

:: Membership Renewals ::

PLEASE FOLLOW THE INSTRUCTIONS BELOW STEP BY STEP!

If you try to 'figure it out' you'll end up doing it incorrectly, so stick to the instructions please!

(1) **Look in your inbox** - Find the email from BigTent that has the subject line “*Renew your membership to Doha Mums*” or “**REMINDER* Complete your Doha Mums renewal*”. Inside the email there is a link to “**complete your Doha Mums renewal**”. If you have a U.S. credit card or PayPal then you can click on that link to take care of the membership fees on BigTent.com; upon doing so your membership will be finalized and you are done.

(2) **Don't have a U.S. credit card?** - if you do NOT have a U.S. credit card or PayPal then please **SAVE THE EMAIL FROM BIGTENT** (described above in Step 1). **Then go to dohamums.com > my DM > Pay Membership fees**, where you can use ANY credit card via our payment processor, XING. (Note: type “none” for the Postal Code unless you have a U.S. address.)

READ THIS: The XING receipt will show a membership end date that does not correspond to your actual membership. **IGNORE** this date - your membership begins on the date that your payment is registered with BigTent (see below), not the date shown on the XING receipt.

YOU ARE NOT DONE YET!

(3) **Register the payment to finalize your renewal** - **Go back to the email from BigTent** – the one described in Step 1 above. Click on the link inside that email that asks you to “complete your Doha Mums renewal”, which will take you to BigTent payment page. Select the button for “offline payment”; then select “already paid on dohamums.com” from the dropdown box and submit the payment registration. Please do this only once.

Our Membership Manager will review your payment registration. Renewals are generally finalized within 48 hours.

:: Having problems? Troubleshoot here! ::

My membership renewal link has expired

Please go to bigtent.com and make sure you are logged out of BigTent completely. You can tell by looking in the upper right corner. If it says “sign out” then please click on that link. Then go to dohamums.com > my DM > Join and start the registration process as a new member. You do NOT need to attend another event; this simply reactivates your renewal process. Continue through the screens as prompted until you reach the “Pay Dues” page. At this point you will follow the general renewal instructions above starting with Step 1.

I don't have a credit card

You may ask a friend to pay on your behalf with their credit card. Alternatively, you may pay one of the New Arrivals Coffee hostesses, noting that a QR20 "convenience fee" will also be collected. **You must still complete Step 3 above to register your payment!**

I can't remember my password, and the website won't let me reset it

Go to the BigTent login screen. Click on the BigTent logo in the upper left corner of the screen. On the next screen look in the very top, top right corner and click on "sign out". Once you are signed out click on "sign in". This will take you back to the login screen, where you'll be able to input your email address and request to reset your password.

My credit card won't work on the website

BigTent.com ONLY takes U.S. credit cards. Please go to dohamums.com > my DM > Pay Membership Fees; all credit cards are accepted on this website. See the general instructions above for more information.

I paid by PayPal but still don't have access

Many PayPal accounts do not work with BigTent, so if you don't have access it means that your payment did not go through. Feel free to double-check your bank and/or credit card activity to confirm this and then follow the general instructions above to renew using a credit card.

I can't find my renewal email (or never received it)

Please search your inbox and spam folder for the subject line "Renew your membership to Doha Mums". If you are able to find the renewal email then follow the general instructions on the previous page.

If you are not able to locate the renewal email, then try logging onto BigTent and look for the red text just above the two adverts on the right that says "**you have _ alerts**". Click there, then click on "enrollments" and then click on "continue". This will take you to the membership form, which you can update if needed. Continue through the process until you reach the "Pay Dues" page and then follow the instructions on the previous page starting with Step 2.

Our Membership Manager will review your payment registration. Renewals are generally finalized within 48 hours.

Still need help? Contact us at membership@dohamums.com.