

Frequently Asked Questions

Find A Member

1. How do I Find A Member?

Find A Member is accessed from the orange button on the front of the website.




2. What does Member Search do?


Member search displays the following screen:

Member Search


Trading Name




Suburb



Postcode



Primary Division



Search

The public can search for a member using all or part of a trading name, suburb, postcode or division.

By clicking on **Trading Name**, you can view the Business's **Account Information** which includes **Business Services** and **Accreditations**.

3. How do I update my Accreditations?

Accreditations such as Green Stamp and Ambra is displayed under your **Account Information**.

All accreditations are **verified and added to your Account Profile by the Member Services Team**. If you believe you should have an accreditation displayed or updated, please click the **Contact Us** button or email info@mtaq.com.au.

If you would like information on available accreditations contact Member Services on (07) 3237 8777 or email info@mtaq.com.au.

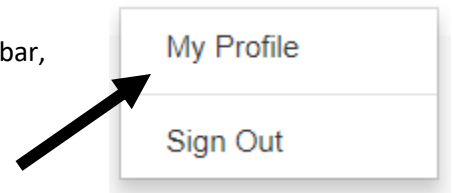
4. How do I update my personal Profile Information?

Under your signed in name in the top right-hand corner of the navigation bar, choose **My Profile**

In this area you can:

- Change Password
- First Name
- Last Name
- Job Title
- Email address
- Business phone
- Mobile phone

You can submit these changes by clicking the **Update** button at the bottom of the page. Changes will be reviewed and approved by the admin team within 48 hours.



5. How do I update my business Account Information?

Under your signed in name in the top right-hand corner of the navigation bar, choose **My Profile**

Click **Update Account Profile**.

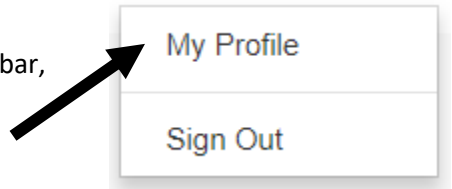
To update your companies account profile click the button below:

Update Account Profile

In this area you can update:

- Trading Name
- Business Name
- Website URL
- Facebook (URL)
- Main Phone
- Email (for main business contact)
- Street Address
- Postal Address

You can submit these changes by clicking the **Update Profile** button at the bottom of the page. Changes will be reviewed and approved by the admin team within 48 hours.



6. How do I update my Business Services?


You can update and add **Business Services** that your business provides. In the top menu bar, select **Business Services** under **My Organisation**.

Click the **+ Create** button. This will take you to **New Business Service**.

Follow the steps to add a **Business Service Type**. You can select from a list of different services you provide. Eg: air conditioning – service repairs, electric vehicle repairs etc.

Note: Business Services can only be added one at a time. Then select a **start date** (optional) and **submit**.

Lookup Records ×

Search 

✓	Name ↑
✓	Air Conditioning - Service Repairs
	Air Conditioning – Re-gassing
	Air Conditioning – Service Repairs
	AMBRA
	Automotive Diagnosis
	Automotive Electrical Diagnosis & Repairs
	Body Builders

< 1 2 3 4 5 6 >

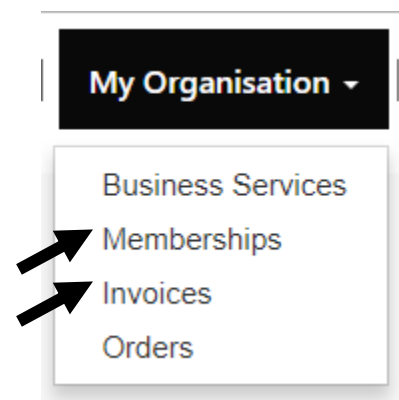
Select

Cancel

Remove Value

7. What are Memberships & Invoices?

The **Memberships** and **Invoices** information can be found under **My Organisation** in the top menu bar. They contain your current MTA Queensland membership status information and history of invoices.



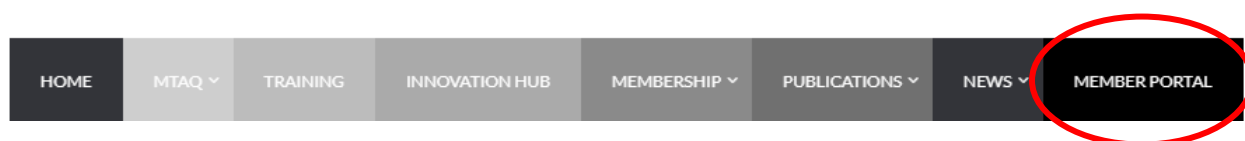
Member Portal

1. What is the Member Portal?

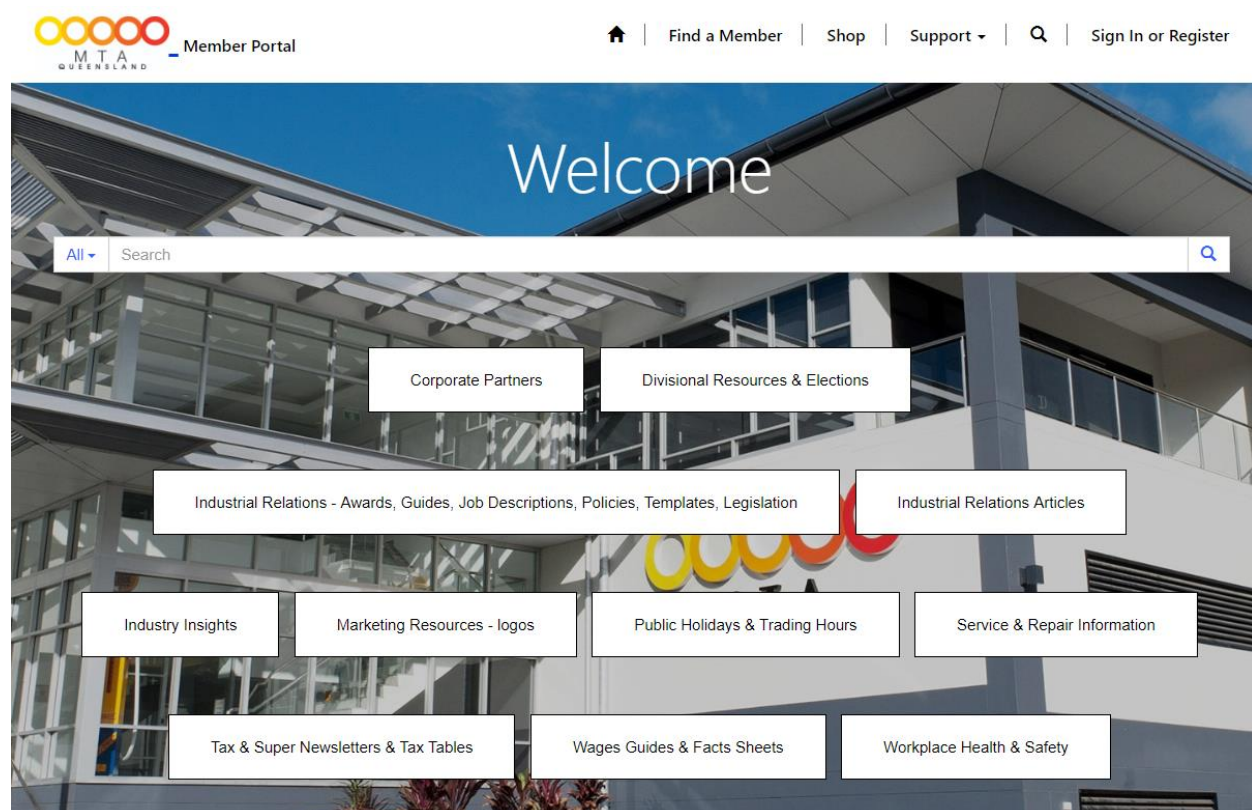
The Member Portal contains a resource area available exclusively to MTA Queensland Members. The Portal has a library of industry resources, marketing material and Industrial Relations Articles and Resources such as Awards, Tax Sheets, Wages Guides, Workplace Health and Safety and other essential information.

2. How do I access the Member Portal?

Members can access the **Member Portal** from the right side of the menu bar on the front of the website www.mtaq.com.au



The front of the Portal looks like the image below. To access any of the resources in the Member Portal you need to **Sign In** with your **Username** and **Password** from the top right of the screen. You will need to follow the instructions below to **Register** for the first time, by requesting an **Invitation to Join the Member Portal**.



There are eleven buttons on the front for easy access to:

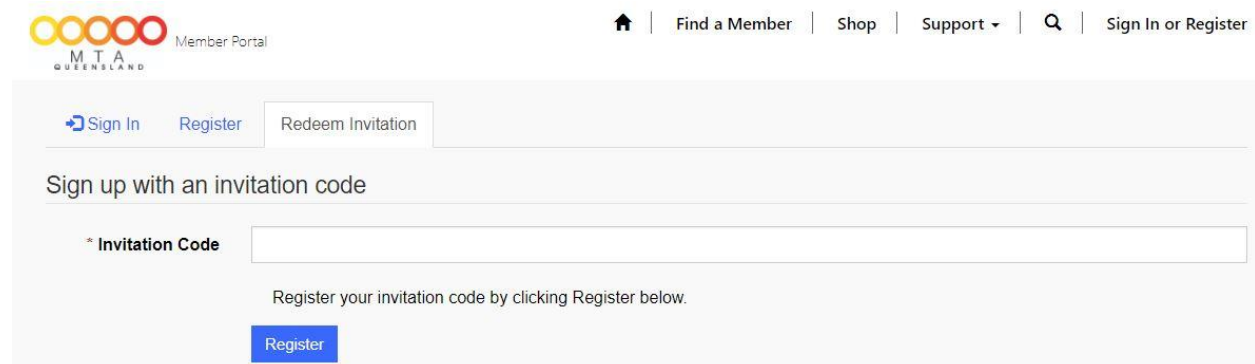
- Corporate Partners
- Divisional Resources & Elections
- Industrial Relations – Awards, Guides, Job Descriptions, Policies, Templates & Legislation
- Industrial Relations Articles
- Industry Insights
- Marketing Resources – logos
- Public Holidays & Trading Hours
- Service & Repair Information
- Tax & Super Newsletters & Tax Tables
- Wages Guides & Fact Sheets
- Workplace, Health & Safety

3. How do I Register or Sign-In to the Member Portal for the FIRST TIME?

If you are a financial member with MTA Queensland and have not signed in to the member portal before check your inbox for a **Member Portal Invitation Code**. If you do not have an invitation code, you will need to contact Member Services on (07) 3237 8777 or email info@mtaq.com.au to be sent an **Invitation to Join the Portal**.

This is an important first step. You will not be able to access any resources without being issued an Invitation Code.

The **Register** option is available for Shop Guests (who are not members).



The screenshot shows the MTA Queensland Member Portal interface. At the top, there is a navigation bar with the MTA Queensland logo, a home icon, and links for 'Find a Member', 'Shop', 'Support', a search icon, and 'Sign In or Register'. Below the navigation bar, there are three tabs: 'Sign In', 'Register', and 'Redeem Invitation'. The 'Register' tab is currently selected. The main content area is titled 'Sign up with an invitation code'. It features a text input field labeled '* Invitation Code'. Below the input field, there is a message: 'Register your invitation code by clicking Register below.' and a blue 'Register' button.

After you have been emailed an **Invitation to join the Portal**, you can **Redeem the Invitation** by clicking the link to **Register** which will take you to the page below.

[Sign In](#)[Register](#)[Redeem Invitation](#)

Register for a new local account

* Email

* Username

* Password

* Confirm Password

Register

The **Email** and **Username** will be pre-populated with your email address. Your email is the original primary email address you used for your MTA Queensland membership application.

Contact the Member Services Team on (07) 3237 8777 or email info@mtaq.com.au if you do not know this email address or if it has been updated.

Create your new **Password** and enter it twice. Passwords must be at least 8 characters. Passwords must contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (symbol).

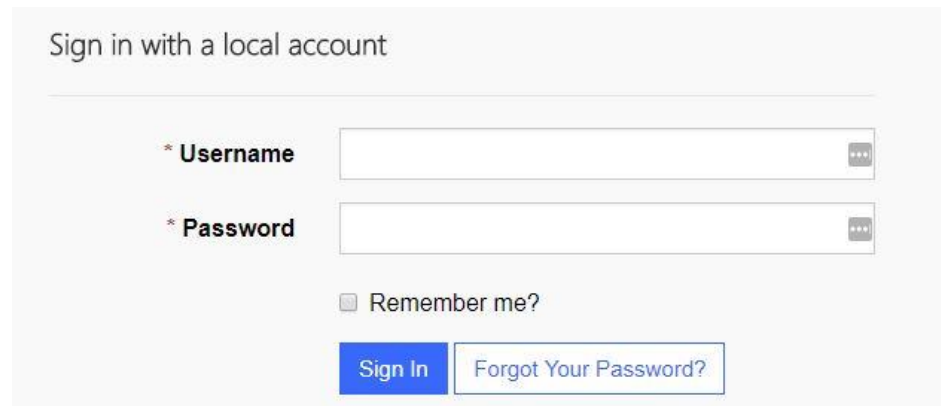
4. Signing-In AFTER Registration

To **Sign In** you will need your **Username** and **Password**.

The **Username** is the original primary email address you used for your MTA Queensland membership application. Contact the Member Services Team on (07) 3237 8777 or email info@mtaq.com.au if you do not know this email address.

The **Password** is the one you created at Registration. If you have forgotten your Password, choose **Forgot Your Password** to receive an email with details on how to reset your password.

Tick the check box **Remember Me** to save your **Username** and **Password** details for an easier login process. This is important as future links to the Member Portal will be easier to access.



Sign in with a local account

* Username

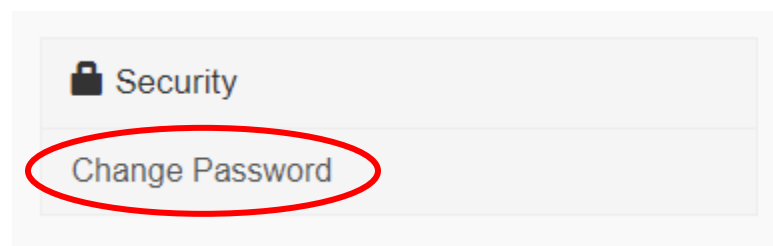
* Password

☐ Remember me?

[Sign In](#) [Forgot Your Password?](#)

5. How do I change my Password?

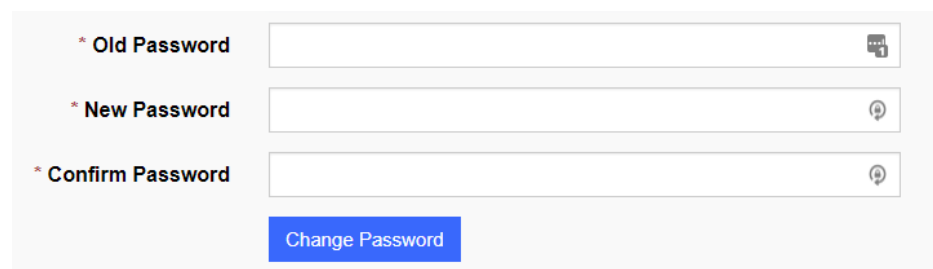
Under your Signed In name in the menu bar, choose **Profile** then **Change Password**.



The screenshot shows a 'Security' section with a padlock icon. Below the title, the 'Change Password' link is circled in red.

Enter your old Password and your new Password twice.

Passwords must be at least 8 characters. Passwords must contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (symbol).



* Old Password

* New Password

* Confirm Password

[Change Password](#)

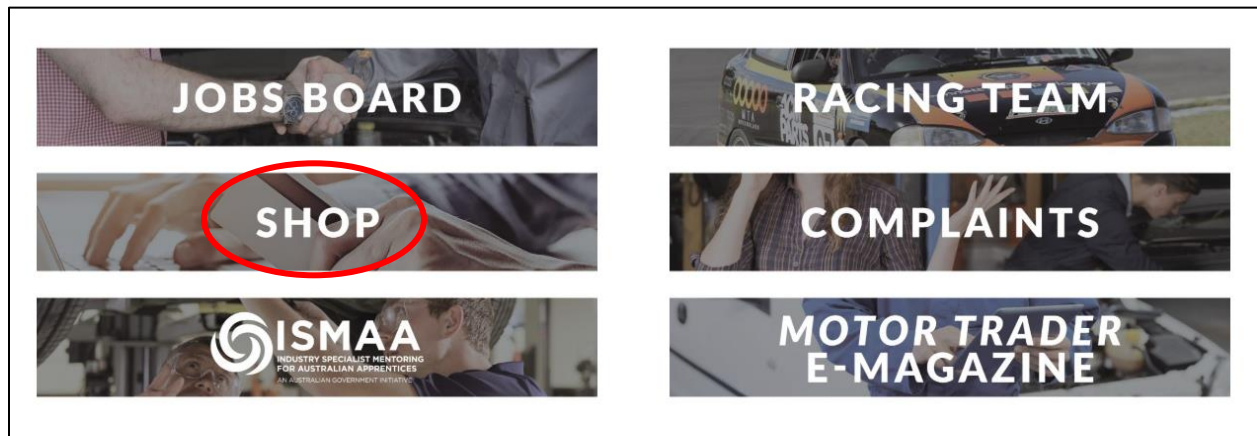
Shop

The MTAQ Shop is an online store with a range of stationery, signs and other equipment designed to service a MTA Queensland Member Business. To view the shop's products, select **Shop** from the menu bar in the Member Portal OR from the button on the front of the website.

Member Portal



MTA Queensland Website



1. How can I purchase as a Member?

Members can **Sign In** and access the Shop through the Member Portal. You must be signed in to receive the member discount.

2. How can I purchase as a non-Member?

Choose **Register** to make an account, which will allow you to purchase from the shop. It is recommended that you keep your email address and username as your primary email address.



A screenshot of the MTA Queensland website registration form. At the top is the MTA Queensland logo. Below it are three tabs: 'Sign In' (active), 'Register', and 'Redeem Invitation'. The main heading is 'Register for a new local account'. The form contains four required fields: '* Email', '* Username', '* Password', and '* Confirm Password', each with a text input field and a small icon to its right. A blue 'Register' button is located at the bottom of the form.

3. How do I buy items and pay?

Select your items and add them to your cart.

Click the shopping cart in the navigation bar to view your items. After making payment, you will be emailed an invoice.

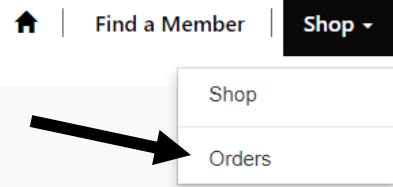


Home | Find A Member ▾ | Shop | My Organisation ▾ | Support |  |  |

If you would like to pick up your purchase from MTA Queensland, you can select **Pick Up** at the checkout which will remove the freight charges.

4. Where are my orders?

Your **Orders** are located under **Shop** in the navigation bar of the member portal.



About MTA Queensland

1. What does the Motor Trades Association of Queensland (MTA Queensland) do?

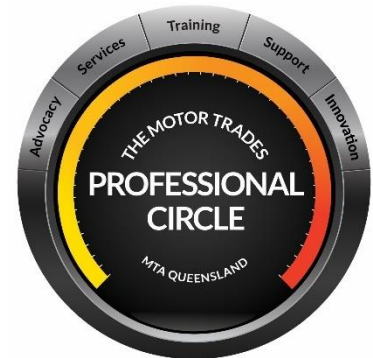
MTA Queensland is the peak industry body representing the interests of automotive employers in the retail service and repair sectors of Queensland's automotive industry. As a member-based non-for-profit organisation, MTA Queensland works closely with governments both state and federal and other decision makers, to shape policy development and ensure positive outcomes for the industry.

2. What are the benefits of becoming an MTA Queensland member?

MTA Queensland membership entitles you to all the benefits of being inside the Professional Circle including: Advocacy, Services, Training, Support and Innovation. MTA Queensland has been performing its vital representative role for the automotive industry since 1929. For more information refer to the [Member Benefits Page](#).

3. What is the Professional Circle?

The Professional Circle represents the benchmark of industry standards. The Professional Circle makes a clear distinction between members who are 'inside' the Circle and non-members who are 'outside' the Circle. Being inside the Circle represents 'Proof of Professionalism' and peace of mind for consumers. For more information refer to the [Professional Circle Page](#).



4. How do I become a member?

Contact our Member Services Team on (07) 3237 8777, email info@mtaq.com.au or complete the online [Membership Fees Quote Form](#)

5. I am a MTA Queensland member and I would like to display the MTA Queensland logo and Professional Circle at my business.

As a MTA Queensland member we encourage you to display the **MTA Queensland logo** along with the **Professional Circle logo** to represent your commitment to 'Proof of Professionalism'. High-res MTA Queensland logos can be found in the Member Portal Marketing Resource section which members are encouraged to use. Stationery, signs and other personalised member items can also be purchased from the MTA Queensland Shop.

6. I have a problem with the automotive business I have been dealing with, can MTA Queensland help?

MTA Queensland is not a regulatory authority however we do represent individual Motor Industry businesses that are members of our Association in the capacity of facilitating complaints. Refer to the [Consumer Complaint Process Page](#) for more information. This area can also be accessed from the front of the website.



7. What is the MTA Institute?

The MTA Institute (MTAI) is the largest private provider of automotive apprenticeships and training in Queensland (RTO No. 31529). The MTAI trains approximately 1,800 automotive apprentices and trainees throughout Queensland. For more information refer to the website www.mtai.edu.au

8. What is the MTAiQ?

MTAiQ is Australia's first automotive innovation hub, developed by the Motor Trades Association of Queensland (MTA Queensland). Born out of necessity in response to innovation and digital disruption, MTAiQ is an eco-system that supports innovative solutions for the automotive industry. For further information refer to the website www.mtaiq.com.au