

# NEW Members Portal

## User Guide – ‘Getting Started’

Welcome to the NEW Catenian Members Portal. Please find information below on how to log in, along with some useful tips to navigate around the new system.

You will need to create your Portal account in order to verify and create your unique password access. This is a very simple process and will take about 2minutes.

Access is using your email address as recorded in the database, if you are unsure of this or you do not have an email address and wish to access the Portal in order to view the Directory, please contact [membership@thecatenians.com](mailto:membership@thecatenians.com) as we can set up a username/dummy email address for you.

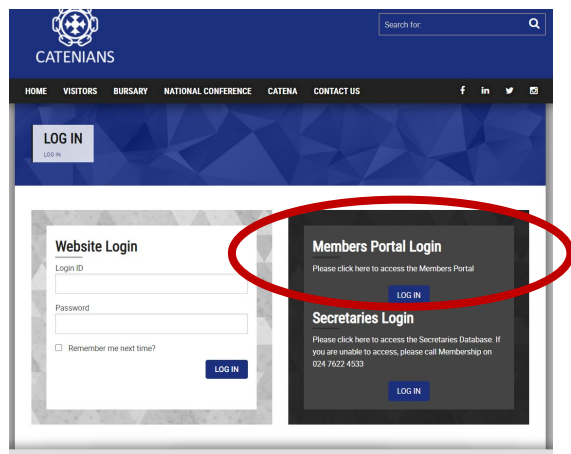
Please note we are now required to provide ‘Terms of Use’ for the Members Portal, these have been circulated to your Secretary and are available on the website and in the Portal. Whilst these Terms are a little legalistic they are issued in relation to data protection and the obligations by Members and the Catenian Association to protect the data, their access, and use of the Portal and its features.

### Portal Features

- An internal email tool to communicate with Head Office while logged into the Portal, and a secure means to exchange personal documents with Head Office and vice-versa
- To View and Edit your personal details (note some details cannot be changed in order to prevent the record being overwritten and lost, or where there is a cost implication e.g. Catena and Membership Category)
- To change your Preferences
- To view your Circle history, Officer roles and any Donations to the Bursary and Benevolent Funds
- To view the new Catenian Association online Directory – this is a live Directory and will display immediate changes made by the Member, Secretary or Head Office.  
*Under GDPR (data protection) it is imperative that when a member leaves or passes away the Secretary updates the database as soon as possible to avoid non-members accessing this information.*
- For added security
  - a) You are requested to set up two pieces of information to allow access should you forget your password, these are Memorable Date and Memorable Word. You will be guided to this when you first log in.
  - b) In addition, ‘Two Factor Authentication’ is available. It is strongly recommended this is set up, using your smart phone with the App ‘Google Authenticator’. Please see separate Guide for this.

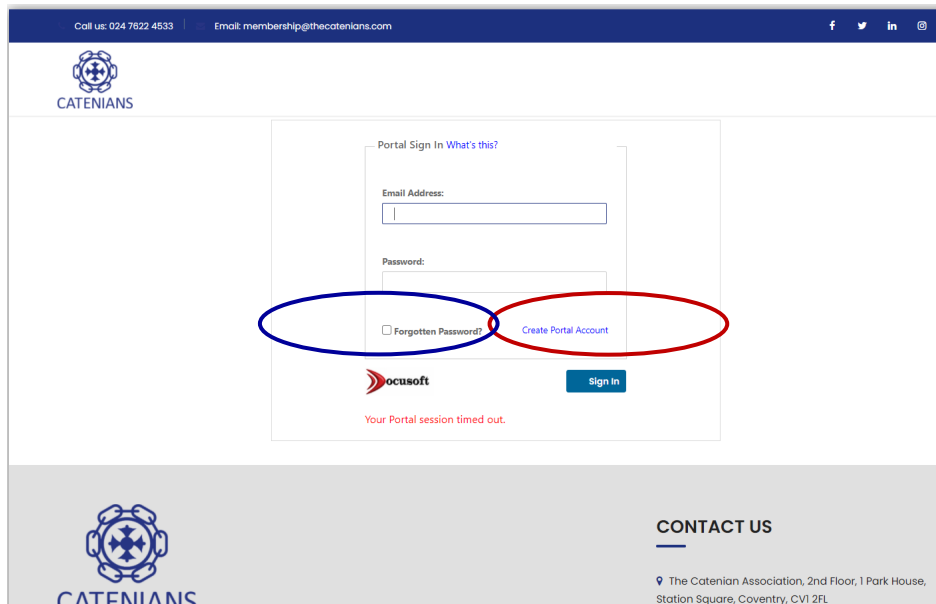
### Logging In

- Portal access is as per the old Portal, via the Members Area website - <https://www.thecatenians.com/Security/login?BackURL=https://www.thecatenians.com/members>

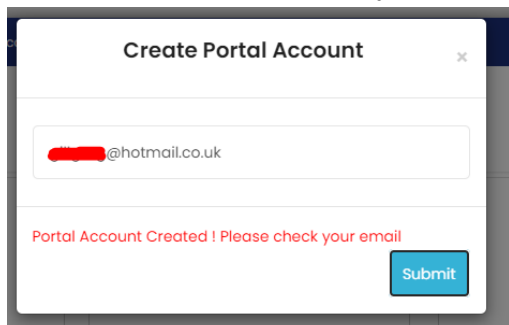


- Please click on ‘Log in’, please then click on ‘Create Portal Account’

- You also have the option to re-set your password if this is forgotten



- Enter your email address and click 'Submit' – this will send a system-generated email with your unique password. Please also check your Junk folder for this.



- If you enter in incorrect email address you will be advised that 'this is not a valid email address'. Please then verify with your Secretary or contact [membership@thecatenians.com](mailto:membership@thecatenians.com)
- When you access the Portal for the first time you will be advised of two pieces of information which need to be enabled. These are 'Memorable Date' and 'Memorable Word'.
  - The 'Memorable Date' is pre-set to your date of birth and you will see this shown with a HINT box next to it.
  - You will need to enter a 'Memorable Word' and type a HINT in the box so that you will be prompted if you forget.
  - Please then click on 'Update Profile'.
  - This set-up will ensure access if you forget your Password.

