

How to Log On to Bourne u3a Members Portal

If you are a u3a member you can register to use the Members Portal where you can, view and update your contact details and renew your membership online, see information about your u3a's Interest Groups and Calendar

The first time that you access the Portal after you will need to register for a new 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, 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

View and update your Personal Details. Upload your photo if you wish.

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

Registering to use the Portal

Before you start make sure you have your membership number to hand – if you cannot remember it, contact your Membership Secretary

The Members Portal is accessed from the link on the Members Area of our website (bourneu3a.org.uk) near bottom of page.

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

Bourne u3a Members Portal

Please identify yourself

E-mail

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**.

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, and you belong to a group, ask your group leader or contact the Membership Secretary.

The details entered have to exactly match that held by your u3a.

If you have previously supplied a familiar name (e.g. Ted, Liz), that is also accepted as a Forename.

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**

Bourne 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
you@your email account.co.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

Bourne 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


After entering your email address & password, press **Confirm Identity**


Bourne 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

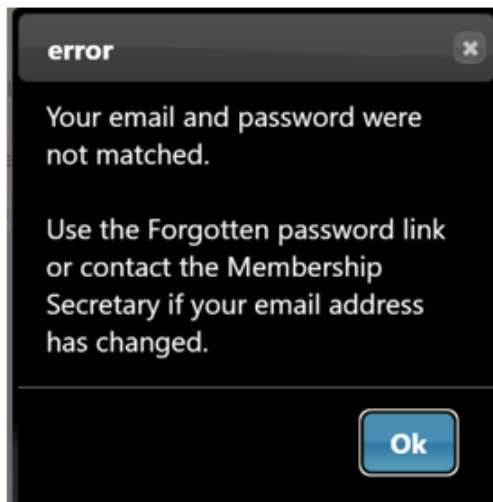
Password 



[Forgotten password](#)

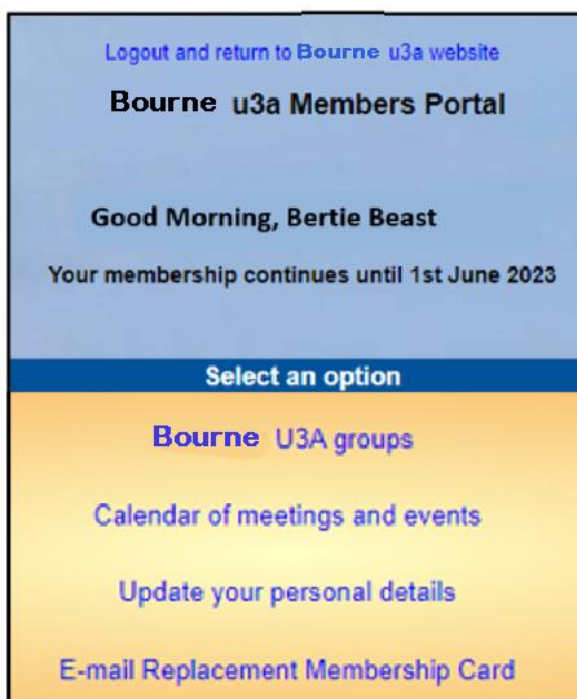
If you have not created a password for your membership account, please use the link below where you will be able to set up a password to log in with.
[Sign In with membership details](#)

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



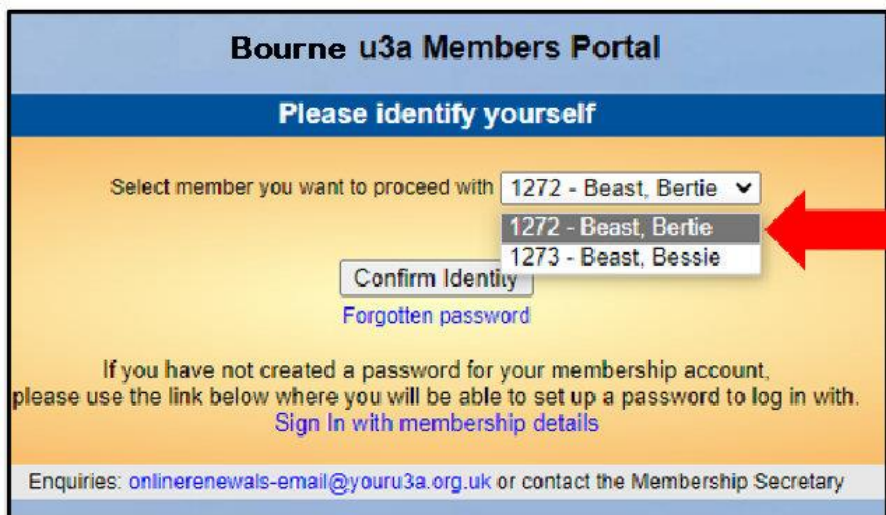
Note that your Membership Secretary can neither see nor set your password

After a successful sign-in you will be taken to the Members Portal Home page



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



The screenshot shows the 'Bourne u3a Members Portal' login page. The header is blue with the text 'Please identify yourself'. Below this, there is a form with a dropdown menu labeled 'Select member you want to proceed with'. The dropdown menu is open, showing three options: '1272 - Beast, Bertie', '1272 - Beast, Bertie', and '1273 - Beast, Bessie'. A red arrow points to the second option. Below the dropdown menu are two buttons: 'Confirm Identity' and 'Forgotten password'. At the bottom of the form, there is a link: 'Sign In with membership details'. Below the form, there is a footer with the text: '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.

Changing your Password

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



The screenshot shows the 'Bourne u3a Members Portal' login page. The header is blue with the text 'Please identify yourself'. Below this, there is a form with two input fields: 'E-mail' and 'Password'. Below the input fields are two buttons: 'Confirm Identity' and 'Forgotten password'. A red arrow points to the 'Forgotten password' link. At the bottom of the form, there is a link: 'Sign In with membership details'. Below the form, there is a footer with the text: '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.'

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

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 later.

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.