

Cu3a Members' Frequently Asked Questions

Questions about Logging in

Do I have to login?

You should login to get access to all the Members' information on the website: for instance, the archived newsletters and recorded General Meeting talks. You'll also be able to access your personal profile to keep your contact details, emergency contacts and Gift Aid status up to date. Group Convenors' telephone numbers are only visible to Members once they've logged in, and logged in Members can see details of Events and sign up to them.

How do I login?

Click on 'Login' on the blue menu bar at the top of the page or the yellow Login button further down the Home page. Enter your Username and Password then click on 'Log In'. If you've forgotten your Username, email the Membership Secretary on u3amembership@chiltern-u3a.org.uk

What if I have forgotten my Username?

Your Username is usually your Surname followed by the Capital Initial of your first name e.g. BrownS. Occasionally the system will have to create a Username that looks a little different so that no two members have the same Username; so if the SurnameInitial doesn't work, try your Surname followed by the Capital Initial of your first name and then the lower case second letter of your first name e.g. BrownSu.

If you can't find a Username that works email u3amembership@chiltern-u3a.org.uk and ask our Membership Secretary to look it up for you.

What if I have forgotten my password?

Click on the 'Login' button and enter your Username then click on 'Create/Reset Password' and follow the instructions. The email with the 'Reset Password' button may go to your spam / junk mail email box – make sure to check it. After you have completed the Password Reset, go back to the login page on the website and enter your Username and the **NEW** password before clicking the 'Log In' button.

How do I change my password?

Click on the 'Login' button and enter your Username then click on 'Create/Reset Password' and follow the instructions. The email with the 'Reset Password' button may go to your spam / junk mail email box – make sure to check it. After you have completed the Password Reset, go back to the login page on the website and enter your Username and the **NEW** password before clicking the 'Log In' button.

Other questions

How do I update my personal details?

You should keep your personal details up to date, especially if you change your address, email address, phone number, emergency contact details or your Gift Aid status.

You can do that by logging in; click on 'Members' on the blue menu bar; click on the 'My Profile' icon and you will find your personal details ready to update – don't forget to click the 'Save Changes' button when you've finished.

On the Members hub, **below** the 'My Profile' icon, you can click on the User Guide for Members button to open the guide for more details. If you aren't able to update your details yourself, email the Membership Secretary on u3amembership@chiltern-u3a.org.uk and ask them to do it for you.

Are Emergency contact details mandatory?

No, but they are strongly recommended so that the Convenors of any Groups you are attending, and Organisers of any Events you are attending, are able to contact someone for you if you become unwell at a meeting.

What is 'Membership Level'?

The great majority of Members in Chiltern u3a have 'Standard Membership' if they've paid by bank transfer or 'Standard Membership Cheque' if they've paid by cheque. Any Members that have paid for printed copies of the quarterly newsletter will have a membership level of 'Standard Membership with Newsletter' if they've paid by bank transfer or 'Standard Membership Cheque with Newsletter' if they've paid by cheque. We have a few members who have been made 'Life Members'.

In my personal details why does it list 'Partner'?

The 'Partner' field in your Profile is used to allow shared postal mailing to be set up for Members who live at the same address: these may be spouses, partners or perhaps brothers or sisters etc. If you have notified our Membership Secretary that you have another Member living at the same address, they will be identified as 'Partner' on your details, and you on theirs. If you live alone, or the person you live with is not a Member, the 'Partner' field will be empty. Partners can only be changed on the system by the Cu3a Membership Secretary – email them on u3amembership@chiltern-u3a.org.uk to update.

How do I contact individual Convenors?

Once you've logged in, on each Group page there is an email icon  just click on this to send an email to the Group Convenors; if you would like to apply to join the Group, click on this icon ; or you can email the Group email address in the Group details; or call any of the Convenors on their personal phone number (only visible once you've logged in).

What should I do if Groups are full?

Firstly, contact the Convenor to find out about their waiting list; secondly, look through the Group List on the 'Vacancies' tab to see if there is another Group that might cover what you're interested in; thirdly, contact the Groups Coordinator at u3acoordinator@chiltern-u3a.org.uk to discuss starting a new Group.

How do I find recordings of talks?

Once you've logged in, click on 'Members' on the blue menu bar and scroll down the page to the 'Archives' section; click on the 'Recorded Talks' button.

How do I find the newsletter?

Once you've logged in, click on 'Members' on the blue menu bar and scroll down the page to the 'Archives' section; click on the 'Newsletter archive' button.

Why can't I see a payment that I have made?

Payments for membership subscriptions are visible once they have been processed onto the system. Not all Events Organisers use Simple's Finance function so you may not see a payment for an Event. Payments for Groups are not managed through Simple so you won't see these.