

10.2 Members Portal

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a) 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 and Calendar, view and update your contact details and renew your membership online (as long as your u3a has enabled these features).

The signing in process has been simplified with effect from April 2023.

The first time that you access the Portal after 18th April 2023 you will need to register for a Members Portal account. This is a one-off 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 in [Section b\)](#) below.

After registering you may 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](#)

b) Registering to use the Portal

The first time that you access the Members Portal after 18th April 2023 you will need to go through a short registration process. This video gives background and context to the topic which is also documented below:

Members portal 2023-04-11



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 log-in page (probably on your u3a website or in an email to members).

The first time that you access the Portal after 18th April 2023 you see the following screen. Do not enter an email address or password initially. Click **Sign In with membership details**



The screenshot shows the 'Demoton u3a Members Portal' login page. It has a blue header with the title. Below it is a blue bar with the text 'Please identify yourself'. The main area is yellow and contains two input fields: 'E-mail' and 'Password'. Below these is a 'Confirm Identity' button and a link for 'Forgotten password'. A red arrow points to the link 'Sign In with membership details'. At the bottom, there is a note about setting up a password and a link to 'Verify e-mail'.

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

The screenshot shows a web form titled "Demoton u3a Members Portal" with a sub-header "Please identify yourself". The form contains five input fields: "Membership number" with the value "666", "Forename" with "Bertie", "Surname" with "Beast", "Postcode" with "DM4 3GH", and "E-mail" with "bertie@beast.com". A note "All fields must be completed" is positioned to the right of the first field. At the bottom, there is a "Confirm Identity" button, which is highlighted by a large red arrow pointing towards it from the right.

If you can't remember your Membership number, it is shown on your Membership Card, or contact your Membership Secretary.

The details entered have to exactly match that held by your u3a. If in doubt, check your Membership Card or 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 log 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/>

Note: if you have already set a password on a previous occasion and you enter the 5 pieces of information again you will get the Please identify yourself screen with a message prompting you to use the Forgotten password link or contact your Membership Secretary:

The screenshot shows a message box titled "Demoton u3a Members Portal". The text inside the box reads: "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."

After entering the required 5 pieces of data and pressing **Confirm Identity** 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**

Demoton u3a Members Portal

You must choose a password to continue.

In future you will only need to login with your email address and password.

In order to proceed with login you must first choose a password.

Passwords should comprise between 10 and 72 characters including at least one upper case, lower case and numeric character. Do not use common words. You may optionally consider using the following special characters: ! @ # \$ % ^ & *

Set password for email address
aeme.bunting@beacon.u3a.org.uk

Password

Confirm Password



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.

Members Portal

Demoton u3a Members Portal sign up successful

You have been sent an email from noreply@u3abeacon.org.uk with a link you need to use before you can sign in.

The link only works for 1 hour. You can request a new email at any time by using Forgotten password link below or on the Members Portal.

[Forgotten password](#)

You may close this browser tab as the e-mail link will open a new browser tab inviting you to sign in.

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 log-in screen where there will be a message to say that your email address has been verified.

Demoton u3a Members Portal

Your email address has been verified. You can now use it to login to the members portal.

Please identify yourself

E-mail

Password 



[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](#)

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.

error

Your email and password were not matched.

Use the Forgotten password link or contact the Membership Secretary if your email address has changed.

Ok

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

[Logout and return to Demoton u3a website](#)

Demoton u3a Members Portal

Good Morning, Bertie Beast

Your membership continues until 1st June 2023

Select an option

[Demoton u3a groups](#)

[Calendar of meetings and events](#)

[Update your personal details](#)

c) 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

[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.

d) Changing your Password

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



Demoton u3a Members Portal

Please identify yourself

E-mail

Password

[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](#)

Enter your email address and click **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**


U3A Members Portal - Restore password

Choose a new password.

Passwords should comprise between 10 and 72 characters including at least one upper case, lower case and numeric character. Do not use common words. You may optionally consider using the following special characters: ! @ # \$ % ^ & *

Password

Confirm 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](#), or

Ask your Membership Secretary to update your details on the system.

With both options 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.

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 logging 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.
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