

FAQs for Members

Do I need to wait for my membership to be processed before I can start using my benefits? If you purchased your membership online, you should receive immediate online access to SOM resources and member benefits.

How long does it take for my membership to be set up? Once your application has been received, it will be processed immediately. The SOM membership team will send you a membership welcome pack within 6 weeks. If the membership team have any queries about your application, they will be in touch to clarify details before your membership is approved.

How do I renew my membership? You will receive a renewal notice 8 weeks before your renewal date. After this date, you can sign into your online account and renew online or email membership@som.org.uk

How do I cancel my membership? Your membership will lapse if you do not renew it but please let us know by emailing membership@som.org.uk.

On my online account, it says my subscription is set to automatically renew. How can I change this? If you paid by Direct Debit, your membership subscription is set to auto-renew at the time of renewal. If you would like to change this, email membership@som.org.uk

How can I make changes to my membership, such as changing my payment method or grade? To change your payment method or membership grade please email membership@som.org.uk

I am a full member but not receiving the Journal of Occupational Medicine – what shall I do? Please email membership@som.org.uk

Can I claim tax relief on my membership? If you are a UK taxpayer, you may be eligible to claim between 20-40% of your membership subscription from HMRC. You may also be able to backdate your claim for previous subscriptions. Further information on making a claim is available on the HM Revenue and Customs website.

I am moving or returning from overseas, how will this affect my membership? We can adjust your membership accordingly to reflect your circumstances, email membership@som.org.uk

How can I change my email address? If you would like to change the email address you have registered with on the website, you are able to do this yourself in the 'user details' section of the members area <https://www.som.org.uk/member/home>

How can I update my personal details and contact preferences? You can do this at any time by logging into the website and going to the 'user details' section of the members area <https://www.som.org.uk/member/home>

Can I cancel or make changes to my event booking? No refunds can be given on cancellations made less than four working days before the meeting. Delegate substitutions are possible – do let us know at admin@som.org.uk To make a cancellation or changes to your event booking, please email admin@som.org.uk

How can I get my CPD certificate? If you attended an event which is CPD accredited, you will be sent a CPD certificate. Please note that the certificates only become available after the event has passed.

I have booked an event on behalf of someone else, but I have not received an event confirmation email. Why? The confirmation email is sent to the email address you entered for the delegate at the time of your booking. This is so that we can make sure they receive all the event details in advance contact admin@som.org.uk

I haven't received my event confirmation – what should I do? If you have booked an event and have not received an email from us confirming the booking, please contact admin@som.org.uk

I have booked for a webinar; how do I watch the meeting? You will receive an email before the webinar is due to begin. This will include a link to join the webinar.