

## 10.2 Members Portal

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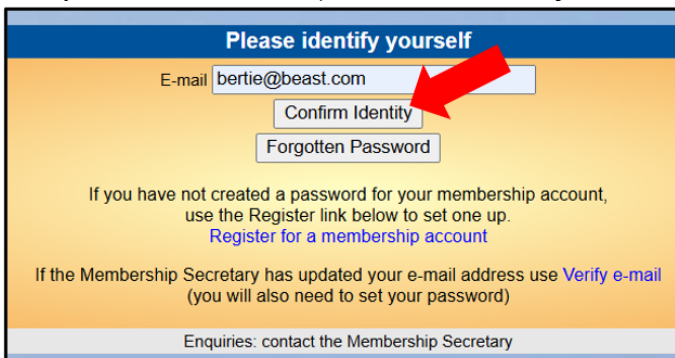
If you are a u3a member you can access the **Members Portal** where you can typically see information about your u3a's Interest Groups and Calendar, view and update your contact details and renew your membership online (as long as your u3a has enabled these features).

The first time that you access the Portal you will need to register for an account as described in [section b](#)) below. This is a one-off requirement - thereafter signing in to the Members Portal is by entering your email address and a password only.

### a) Signing-in to the Portal

Your u3a should have provided a link to access the Members Portal sign-in page (probably on your u3a website or in an email to members). If you have already registered for a Portal account:

1. Enter your email address and press **Confirm Identity**:



**Please identify yourself**

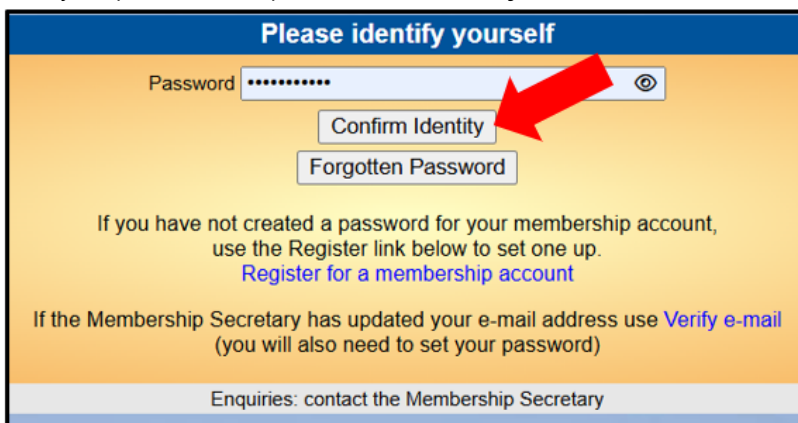
E-mail

If you have not created a password for your membership account, use the Register link below to set one up.  
[Register for a membership account](#)

If the Membership Secretary has updated your e-mail address use [Verify e-mail](#) (you will also need to set your password)

Enquiries: contact the Membership Secretary

2. Enter your password and press **Confirm Identity**:



**Please identify yourself**

Password

If you have not created a password for your membership account, use the Register link below to set one up.  
[Register for a membership account](#)

If the Membership Secretary has updated your e-mail address use [Verify e-mail](#) (you will also need to set your password)

Enquiries: contact the Membership Secretary

After signing in you will be able to do some or all of the following depending on what your u3a has enabled:

Renew and pay for your Membership, as described in [10.2.1](#)

View information about your u3a's Interest Groups and add or remove yourself to/from Groups, as described in [10.2.2](#)

View your u3a's Calendar of meetings & events and create your own personalised calendar for the Groups that you belong to, as described in [10.2.3](#)

View and update your Personal Details. Upload your photo (to be used on your membership card), as described in [10.2.4](#)

Order a replacement Membership Card, as described in [10.2.5](#)

The screenshot shows a user interface for Bertie Beast. At the top, a blue header contains the text "Good afternoon, Bertie Beast" and "Your membership continues until 1st June 2025". Below this is a dark blue bar with the text "Select an option". The main content area has a yellow-to-orange gradient background and lists four options: "BT1829 - Demoton u3a groups", "Calendar of meetings and events", "Update your personal details", and "E-mail Replacement Membership Card". At the bottom, a grey bar contains the text "Enquiries: contact the Membership Secretary".

## b) Registering to use the Portal

The first time you access the Portal you will need to register as follows:

1. Before you start make sure you have your membership number to hand - it is shown on your Membership Card, or contact your Membership Secretary. Your u3a should have provided a link to access the Members Portal sign-in page (probably on your u3a website or in an email to members). Enter your email address and press **Confirm Identity**:

The screenshot shows a registration form titled "Please identify yourself". It features an "E-mail" input field containing "bertie@beast.com", a "Confirm Identity" button, and a "Forgotten Password" button. A red arrow points to the "Confirm Identity" button. Below the buttons, there is instructional text: "If you have not created a password for your membership account, use the Register link below to set one up. [Register for a membership account](#)" and "If the Membership Secretary has updated your e-mail address use [Verify e-mail](#) (you will also need to set your password)". At the bottom, it says "Enquiries: contact the Membership Secretary".

*If your email address does not match that held on your u3a's records, you will be asked to check your email address and try again:*

The screenshot shows a dark grey "Notice" dialog box with a close button (X) in the top right corner. The text inside reads: "Your email was not recognised. Please check your email and try again." At the bottom, there is an "Ok" button.

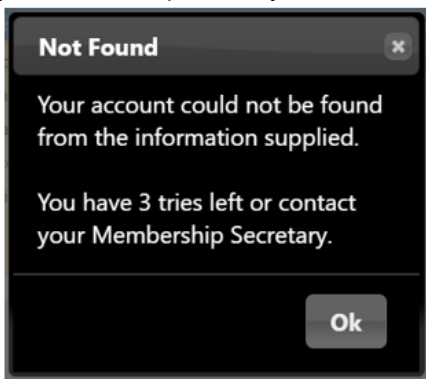
If your email address is still not recognised you will need to contact your Membership Secretary to check the email address held on the system.

If your email address is shared with another u3a member who has previously registered for an account, refer to [section c](#) below.

2. Type in your Membership number, Forename (or Familiar Name), Surname, Post Code and Email Address, then press

**Confirm Identity:**

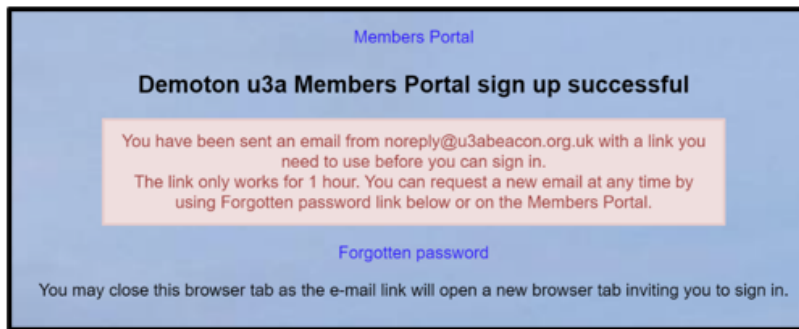
*Note: The details entered have to exactly match those held by your u3a, otherwise you will be prompted to try again or contact your Membership Secretary:*



After correctly entering the required 5 pieces of data you will be asked to create a password of between 10 and 72 characters including at least one upper case, one lower case and one numeric character. Enter your password in the 2 boxes and press

**Update Account:**

3. You will see the following screen confirming that you have been sent an email with a link and that you can close this browser window because clicking the link in the email will open a new browser:



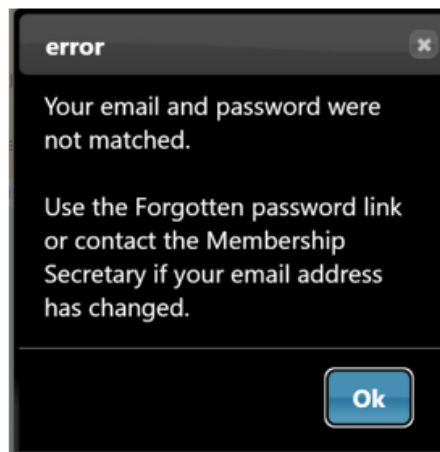
If the email doesn't arrive within a few minutes, check your Spam folder.

*Note: The confirmation email will expire after 1 hour, although you can return to the Members Portal sign-in page and press **Forgotten Password** to request a new confirmation email.*

4. After clicking the link in the email, enter your password and press **Confirm Identity**:

The screenshot shows a login form titled "Please identify yourself" with a blue header. It features a "Password" input field with a masked password "\*\*\*\*\*" and a visibility toggle icon. Below the input field are two buttons: "Confirm Identity" and "Forgotten Password". A red arrow points to the "Confirm Identity" button. Below the buttons, there is instructional text: "If you have not created a password for your membership account, use the Register link below to set one up. Register for a membership account" and "If the Membership Secretary has updated your e-mail address use Verify e-mail (you will also need to set your password)". At the bottom, a footer reads "Enquiries: contact the Membership Secretary".

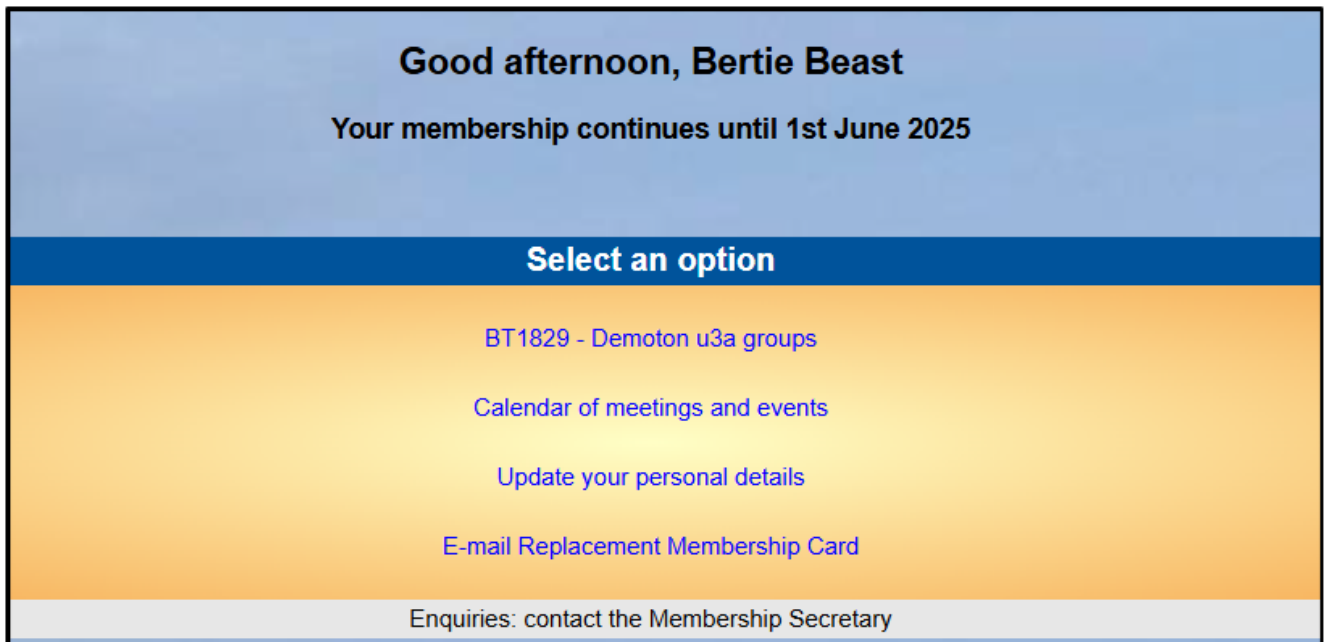
If the details that you entered do not match those held on the system, you will be prompted to use the **Forgotten Password** link



or to contact your Membership Secretary:

*Note that your Membership Secretary can neither see nor set your password.*

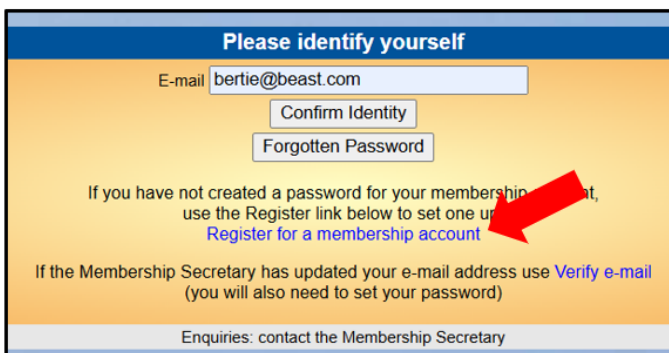
5. After a successful sign-in you will be taken to the Members Portal Home page. The menu choices that you see on the Home screen may vary depending on which options your u3a has enabled.:



### c) Members that share an Email Address & Password

#### Shared email address

When 2 members share an email address, the 1st member may register as described in [section b\)](#) above. However, when the 2nd member wishes to register, they must click the **Register for a membership account** link rather than pressing the **Confirm Identity** button:



After that the registration process continues as described in [section b\)](#) above.

#### Shared password

When 2 registered members share an email address and use the same password, they will be asked to identify which member is signing in by selecting from a drop-down list:



**Please identify yourself**

Select member you want to proceed with  

If you have not created a password for your membership account, use the Register link below to set one up.  
[Register for a membership account](#)

If the Membership Secretary has updated your e-mail address use [Verify e-mail](#) (you will also need to set your password)

Enquiries: contact the Membership Secretary

*Note: it is not good practice to share a password from a security point of view, so it is recommended that members use different passwords when registering to use the Members Portal.*

## d) Changing your Password

If you forget your password or wish to change it, click **Forgotten Password** on the sign-in page



**Please identify yourself**

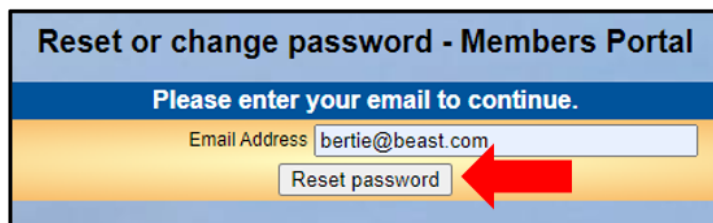
E-mail

If you have not created a password for your membership account, use the Register link below to set one up.  
[Register for a membership account](#)

If the Membership Secretary has updated your e-mail address use [Verify e-mail](#) (you will also need to set your password)

Enquiries: contact the Membership Secretary

Enter your email address and press **Reset Password**



**Reset or change password - Members Portal**

**Please enter your email to continue.**

Email Address

You should receive an email asking you to click a link to re-set your password. If nothing arrives within a few minutes, check your Spam folder.

Clicking the link in the email will take you to a screen where you can specify a new password, before pressing **Change Password**

## e) Changing your Email Address

If you wish to change your email address you have 2 options:

Sign in to the Members Portal using your old email address, select **Update your personal details** and update the email address as described in [10.2.4](#). You will be sent an email with a link you will need to click to verify that you have the correct email address. Your password will remain unchanged, or

Ask your Membership Secretary to update your details on the system. The next time that you wish to sign in to the Portal you will need to click the **Verify e-mail** link on the sign-in page.

This will take you to a **Re-set password** screen and you will need to continue as described in [section d\)](#) above.

## Revision History

v1		Graeme Bunting	First version
v2	2021-08-10	Lyn Bossons	Photo sizing information (part (d)) amended
v3	2022-09-03	Graham Tigg	Mention that familiar name works as well as forename for signing in
v4	2022-09-22	Graham Tigg	More information on the Security Question
v5	2023-04-02	Graeme Bunting	Updated to reflect new signing-in procedure
v6	2023-04-13	Graeme Bunting	Members Portal Overview and video added. Details of how to view your Groups, view the Calendar and update your personal details moved to new sections

			4.2.2, 4.2.3 and 4.2.4.
v7	2023-04-26	Graeme Bunting	Requesting a replacement Membership Card added. Picture of Members Portal Home page updated.
v8	2023-08-28	Graeme Bunting	On registering: "Sign In with membership details" now reads "Register for a membership account"
v9	2023-09-18	Graeme Bunting	Video updated in line with recent changes to the registration process
v10	2024-01-12	Graeme Bunting	Images updated to show changes to the sign-in page. Section e (Changing your email address) updated.
v11	2024-10-24	Graeme Bunting	Updated for new 2 step log-in process