

ONLINE MEMBERSHIP RENEWAL

Please read the whole document before starting your renewal:

1. Go to the **Membership** page of the Hucknall & District U3A website and click the **Online Renewal** link, which will take you to the **Members Portal log-in** page.
2. Enter your Membership number, Forename, Surname, Post Code and email address, then press the **Confirm Identity** button.

The screenshot shows the 'Hucknall & District U3A Members Portal' with a sub-header 'Please identify yourself'. It contains a form with the following fields: 'Membership number' (with a text input box and the note 'All fields must be completed'), 'Forename', 'Surname', 'Postcode', and 'E-mail'. A 'Confirm Identity' button is located at the bottom of the form.

Note: Your Membership number appears on your membership card and at the top right corner of your renewal letter.

Forename and Surname are case sensitive and have to be entered with the first letter of each in upper case and the rest in lower case.

The Post Code and email fields are not case sensitive.

You may renew your membership from 8 weeks before the start of a new membership year, at which time the screen will look like this:

The screenshot shows a message: 'Your membership continues until 1st March 2020 but may be renewed now for next year'. Below this is a section titled 'Select an option' with four links: 'Renew your membership', 'Hucknall & District U3A groups', 'Calendar of meetings and events', and 'Update your personal details'.

3. After clicking **Renew your membership**, you will be taken to the Membership Renewal page:

The screenshot shows the 'Membership Renewal' page. At the top, there is an information icon and the text: 'If you wish to change your class of membership, you cannot renew on-line. Please contact the membership secretary'. Below this is a section titled 'Payment' which states: 'Your membership class is Individual' and 'Renewal fee is £ 15.00'. There is a checkbox option: 'Tick if you pay UK tax and wish U3A to claim Gift Aid on your subscription (if applicable)'. The 'Amount to pay: £ 15.00' is displayed. Below this, it says: 'Press the button below to proceed to PayPal to make payment. You may pay by credit or debit card or use a PayPal account'. A 'Make Payment' button is at the bottom. A footer note reads: 'After payment, you should receive an e-mail from PayPal as a receipt and an e-mail from Hucknall & District U3A to confirm renewal'.

Note: The renewal fees and dates shown in the pictures in this document are not necessarily the same as you will see – they are for example only.

If you share your address with another current member, you have the option of paying the other member's subscription at the same time [A]:

The screenshot shows a 'Payment' screen with a blue header. Below the header, it says 'Your membership class is Individual'. A red box highlights the text 'Renewal fee for yourself and is £ 30.00' with a red arrow pointing to it from the right, labeled 'A'. Below this, there is a checked checkbox with the text 'Untick if you do not wish to renew for' followed by a yellowed-out area. Below that is an unchecked checkbox with the text 'Tick if you pay UK tax and wish U3A to claim Gift Aid on your subscription (if applicable)'. At the bottom, it says 'Amount to pay: £ 30.00'.

If you don't wish to pay for the other member, untick the box [B] and the amount to pay will update [C]:

The screenshot shows the same 'Payment' screen but with the amount updated to £15.00. A red box highlights the text 'Renewal fee for yourself only is £ 15.00' with a red arrow pointing to it from the right, labeled 'C'. A red box highlights the unchecked checkbox 'Untick if you do not wish to renew for' with a red arrow pointing to it from the left, labeled 'B'. Another red box highlights the checked checkbox 'Tick if you pay UK tax and wish U3A to claim Gift Aid on your subscription (if applicable)' with a red arrow pointing to it from the left, labeled 'D'. At the bottom, a red box highlights the 'Make Payment' button with a red arrow pointing to it from the right, labeled 'E'. Below the button, it says 'Press the button below to proceed to PayPal to make payment' and 'You may pay by credit or debit card or use a PayPal account'. At the very bottom, it says 'After payment, you should receive an e-mail from PayPal as a receipt and an e-mail from Carlton & Gedling U3A to confirm renewal'.

If you are a UK tax payer and you would like the U3A to claim Gift Aid on your subscription, tick the Gift Aid box [D].

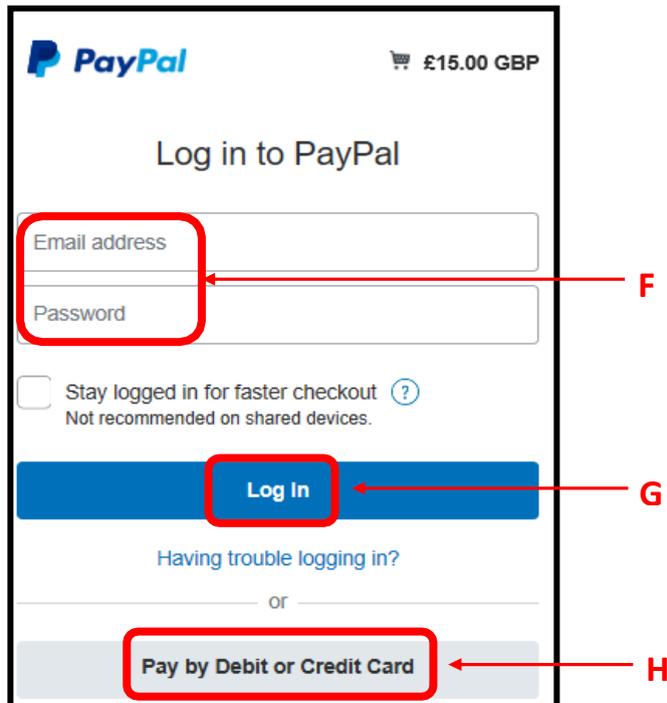
Gift Aid is an important source of revenue for the U3A and helps to reduce subscription fees at no cost to the members.

If you renew online for yourself and another member living at the same address, only your subscription will be used for a Gift Aid claim, so if the other member is eligible for Gift Aid, please renew each membership separately.

4. Press the **Make Payment** button [E] to go to a confirmation screen. Although it says "Continue to PayPal.." you can still use this if you do not have a PayPal account and wish to pay by credit / debit card:

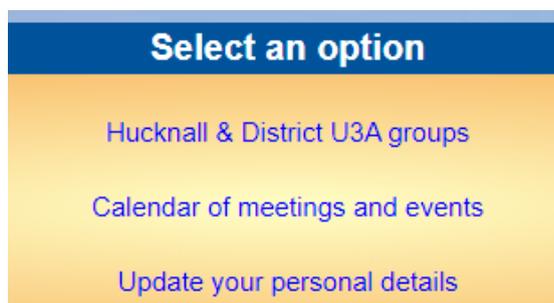
The screenshot shows a confirmation screen titled 'U3A Membership Renewal'. Below the title, it says 'Continue with payment'. Below that, it says 'You are about to pay £ 15.00'. At the bottom, there is a button that says 'Continue to PayPal to complete payment'.

5. After pressing **Continue to PayPal to complete payment** there are 2 payment options:
- If you have a PayPal account you may log in to your PayPal account by entering your email address and password [F], before clicking **Log in** [G], or
 - If you wish to pay by card, click **Pay with Debit or Credit Card** [H] and proceed to enter the card details.



After the transaction has been completed (using either PayPal or a card) you will see a confirmation on screen.

6. Click **Return to Merchant** to return to the to the **Members Portal log-in** screen, where now, the option to renew will not appear.



7. You will receive 2 confirmation emails:
- A confirmation of payment from PayPal.
 - A confirmation from Hucknall & District U3A (to you only, and not to any other member that you may have renewed at the same time)

Please check that your details shown in this email are correct. If any changes are required, please advise the Membership Secretary, or alternatively you can make the changes yourself from the Members Portal by pressing **Update your personal details**.