

a) Members Portal Overview

If you are a U3A Richmond 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. Later you will be able to renew your annual membership via the portal also.

The first time that you access the Portal you will need to register for a new Members Portal account. This is a one-off requirement - thereafter signing in will be by 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:

- View information about your U3A's Interest Groups and add or remove yourself to/from Groups.
- View your U3A's Calendar of meetings & events and create your own personalised calendar for the Groups that you belong to.
- View and update your Personal Details. Optionally, upload your photo (to be used on your membership card).
- Order a replacement Membership Card.

b) Registering to use the Portal

This video gives background and context to the topic which is also documented below. Note that this video uses a fictional U3A – your own U3A will obviously be shown in your version:

[Members' Portal VIDEO](#)

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](#)

(<https://u3abeacon.org.uk/u3aportal.php?u3a=466&sc=VMQG>)

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

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**

Demoton u3a Members Portal

Please identify yourself

E-mail

Password

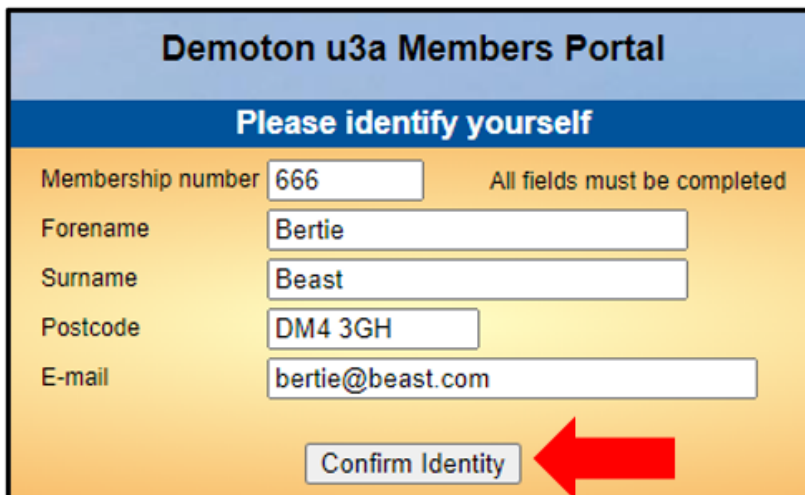
Confirm Identity

Forgotten Password

If you have not created a password for your membership account, use the Register link below to set one.

[Register for a membership account](#)

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



Demoton u3a Members Portal

Please identify yourself

Membership number All fields must be completed

Forename

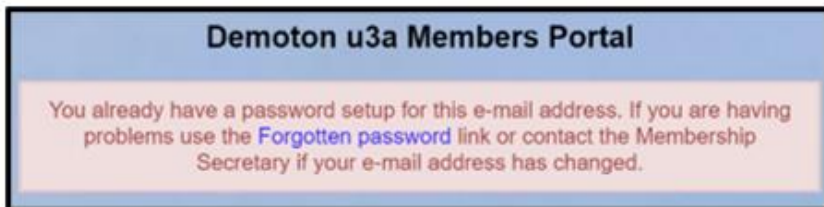
Surname

Postcode

E-mail

- 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 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:*



After entering the required 5 pieces of data and pressing **Confirm Identify** you will be asked to create a password of 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: ! @ # \$ % ^ & *

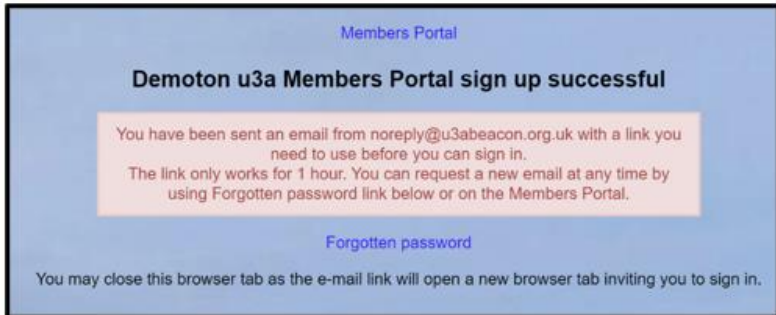
Set password for email address
aeme.bunting@beacon.u3a.org.uk

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.



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**

Demoton u3a Members Portal

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

Please identify yourself

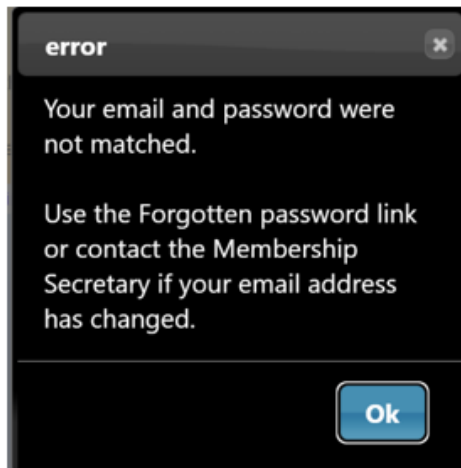
E-mail

Password

[Forgotten password](#)

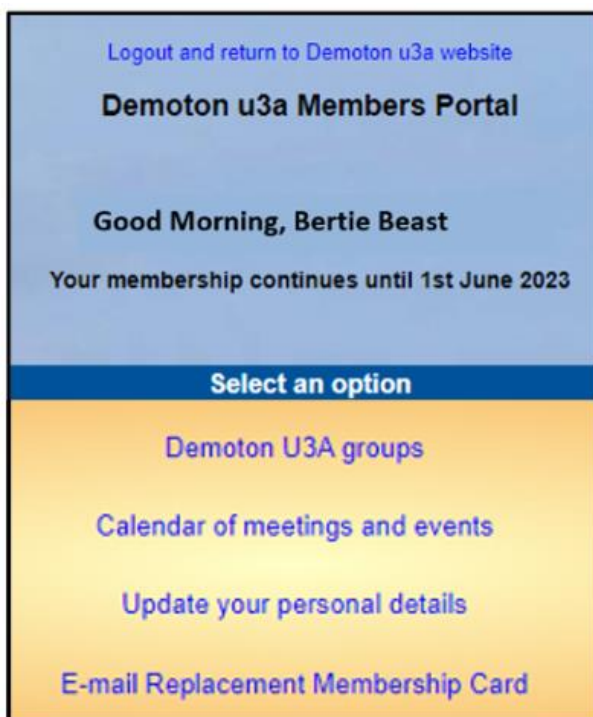
If you have not created a password for your membership account, please use the link below where you will be able to set up a password to log in with.
[Sign In with membership details](#)

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 – JOINT members only

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
- 1273 - Beast, Bessie

[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.

In a future release you will be able to do the following via the Members Portal:

- Renew and pay for your Membership online and receive an immediate receipt.

END OF DOCUMENT

