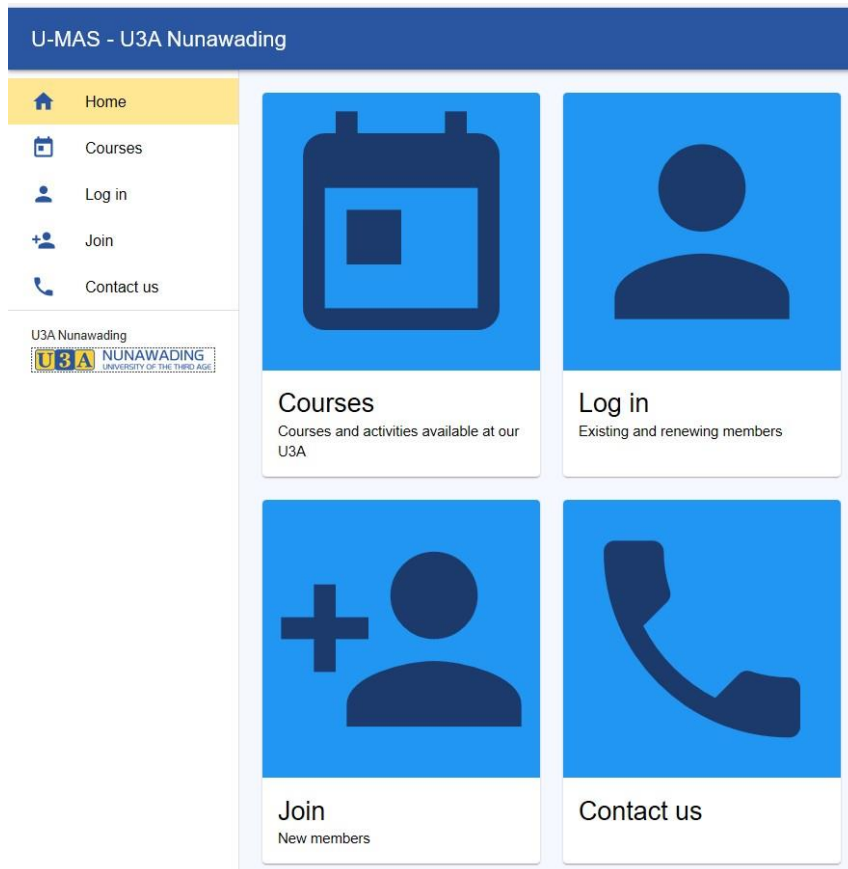


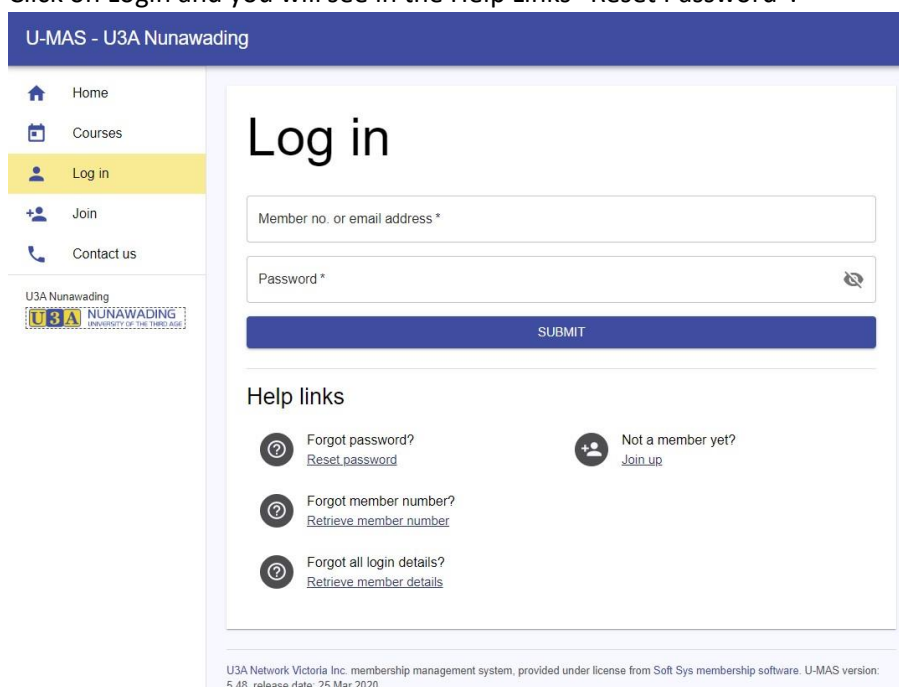
## Forgotten Password/Resetting Password

If you know your Member Number but have forgotten your password, you can create a new password:

1. Go to the Website and click on Enrolment top right and you will see the page below:



2. Click on Login and you will see in the Help Links "Reset Password".



3. Click on Reset Password

The screenshot shows the 'Request password reset' page in the U-MAS system. The page has a blue header with the text 'U-MAS - U3A Nunawading'. On the left side, there is a navigation menu with icons and text for 'Home', 'Courses', 'Log in', 'Join', and 'Contact us'. Below the menu is the U3A Nunawading logo. The main content area has a large heading 'Request password reset'. Below the heading, there is a text box that says 'Fill out and submit this form in order to receive a password reset authorisation code by email. If you already have an authorisation code, you can' followed by a button labeled 'ENTER IT HERE'. There are two input fields: 'Member number \*' and 'Surname \*'. Below these fields is a blue 'SUBMIT' button. At the bottom of the page, there is a small footer text: 'U3A Network Victoria Inc. membership management system, provided under license from Soft Sys membership software. U-MAS version: 5.48, release date: 25 Mar 2020.'

4. Enter your Member Number and Surname and click on Submit.

The screenshot shows the 'Reset password' page in the U-MAS system. The page has a blue header with the text 'U-MAS - U3A Nunawading'. On the left side, there is a navigation menu with icons and text for 'Home', 'Courses', 'Log in', 'Join', and 'Contact us'. Below the menu is the U3A Nunawading logo. The main content area has a large heading 'Reset password'. Below the heading, there is a text box that says 'Please enter the authorisation code that was sent to your email address, along with a new password, below. The authorisation code is valid for 20 minutes from the time it was sent. If your code has expired, you can' followed by a button labeled 'REQUEST A NEW CODE'. There are four input fields: 'Member number \*' (with the value '23146'), 'Authorisation code \*', 'New password \*', and 'Confirm new password \*'. The password fields have eye icons to toggle visibility. Below these fields is a blue 'SUBMIT' button.

6. An authorisation code will be sent to your email address. Enter the authorisation code within 20 minutes of receipt and then enter your new password and confirm the new password (entering the new password will bring up the instructions on the length and required form of the password).

Tip. If you are using a Tablet or a Smartphone it may autofill the password field. You may wish to over-ride this if sharing a device.