

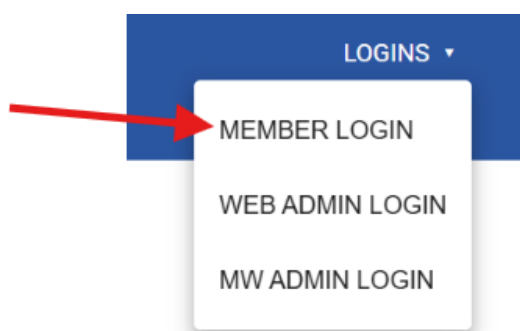
What is the Member Portal and why do I want to use it?

The Member Portal allows members to log into Wizard to access their own information. In the portal you can:

- Check which classes you are enrolled in, including when and where they are scheduled.
- Make changes to your contact details such as updating a phone number or changing their emergency contact.
- Print a new id insert for your lanyard.
- Enrol directly into a class or withdraw from a class that you are no longer wishing to attend.
- Send your tutor a message – including telling the tutor if you are unable to attend for a particular class.
- Make secure online payments when you renew your annual membership

How do I access the Member Portal?

To access the Member Portal, go to the U3A Mornington website (<https://u3amornington.org.au>) and click on **Logins - Member Login** at the top right of the screen.



How do I Register for the Portal?

The first time you use the Member Portal, you have to Register. This allows you to set a secure password that only you know. The office does not have access to your password and can't do this for you but can help you work through the steps to register the first time.

This link will take you to instructions for registering for the Portal.

Should I login with my email address or my member number?

For most members it is optional to login with either your email address or your member number – so choose whichever you can remember most easily.

However if you share an email address with another U3A Mornington member you must each login using your individual member number, so the system knows which of you is logging in.

I forgot my password – can the office send it to me?

No – the office cannot send your existing password to you as we don't have access to it. If you can't remember your password – use the Reset PIN/Password button on the Login page to create a new one.

It works just like the Register page by sending a temporary password to your email address.

Why haven't I received the email with my Registration Number?

There are two reasons why you may not have received the email containing your Registration Number.

Either: The email containing your Registration Number has landed in your Junk Email folder. If you cannot find the email in your Inbox, try looking in your Junk folder.

Or: Your email address recorded in Member Wizard is different from the one you are currently using. If this is the case, contact the office who will update your email address.

Can I use my UMAS password to log into the Member Portal?

The password that you used to log in to UMAS, will not work when you try to log in to Member Portal for the first time. You must register for the Member Portal first to verify your identity and then you can set up your password.

Once you have registered, if you wish you can choose to use the same password that you used to log in to UMAS. If it is "strong" enough, Member Wizard will accept this password.

When I try to set my password, why is it not accepted?

Your password must have at least 75% strength, or it will not be accepted. To achieve 75% strength, the password must have at least 9 characters which include a combination of both uppercase and lowercase letters, numbers and special characters.

For example: NWd3e%zqz6TG\$