referral** on their listing, or open their profile and click the **Give Referral** tab (the speech bubble icon).
3. Fill in the **Referral Details**: the name, business, email and phone of the person you're referring, plus notes about what they need. Name, email and notes are required.
4. Click **Submit Referral**.

From your own profile

1. Log in. You'll land on your own profile page.
2. Click the **Give Referral** tab (the speech bubble icon).
3. Choose who the referral is for in **Recipient Member**.
4. Fill in the referral details and click **Submit Referral**.

You'll see a confirmation, and the member you referred to gets an email letting them know.

6. Referrals You Have Received

When another member refers someone to you, you'll get an email, and the referral is listed on your profile.

1. Log in and go to your profile.
2. Click the **Referral List** tab (the double speech bubble icon).
3. Each referral shows who it's from, and the contact's name, business, email, phone and notes. Use **Filter Referrals** to narrow the list.
4. Keep the **Status** up to date as you follow it up: **Pending**, **Contacted**, **Successful** or **Unsuccessful**. The member who gave the referral can see how it went.

7. How to Update Your Profile

Your profile is your business listing on the website, so keep it current.

1. Log in. You'll land on your profile page.
2. Click the cog icon under your cover image and choose **Edit Profile**.
3. Update your details:
   - **Cover image** and **profile image:** click them to upload your own pictures.
   - **Blurb:** a short description of your business (up to 180 characters).
   - **Business details:** your contact and business information. Anything you leave blank won't show on your public profile.
4. Click **Update Profile** (or the tick under your cover image) to save.

To change the email address you log in with, use your Account page (section 8).

8. How to Update Your Account

1. Log in and go to www.swng.org.au/account (or use the cog icon on your profile and choose **My Account**).
2. The main tab lets you change your name and the email address on your account. Your username can't be changed.
3. Use the other tabs to change your password and your privacy and notification settings.
4. Click **Update Account** to save.

If you leave SWNG, please tell your chapter committee so they can update the website.

9. Meeting Reminders and Events

- Each week you'll receive a reminder email listing your chapter's meetings for the next 7 days.
- Upcoming events for all chapters are under **EVENTS** in the top menu.
- Bringing a visitor? Guests can book through **ABOUT US** > **GUEST BOOKING**.

10. Getting Help

For questions about your membership or chapter, contact your chapter committee.

If something on the website isn't working, email John Foskett at Online Optimisation, **john@onlineoptimisation.com.au**, and include a screenshot if you can.