Login and Password Guide

Login and Password : Setup

Forgot Password and Reset

1. Go to the website at

   croxleygreenu3a.org.uk
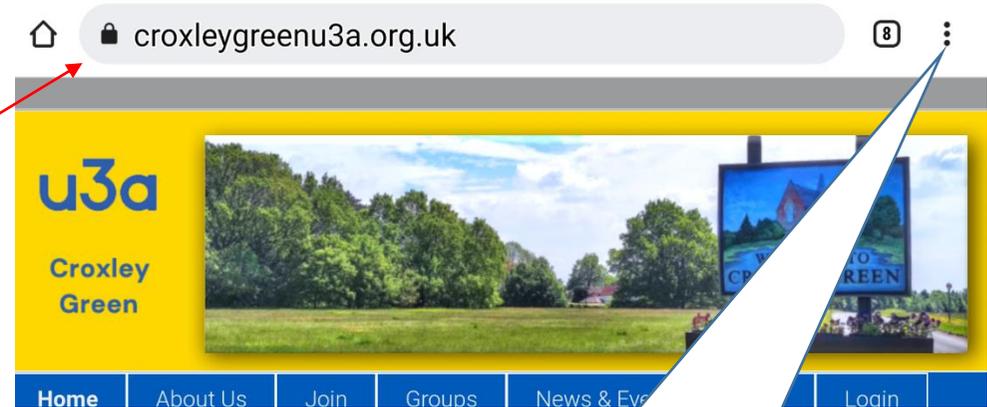
IF using a mobile phone or tablet

- rotate to the landscape / widescreen view.
- Also, look for the 'Desktop Site' option

With mobiles (not iPhones) look in the menu here

(3 dots), scroll down and tick Desktop Site.

iPhones have a different method – please ask!

croxleygreenu3a.org.uk

2. Click Login
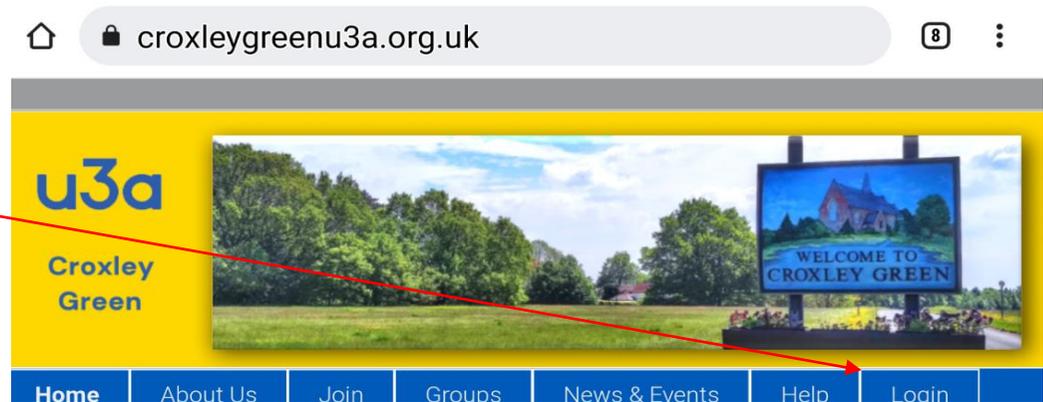
3. Enter your Username

   Your Username was allocated by the system and sent to you by email.
   Ask if you don't know it.

4. Leave Password blank

5. Click 'Forgot Password'

   Use this method for 1st time setup, or if you forget your password, or if you just want to change it.

This page will appear and you can enter your Username here if you haven't already as above.

Admin Login

| Username | Reset Password |
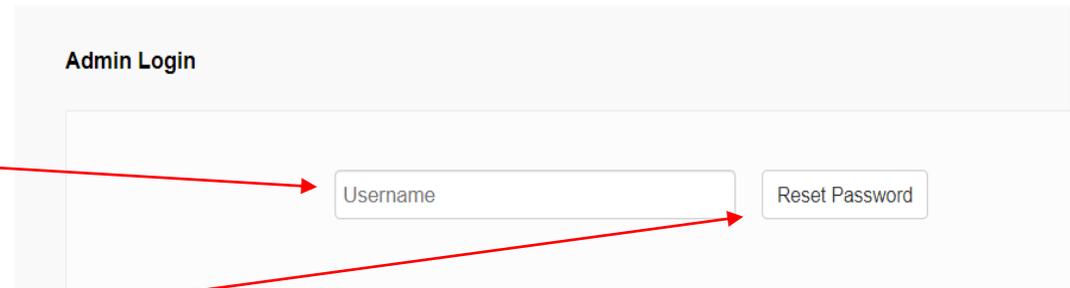
6. Click Reset Password.

Look for confirmation that an email has been sent to you.

Admin Login

✓ You have been sent an email containing a link to reset your password
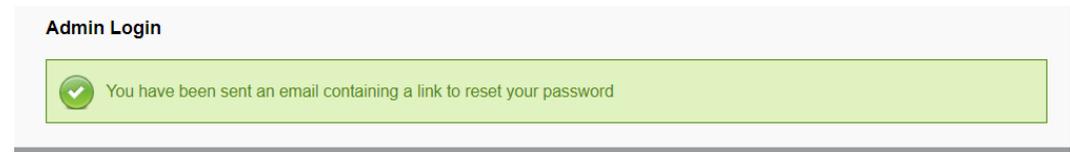
7. Wait until you receive the email

- Allow at least 10 minutes for the email to arrive
- Check Spam, Junk Mail and other inbox folders
- If you cannot find the email, see Item 9 below
- Do not try again

8. When you receive the email, click where shown then continue from item 10 below.
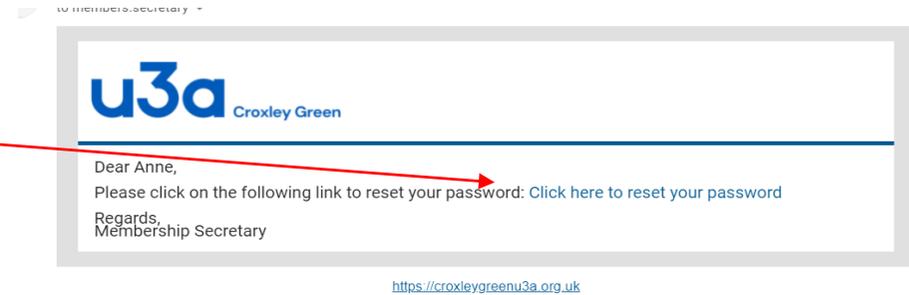
9. If you still cannot see your password reset email then please try these steps before seeking help, but do not try again as each attempt will invalidate the last.

    a. Look in Spam or Junk email folders, if you are using Gmail or Google mail also look in Categories 'Primary, Promotions and Updates' folders too.

    b. If you find the email, move it to your main Inbox and your email system should remember that you want to receive our emails.

    c. If you still cannot find the email, please add the following 2 addresses to your Contacts -

        mailmaster@croxleygreenu3a.org.uk
        members.secretary@croxleygreenu3a.org.uk

    d. Send an email to both addresses asking for assistance with login and password setup.

    e. The actions at 'c' and 'd' above will notify us and should also inform your email service that you want to receive our emails.

One of us will contact you as soon as we are available.

Login and Password Guide

10. Enter your New Password here

    You must comply with all requirements shown.
    Symbols include   !£&():;,.?/
    Example: Catch-22

    As you type your password, each rule will change to show when you have complied.

11. When you have complied with all rules, click 'Store New Password'

12. You will receive a confirmation message with a request for you to Login again using your new

You can save the login details on your own device but not on a public device please.

After Login, go to Help, User Guides, Members Guide to continue.