

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

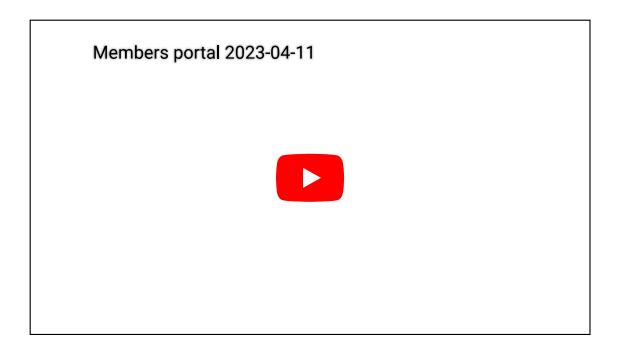
View information about your u3a's Interest Groups and add or remove yourself to/from Groups, as described in 10.2.2

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:



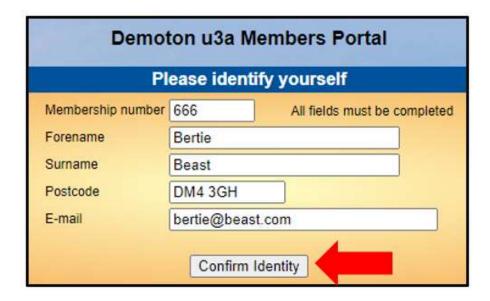
Before you start make sure you have your membership number to hand, it is shown on your Membership Card, or contact your Membership Secretary.

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**



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



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/

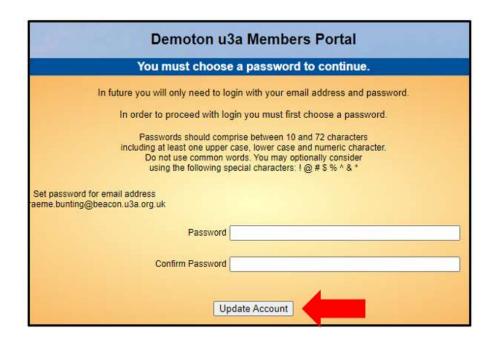
Note: if you have already set a password on a previous occasion and you enter the 5 pieces of information again you will get the Please identify yourself screen with a message prompting you to use the Forgotten password link or contact your Membership Secretary:

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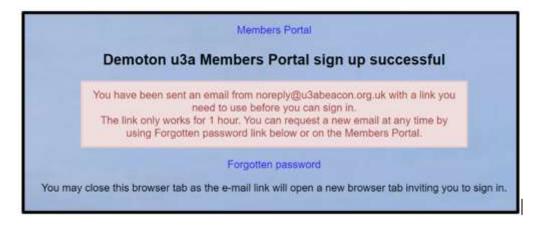
You already have a password setup for this e-mail address. If you are having problems use the Forgotten password link or contact the Membership Secretary if your e-mail address has changed.

After entering the required 5 pieces of data and pressing **Confirm 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 log-in screen where there will be a message to say that your email address has been verified.



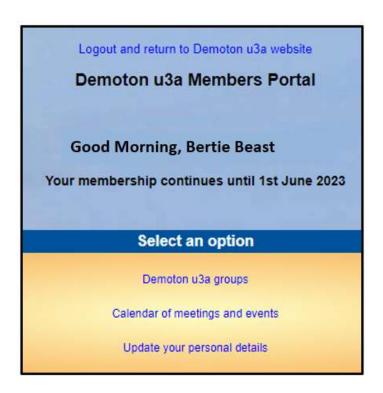
After entering your email address & password, press Confirm Identity

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



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



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

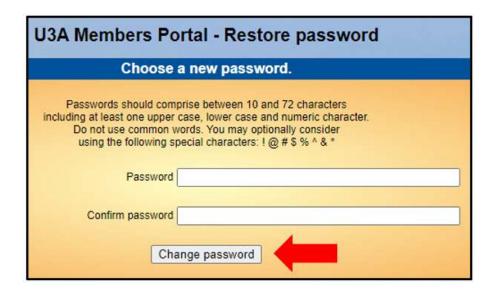


Enter your email address and click Reset Password



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**



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 <u>10.2.4</u>, 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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