


MEMBER INSTRUCTIONS – HOW TO USE THE ONLINE MyU3A SYSTEM

Please keep for future reference

1. LOGIN	
<p>N.B. To use the online member portal you must have advised the office of your email address. If you have not, then please contact the office to update your member details with your email address. The system will then automatically email you a password. Please contact the Office if the email does not arrive within 30 minutes.</p>	
<p>a. Go to the website https://sydneyu3a.org/</p>	<p>Preferred Internet browsers are: Google Chrome Mozilla Firefox Apple Safari</p>
<p>b. The home screen will be displayed with buttons</p> 	<p>Click on the button</p> <ul style="list-style-type: none"> • U3A Course book for a PDF version of the course book • Membership to join, renew membership, Update Details online • 2019 Course Booking Pilot for members to book for Pilot courses • Online Booking Pilot (for Leaders Only)
<p>c. The Login screen will be displayed</p>  <p>Enter your 4 digit ID and the password you were emailed</p>	<p>If you have forgotten your password you can click on Forgot Password/Id</p> <p>You will then be asked to enter your ID and email address and click on Send Password</p> <p>You will be emailed your password. If this does not happen within 5 mins please call office on 92622702. If you wish to change this password you can do this via the Update Profile function in Section 4.</p>
<p>d. Click on Log in. You can then renew your membership or change your class enrolments or enter an apology.</p>	<p>If you have NOT already renewed your membership for 2019 go to section 2.</p> <p>If you have already renewed your membership go to section 3.</p>

- e. After you login you will now see a membership status screen with your membership details, your address and phone numbers, your email address, emergency contact details, etc.
- Click on **Classes 2019** to enrol, withdraw or review your classes. See section 3 for more details OR
 - If you wish to change any personal details or your password you can use the **Update Profile** function described in section 4.
 - Click on **Apologise** if you wish to enter an apology for class absence. See section 5 for more details
 - Click on **Change Membership** to change your membership type (Note that Sydney U3A currently only has one membership type available)
- f. Then click on **Next** when you are ready to complete your payment (if payment is required)

2. RENEW MEMBERSHIP

- a. From the Membership Status screen to renew your membership click on **Renew Membership**
- b. Then you need to
- Select the relevant membership type (defaults to FULL) and
 - Tick the agreement box at the bottom
- c. Then click on **Proceed**

d. Member Summary screen

You now get a payment request screen. You can print a copy of your membership details if you wish by clicking on the Print button.

At the bottom of the screen are some payment options. We recommend using the secure trusted PayPal option to complete your online transaction via credit card OR your PayPal account (if you have one). The office option should only be used if you are uncomfortable about using PayPal.

- e. For **Pay Office** as the payment option you should pay by one of the following methods:
- Post a cheque to the office.
 - Ring the office and provide them with your credit card details over the phone.
 - Visit the office and pay by cash, cheque or money order.
- Note that the system will immediately log you out if you choose this option. i.e. you cannot enrol in classes until your payment has been processed.

- f. For **Pay Online** as the payment option you will be taken to the PayPal website and Pay Office be able to pay using either a PayPal account or a credit card (Visa, Mastercard, Amex only).

- g. You will first see this screen with the relevant amount in place



- h. Click on the PayPal button to confirm you wish to pay by PayPal account or credit card.

- i. This takes you to the PayPal website and provides a view of the transaction you are paying

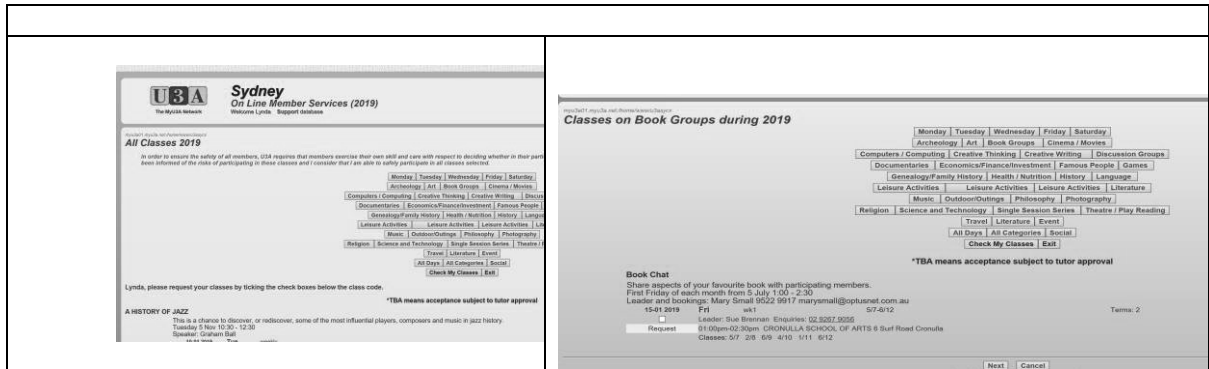
for

- j. If you have a PayPal account then enter your email address and PayPal password and click on Log in.
- k. If you wish to pay by credit card instead of using a PayPal account then click on this text further down the screen:
- l. You will then be asked to provide your credit card and identification details.

- m. Finally click on **Pay Now** at the bottom of the screen.
- n. q. If you wish to cancel and not proceed with the payment then click on **Cancel** at the bottom of the screen. You will then need to contact the office to pay your membership renewal fee.
- o. Otherwise, after completing the payment details you must click on **Return**
- p. The system will log you out after this.

3. MEMBER OPTIONS – CLASS ENROLMENTS

- a. If you have just renewed your membership you will need to login again to be able to enrol in classes
- b. Select **Classes 2019** button (near the bottom of the Membership Status 2019 screen) to see a list of classes where you have already enrolled.
- c. If you wish to withdraw from a class enter a reason and then press **Delete classes** see Section 6.
- d. To enrol in further classes click on **Classes 2019** button
- e. A list of classes will be presented and these can be filtered by
- Day of the Week
 - Course Categories
 - Social (the courses where individual dates can be booked)



f. You will get a full list of all classes on offer from which to select

Book Discussion Group

Students read and discuss different genres of books. The aim of the course is to encourage a wide range of reading and to enjoy discussion.

Course Materials: Students need to provide their own copies of books from the reading list.

361-01	Thu		wk4,5	26/3-26/11	Terms: 1234	Open
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Tutor1: Sandra Joicey Enquiries/Bookings: 03 9639 5209

Request 01:00pm-03:00pm Ross House 1st Fl Meeting Rm 1 247 Flinders Lane 1st Fl Meeting Rm 1 MELBOURNE

Classes: 29/10 26/11

- g. Each class includes a box you can click on to select it. **If you wish to enrol in a class you must do this by clicking in the box next to the class information**
- h. At the right-hand end of the line you can see if the class is **Open, Approve, Waitlisted, Closed** or **Cancelled**.
You can select it if the status is **Open, Approve** (tutor reviews before accepting enrolment) or **Waitlisted** (class is full).
- i. **VERY IMPORTANT: You must now scroll all the way down to the bottom of the class list** to get to the action button.
- j. Click on to complete your class selections. If you haven't clicked on then your enrolment will not have been registered.
- k. This returns you to your class status screen and now includes rows about the classes you have been enrolled in or waitlisted in.
- l. You can now choose the button again or you can click to continue to the Membership Status screen

4. PERSONAL DATA UPDATES – Including Passwords

You can click on if you wish to change or add:

- personal details such as address, phone numbers, email address
- your password (just type over the top of the one that is displayed)
- emergency contact details OR tick any boxes of activities you would like to volunteer for.

Note that any field marked with a * is a mandatory field.

Click on to save these changes.

Watch out for error messages in red text if your entries have not changed.

5. APOLOGIES

1. On your member account screen you will see this text near the bottom

If you will be absent from class, put in an apology.

Absence from: Date(d/m) to: Date(d/m)

2. Enter the start date (in the format d/m. e.g. 4/11 for 4th Nov) AND the end date. They can be the same date.

3. Then click on

4. You will get a screen with your classes and dates that are affected by the apology dates. Something like this...

Apologise

Class	Course	From: 28/10/2015	To: 17/11/2015
614-01	Philosophers' Cave	<input checked="" type="checkbox"/> 28/10	<input checked="" type="checkbox"/> 4/11 <input checked="" type="checkbox"/> 11/11
845-02	Health Care Interventions - Choosing Wisely	<input checked="" type="checkbox"/> 29/10	<input checked="" type="checkbox"/> 5/11 <input checked="" type="checkbox"/> 12/11

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5. You can untick any dates against a class that you will be able to attend.
6. Then click on to apply the apologies
7. Your list of classes will still show you as enrolled, the leader will be notified that you have apologised for those dates
8. If your absence means that you will not be able to attend any of the dates of the class it is recommended that instead of apologising that you withdraw from a class

6. WITHDRAW FROM A CLASS YOU ARE ENROLLED OR WAITLISTED IN

If you no longer wish to be attend a class that you are enrolled in, OR If you do not wish to stay on the waitlist for a class

- Select the class from the list of classes on your Class Status screen – do this by clicking on the square button to the left of the class row
 - Then click on the arrow next to the Select Reason box and you will see the following list of withdrawal reasons. Select the relevant
- Then click on
- You will be returned to the Class status screen

Select Reason

- Dissatisfaction with Course
- Class level not suitable
- Unexpected Commitment
- Over-comitted generally
- Timetable no longer suits
- Health (self or others)
- Timetable Conflict
- Enrolment Error
- Other

Select Reason ▼

7. FINISH

After clicking on from the main member profile screen (also called Class Status) you get a final confirmation and screen (called Member Summary). This provides you with detailed information about:

- your personal details
- your classes (dates, location, time, tutor)
- your payment receipts

If you would like to revise anything about your profile or classes, Click BACK. Note that if you have withdrawn from a class you need to contact its leader or the office to re- enrol

Please print this as a copy of your membership and class enrolments. If you do not have a printer then you can always log in again to see these details at any time.

Click on to log out.