



Registering for the Members Portal (First-time users)

This guide explains how to register for the Members Portal if you are using it for the first time and do not yet have a password.

Having a Members Portal account allows you to:

- Renew and pay for your membership
- View and update your personal details

Follow the five simple steps below to register.

Step 1 – Go to the Members Portal

Open the Members Portal registration page by clicking on the **Register** button below.



Tip: You may find it helpful to bookmark this page, so it is easy to find again in the future. This link is also used to log in once you are registered.

Step 2 – Enter your email address

1. Enter your email address
2. Select **Confirm e-mail**

Step 3 – Confirm your identity

You will now be asked to enter **five pieces of information** to confirm your identity. Please enter your details exactly as they appear on your membership record.

- Membership number
- Forename
- Surname
- Postcode
- Email address

After entering the information, select **Confirm Identity**.

You will have received the above information when you joined Forth Valley u3a. If you did not receive it or have forgotten it, then you can request it again by emailing the Forth Valley u3a Administrator at admin@fvu3a.org.uk.



Step 4 – Create your password

Once your details are confirmed, you will be asked to create a password.

Your password must:

- Be 10 to 72 characters
- Include at least one uppercase letter
- Include at least one lowercase letter
- Include at least one number

Enter your password in both boxes and select **Update Account**.

Step 5 – Confirm your registration by email

- You will see a message confirming that an email has been sent.
- Open the email and click the link.
- A new browser window will open.
- Enter your password and select **Confirm e-mail**.

If the email does not arrive within a few minutes, please check your Junk folder.

If your confirmation email doesn't work

- The confirmation email link expires after 1 hour.
- If the link has expired, return to the Members Portal registration page and select **Forgotten Password** to request a new confirmation email.

Once you have successfully completed Step 5 you are now registered for the Members Portal.



Logging in to the Members Portal

Now that you have registered for the Members Portal, logging in is easy. All you need is your email address and password. Click on the **Log in to Members Portal** button below. This will open a new browser window.

Log in to Members Portal

1. Enter your email address and select **Confirm e-mail**.
2. Enter your password and select **Confirm password**.

Need Help?

We have prepared a list of [Frequently Asked Questions on Registering for the Members Portal](#). Please read these first to see if your question or problem is answered.

If you are still having difficulty registering or logging in, please contact the [Members Portal Administrator](#).