



Registering on the Members Portal

Once you are a member of the Basingstoke – Old Basing u3a you will be asked to register to use the **Members Portal**. This is a one-time process. Thereafter, you will be able to sign in using your email address and a password whenever you wish to. The Members Portal will enable you to:


- View information about all our Groups and apply to Join or Leave them at any time
- View and update your Personal Details
- Renew and pay your annual Membership Fee.

Please note that **if you share an email address with another u3a member**, both members must register separately and the process for the second member is slightly different. The instructions for the second member are given at the bottom of the Members Portal Registration web page.

Before you start make sure you have your Membership No to hand and that you will be able to access your email within 1 hour. You will find your Membership No in the confirmation email that you received when you enrolled. It will also appear at the top of the u3a emails that you receive via our Beacon Administration System.

These instructions will have opened in a separate browser window and can be printed if required. Once you have read them you should return to the Members Portal Registration web page at www.basingstokeu3a.org.




1. Click the Members Portal icon  which you will find to the right of Step 3 of the Members Portal Registration web page. The Members Portal Logon screen will appear.
2. **Do not** enter an email address or password. Click the link to **Register for a membership account**.

3. Enter your **Membership Number, Forename, Surname, Post Code and E-mail address** as indicated below.



Basingstoke - Old Basing u3a Members Portal

Register for a membership account and password

Membership number	<input type="text" value="1234"/>	All fields must be completed
Forename	<input type="text" value="Marilyn"/>	
Surname	<input type="text" value="Bennett"/>	
Postcode	<input type="text" value="XX11 4XX"/>	
E-mail	<input type="text" value="myemail@email.com"/>	
<input type="button" value="Confirm Identity"/>		

Points to note:

- If you receive any messages about Invalid Data simply delete the relevant information and re-type it.
- A space must be left between the two parts of the postcode.
- Do not accept the auto-entry details that your device may suggest, as this often includes 'invisible spaces' that may be causing problems.
- The details entered have to exactly match those held in our administration system. If you are told that your information is incorrect or doesn't match please email our Membership Secretary on membership2@basingstokeu3a.org so that your details can be checked against your Member Record.
- If you have tried to register previously you may get a message telling you that you already have a password setup for your e-mail address. In this case you should click the **Forgotten Password** link in the message and you can then choose a new password.



4. IF all your information is accepted you will be asked to **Choose a Password**. This should have between 10 and 72 characters and include at least one upper case, one lower case and one numeric character.



5. **Enter** and **confirm** your password and then click **Update Account**.

6. A message will appear advising you that **you have been sent an email** from NoReply@Basingstokeu3a.org. The email will contain a link which you must click in order to verify your email address. Close the current window and go straight to your Email as the link will **expire after 1 hour**.

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

7. **Open the email** and **click the blue link** to the right of the words **Please confirm using this link**.

You should be returned to the **Members Portal logon screen** where there will be a message to say that your email address has been verified. If you are not returned to this screen it doesn't mean that the verification hasn't worked. You should still be able to logon to the Portal. Just go back to Step 1 of this document to remind you how to access the Members Portal Logon screen.



Please note that the Members Portal Icon also appears at the foot of all of our web pages on www.basingstokeu3a.org.



8. Enter your **E-mail address** and click **Confirm Identity**.

The screenshot shows the 'Demoton u3a Members Portal' with a green message box stating 'Your email address has been verified. You can now use it to login to the members portal.' Below this is a blue header 'Please identify yourself' and an input field for 'E-mail' containing 'myemail@email.com'. There are two buttons: 'Confirm Identity' (highlighted with a red arrow) and 'Forgotten Password'. At the bottom, there is a link to 'Register for a membership account'.

9. Enter your **Password** and click **Confirm Identity**.

The screenshot shows the 'Please identify yourself' form with a password input field containing masked characters. Below the field are 'Confirm Identity' and 'Forgotten Password' buttons. At the bottom, there is a link to 'Register for a membership account' and a note about verifying an updated email address.

Your **Membership Portal Home Page** will appear.

The screenshot shows the home page for 'Marilyn Bennett' with her member number redacted. It states 'Your membership continues until 1st September 2025'. Below a blue header 'Select an option', there are two links: 'Basingstoke - Old Basing u3a groups' and 'Update your personal details'.

If the above screen does not appear your email address was not verified. You will be prompted to use the **Forgotten Password** link to re-set your password and re-verify your email address.

Alternatively, please contact the Membership Secretary on membership2@basingstokeu3a.org.