

Tpas Guide

New Online Member Area

We're here to help.

If you have any problems accessing your account, booking an event or managing your organisation's membership, please contact the Tpas Membership Team.

Email: membership@tpas.org.uk

Phone: 0161 868 3500

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Your New Tpas Member Area

A quick guide to your new Tpas account.

Welcome to the new Tpas member area!

Our new website and member platform is powered by **Glue Up**. You can now manage your Tpas account, access member benefits, book events and training, and connect with our exclusive member communities all in one place.

You can also access your account through the **MyGlue app**, available from the Apple App Store and Google Play. Simply search for **MyGlue**.

Getting started

Already have a Tpas account?

If you had an account on the old Tpas website, you would need to create a new password for the new platform.

Your old Tpas username and password will no longer work.

Your first login

1. Go to www.tpas.org.uk
2. Select **Member Login**.
3. Select **Reset Password**.
4. Enter the email address linked to your Tpas account.
5. You'll receive an email with a link to create your new password.
6. Return to the website and log in using your email address and new password.

Note – if your password reset doesn't come to your email box, check your junk folder. The email comes from **Tpas Limited** <no-reply@glueup.com>

New to Tpas?

If you have received an invitation to create a Tpas account, simply follow the link in the invitation email and complete the registration process.

Your organisation is a Tpas member, but you don't have an account?

If your organisation is already a Tpas member, you can create your own account and link it to your organisation's membership.

This gives you access to the Tpas member benefits, including our fortnightly ezine, member-only resources, events and other exclusive benefits.

How to create your account:

1. Go to the Membership Finder on the Tpas website.
<https://www.tpas.org.uk/membership-finder-start>
2. Select 'I am joining a membership that already exists' This option is for people whose organisation is already a Tpas member.
3. Complete the membership application form - enter your details, including name, email address and contact information.
4. Find your organisation - under Company, start typing your organisation's name and select Find Company.
5. Your organisation should appear in the search results. Select the correct organisation to link your account to its Tpas membership.
6. Submit your application.
7. Read and agree to the terms and conditions, then select **Apply**.

What happens next?

Your application will be sent to your organisation's Primary Member/Key Member and/or Tpas for approval.

Once your account has been approved and linked to your organisation's membership, you'll be able to log in to the Tpas website and access your member benefits.

Your Online Tpas members area

Once you're logged in, select **your name** and go to **Home** to access the **Members Area**.

From here you can:

- View and update your profile
- See your organisation's membership details
- Book Tpas events and training
- View your upcoming and previous bookings
- Access member-only content and resources
- Access exclusive member communities
- Manage your communication preferences

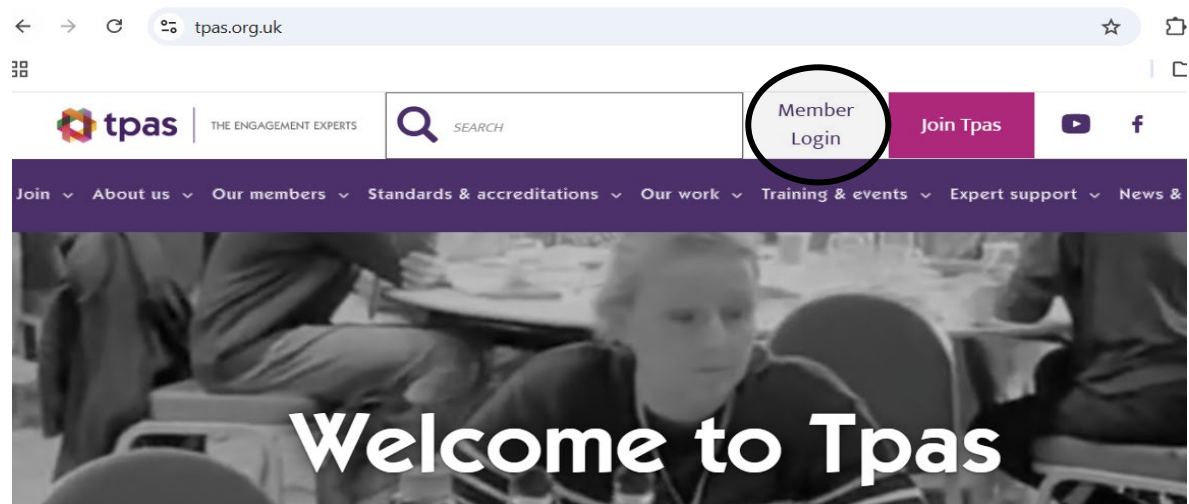
Keep your details up to date - Please check that your email address and contact details are correct.

Managing notifications and preferences

You can also manage your notifications and communication preferences to choose which Tpas emails you receive.

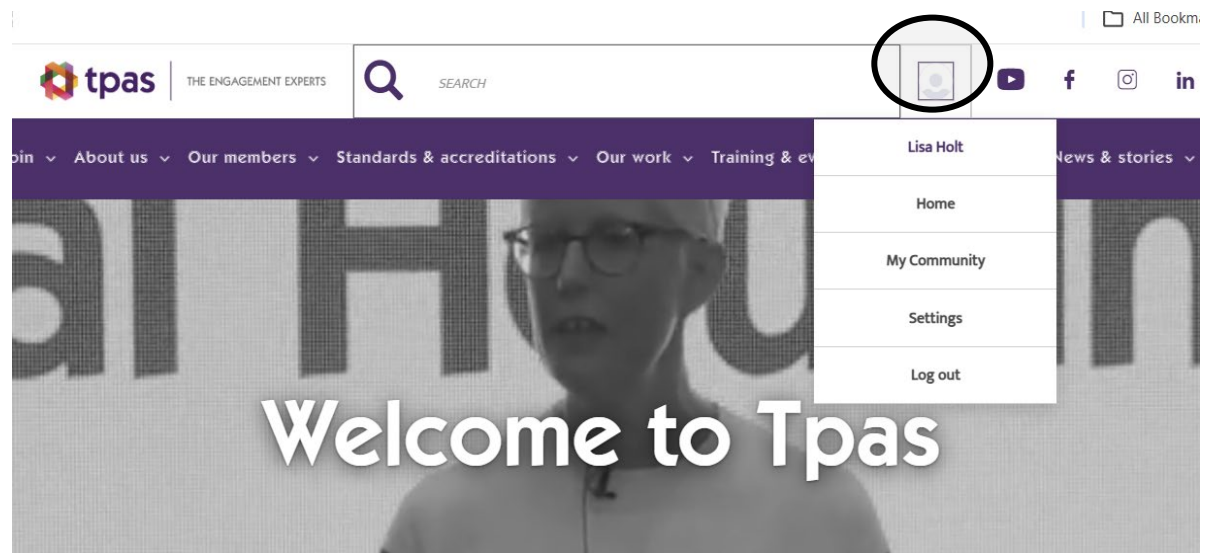
1. Login to your account through the tpas.org.uk website.

(Image 1)



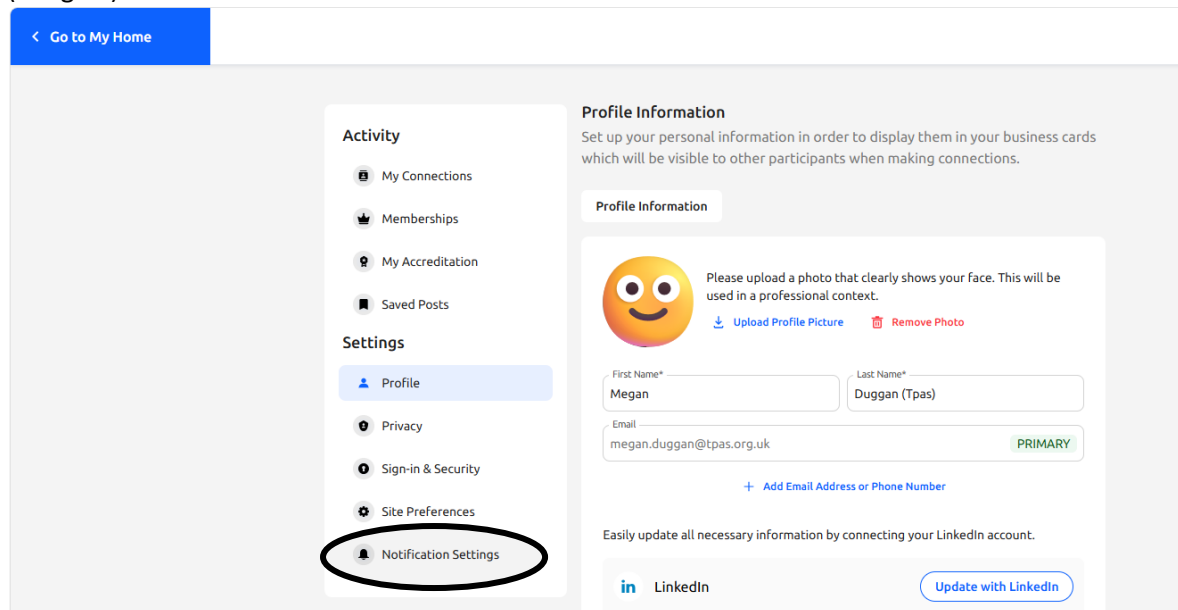
2. Once logged in click on the head icon in between the search bar and YouTube icon (circled below). A dropdown menu will appear, select Settings.

(Image 2)



3. Your profile will open up (pictured on the next page in image 3) select Notification Settings at the bottom of the menu list on the left-hand side of the screen.

(Image 3)



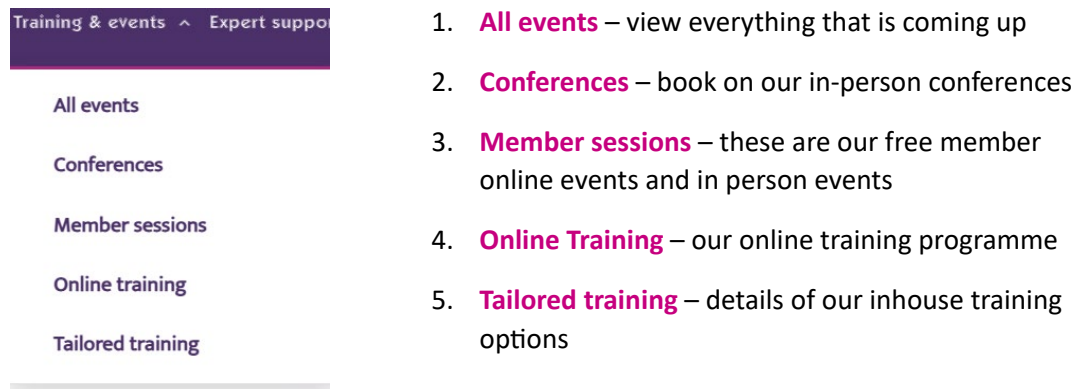
Booking Tpas events and training

You can book Tpas events and training in two ways, from the Tpas website or from your member area:

From the Tpas website:

1. Go to www.tpas.org.uk
2. Select the type of event from the **Training & Events** dropdown menu.
3. Find the event you would like to attend.
4. Select **Register**.
5. If you are a member, make sure you are logged on, or log on at the top of this screen log in when prompted.
6. Complete your booking details, including any additional requirements.
7. Submit your booking.

(Image 4) Training & events drop down menu



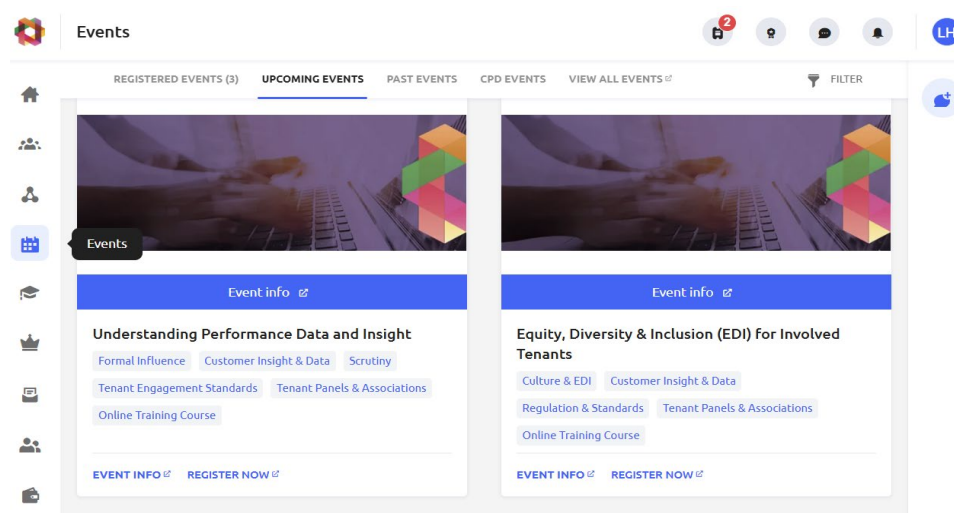
From your Member Area

1. Log in to your Tpas account (MyGlue)
2. Go to the **Members Area/Home**.
3. Select **Events** from the left-hand menu (pictured below in image 5).
4. Select **Upcoming Events**.
5. Find the event you would like to attend.
6. Select **Register**.
7. Complete your booking details.

Important: Members must log in before booking training or events.

This ensures you receive the correct Tpas member rate and allows you to access free member sessions.

(Image 5)



Booking events, training and conference places for other people

You can also book an event on behalf of colleagues, tenants or other members of your organisation.

When registering:

1. Select the number of tickets you require.
2. Enter the name and email address of each person attending.
3. Complete the booking.

Each person will receive the relevant booking information.

Note – if you are making a booking for someone else and you get a “Member only ticket” message, this means that their contacts details are not in the system. If you are a primary member/key member, you can invite the person to join the membership (see info below), and this will allow you to book their place. If you are not a primary or key member, please ask them to invite the delegate to the membership before booking.

What happens after you book?

Once your booking is complete, you will receive a confirmation email containing the event details.

If it is an online event or online training, you will receive your joining link straight away.

If it is an in-person event, or conference, the Tpas membership team will send out the joining information one week before.

For paid events, you will also receive an invoice/receipt if paid by card.

You can view your upcoming and previous bookings from the member area.

Managing your organisation's membership

Some members have additional access to manage their organisation's Tpas membership.

There are three important roles:

Primary Member

The **Primary Member** is the main contact for your organisation's Tpas membership and has the highest level of membership administration access.

The Primary Member can:

- View the organisation's membership details
- Add and remove members

- Invite colleagues and tenants to join the organisation's Tpas account
- Add Key Members
- Update contact information
- Change the Primary Member

Key Members

Key Members are colleagues who have been given additional access to help manage the organisation's Tpas membership.

This is useful where more than one person needs to manage members, bookings or account information.

Admin contact

Your organisation will also have an **admin contact** who receives the annual membership renewal information. This is often the Primary Member, but it can be another nominated contact.

Adding and managing members

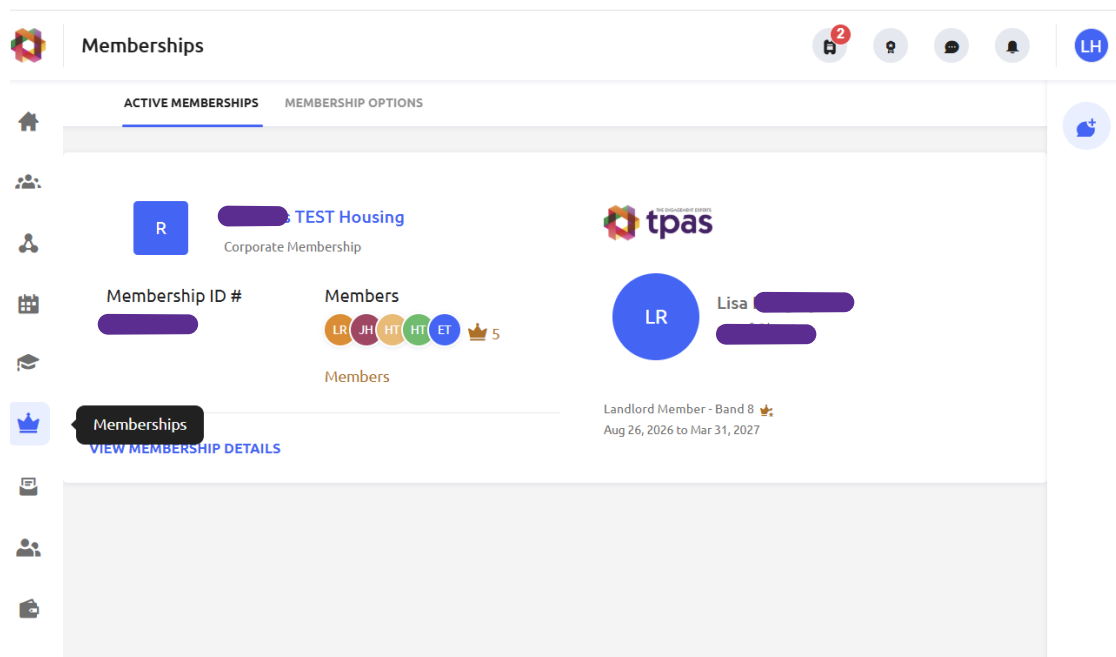
Primary Members and Key Members only

If you would like colleagues or tenants to have access to Tpas member benefits, you can invite them to join your organisation's membership.

Once logged in:

1. Open the **Members Area**.
2. Use the toolbar on the left-hand side.
3. Select **Manage Members** – this is shown by the **crown icon** (below in image 6).
4. Select **View Membership Details**.
5. From here you can view the people currently linked to your organisation.
6. You can **add new members** or remove old contacts.

(Image 6)



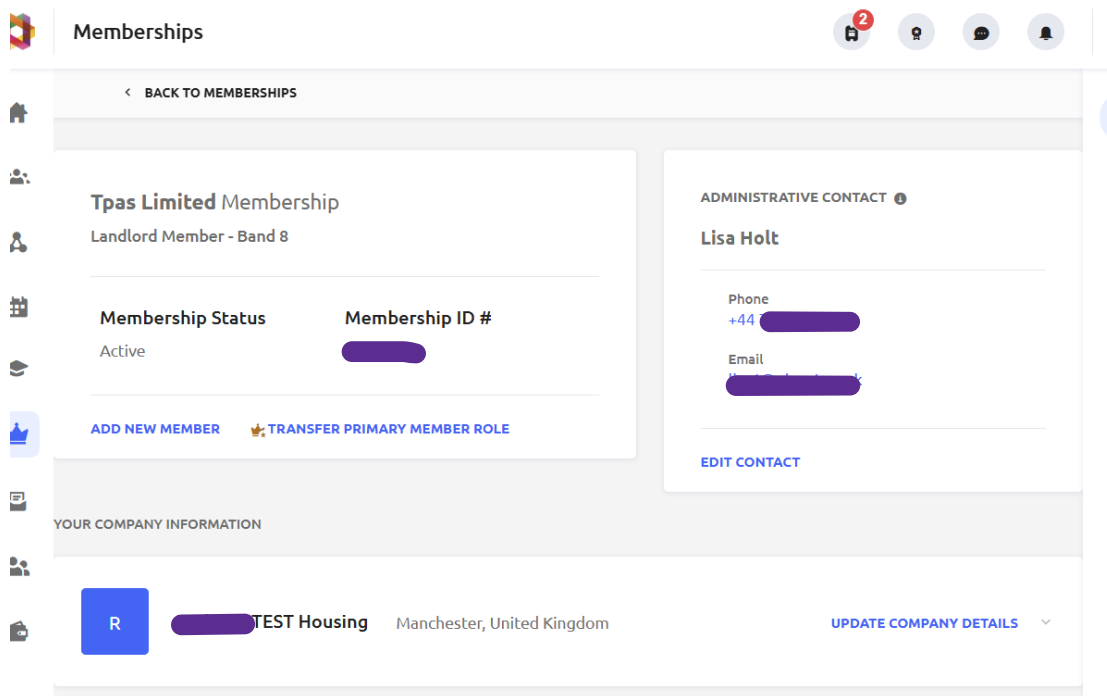
Adding a Key Member

To make someone a Key Member:

1. Go to **View Membership Details**.
2. Find the person you want to give additional access to.
3. Select the **three dots** next to their name.
4. Select the relevant option to add them as a **Key Member**.

Please only add colleagues or tenants who should have access to your organisation's Tpas membership.

(Image 7)



Memberships

< BACK TO MEMBERSHIPS

Tpas Limited Membership
Landlord Member - Band 8

Membership Status	Membership ID #
Active	[Redacted]

[ADD NEW MEMBER](#) [TRANSFER PRIMARY MEMBER ROLE](#)

ADMINISTRATIVE CONTACT

Lisa Holt

Phone: +44 [Redacted]

Email: [Redacted]

[EDIT CONTACT](#)

YOUR COMPANY INFORMATION

R [Redacted] **TEST Housing** Manchester, United Kingdom [UPDATE COMPANY DETAILS](#)

Need help?

We're here to help.

If you have any problems accessing your account, booking an event or managing your organisation's membership, please contact the Tpas Membership Team.

Email: membership@tpas.org.uk

Website: www.tpas.org.uk

Useful links

Tpas website: www.tpas.org.uk

MyGlue app: Search **MyGlue** in the [Apple App Store](#) or [Google Play](#).