



U3A Melbourne City

Quick Reference Guide to The

MEMBERS PORTAL

Introduction	3
Before you start	03
To proceed with your registration	03
Which browsers' does Member Wizard support	03
IT requirements	04
Navigation and Help	04
Accessing the Member Portal for the first time	05
Register for Member Portal Access	05
Register by Email	05
Register by Member Number	06
Confirming your Registration	06
Verify your Registration Number	06
Setting your Password	07

VERSION 1: ACCURATE 6 AUGUST 2026

The Member Portal	08
The Main Menu	08
Find a Class	08
Enrol in a Course	09
Checkout	09
Confirmation	10
Once your Enrolment is complete	10
The <i>My Courses</i> menu item	10
Example: How to Advise of an Absence	11
Registering for an Event	12
How to find an Event	12
Once your Event enrolment is complete	13
The My Event Menu	13
Logging in and Forgotten Password	14
Forgotten or Lost Passwords	14
Wrong Password	14
Lost Passwords	14

VERSION 1: ACCURATE 6 AUGUST 2026

Introduction

The Member Portal is your one-stop place to manage your membership, enrol in classes, update your details, make payments, and access course resources.

The Member Wizard Member Portal will provide you with access to:

- View your membership details
- Register for events / classes
- Update your contact details
- Renew your membership
- Access member-only resources
- View and print your statement
- Process payments for outstanding invoices or amounts

Before you start

To continue with your Registration, you will need:

1. The email address linked to your U3A Melbourne City membership
2. A secure password with at least **9 characters**, including:
 - One capital letter
 - One number
 - One special character (#, *, @, %) e.g. Gotheswans2026%

TIP 1:

Example of a Sample Password

Three short random words + number + symbol (e.g., *GoTheSwans2026%*)

Which browsers does Member Wizard support

The U3A Melbourne City Member Portal (Member Portal) supports:

- Chrome (Windows, macOS, Android, iOS)
- Safari (macOS, iOS)
- Edge (Windows, macOS)
- Firefox (Windows, macOS)

VERSION 1: ACCURATE 6 AUGUST 2026

IMPORTANT NOTE 1

The program is best used on devices **less than 10 years old**. Older devices (such as phones, tablets or similar do not support have the required updates).

IT requirements

1. Member Wizard will work on any device connected to the internet.
2. The program is best used on devices less than 10 years old. Older devices (such as phones, tablets or similar do not support have the required updates).

TIP 2

What to do if your device is older than 9 years old

The program is best used on devices less than 10 years old. Older devices (such as phones, tablets or similar do not support have the required updates).

Navigation and Help

1. Use the Home button to leave any submenu and return to the main portal screen.
2. Some submenus require you to click the X (top right) to go back to the previous menu.
3. The Help button provides an email address for questions.
4. You can also contact U3A Melbourne City directly:
 - **Office@u3amelbcity.org.au**
 - **(03) 9639 5209** (during office hours listed on our website)

Accessing the Member Portal for the first time

Before using the Portal, you must **register and create a new password**.

Register for Member Portal Access

5. Go to **u3amelbcity.org.au** click **Login**
6. Choose **Register for Member Portal Access**
7. There are two registration options:
 - **Register by Email Address**
*If you share an email address with another U3A Melbourne City member, register using your **Member Number***
 - **Register by Member Number**

Register by Email Address

1. Click **Register by Email**
2. Enter the **email registered** with U3A Melbourne City, click **Next**
3. To continue click **Send** to request your registration code
4. Proceed to **Confirming your Registration**

IMPORTANT NOTE 2

If you share your email address with recorded with U3A Melbourne City with another member, use the **Register by Member Number** option

VERSION 1: ACCURATE 6 AUGUST 2026

Register by Member Number

1. Click **Register by Member Number**
4. Enter your U3A member number, click **Next**
5. To continue, click **Send** to request your registration code
6. Proceed to **Confirming your Registration**

IMPORTANT NOTE 3

Do not close the Browser.
Open your email in a new Browser (Tab) or your App.

Confirming your Registration

1. Open a new **browser tab** or your **email app**
7. You will receive a 6-digit registration code – **For example** 123 456
8. If the email doesn't arrive: Check your **spam or junk folder**.

IMPORTANT NOTE 4

Do not copy and paste your code, you must type it in manually.
Do not use spaces between the numbers, for example 123456 NOT 123 456

Verify Your Registration

1. Return to the **Member Portal** - Type the 6-digit code into the Registration Number field.
Note: The program does not allow you to copy and paste your code, you must type it in manually. Please also ensure there are no spaces between the numbers
9. When the button turns green, click **Confirm Registration Number**

VERSION 1: ACCURATE 6 AUGUST 2026

Setting Your Password

You will be taken to the **Register or Reset Your PIN/Password** screen.

1. Enter a new secure password.
2. Click **Save Password** – if you lose your password, you will need to repeat the registration process again.

TIP 3

Keep your password safe — if lost, you must register again

Congratulations you've registered and can
now access the Member Portal

THE MEMBER PORTAL

Once you have completed your registration, you will need to log into to the Member Portal.

The Main Menu

Once you've set your password and logged in, the Member Portal becomes your central place for updating your details, making payments, enrolling in classes, checking events and more.

The **Member Portal Menu** includes:

- **Change my Password**
- **Change my Contact Details** – *view and update contact information*
- **Courses and Events** - *browse all classes, enrol, or join waitlists*
- **My Courses** – *view enrolled/waitlisted classes and access Class Resources*
- **My Events** – *view enrolled/waitlisted classes and access Class Resources*
- **My Received Communications** – *provides a record of when an email was sent to you. This is a list only and you cannot access the content of email from here*
- **Renew Membership** – *not active until memberships reopen*
- **Statement** – *view outstanding amounts*
- **Documents** – *access member-specific documents (PDFs, images, reports)*
- **Print Name Tag**
- **Log Out**

Find a Class

1. After logging into the **Member Portal**, click **Courses and Events**.
2. The **Events and Courses** screen is displayed.
3. You can refine your search using the following options:
 - Days
 - Subject
 - Venues
 - Classes with places available
 - Classes that allow online enrolment
 - Search function- input text into the **Search** field, for example yoga
 - Calendar View - to see classes displayed in a monthly calendar format.

VERSION 1: ACCURATE 6 AUGUST 2026

TIP 4

If a class is full select **Join Waiting List**

4. If a course is full and you're interested, click **Join Waitlist**. You'll be notified if a place becomes available.
5. To view the details of an individual class, click on the **Class**.
6. Once the class details are displayed the **Enrol Now** button should appear.

TIP 5

If **Enrol Now** is not visible, **Online Enrolment** may not be available — contact the U3A office on (03) 9639 5209.

Enrol in a Course

1. Click **Enrol Now**, then click **OK** to confirm.
If "**Enrol Now**" is not visible *online enrolment* may not be available — contact the U3A office on (03) 9639 5209
2. After you click **Enrol Now**, a new screen will open and include a confirmation message. click **OK** to continue.
3. If you want to enrol in another course, repeat Steps 1 and 2.
4. Your enrolment is not complete until you've finished choosing classes and have clicked on the **Shopping Trolley** for **Checkout**.
5. Click the **Shopping Trolley Checkout** button and follow the prompts to complete the process.
6. To remove a course, click the **'x' beside** the course you wish to remove

Checkout

1. When you've finished selecting classes, click **Checkout**.

VERSION 1: ACCURATE 6 AUGUST 2026

2. After clicking **Checkout**, a new window appears with a summary of your enrolled and waitlisted classes appears.
3. Click Checkout again (now showing a tick in a circle) to confirm.

TIP 6

To remove a course

To remove a class, click **the 'X'** next to its name

Confirmation

7. Click **OK** when prompted.
8. You'll receive an email confirming:
 - Your enrolled classes
 - Any classes you've been waitlisted for

Once your Course Enrolment is complete

Once you're enrolled in a class or added a course to a waitlist, the **Member Portal** gives you access to your **My Courses Menu**.

The *My Courses* menu

The **My Courses Menu** consists of several actions to assist you manage your course/s. These include:

- **Course Resources** – *view learning materials and tutor-uploaded documents*
 - **Advise Absence** – *notify your tutor of dates you can't attend*
 - **Manage Absences** – *review, edit or delete previously logged absences*
 - **Contact Tutor / Convenor** – *send a message (available only if permission is granted)*
 - **Print My Courses** – *generate a printable or PDF summary of your classes*
 - **Withdraw from Course** – *remove yourself from a class and free your place for others.*
1. Open and click **My Courses** in the **Member Portal**.
Your enrolled and waitlisted classes will appear.
 2. Click the course you wish to manage.
 - Although the menu is simple to use, here's a quick example of how to notify your tutor of an absence.
 - Remember you can't break anything. Every action requires your confirmation before it's saved.

VERSION 1: ACCURATE 6 AUGUST 2026

EXAMPLE ACTION: How to Advise of an Absence

- Click **on** the required function, for example **Advise Absence** and follow the prompts.
 - From here you will be able to:
 - Click the dates you will be absent from the course
 - Include a reason for the absence
 - Plans changed?
 - You can update or delete an absence anytime using **Manage Absences**.
 - To do this, first click **the Class** so the menu functions become active.
 - Select **Manage Absences** to view, edit, or remove any absences you've already logged.
-

Registering for an Event

Events are single, stand-alone activities, unlike Classes which run regularly or on a repeating schedule. Examples include our AGM or special outings such as a visit to the Melbourne Metro development. Some Events are free, while others may have a cost attached.

How to find an Event

1. In the Member Portal click on **Classes and Events**
2. Click **the Event** you're interested in:
 - Your first and last name, email address and mobile number will be automatically populated (from your member information).
 - You can update the email address and mobile number if required.
3. Enter your **Personal Details** and add **Dietary Requirements** (if needed).
4. Select the number of tickets (may be limited to one).
5. Once you have completed your **Personal Details** the ticket details, the **Register** button will appear black.
6. Click **Register** to proceed.

TIP 7

If the event is full

Click Join the Waitlist.

7. **Free Events**
 - If the event doesn't require payment, you'll see a simple confirmation screen.
 - Click **Confirm** to return to the **Home Screen**
8. **Fee-Paying Events**
 - You will be directed to **TryBooking** to register and pay for the event.
 - Follow the link and prompts to register for the event and complete payment.
9. **If the Event Is Full**
 - If the event is full, click **Join Waiting List**.

VERSION 1: ACCURATE 6 AUGUST 2026

Once your Event Enrolment is complete

Once you're enrolled in a free event or added an event to the waitlist, the **Member Portal** gives you access to your **My Event Menu**.

The *My Event* menu

The **My Event** menu consists of several actions to assist you manage your event/s. These include:

- **Event Resources:** *Allows you to view or download materials uploaded by the organiser, such as schedules, venue maps, pre-reading documents, or digital tickets.*
- **Event Details:** *Opens the main informational page for the event, showing key logistics like the date, time, location, cost, and full description.*
- **Contact Event Coordinator:** *Opens a built-in messaging form or provides an email link to send a question directly to the person managing that specific event.*
- **Withdraw from an Event:** *Cancels your registration or RSVP for the event, which frees up your spot for other members if the event has capacity limits.*

IMPORTANT NOTE 5

Until further notice, **all fee-paying events** will continue to be registered via Trybooking. At the time of publishing, the information contained above applies to free events only.

Logging in and Forgotten Passwords

Forgotten or Lost Passwords

You can reset your password directly from the login page:

1. Click **Reset PIN/Password** (right-hand menu).
2. Enter your **registered email address** or **member number**.
3. Click Send to receive a **6-digit code** via email.
4. Enter the code and follow the same steps used during first-time registration to create a new secure password.

Wrong Passwords

To protect your account:

- Your login will **lock automatically** after **3 incorrect password attempts**.
- **Lockout time:** 30 minutes.
- The system unlocks itself — **office staff cannot override the timer**.

Lost Passwords

If you have lost your password, you will need to Register again.