

1. I don't have a password. You need to apply for one. U3A does not send one to you unless you apply. To apply for a password via the U3A website is not obvious. You must go to the home page and then hit the big Login button at the top of the page. This will take you to a page where you can either login if you already have a password, or apply for a new password, or apply for a replacement password if you have forgotten or lost your password.

2. Emails from U3A do not arrive – By far the most common reason is they DO arrive, but not always in your inbox. Sometimes, for a variety of reasons outside our control, emails from U3A will be directed into your SPAM or JUNK folder. This is the first place to look and usually resolves 99% of these complaints. Occasionally, emails can be blocked by members' own email security settings or those of their internet service provider, and should be taken up with them.

3. I can't login with the U3A provided password – There are many reasons for this. Sometimes the password is not copied exactly and in the correct upper case; sometimes, if a replacement password has been requested, then a password which is not the LAST password sent to the member is attempted. The best solution to this issue is, if in doubt, just request a replacement password and ONLY use this one, not earlier ones.

4. I've been 'locked out' and prevented from attempting to login – If a member makes five unsuccessful attempts within one hour to login, the website will prevent any further attempts for one hour before further attempts can be made. This is a security option which is designed to stop hackers from trying the password over and over until they hit on the right one.

5. Can I change my password to something else – Once a member has logged in with the U3A supplied password, they can go to their Member Details to change to another password of their choice. It is absolutely critical for a Member's online security that a password be selected which is strong and unique. The U3A website may not be all that important but if a hacker can guess your U3A password, then this and the member details could be used to access much more important websites, such as your bank. On the Internet, you are only as secure as your weakest password. In order therefore to keep members secure, the U3A website requires a password of at least 8 characters (a mix of upper and lower case letters, numbers and characters is recommended), and which does not include the term 'U3A' or any of the Members' names. The password which has been supplied by U3A is both strong and unique, and should be retained if possible.

6. I've changed my email address – All emails from U3A, including the email containing your password, will be sent to the email address contained in U3A member records. It is therefore important that it is kept up to date. If a member obtains a new email, the 'Member Details' should be updated to show the new email address BEFORE the old address is switched off. If the old email address is no longer active, you will need to request that a manual update be carried out by U3A by ringing one of our offices or sending an email to the membership secretary – membership@u3acanberra.org.au

7. I've forgotten my membership number – This number can be retrieved by contacting one of the offices, either in person or by phone and providing your name and address.

8. Differences in the U3A website between computer and mobile devices (iPad, iPhone etc) – When accessing the U3A website on a mobile device, you may see an icon with three horizontal lines located in the top right corner of each page. Clicking on this icon will display the menu which, on a computer, is usually visible across the top of each page. Some pages also display a sub menu on the left side of the page. On mobile devices, this sub menu can be found by clicking on 'In This Section' at the top left side of the page. Holding your mobile device in 'landscape mode' instead of 'portrait mode' will sometimes help to display these menus.