



Membership Fee Related Questions

Q1: Can I get a free EHA membership?

Answer: EHA offers a trial membership option that allows for 60 days of free access to selected courses on EHA Campus and the European Hematology Curriculum. All memberships are paid for.

[Sign up for Trial membership](#)

Q2: How can I pay my EHA membership fee online?

Answer:

To pay your membership fee online:

1. Log in to your "[MyEHA account](#)" on the EHA website.
2. Navigate to "Membership" and then "Orders & Payments".
3. Select this year's fee and click the "Pay" button.
4. Agree to EHA's Terms & Conditions and click "Pay Online" to complete your payment

Please make sure that you follow the advice below during the transaction:

1. Please clean the browsing history and cookies on the browser you use.
2. Ideally, please use Chrome in Incognito Mode.
3. When you type the address or other details can you please avoid using any symbols such as (, - '^&) the system sometimes cannot process them.
4. Please make sure that you complete all the fields with the required details.
5. Kindly Make sure that the card you are using has adequate funds.

In addition, we've created [video instructions on how to complete the membership payment](#). These instructions are also attached to the email.

Q3: What should I do if my online payment is not working?

Answer: If you are experiencing difficulties with online payment, you can pay via bank transfer. We've made it easy for you to obtain a copy of your invoice or receipt directly from your MyEHA account to complete the bank wire payment. Here's how you can download it:



Access Your Account:

Visit our website at www.ehaweb.org.

Click on the 'Login' button located at the top right corner of the homepage. After logging in, the 'Login' button will transform into 'MyEHA.' Click it to enter your account.

Download Your Invoice:

On your account dashboard, select 'Orders & Payments' from the left sidebar. Locate this year's fee entry. Next to the balance, you'll find a download icon. Click on this icon to download a copy of your invoice.

After you complete the payment via bank transfer, please share the proof of payment with us so that we can update the system and activate your account. Please include your membership number or full name in the payment description.

Q4: What if my payment has not been received?

Answer: If your payment has not been recorded, please provide proof of payment such as a transaction receipt or bank statement. We will verify the details and activate your account accordingly

Q5: What if I get an error for my subscription payment as follows:

(1/1) ClientException

```
Client error: `POST https://euha.chargebee.com/api/v2/hosted_pages/checkout_new_for_items`  
resulted in a `400 Bad Request` response:  
{  
  "message": "customer[id] : The customer [REDACTED] already has a subscription.",  
  "type": "invalid_request",  
  "api_error_code": "(truncated...)"  
}
```

Answer: You will receive a separate email with a link to proceed with payment that looks like this:



Your EHA membership payment is pending

Dear [REDACTED],

We noticed a pending payment for your EHA membership. Settling this payment ensures your continued access to a global community of hematologists and our exclusive resources.



Pay Now

The provided link is valid for 5 days. Feel free to reach out if you have questions or need further assistance at membership@ehaweb.org.

Kind regards,

The EHA Membership Team

View payments, update them or manage your account on your customer portal.

[Log into your account now](#)

Please note that this link will expire so please proceed as soon as possible. If you do not see the email, please check the junk folder.

Q6: How can I download my EHA invoice or receipt?

Answer: You can download your invoice or receipt from your MyEHA account by:

1. Logging in to the EHA website.
2. Clicking on '[MyEHA account](#)' after logging in.
3. Selecting 'Orders & Payments' from the left sidebar and downloading the invoice

Membership Access/Details

Q7: How do I access my MyEHA account?

Answer: To access your MyEHA account:

1. Visit the EHA website and click on the 'Login' button.



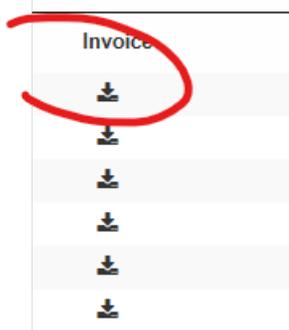
2. Once logged in, the 'Login' button will change to '[MyEHA account](#)' which you can click to access your account

Q8: What should I do if I forgot my password?

Answer: If you forgot your password, click on the 'Reset my password' button on the login page and follow the prompts to reset your password. Please choose a strong password that is 9-11 characters long, including uppercase letters and symbols. To setup your password, please click on the following [link](#). You can then log in here: [Login \(ehaweb.org\)](#)

Q9: How can I find my EHA membership number?

Answer: Your EHA membership number is accessible through your 'MyEHA' account in the "Orders and Payments" section. You can also find it on your invoice. You just need to click on invoice and download it:



Membership Cancellation

Q10: How can I cancel my EHA membership?

Answer: To cancel your EHA membership, contact our Membership team within the designated renewal period from November 1st to November 30th. Include your full name and MyEHA number in your cancellation email

EHA 2025 Congress

Q11: How can I become a member and attend the EHA Congress?

Answer: You can register for EHA membership using the EHA Member Registration Form and apply for Congress registration through the provided link [Register for EHA2025](#). Please note that if you paid for Congress as a



member, your membership fee should be settled as well. Congress fee is a separate fee from membership fee.