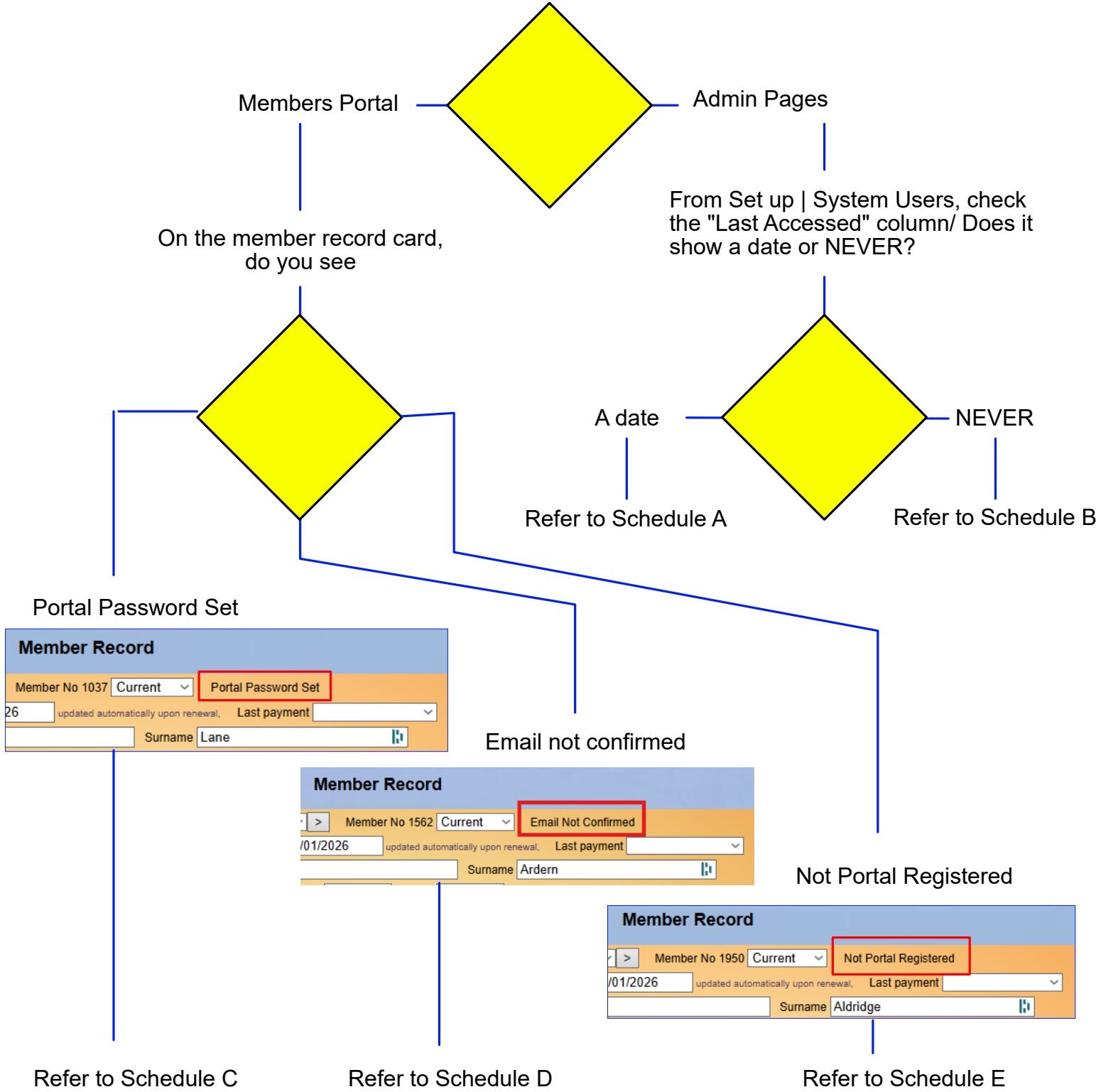


Flow Chart for Access to Beacon

"I can't log in"
 "It doesn't recognise my password"
 "It won't accept my postcode"
 and anything else they care to mention

Are they trying to Access the Members Portal for their own profile
 or the Admin pages to manage their group?



Member Record

Member No 1037 Current Portal Password Set

26 updated automatically upon renewal. Last payment

Surname Lane

Member Record

Member No 1562 Current Email Not Confirmed

/01/2026 updated automatically upon renewal. Last payment

Surname Ardern

Member Record

Member No 1950 Current Not Portal Registered

/01/2026 updated automatically upon renewal. Last payment

Surname Aldridge

Flow Chart for Access to Beacon

Schedule A

The Admin pages are accessed by either the Committee or a Group Coordinator. They are not available to the general u3a membership.

From the Dashboard, in the 'Set up' column, select 'System users' Find the member concerned. If a date is shown in "Last Accessed" then they have been here previously, 'all' they need to do is to remember:

Their Username - Shown in column two

Their Password

The Webpage: <https://u3abeacon.org.uk/password.php>

If necessary, Site Admins can reset their password and send them a new temporary password

There is a link to the Webpage from the "Managing your group" page on the website <https://shrewsbury.u3asite.uk/managing-your-group/>

Beacon

Beacon is the online website for management of the *members* of your group. From here, you can add members, remove members, promote them to Group Coordinator (but see latter note) and promote them from a 'Waiting' member, to a fully fledged joined member.

Beacon has an excellent [support site](#) for help. From this link, you will want the **User Guide** for guidance and training on all aspects of using Beacon. Section 5 is all about Groups. It is worth studying this while you are logged in to Beacon.

[Beacon Login](#)

Schedule B

The Admin pages are accessed by either the Committee or a Group Coordinator. They are not available to the general u3a membership.

From the Dashboard, in the 'Set up' column, select 'System users' Find the member concerned. If the "Last Accessed" field shows "NEVER", then they have not activated their system user account.

Before they are given their credentials, they need to *confirm to Web Admin* that they have looked at the Beacon User Guide, specifically Section 5 that is all about managing Groups. Only then will we release their login credentials. This composes of:

Their Username - Shown in Column two

A temporary Password

the Webpage: <https://u3abeacon.org.uk/password.php>

As in Schedule A, they can also go to that URL from a link on the "Managing your Group" page on the website

<https://shrewsbury.u3asite.uk/managing-your-group/>

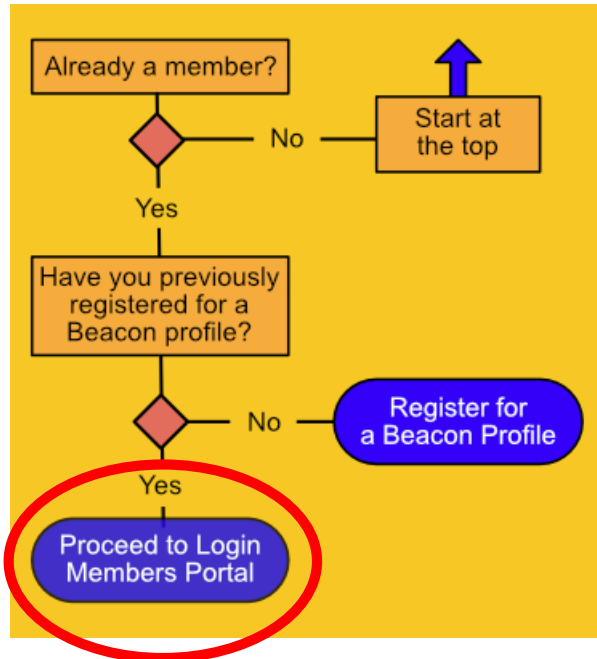
Group Coords were asked to do this on the 7th Oct and a reminder on the 25 Oct. As of today's date (13 Nov 2025), there are still 40 users who have not done this.

Schedule C

Password Portal Set. If the Password Portal is set, it means they have successfully registered for a Beacon Profile. This is a once only action, **so they do not need to register again.**

Direct them to the Members Portal Login Page.

<https://u3abeacon.org.uk/u3aportal.php?u3a=889&sc=BPNM>



Not an easy URL to remember. There is a link to it from the Membership page of the Website

<https://shrewsbury.u3asite.uk/join-us/>

Site Admins *cannot* reset their password. the user must do this for themselves from the "Forgotten Password" link

The screenshot shows the 'Shrewsbury u3a Members Portal' header. Below it is a dark blue bar with the text 'Please enter your E-mail address'. Underneath is a form with an 'E-mail' label, a text input field, and two buttons: 'Confirm e-mail' and 'Forgotten Password'.

Schedule D

Email not confirmed. The Email not confirmed status shows that they have 'half registered'. They've been to the registration page filled in their details, gone to the next stage and added a password and clicked "Update Account" the System has now sent them an email for them to click the link to confirm the email address. Importantly, this link is only valid for one hour.

IT TELLS THEM THAT ON THE SCREEN.....

For whatever reason, they have not acknowledged the system email, consequently they think they are not registered and try to register again. The system errors.

The correct course of action is do to as the screen had told them "You can request a new email at anytime by using the forgotten password link below or on the Members Portal.

So send them a link to the Members Portal (not registration) and get them to click Forgotten Password. Watch their inbox and respond to the system generated email, it will let then choose a new password and log them in.

You have been sent an email from noreply@u3abeacon.org.uk with a link you need to use before you can sign in. The link only works for 1 hour. You can request a new email at any time by using Forgotten password link below or on the Members Portal.

Schedule E

Not Portal Registered. Members need to register for a Beacon Profile if they want to keep their details up to date and to pay online to renew their membership when the time comes. This is a once only action.

Like Schedule C, the web address doesn't trip off the tongue
https://u3abeacon.org.uk/u3aportal_legacy.php?u3a=889&sc=BPNM

So there is a link to it from the membership page of the Website.
<https://shrewsbury.u3asite.uk/join-us/>
This time of course they want The "Register for a Beacon Profile"



They need 5 pieces of information:

Membership No
Forename
Surname
Postcode
E-mail

This data must match *exactly* what we already hold, you can send them an email if you like using the #token's. If the data is wrong, then as Memb' Sec', you can correct it for them then ask them to start again. Alternatively, they could first use the 'wrong' data, then they may correct it, once logged in.

Experience has shown that *all* the problems so far have been user error. They use smartphones with tiny screens and writing so they can't see what they are doing. I've also watched members use the flat of their finger so they could be pressing anything.

Try and get them to register using a device with a proper keyboard, or offer to do it for them in Palmers.

You may be tempted to register for them, but bear in mind there is some authentication via email involved, so they need to be sat with you with access to their email as you go through the process.