

Renewing your membership online

If you're a member of IOSH, we'll let you know when your membership is due for renewal. Just log in above and if it's due for renewal you'll get a pop-up box asking you to renew. You'll also see a 'Renew now' link in the 'My details' box on the MyIOSH page when you're logged in.

When you renew online you'll be able to change your membership details (like the groups you're a member of), pay securely with a credit or debit card at a time to suit you, and get an immediate online receipt which you can print or save.

FAQs

[Why can't I log in to the website?](#)

[What do I do if I can't remember my password or email address to log in?](#)

[When I log in I don't get the pop-up message asking me to renew – what's wrong?](#)

[I haven't got a credit or debit card and need to renew my membership, what should I do?](#)

[I don't want to pay now, or I don't want to pay online – how do I get rid of the renewal pop-up?](#)

[My membership was due for renewal some time ago... I think it may be lapsed now. How do I renew?](#)

[Do you have more questions about renewing online?](#)

Why can't I log in to the website?

There are two main reasons why you may not be able to log in. These are:

- You haven't registered with the website. [Register now](#) and register with your membership number and the main contact email address that we hold for you.
- You're entering a different email address or password to the one we hold. The email address that you use must be the main one which we hold for you. To change this you'll need to [contact the Membership Department](#) on +44 (0)116 350 0800 with your membership number. To change your password, please go through the [Forgotten Password](#) process to reset your password online.

What do I do if I can't remember my password or email address to log in?

The email address that you use to log in will be the main one that we hold for you, and that emails like *Connect* get sent to. If you can't remember your password please use the [Forgotten Password](#) process to reset your password online. If you're still having difficulties please contact the [Membership Department](#) on +44 (0)116 350 0800 with your membership number for help.

When I log in I don't get the pop-up message asking me to renew – what's wrong?

There are a few different reasons why you may not be seeing the pop-up message. These include:

- Your membership isn't due for renewal or you pay by Direct Debit.
- You didn't renew in time so your membership has become lapsed. [Get in touch with the Membership Department](#) on +44 (0)116 350 0800 with your membership number to talk about your options.
- You clicked on 'Renew later' last time the pop-up box came up, hiding it for seven days. You can still renew by clicking the Renew Now link on the MyIOSH page.
- You've registered without your membership number and with a different email address to what we have for you. This means the website won't know that you're a member. Check in MyIOSH to see if your membership details are there. If they aren't, [contact the Membership Department](#) on +44 (0)116 350 0800 with your membership number for help.

- You're not a member – [join us](#) today.

I haven't got a credit or debit card and need to renew my membership, what should I do?

To renew your membership online, you'll need one of the following credit or debit cards:

- MasterCard
- JCB
- Visa
- Maestro

Unfortunately we don't accept American Express, Laser or Diners Club cards.

If you don't have a card that you can use to renew online, there are other ways to pay, like cheque, Direct Debit or bank transfer. Have a look at your renewal form or [contact us for more details](#).

I don't want to pay now, or I don't want to pay online – how do I get rid of the renewal pop-up?

The renewal pop-up message will keep appearing until you renew your membership. It won't appear if you have a Direct Debit set up. Clicking 'Renew later' on the pop-up message will hide it for seven days.

My membership was due for renewal some time ago... I think it may be lapsed now. How do I renew?

All memberships automatically get suspended three months after their renewal date. If you're looking to pay more than three months after your membership was due, you'll need to [contact the Membership Department](#) on +44 (0)116 350 0800 with your membership number to talk about your options.

Do you have more questions about renewing online? Please [contact the Membership Department](#) on +44 (0)116 350 0800 with your membership number.