



Members Portal

If you are a u3a member, you can access the **Members Portal**, where you can typically 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).

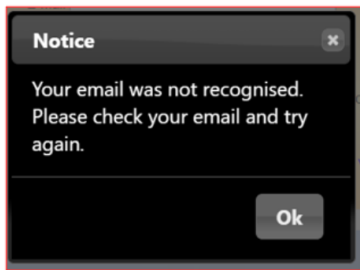
The first time that you access the Portal, you will need to register for an account as described in section a) below. This is a one-off requirement - thereafter, signing in to the Members Portal is by entering your email address and a password only.

a) Registering to use the Portal

The first time you access the Portal, you will need to register as follows:

1. **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 sign-in page (probably on your u3a website or in an email to members). Enter your email address and press **Confirm Identity**:

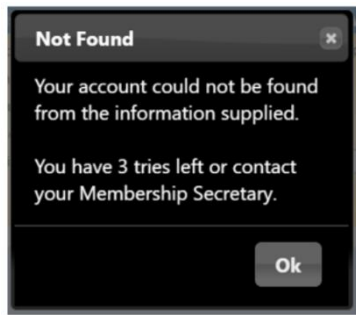
If your email address does not match that held on your u3a's records, you will be asked to check your email address and try again:



If your email address is still not recognised you will need to contact your Membership Secretary to check the email address held on the system.

If your email address is shared with another u3a member who has previously registered for an account, refer to section c) below.

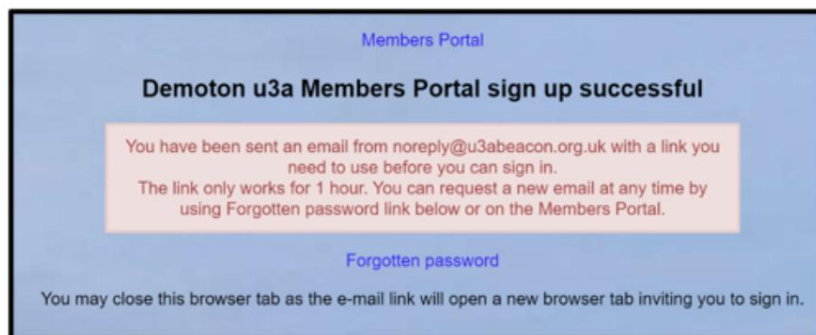
2. Type in your Membership number, Forename (or Familiar Name), Surname, Post Code and Email Address, then press **Confirm Identity**:



Note: The details entered have to match those held by your u3a exactly, otherwise you will be prompted to try again or contact your Membership Secretary:

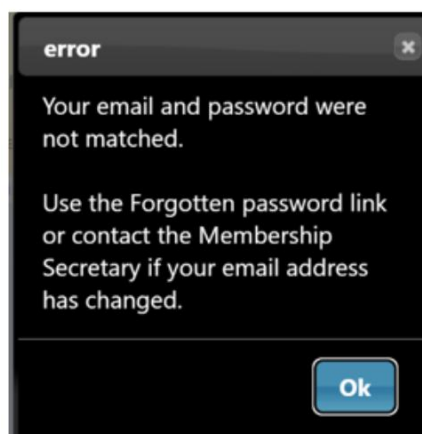
After correctly entering the required 5 pieces of data (as above), you will be asked to create a password of between 10 and 72 characters, including at least one upper case, one lower case and one numeric character. Enter your password in the 2 boxes and press **Update Account**:

3. 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.
*Note: The confirmation email will expire after 1 hour, although you can return to the Members Portal sign-in page and press **Forgotten Password** to request a new confirmation email.*

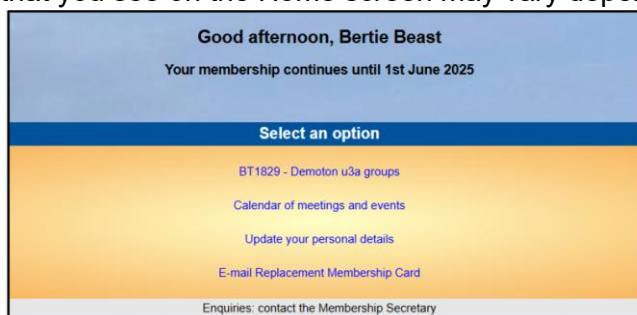
4. After clicking the link in the email, enter your password and press **Confirm Identity**:



*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*

Note that your Membership Secretary can neither see nor set your password.

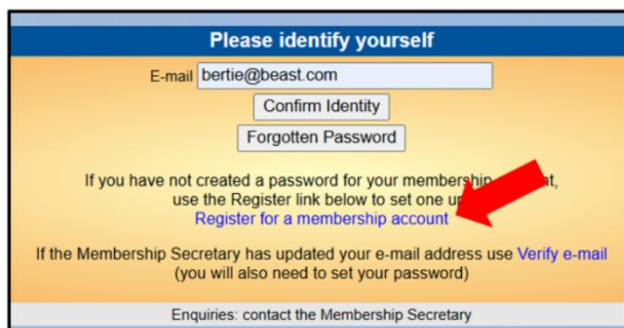
5. After a successful sign-in, you will be taken to the Members Portal Home page. The menu choices that you see on the Home screen may vary depending on which options your u3a has enabled.:



c) Members that share an Email Address & Password

Shared email address

When 2 members share an email address, the 1st member may register as described in section b) above. However, when the 2nd member wishes to register, they must click the **Register for a membership account** link rather than pressing the **Confirm Identity** button:



After that the registration process continues as described in section b) above.



Shared password

When 2 registered 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 members 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 **Forgotten Password** on the sign-in page



Enter your email address and press **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. You will be sent an email with a link you will need to click to verify that you have the correct email address. Your password will remain unchanged, or
- 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.

Members

This will take you to a **Re-set password** screen, and you will need to continue as described in section d) above.

Other Useful Information

Updating your Personal Details

You may view or update the personal details that we hold by signing in to the **Members Portal** and clicking **Update your personal details**

You may update the following details about yourself:

- Title, Forename & Surname
- Known as (e.g. William may be known as Bill).
- Suffix: an honour, e.g. MBE
- Initials, Mobile phone number and Email address (see below *)
- Emergency Contact – the name and phone number of a friend or relative (make sure that you have permission to share their details).
- There is also the option of uploading your photo, which will then appear on your next membership card.
- The picture must be saved as jpg, png, or gif, maximum file size 2MB. A square format photo (aspect ratio 1:1) is advised to suit the space on the membership card.

You may update the following details about where you live:

- House Number/Name & Street
- Additional line (for a Village or District name)
- Town
- County (may be blank because a County is not required according to Post office address guidance)
- Home phone number (landline)

Update Personal Details

To change your class of membership or if you have any queries, please contact the membership secretary.

About Yourself

Name: Title (Mr) Forenames: Bertrand Surname: Beost
Known as: Bertie Suffix: Initials: B
Mobile: 01777 224466 E-mail: graeme.burding@sky.com
Emergency contact: [Beost Beost 01694 123456] Name's and telephone
☐ Hide contact details from group leaders
Photo: Upload photo (optional) Choose File No file chosen (jpg, png, gif, Max size 2MB)

Where You Live

Address: House no/Name: 006 Street/Bulding: Beestmarket Hill
Additional lines:
Town: Dorneton County: Postcode: DM6 3GH
Home telephone:

Update Password

Password: Confirm Password:

Update Personal Details

If you change your email address you will be sent an email from no-reply@du3abeacon.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' on the Members Portal.

After making any changes to your details, press **Update Personal Details**:

You will receive an email confirming your updated details.

Please confirm your email address before identifying yourself.
If you cannot find the original email with the confirmation link, please use the "Forgotten password" system to reset your password and confirm your address.

Please identify yourself

E-mail: bertie@beast.com

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)

Enquiries: contact the Membership Secretary

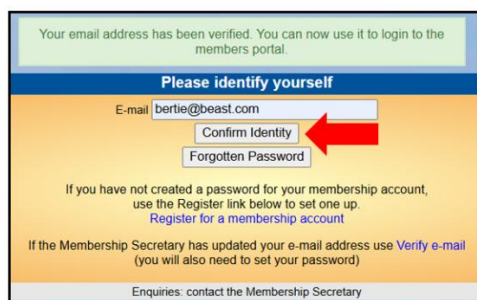
* Changing your email address

If you changed your email address, you will be taken back to the Members Portal log-in screen, where there will be a message saying that you need to confirm your (new) email address.

Do not attempt to log in yet - follow the steps below:

1. Close down the log-in screen

2. Go to your email account and look for an email titled "**email confirmation**"
3. Open the email and click the link. This will take you back to the Members Portal log-in screen where there will be a message to say that your email address has been verified. Press **Confirm Identity**:



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

Please identify yourself

E-mail: bertie@beast.com

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)

Enquiries: contact the Membership Secretary

4. Enter your password and press **Confirm Identity** to return to the Members Portal Home page:



Please identify yourself

Password:

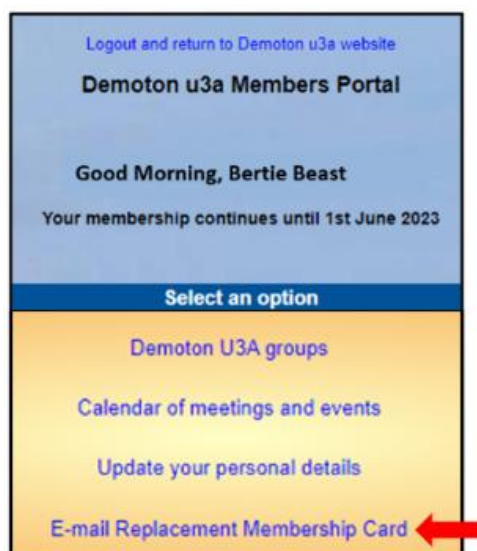
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[Register for a membership account](#)

If the Membership Secretary has updated your e-mail address use [Verify e-mail](#) (you will also need to set your password)

Enquiries: contact the Membership Secretary

Ordering a new Membership Card

If your u3a has enabled it, you may request a replacement Membership Card by signing in to the **Members Portal** and select **E-Mail replacement Membership Card** to receive an email with a PDF version of the card attached



[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](#)

[E-mail Replacement Membership Card](#)

To do this, your membership must be current and within the standard renewal period (i.e. not in the grace renewal period).