How to change your notification preferences

This is a guide to managing notification preferences in the member portal. We recommend keeping notifications switched on to ensure you do not miss important updates about new and open complaints at AFCA. However, we understand each member has different operational processes. If you choose to turn off notifications, it is important to regularly log in to the portal to view new complaints and actions.

Log in to the portal

1. Log in to the member portal. You will be prompted to complete multi-factor authentication.

Select your profile

2. On the home page, navigate to your name located in the top right corner of the screen.

3. Click on your name and click 'Profile' from the drop-down menu.

4. Scroll down to 'Portal Notification Preference'.

Portal Notification Preference

Email	⌄

Select your portal notification preference

5. Select your portal notification preference. You can choose how AFCA sends you notifications – either by email or SMS, or you can turn off all notifications.

6. Click 'Update' at the bottom of the page to save your preference. You can come back to change your notification preferences at any time.