

Frequently Asked Questions for THJA Membership Accounts & Renewals

Q	I have forgotten my login or password. How can I reset it?
A	Please reset your password using the “Reset Password” function on the THJA website. If you cannot remember your username, your email address will also work as your username. If you didn’t verify your email address when you set up your account you will not be able to access this function.
Q	I just created an account and paid for my membership, but now I cannot login to retrieve my card.
A	Please check the junk folder of the email address you used to set up your account. There will be an email there asking you to verify your email address. Once you have clicked through on that link, you will be able to access your account.
Q	I keep trying to use my VISA Debit card to pay for membership and it is getting rejected. OR I do not have a credit card, how can I pay for my membership?
A	At this time, our system will only accept regular VISA and Mastercard payments. We can accept e transfers if necessary, but you must speak with the office to make arrangements. You may also send a cheque for payment, but your membership will not be valid until the cheque has cleared.
Q	I couldn’t access my account and I’ve forgotten my login details from the last time I renewed a THJA membership so I created a new account, but now I’m blocked from the system. Help!
A	Please do not create multiple accounts using the same email address. The system will then block you and you’ll need to contact the office during business hours to get unblocked. If you are having trouble accessing a previous account please email membership@thja.ca for assistance instead of creating a duplicate account.
Q	I no longer have access to the email address I used to set up my THJA account and the system will not allow me to change it. Should I create a new account?
A	Please do not create a new account. Send us an email at membership@thja.ca with your old email address and your new email address and we will make the change on your existing account.



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