

EDTNA/ERCA FAQ

1. Q: What is EDTNA/ERCA?

A: It stands for the European Dialysis and Transplant Nurses Association/European Renal Care Association, which is a multidisciplinary organization for those working in renal care.

For more information: <https://www.edtnaerca.org/about-us/organisation>

2. Q: Why should I become a member?

A: To become a member, you have the opportunity to enhance your professional and personal growth, learn valuable leadership skills, gain evidence-based education, share knowledge and experience, learn to improve public health and care. This also helps to make your daily work visible.

3. Q: What types of Membership are available?

A: There are 5 types:

- Member – 50 € (Residence within Europe)
- Global Member – 80 € (Residence outside Europe)
- Corporate Member – 600 €* (Companies, Organizations & Associations)
- Individual Associated Member *
- Conference Member *

*For more information: <https://www.edtnaerca.org/membership/membership-benefits>

4. Q: How long does the period of individual membership last?

A: One year, that means 365 days from the PAYMENT DATE when you FIRST applied; and after RENEWAL, 365 days from the membership EXPIRY date.

5. Q: How long does the period of corporate membership last?

A: One year from 1st January to 31st December of every calendar year regardless of the PAYMENT date.

6. Q: What are the benefits of EDTNA/ERCA Member membership

A: Benefits can be found on the website at: <https://www.edtnaerca.org/membership/membership-benefits>

7. Q: How can I become a member?

A: MEMBERSHIP REGISTRATION

To become a member, you need to go to the CLAUDiN Membership Management System at: <https://www.edtnaerca.org/membership/how-to-join> and click on “Registration”. You will be asked to enter your email address and set up your password. Or you may scan the QR Code below:



8. Q: What is the step-by-step registration process?

A: For the whole process you can find it at: <https://www.edtnerca.org/membership/how-to-join>

9. Q: What types of Payment Method are available?

A: Credit card, PayPal payment, Bank Transfer.

10. Q: How long will it take my membership to be activated after the payment?

A: The speed of membership activation depends on the type of payment:
After payment by credit card, membership is active immediately.
After payment by bank transfer, membership becomes active when the payment has reached the EDTNA/ERCA bank account; bank transfers take a maximum of 5 days.

11. Q: What do I do if I sent a payment twice by mistake?

A: In this case, there are 2 options: You send a message to the secretariat@edtnerca.org, attach a copy of the payment confirmation, you will get a refund on your Bank Account; OR, you may like to apply for 2 YEARS MEMBERSHIP by contacting secretariat@edtnerca.org

12. Q: How will I receive the payment confirmation?

A: Once you have finalized the payment, your payment confirmation will be available in your membership account (Menu – fees and orders – Orders) and can be downloaded as a PDF document.

13. Q: How do I get help, if needed?

A: Please contact us at: edtnerca@associationhouse.cz or secretariat@edtnerca.org

The Secretariat will help you with support in

- First Registration
 - Renewal of membership
 - Member account activation
 - Password recovery
 - Data changes in the Member's account regarding contact information
 - Payment confirmation upon request
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14. Q: How can I access my Member account?

A: Please find CLAUDiN Membership Login in at: <https://www.edtnerca.org/membership/how-to-join> and enter your email address and password.

15. Q: What if I forget my password?

A: Please click the link: <https://membership.guarant.com/recovery> and enter your email address and click the recovery button. You will receive a recovery email to reset your password.

16. Q: How can I check my membership expiry date?

A: Please login into CLAUDiN Membership Login and go to MENU – FEES and ORDERS – ODERS.

17. Q: How will I be informed about the expiry date of my membership?

A: Members receive 3 reminders for the renewal of their membership and payment of the membership fee.

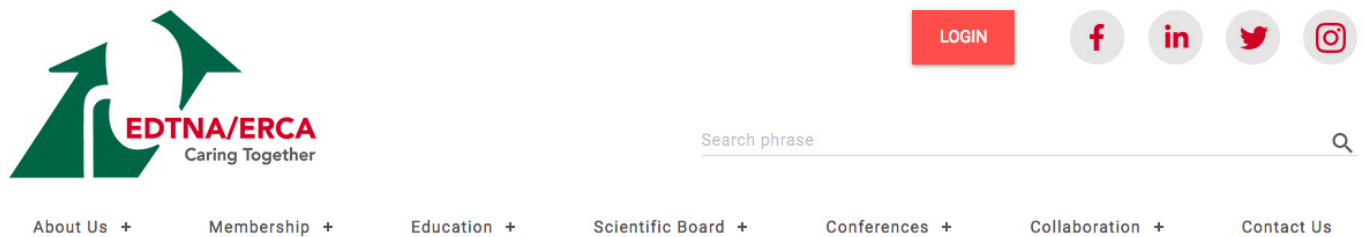
All membership renewal reminders are sent automatically by the CLAUDiN Membership Management System:

- 1st Reminder 14 days before the expiry date
- 2nd Reminder on the day of expiry date
- 3rd Reminder 30 days after the expiry date

Note: The 4th will be a letter sent by the Secretariat 91 days after the membership expiry date to notify the person that he/she is no longer a member of EDTNA/ERCA.

18. Q: How I can renew my membership?

A: please login into CLAUDiN and choose the relevant membership fee (Menu –Fees and Orders – Fees) and continue to the payment page.



19. Q: How can I have access to the MEMBERS Only section?

A: Please follow <https://www.edtnerca.org/> and click on LOGIN

Please enter your email address and password as for CLAUDiN Login, please select Membership, then Members Only