

## OPEN LETTER TO EQ MEMBERS RE EQUNECT

Dear Members

On behalf of the Board and Staff of Equestrian Queensland I would like to thank you all for your patience and perseverance with this year's membership renewal process and the introduction of the *Equnect* platform.

While we have had a considerable number of new and existing members successfully complete their profile and pay their membership online, we are also aware that a number of users have encountered difficulties in completing the same process.

We would encourage all users to please contact the office should you encounter any difficulty in setting up your profile, importing horses or have issues with any other service you wish to avail yourself of via *Equnect*. The office to date has been able to resolve almost all member issues when contacted and if unable to do so has been able to give the member some direction as to when we may be able to resolve the particular matter.

A help desk system, as well as the office staff, are in place to assist any of you that are unable to complete your transaction and step you through process required in setting up your profile and paying fees. Please use either or both these means of ensuring you establish your profile and pay your membership

The *Equnect* system, has encountered some bugs as many new online systems do, but this system over time will be of huge benefit to the sport and its members and while some of you may not recognize this at this time as we all work through this process, the later stages of development will bring online many additional tools that we are sure members will enjoy using, not to mention the ease it will provide to all in terms of event entry and recording of results, amongst other things.

EQ and EA are working closely together on this project as part of the sports overall management system and wish to assure you that all is being done to rectify the bugs you have experienced, so that future use of the platform is a pleasurable and easy to navigate process.

Thanks also must go to Rob, Sam and the staff in the EA office, in assisting members resolve issues as promptly as possible, in addition to the liaison they have taken on with EA as we all work together to bring the platform online in as effective manner as we can.

Thank you again for your efforts and perseverance in working with us on this project and please do not hesitate to contact the office for any assistance you may require.

Peter Toft  
Chair  
Equestrian Queensland



**EQUESTRIAN  
QUEENSLAND**  
ABN 79 598 544 242

Sports House South  
Level 2  
866 Main St  
Woolloongabba Qld 4102  
PO Box 1358  
Coorparoo DC Qld 4151  
P 07 3891 6611  
F 07 3891 3088  
E [efaq@efaq.com.au](mailto:efaq@efaq.com.au)

[www.qld.equestrian.org.au](http://www.qld.equestrian.org.au)

