Members Portal

Members Portal Overview

If you are a u3a member you can register to use the **Members Portal** where you can see information about your u3a's Interest Groups, view and update your contact details and renew your membership online.

The first time that you access the Portal you will need to register for a new Members Portal account. This is a one-time requirement - thereafter signing in will be entering your email address and a password. There are detailed instructions, including a video, that explain more about this below.

After registering you will be able to do the following:
- Renew and pay for your Membership Fee
- View information about your u3a's Interest Groups and add or remove yourself to/from Groups
- View and update your Personal Details.

Registering to use the Portal

Before you start would need to know your Membership number, Forename, Surname, Post Code and email address as they are stored in the Beacon database. This information is included on emails that you receive via Beacon from the u3a. Membership number at the top and the other items at the bottom of the emails.

Date: 10/01/2024
Membership Number: 1066

This email is sent to: Mr Colin Hoggins at highpoint@gmail.com (Post Code: RG31 2NX). You are receiving this email because you gave your email address to Basingstoke - Old Basing U3A so that they may contact you via email.

The first time that you access the Portal you will see the following screen. Do not enter an email address or password initially. Click **Register for a membership account.**

Type in your Membership number, Forename, Surname, Post Code and email address, then press **Confirm Identity**

Please make sure you do not inadvertently add trailing spaces in the email address and Postcode, a space after the text, "RG27 1TP ", as the system will reject your entry.

Demoton u3a Members Portal

Please identify yourself

Membership number	666	All fields must be completed
Forename	Bertie	
Surname	Beast	
Postcode	DM4 3GH	
E-mail	bertie@beast.com	

Confirm Identity

- The details entered have to exactly match that held in Beacon. If in doubt, contact your Membership Secretary.
- If you have previously supplied a familiar name (e.g. Ted, Liz), that is also accepted as a Forename.
- If you are unable to sign in to the Members Portal, it may be due to not having JavaScript enabled in your browser. This can be remedied as described at https://enable-javascript.com/

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Note: if you have previously registered for an account and enter the 5 pieces of information again, you will get a message prompting you to use the **Forgotten password** *link or contact your Membership Secretary:*

Demoton u3a Members Portal

You already have a password setup for this e-mail address. If you are having problems use the Forgotten password link or contact the Membership Secretary if your e-mail address has changed.
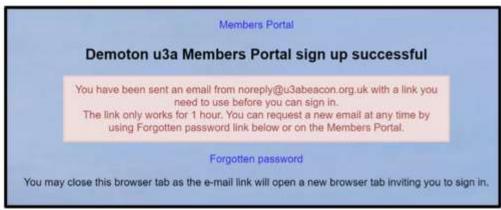
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After entering the required 5 pieces of data and pressing **Confirm Identify** you will be asked to create a password of between 10 and 72 characters including at least one upper case, lower case and numeric character. Enter and confirm your password and press **Update Account**

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.

The confirmation email **will expire after 1 hour**, although **Forgotten Password** can be used to request a new confirmation email.

Clicking the link in the email will take you back to the sign-in screen where there will be a message to say that your email address has been verified.

After entering your email address & password, press **Confirm Identity**

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.

After a successful sign-in you will be taken to the Members Portal Home page

Members that share an Email Address & Password

When 2 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

Demoton u3a Members Portal

Please identify yourself

Select member you want to proceed with | 1272 - Beast, Bertie ▼

1272 - Beast, Bertie
1273 - Beast, Bessie

Confirm Identity

Forgotten password

If you have not created a password for your membership account, please use the link below where you will be able to set up a password to log in with.
Sign In with membership details

Enquiries: onlinerenewals-email@youru3a.org.uk or 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 when 2 members share an email address, they use different passwords when registering to use the Members Portal.

Changing your Password

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

Demoton u3a Members Portal

Please identify yourself

E-mail

Password   ◉

Confirm Identity

Forgotten 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)

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

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**

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 above. You will be sent an email with a link you will need to click to verify you have the correct email address. Your password will remain unchanged.
- 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 above.