

## Renewal FAQ: Memberships

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### Q: How do I renew my membership?

A: Please sign in by clicking [here](#) and for assistance please see our renewal guide [here](#).

### Q: I am trying to renew but received an error message saying that a person with the same name and date of birth already exists.

A: The system recognises you as a past member and you will have to [sign in](#) to renew. You may have been a member a number of years ago so don't hesitate to contact us if you need your email address updated etc.

### Q: What should I do if I am having issues logging in?

A: Make sure you are using the correct **email address** and contact us [here](#) if you are unsure of it or need it changed.

If you are having problems with the **Google Authenticator** code, please follow the guide at the bottom of the page or contact the membership team [here](#) and we will reset it for you.

### Q: I want to renew and join a new club/not be a member of any club.

A: You will have to complete a club transfer in your current or inactive Cycling Ireland membership, please see the following guide [here](#). If you would like to join a club and are currently 'un-attached', please follow the transfer guide as well.

**Important to Note:** When registering for events on Eventmaster, you may notice that there is an option to purchase a 'New Leisure Membership'. This option is available for those who have **not** been a member of Cycling Ireland before. **Renewing** members must sign in [here](#) through Cycling Ireland.

### My Google Authenticator codes don't work

It may be because the time isn't correctly synced on your Google Authenticator app.

To set the correct time:

1. On your Android device, go to the main menu of the Google Authenticator app.
2. Tap More and then Settings and then Time correction for codes and then Sync now.
3. On the next screen, the app confirms the time has been synced.
4. You should be able to sign in.

The sync will only affect the internal time of your Google Authenticator app and will not change your device's Date & Time settings.