



## **FAQs - Members Portal Registration**

**Basingstoke – Old Basing u3a**

**FOR MEMBERS WHO SHARE AN EMAIL ADDRESS**

### Contents

FAQs - Members Portal Registration.....	1
Q1a Why are you being asked to register on the Members Portal? 2	
Q1b What is the purpose of this FAQ document? 2	
Q1c I am anxious about registering, can I get some help? 2	
Q1d Can all members register on the Members Portal? 3	
Q1e Can I register if I share an email address with another u3a Member? 3	
Q1f What if I follow all the instructions but am still unable to register or to log on to the Members Portal? 3	
How do I register on the Members Portal? .....	4
Q2a How do I start the Registration process if I share an email address? 4	
Q2b How do I complete the Registration Screen? 5	
Q2c 1st Member Only - How do I set my Members Portal password? 6	
Q2d 1st Member Only - How do I verify my email address and password? 7	
Q2e What if the link to verify my email address has already expired? 8	
Q2f How do I logon to the Members Portal? 8	
Q2g How do I navigate the Members Portal? 9	
Q2h What if I have registered but cannot logon to the Members Portal? 10	
What if I get any messages that I don't understand?.....	11
Q3a Why am I getting a warning that my 'data is invalid'? 11	
Q3b Why am I being told 'Your account could not be found from the information provided'? 11	
Q3c Why am I being told 'You already have a password setup for this email address'? 12	
Q3d How do I reset my password? 12	
For 2nd members during registration 12	
For 1st members or 2nd members who have forgotten their passwords 12	

## **Q1a Why are you being asked to register on the Members Portal?**

**A**

The Members Portal is a system developed by the u3a at **national** level and has been adopted by many u3as throughout the country since its inception in 2021. It was introduced in order to safeguard the future of the u3a, as both a local and national organisation, for the benefit of its members, throughout their 3<sup>rd</sup> age.

## **Q1b What is the purpose of this FAQ document?**

**A**

This document will guide you through the process of registering on the Members Portal which should only take you a few minutes **each**. It may seem like a long document, but there are not many steps. There are 3 stages:

- Entering your u3a details
- Setting your password and verifying your email address
- Logging on to the Members Portal.

Additional questions are included **just in case** further explanations are needed. It also includes information on accessing and navigating the Members Portal.

It can be printed if you prefer to use a paper version. It also indicates what you should do if you receive any warning messages. These messages are described on page **8 Q2f**      **How do I logon to the Members Portal?**

If you are happy to use an online version of this document you can quickly navigate to a specific question from the **Contents** page by holding down the Ctrl key on your keyboard and clicking the question. You can also use this technique whenever you are told to go to a different question.

## **Q1c I am anxious about registering, can I get some help?**

**A**

Please don't worry. There is plenty of help available in addition to this document.

There is a **Step By Step Guide** and a **video** available on the **Basingstoke – Old Basing u3a website**.

- To go to the website, type **www.basingstokeu3a.org** into your browser and press **Enter**. This will take you to the **Basingstoke - Old Basing u3a Home Page**.
- Click the **Members Portal Registration Information** link.

We will be also arranging some presentations and workshops. Please email me on **membership2@basingstokeu3a.org** for an appointment at one of these. You can also email me if you are unable to print a copy of the instructions, or if you would like me to give you a call.

**Q1d Can all members register on the Members Portal?**

**A**

You can register on the Members Portal if you have an email address stored in your Member Record.

**Q1e Can I register if I share an email address with another u3a Member?**

**A**

Yes – **this set of instructions** outlines the process **for members who share an email address**. However, as members who share an email address, you **must register separately**. It does not matter which member is the 1st or 2nd member to register.

The **1st** member who shares an email address, **must** complete the registration process **before the 2nd member starts their registration**. The registration process differs slightly for both members so you will need to look out for **specific references to 1st member and 2nd member**.

Once, the **1st member** has successfully logged on to the Members Portal, the **2nd** member can then register.

**Q1f What if I follow all the instructions but am still unable to register or to log on to the Members Portal?**

**A**

Don't worry. If you follow the instructions and are still unable to register or to logon to the Members Portal please email me on **membership2@basingstokeu3a.org**. Please indicate **which stage of the registration process you are having a problem with** and also **include the 5 pieces of information that you entered on the Registration screen**. This will enable me to check what the problem is. Please don't try to register again before I contact you.

## How do I register on the Members Portal?


### Q2a How do I start the Registration process if I share an email address?

A

**IMPORTANT:** One of you **must** complete the Registration process and ensure that they are able to logon to the Members Portal, **before the other member starts their registration.** It doesn't matter who the 1st member to register is, or who the 2nd member to register is, but as the registration process differs slightly for both members, you will need to look out for specific references to **1st member and 2nd member.**

Once, the **1st member** has successfully logged on to the Members Portal, the **2nd member** can then register.

Registration is initiated on the **Basingstoke – Old Basing u3a Members Portal Logon** screen. You will also use this screen to logon to the Members Portal once you have registered.

- Type **www.basingstokeu3a.org** into your browser and press **Enter.** This will take you to the **Basingstoke - Old Basing u3a website.**
- **Scroll** to the foot of the screen.
- Click the u3a **Members Portal icon** .



- The **Basingstoke – Old Basing u3a Members Portal Logon** screen will appear.
- **DO NOT** type anything into the Email or Password fields at this stage.

- Click the **Register for a membership account** link.

**Basingstoke - Old Basing 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 up.

[Register for a membership account](#)

- The **Registration Screen** will appear.

## Q2b How do I complete the Registration Screen?

**Register for a membership account and password**

Membership number  All fields must be completed

Forename

Surname

Postcode

E-mail

Enquiries: [membership2@basingstokeu3a.org](mailto:membership2@basingstokeu3a.org) or contact the Membership Secretary

### A

- Enter your **Membership Number**. This can be found at the top of most of the emails that you receive from Basingstoke - Old Basing u3a.
- Enter your **Forename, Surname, Postcode** and **E-mail address**.
- If you receive any messages about **Invalid Data** simply delete the relevant information and re-type it. Do not accept the auto-entry details that your device may suggest, as this often includes 'invisible spaces' that may be causing problems.
- Ensure that you leave a space between the 2 parts of your postcode.
- Ensure that your email address is correct and that it doesn't have any spaces in it or trailing spaces at the end of it. Delete it and re-type it if necessary.

- If your details are still **not being accepted** you should email me on **membership2@basingstokeu3a.org** providing me with the details you are entering. I will then check that data to ensure that we have the correct information stored in your Member Record. Please do not try to register again until you receive a reply.
- If all your details are accepted, click **Confirm Identity**.
- If your data has been accepted, the **Password screen** will appear and you are ready go to **Q2c 1st Member Only - How do I set my Members Portal password?**
- If you receive a message about **invalid data, or are told that your account could not be found**, you should go to **Q2f How do I logon to the Members Portal? on page 8.**

**2ND MEMBER ONLY** - At this point, you will see a warning message, indicating that there is already a password setup for this email address. This is correct and as you need to set up your password, whilst retaining the 1st member's password, this is done via the **reset password process**. You can choose whether to use the same password or a different password. **You should now go to Q3d How do I reset my password?**

## **Q2c 1st Member Only - How do I set my Members Portal password?**

**A**

- Your **Password** should be at least 10 characters long and include at least 1 upper case letter, 1 lower case letter and 1 number.
- Type your chosen **Password** in both the **Password** field and the **Confirm Password** field.

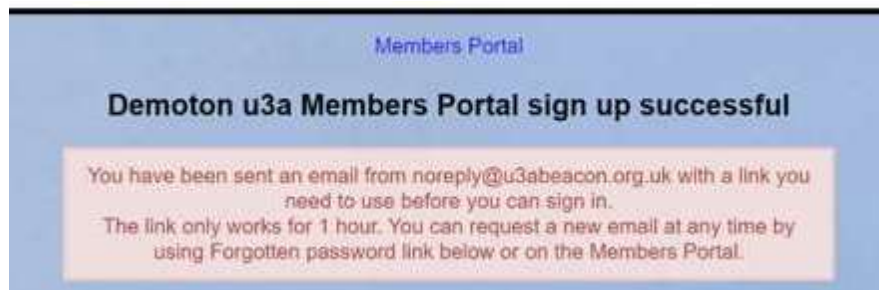
- Click **Update Account**.
- A message will appear indicating **Basingstoke - Old Basing Members Portal sign up successful**. However, to complete the process **you still need to verify your email address**.

## Q2d 1st Member Only - How do I verify my email address and password?

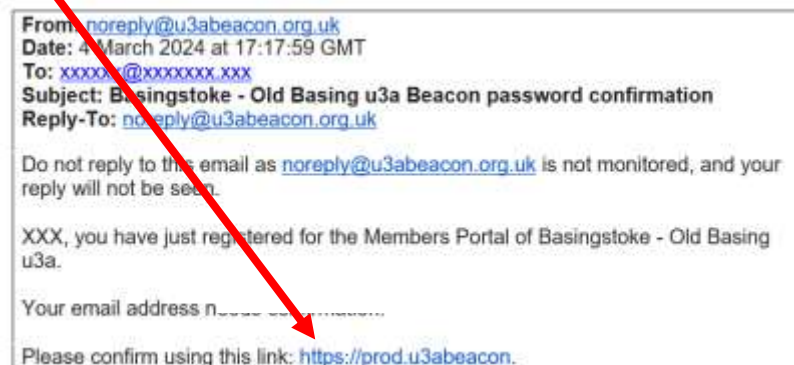
A

Registration **will not be complete** until you have carried out this step. A message headed **Basingstoke - Old Basing Members Portal sign up successful** will appear once you have chosen your password **but you still need to verify your email address**.

- You will have been sent an email containing a link to enable you to do this. **This link will expire after 1 hour** so it is best to do this immediately.



- Go to your **Inbox** and **open** the relevant email. If you cannot find the email you should check your **Spam** or **Junk folder**.
- Click the link to the right of the words **Please confirm using this link**.



- The **Basingstoke - Old Basing u3a Members Portal** screen should reappear.



- **Congratulations** - you have now completed the registration process and should now **logon to the Members Portal**. Go to **Q2f How do I logon to the Members Portal?**

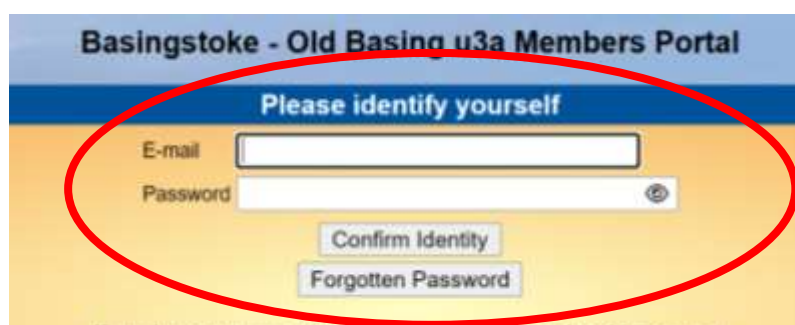
## Q2e What if the link to verify my email address has already expired?

**A** You will need to re-start the registration process by returning to **Q2a How do I start the Registration process if I share an email address?**

## Q2f How do I logon to the Members Portal?

**A**

If you have just registered, you should already be looking at the **Basingstoke - Old Basing u3a Members Portal Logon screen**.

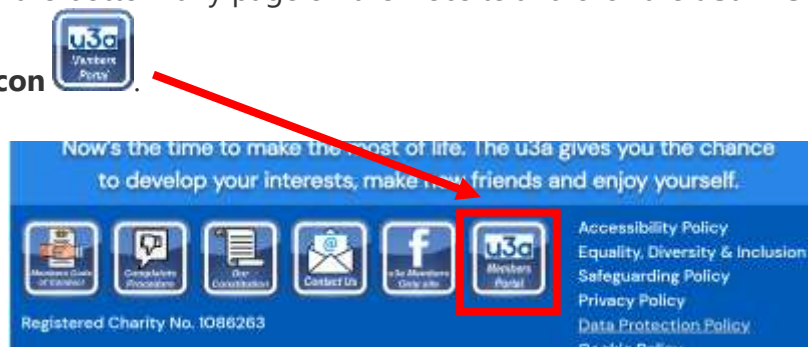


- Enter your **Email address** and the **Password** you created when registering.
- Click **Confirm Identity**.

If you are **not** already on the **Members Portal Logon** screen you should go to the **Basingstoke - Old Basing u3a website**.

- Type **www.basingstokeu3a.org** into your **Internet Browser** and press **Enter**.
- **Scroll** to the bottom any page on the website and click the **u3a Members Portal Icon**.

**Portal Icon**





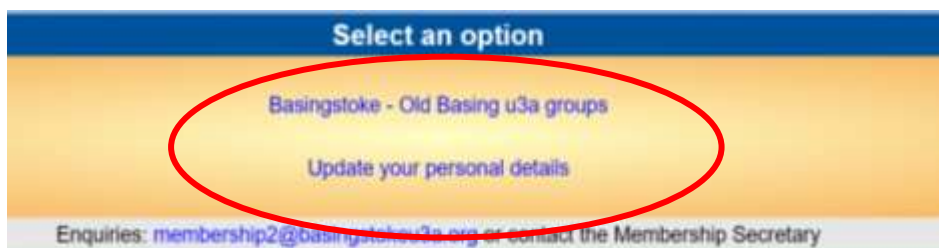
- The **Basingstoke – Old Basing u3a Members Portal Logon** screen will appear. Enter your **Email address** and the **Password** you created when registering and click **Confirm Identity**.
- **If the 2nd member has chosen to use the same Password as the 1st member**, a dropdown list will be available on the logon screen once the 2<sup>nd</sup> member has registered.
- Enter your **shared email address** – the dropdown list will appear on the screen.
- Click the drop down arrow to **select** which member’s details you wish to see.



## Q2g How do I navigate the Members Portal?

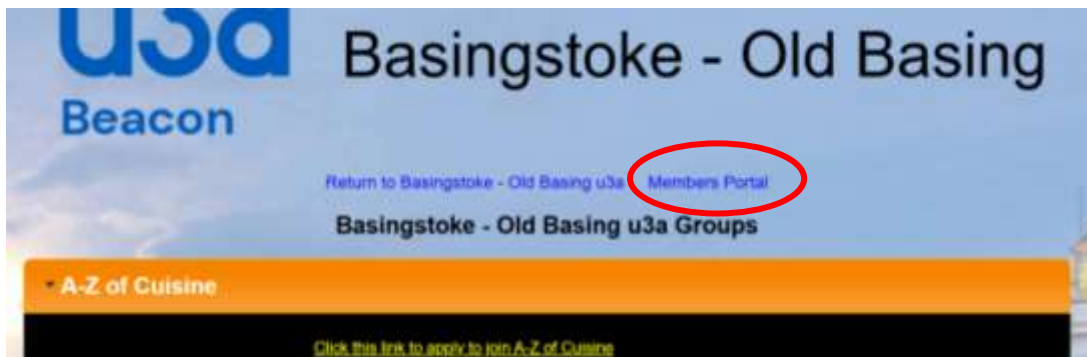
A

There are currently 2 options available in the Members Portal:

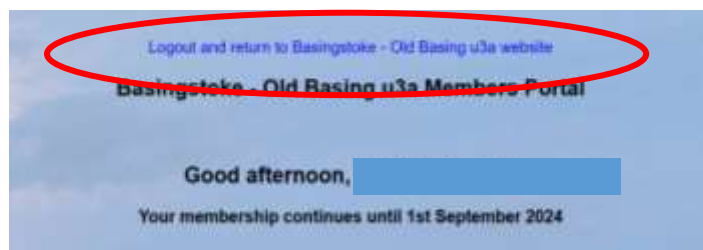


- The option to **Renew your Membership** via the Portal will be added in the middle of July and you will be advised when this has been done.
- Click **Basingstoke–Old Basing u3a groups** to view details of our groups, or to join or leave a group.

- Click **Update your personal details** to view, check or edit your personal details, or to change your Password. Remember to click **Update Personal Details** to save any changes you make.
- Click the **Members Portal** link at the top of the screen **to return to the Select an Option screen**.



- Click **Logout and Return to Basingstoke – Old Basing u3a** to **exit** the Portal.



## Q2h What if I have registered but cannot logon to the Members Portal?

A

- There should be an **E-mail** field at the top. If this field says **Username** you are on the wrong screen. Go to **Q2f How do I logon to the Members Portal?**

 A screenshot of the Basingstoke - Old Basing u3a Members Portal login form. The title is 'Basingstoke - Old Basing u3a Members Portal'. Below the title is a blue bar with the text 'Please identify yourself'. The form has two input fields: 'E-mail' and 'Password'. The 'E-mail' field is circled in red. Below the input fields is a 'Confirm Identity' button.

- Alternatively it may be that you are using the wrong password. Go to **Q3d How do I reset my password?**
- **If you are still having problems** logging on to the Members Portal please email me on **membership2@basingstokeu3a.org**.

## What if I get any messages that I don't understand?

A warning message may sometimes be displayed. The following questions will help to identify why a message is being displayed and explain how you should proceed.

### Q3a Why am I getting a warning that my 'data is invalid'?

A

- There are various possible reasons. It could be because you haven't left a space between the 2 parts of your postcode. Or because your email address doesn't have the correct format. You will be told which item the message relates to. Simply **delete** the relevant information and **re-type** it.
- If this doesn't resolve the issue it could be that even though the details you have entered look correct, the system may be detecting 'invisible' spaces. This often happens if you accept the auto-entry details that are suggested by your device so you should avoid doing that. Again, simply **delete** the relevant information and **re-type** it.

### Q3b Why am I being told 'Your account could not be found from the information provided'?

A

- This usually happens after you click **Confirm Identity** if the information you have entered **doesn't match** the information contained in your u3a Member Record. Thus, if you have typed anything incorrectly you should **delete it, re-type it and then click Confirm Identity** again.
- If this does not resolve the issue it may be that the **information held in your Member Record is incorrect, or out of date**. You should email your details to me on [membership2@basingstokeu3a.org](mailto:membership2@basingstokeu3a.org) and I will check them against your Member Record. If there is an error I will update your record accordingly. I will advise you when the amendment has been made, indicating how you should proceed.

### Q3c Why am I being told 'You already have a password setup for this email address'?

A



- If you are the **1st member** to register with the shared email address, this message indicates that you have tried to register before, but your email address wasn't verified. You will therefore need to reset your password. **Go to Q3d How do I reset my password?**
- If you are the **2nd member** to register, the message is correct as the 1st member will already have a password setup for this email address, you will therefore need to reset your password **Go to Q3d How do I reset my password?**

### Q3d How do I reset my password?

#### For 2nd members during registration

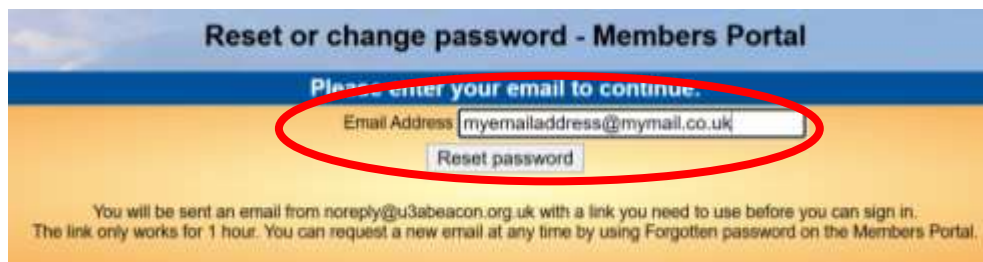
#### For 1st members or 2nd members who have forgotten their passwords

A

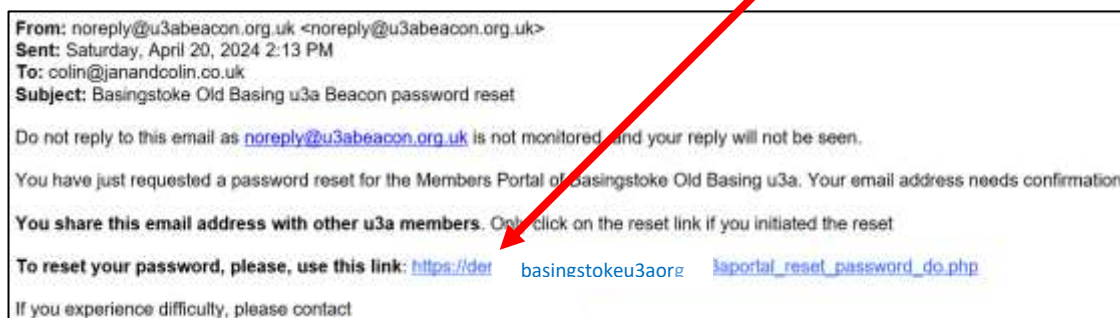
- If you are told that you '**already have a password setup for this email address**' during registration, or you can't remember your password when you are trying to logon, you will need to reset it. This is done on the **Members Portal Logon** screen.
- You can **either** click the **Forgotten password** link that appears in blue if a message appears on your screen during registration **OR** click the **Forgotten Password** button.



- Enter your **Email Address** and click **Reset password**.



- A message will appear indicating that you have been sent an email. This email contains a link which enables you to verify your email address. **This link will expire after 1 hour** so it is best to do this immediately.
- Go straight to your **Inbox** and open the email from **no reply @ u3abeacon.org.uk**. **If you do not receive the email within a few minutes please check your Junk or Spam folder.**
- Click the blue link next to the words **To reset your password, please use this link ....**



- You will then be asked to **Choose a new password**.

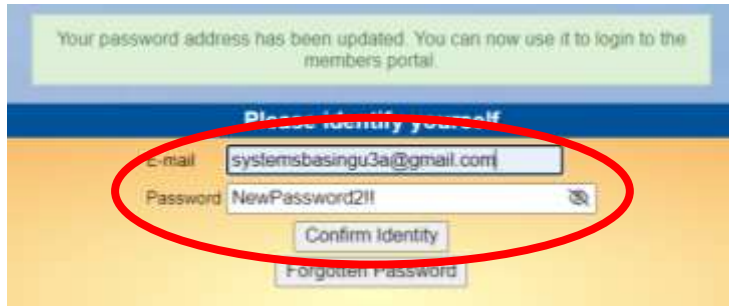
- If you are the **1st member** to register, enter your **new password** in both the **Password** and **Confirm password** fields and click **Change password**.


- If you are the **2nd member** to register, you should click the drop down arrow at the end of the **Select member you want to proceed with** field and select **your name**.

- Your **Password** should be at least 10 characters long and include at least 1 upper case letter, 1 lower case letter and 1 number.
- Type your chosen **Password** in both the **Password** field and the **Confirm Password** field and click **Change password**.

- You will be told that your password has been updated and the **Members Portal Logon screen** should appear.
- **Logon** by entering your **Email Address** and the **new Password** and clicking **Confirm Identity**.





- If the Logon screen **does not appear** you should still try to logon as it is likely that the process has still worked. To go to the **Logon screen** type **www.basingstokeu3a.org** into your browser and press **Enter**.
- Then scroll to the foot of the page and click the **Members Portal icon** . The **Members Portal Logon screen** will appear.