



Reigate and Redhill u3a



Members Portal Overview

As you are a member of Reigate and Redhill u3a you can register to use the **Members Portal** where you can view and update your contact details and renew your membership online.

Registration on the Portal

The first time you access the Portal you will need to register for a Members Portal account. This is a one-off requirement - thereafter signing in will be done by entering your **email address** and a **password**. There are detailed instructions that explain more about this below.

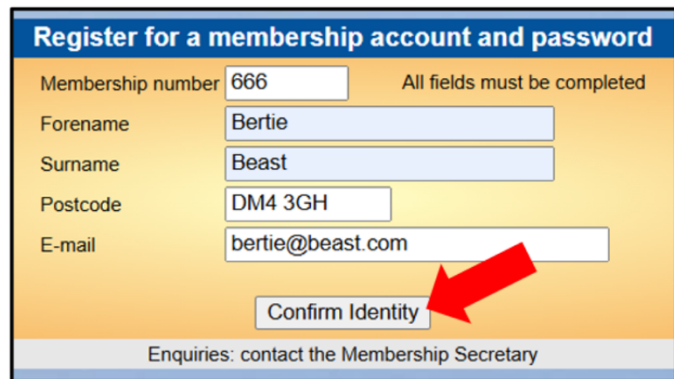
After registering you will be able to

- Renew and pay for your Membership – once the renewals are due,
- View and update your Personal Details.

Before you start make sure you have your membership number to hand - it is in the email sent to you inviting you to renew your membership. Please note that if you currently have access to the Beacon system as a Group Leader or manager of other u3a activities, you also need to register for the Beacon Portal using your email address and NOT your Beacon username.

To access the Members Portal sign-in page click [here](#)

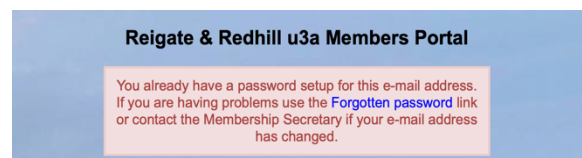
The first time you access the Portal you will see the following screen. Enter your email address and click **Confirm Identity**.



Type in your Membership number (your Membership number is shown on the email which invited you to register for the Portal), Forename, Surname, Post Code and email address, then press **Confirm Identity**.

The details entered must exactly match those held by Reigate and Redhill u3a as shown in the email. If you have previously supplied a familiar name (e.g. Ted, Liz), that is also accepted as a Forename.

*Note: if you have already registered for an account and enter the 5 pieces of information again, you will get this message prompting you to use the **Forgotten password** link. If you have changed your email address, contact Membership@rru3a.org.uk*



After entering the required data and pressing **Confirm Identity**, you will be asked to create a password of at least 10 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. You can now close this browser window (because clicking the link in the email will open a new one).

If the email doesn't arrive within a few minutes, check your Spam folder.

You can open the email in your usual mail program, and it will look something like this:

The confirmation email will expire after 1 hour. If this happens, use the **Forgotten Password** link again to request a new confirmation email.

Clicking the link in the email will take you back to the sign-in screen where there will be a message to say that your email address has been verified and you can now log into the Members Portal.

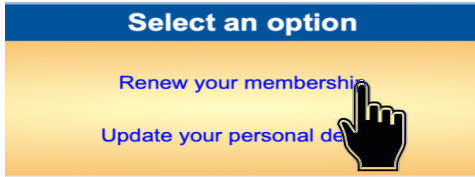
After entering your email address & password, press **Confirm Identity**

If the details that you entered do not match those held on the system, you will be prompted to use the **Forgotten Password** link. *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.

Renewing Your Membership

Login to the Members Portal and click **Renew your membership**.

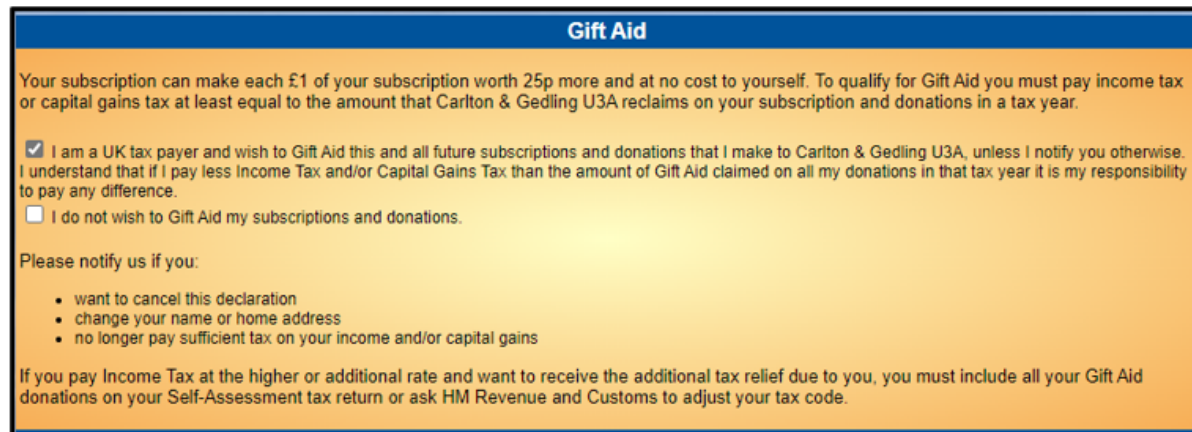


Please read the information about Gift Aid before ticking one of the boxes to indicate whether or not you would like our u3a to claim tax relief on your subscription in the current year:

IMPORTANT NOTES ABOUT GIFT AID CLAIMS

- **Claiming Gift Aid does not reduce your payment amount - it allows us to claim money back from HMRC.**
- **If you have a joint membership with another member, you may claim Gift Aid on both subscriptions, even if the other member is not a UK taxpayer, but there are restrictions, principally depending on the source of the money.**
- **You will not be charged for using online membership renewal.**

Read the information about Gift Aid before ticking one of the boxes to indicate whether or not you would like your u3a to claim tax relief on your subscription in the current year:

A screenshot of a "Gift Aid" declaration form. The title "Gift Aid" is in a blue header. The main text explains that the subscription can be worth 25p more per £1 and that the user must pay income tax or capital gains tax at least equal to the amount claimed. There are two checkboxes: the first is checked and says "I am a UK tax payer and wish to Gift Aid this and all future subscriptions and donations that I make to Carlton & Gedling U3A, unless I notify you otherwise. I understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference." The second is unchecked and says "I do not wish to Gift Aid my subscriptions and donations." Below this is a section "Please notify us if you:" with three bullet points: "want to cancel this declaration", "change your name or home address", and "no longer pay sufficient tax on your income and/or capital gains". At the bottom, it states: "If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code."

What you see next depends on the type of membership that you have. This is a typical screen that you will see if you are an Individual member:

A screenshot of a "Payment" screen. The title "Payment" is in a blue header. The main text says "Your membership class is Individual". Below this, a red box highlights the text "Renewal fee is £14.00". Underneath, it says "Amount to pay: £14.00". There is a button labeled "Make Payment" with a hand cursor icon pointing at it. Below the button, it says "Press the button below to make payment" and "You may pay by credit or debit card or use a PayPal account". At the bottom, it says "After payment, you should receive an e-mail from PayPal as a receipt and an e-mail from U3A Reigate Redhill Demot u3a to confirm renewal" and "Problems?: or contact the Membership Secretary".

If you are in a Joint membership category you can only renew and pay the total fee for both members:



If you don't wish to pay for the other member you will need to contact your Membership Secretary and pay by other means.

When the correct amount is shown, press the **Make Payment** button. Note that if you did not select one of the two boxes in the Gift Aid section, you will be prompted to do so at this point.



Confirm by pressing **Continue to PayPal to complete payment**. A PayPal login window will appear.

At this point, you have 2 payment options:

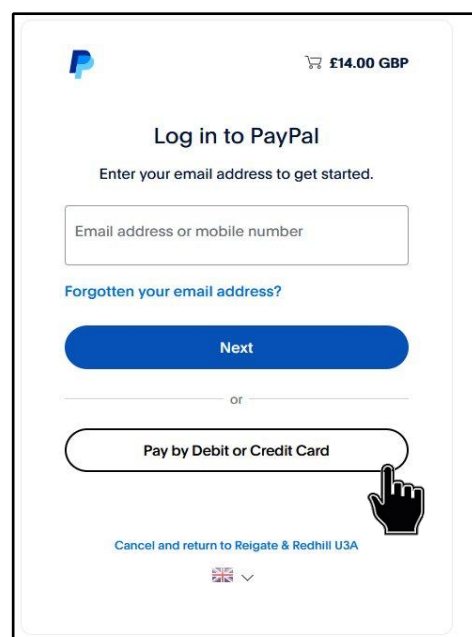
- Debit/Credit card (see “[Paying with your Debit/Credit Card](#)” below). PayPal is a collection facility, and you do **not** need your own PayPal Account. If you have one then PayPal, by default, directs you to use your account to pay, but this can be overridden if so desired.
- PayPal (see “[Paying with your PayPal Account](#)” below).

Paying with your Debit/Credit Card

To pay with a Debit/Credit card, enter your email address and press **Pay by Debit or Credit Card**.

Enter your email address again at the next screen and press **Continue to Payment** (There is also an option to log in and pay with a PayPal account)

The next page allows you to enter the details of your payment card and your contact details.



At this point, you can either pay as a guest, and have no details stored on PayPal, or you can create an account with the details you have entered, by setting the option **Save Information and create your PayPal account** at the bottom of the page. PayPal assumes you will want to use their services again, and so the default for this setting is **ON**.

If you turn this option **OFF**, you can then select the **Pay now** button.

Note that in either case, you must complete the form with your credit card information, including the number and the security code, and enter your billing address (the address set up for the credit card). These details will only be saved by PayPal if you select the **Save Information and create your PayPal account** option.

If you do not have a PayPal account or do not wish to use it, you can skip the section “[Paying with your PayPal Account](#)” below, and go straight on to “[Confirmation of Payment](#)” below

Paying with Your PayPal Account

To pay with your existing PayPal account, enter your email address and press **Next**.

If PayPal recognises your email address, you will see the usual PayPal authentication screen, which will ask for your password, and a verification code.

Enter your PayPal password (and verification code) as you would normally, and press **Log In**

Select one of your stored credit cards or click **Add debit or credit card** if you wish to use a different card, before pressing **Complete Purchase**.

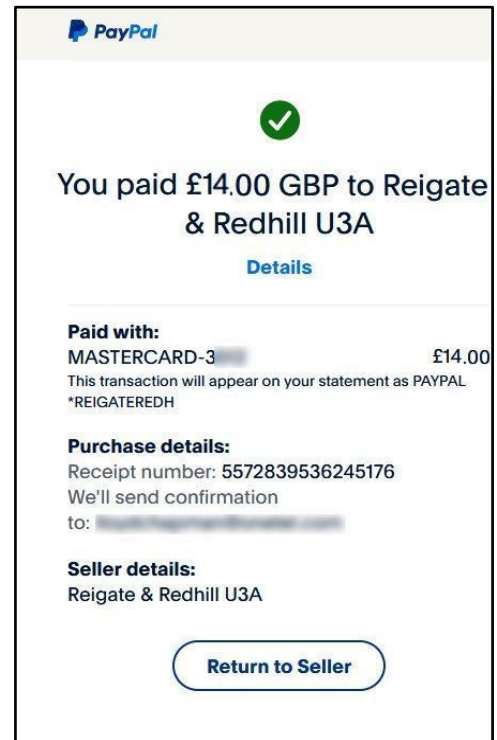
Confirmation of Payment

Whether paying by credit card or through your PayPal account, at the end of the process, PayPal will show you a confirmation of the payment made, with a Return to Seller link at the bottom. Check the details on this confirmation carefully.

Press **Return to Seller** to return to the Members Portal screen, which will show your updated "membership continues to" date.

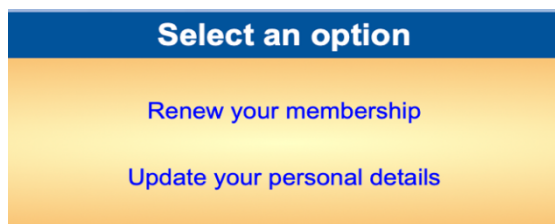
You will receive 2 emails:

- A confirmation of payment from PayPal
- A confirmation from Reigate and Redhill u3a.



Updating your Personal Details

You may view or update the personal details that your u3a holds by signing in to the Members Portal by clicking [here](#), logging in with your email address and password, 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 a box which you can tick if you don't wish to allow the Leader of any Group that you are a member of to see your contact details.

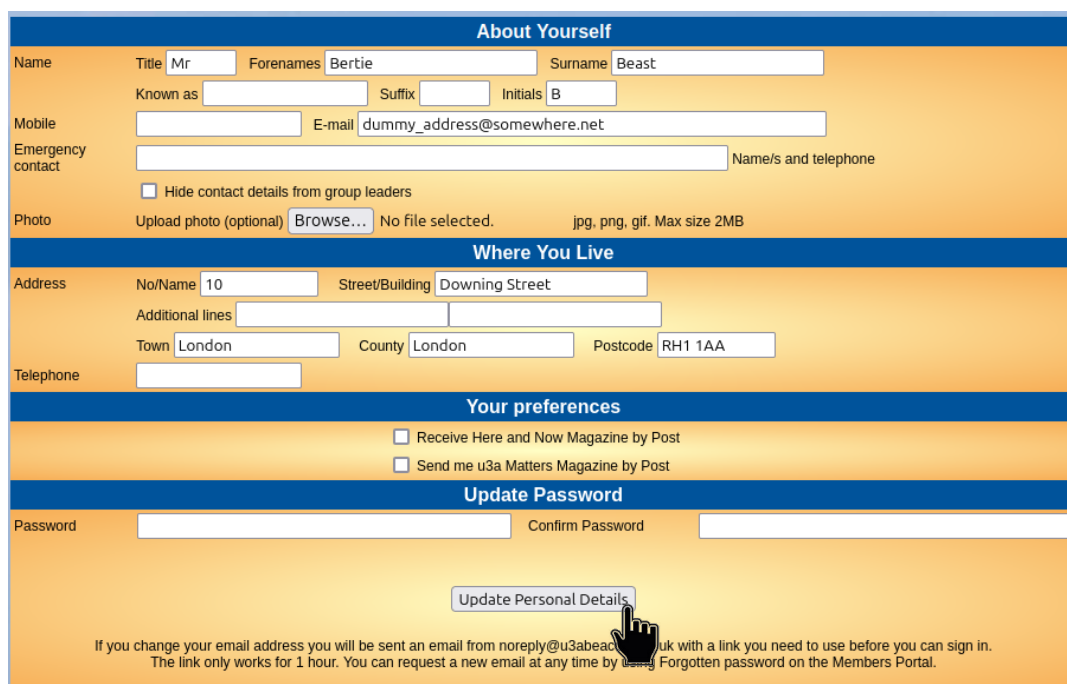
You may update the following details about where you live:

- 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)

You can update your password, and your preferences for the **u3a Matters** and **Here and Now** magazines.

After making any alterations to your details, press **Update Personal Details**.

You will receive an email confirming your updated details.

A screenshot of a web form titled 'About Yourself'. The form is divided into several sections: 'Name' (Title: Mr, Forenames: Bertie, Surname: Beast, Known as, Suffix, Initials: B), 'Mobile' (E-mail: dummy_address@somewhere.net), 'Emergency contact' (Name/s and telephone, Hide contact details from group leaders), 'Photo' (Upload photo (optional), Browse..., No file selected, jpg, png, gif. Max size 2MB), 'Where You Live' (Address: No/Name: 10, Street/Building: Downing Street, Additional lines, Town: London, County: London, Postcode: RH1 1AA, Telephone), 'Your preferences' (Receive Here and Now Magazine by Post, Send me u3a Matters Magazine by Post), 'Update Password' (Password, Confirm Password), and an 'Update Personal Details' button. A hand cursor is pointing at the button. At the bottom, there is a note: 'If you change your email address you will be sent an email from noreply@u3abeac.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 clicking Forgotten password on the Members Portal.'

Note that if you update your email address, you will be logged out and have to verify your new address. See the section “Changing your email address” below.

Changing your Password

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

Reigate & Redhill 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 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

Enter your email address and click **Reset Password**

Reset or change password - Members Portal

Please enter your email to continue.

Email Address

Reset password

You will be sent an email from noreply@u3abeacon.org 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.

You should receive an email asking you to click a link to reset 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**.

Please take note of the password rules shown on page 2, as passwords which do not match them will not be accepted.

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: ! @ # \$ % ^ & *

Select member you want to proceed with

Password

Confirm password

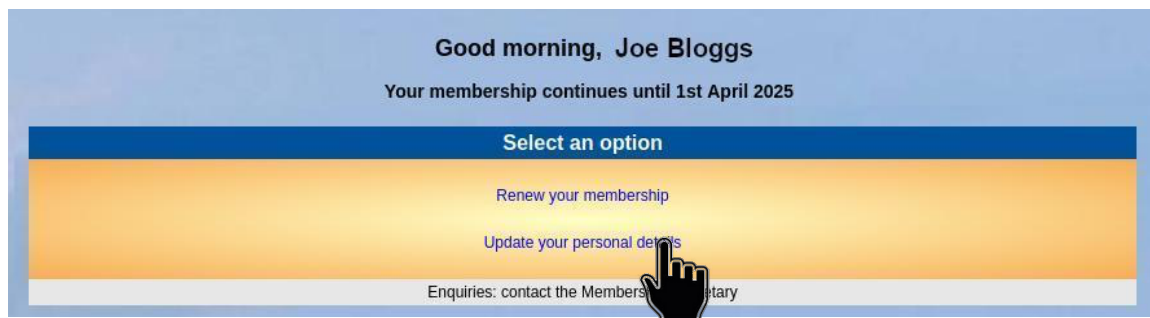
Change password

The example above shows what happens when multiple users share the same email address - you must select the member to update before pressing **Change Password**. If (as usual) there is only one member, then the drop-down box to choose which member is not shown.

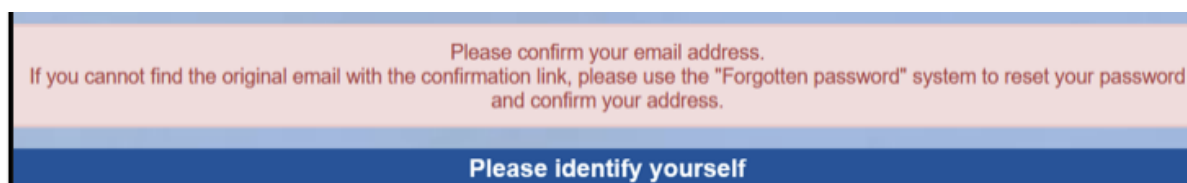
Changing your Email Address

If you wish to change your email address you have 2 options:

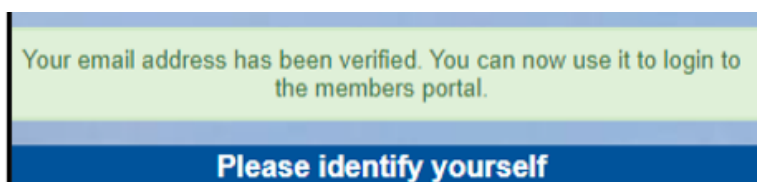
Sign in to the Members Portal using your old email address, select **Update your personal details** and update the email address as required.



If your email address has been changed, you will be logged out of the portal, with a message about email confirmation. This email will contain a link to verify your email.



Clicking the link in the email 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. Your password will remain unchanged.



The second method is to ask our Membership Secretary to update your details on the system. The next time you sign in to the Portal you will need to click the **Verify e-mail** link on the sign-in page.

This will take you to a **Reset password** screen and you will need to continue as described in **“Changing your Password”** above.

Members that share an Email Address & Password

When two or more 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.

U3A Reigate Redhill Demot u3a Members Portal

Please identify yourself

Select member you want to proceed with

2015 - Beast, Bertie

2015 - Beast, Bertie

Confirm Identity 2016 - Beast, Bessie

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

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.