

“Club Secretary Training” Webinar Questions and Answers

MyLCI Access and Registration

Q: When will MyLCI become available?

A: MyLCI will be available in all languages for account creation and training purposes on June 15, 2012. The site will be available for official use on July 1, 2012.

Q: How do we get to the MyLCI login page?

A: From the association’s main page (<http://www.lionsclubs.org>), click “Submit Reports” located at the top right section of the page.

Q: Can my username be my email address or member number?

A: Yes. It can be either.

Q: Will my password expire after 60 or 90 days or will it work for the entire year?

A: Your password never expires. Your access will end at the end of your term.

Q: Can I change my username and password?

A: Yes, you can change your username and password at anytime. When you enter username and password, check the box that indicates you would like to change these items.

Q: Can the club’s mailing address be different from the officer’s home address?

A: Yes. All officers can specify a membership address (usually home) and an officer address.

Q: If we have co-secretaries, will both people be able to access the site?

A: No. At this time only the “official” club officers will have access to MyLCI.

Q: If there are secretaries who do not use a computer, how does the club get access for someone else to enter the information for them?

A: Your district governor can ask for access to be given to a District Administrator. Requests can be sent to <mailto:mylci@lionsclubs.org>.

Q: If I hold two officer positions, will I need two logins or will all the information I need be under the one login?

A: No, one login/account will give you access to the functionality needed to perform the responsibilities associated with each role.

Q: What "home page" will I see if I have dual roles (example both club secretary and region chairperson)?

A: You will see the home page that corresponds to your highest position. However, for July, you will only see the club secretary panels. Region panels will be available later in the summer.

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Q: My husband and I have one e-mail address that we use for LCI purposes. Do we need to now have separate e-mail addresses if we are both club and/or district officers?

A: Yes. E-mail addresses must be unique to our system to successfully register to use MyLCI.

Q: Can club members access MyLCI?

A: We are planning on allowing members to use MyLCI in a future release. The release date is not known at this time.

Q: Will existing officers have access to MyLCI?

A: MyLCI will only be available to 2012-2013 officers and beyond. 2011-2012 officers will still have access to WMMR until the end of their term.

Q: If I was an officer in the past and am returning to office, will I still be able to use my previous log in and password?

A: If you were an officer during 2010-2011 or later, your current log in information will work. If you were an officer prior to 2010 you will need to re-register.

Q: How long will past officers have access to the site after their term is over?

A: 30 days

Q: I am the exiting officer and the new officer has requested help. Can I still have access to system if I am not the current officer?

A: No. You will need to provide all assistance before the end of the 30 day grace period within WMMR.

Q: Will returning officers be able to create a username since they currently use their member number?

A: Yes.

Q: Can more than one officer have access to the MyLCI secretary area?

A: The current president has the same access as the current secretary. Past officers are not allowed access at this time.

Q: Is the secretary the only officer that can change information on the site since all club officers will have access to My LCI?

A: The 2012-2013 club secretaries and presidents have the same online access and can update membership, service activities, and officer and club meeting information. Club treasurers will have view access to this information and have the ability to make online payments. Past officers are not allowed access at this time.

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Q: If the secretary is away and I am the acting secretary and the reports are due, how can I perform reporting without being registered?

A: The club president should submit the reports in this case. We are working to allow club officers the ability to delegate their tasks to other members of the club at some point in the future.

Q: Will past district governors have view only access to MyLCI?

A: The district governor will be able to provide 5 additional login ids /courtesy passwords which can be provided to the past district governor. In the future we hope to broaden the access to MyLCI/ WMMR to additional roles.

Q: Will vice district governors have access to this information like district governors?

A: Yes, but the new MyLCI won't be available for district and multiple district officers until August. During July they will be routed to WMMR. The Global Membership Team and others are planned for October.

Q: Will district cabinet secretaries have MyLCI access?

A: District cabinet secretaries will have MyLCI access in August. Until then, they will use WMMR.

Q: Will district cabinet secretaries have administrator rights to prevent district governors from having to register?

A: Your district governor can ask for access to be given to a District Administrator. Requests can be sent to mylci@lionsclubs.org.

Q: What information will zone chairpersons be able to see?

A: In August, zone chairpersons will be able drill down to see the current balance for all of the clubs in their zone.

Q: If you are not a secretary or president, but a district GLT coordinator for example that conducts officer training, how do you get to practice or train on the new site?

A: We are working on a Club Trainer role that current officers can assign to others for training purposes.

Q: Will the training area have the most up-to-date information to assist with training other treasurers?

A: Yes

Q: Does MyLCI include Branch clubs?

A: It will later this year.

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Q: What happens if you go to register and you are NOT recognized in the system?

A: It is possible you may have an incorrect member ID or have not been assigned as an officer. In either case you can contact other officers in your club or contact the Support Center at LCI.

Monthly Membership and Service Activity Reporting

Q: Will there be a button to email the reports to the club president, zone chairperson and district governor? Or will the club president have to access it themselves?

A: There is not a button that will email the report automatically. The report can be downloaded and emailed as an attachment. The club president will also be able to view the statements.

Q: Will the deadlines for submitting paper reports and doing them online remain the same?

A: Yes

Q: Will the previous WMMR reports be uploaded to the new MyLCI site?

A: Some general reports will continue to be available. Regarding monthly membership and service activity information, yes; MyLCI will use the same database as WMMR.

Q: If you have done a monthly membership report, can you still make changes before month end? Can you enter the Monthly Membership Report (MMR) more than one time in a month?

A: Yes

Q: Can the month of the report be changed?

A: No.

Q: Will MyLCI update the multiple district records on transfers also? Will information show up on the district governor monthly club health assessment?

A: Yes. All online submissions are reflected in all related reports, including the health assessment report where applicable. Even so, your district may require you to send them a copy of your report. Consult your district for their requirement.

Q: Will email addresses entered with the monthly membership information be accessible to International, State, and/or District Lions or exclusively to the local club officers?

A: Member information, such as email addresses, is available to the club officers and other officers in the club’s district/multiple district structure. It is also available to LCI Headquarters.

Q: Does the monthly report automatically get sent to Lions Club International or do I have to send it yearly?

A: If you enter it online there is no need to send it to us.

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Monthly Membership and Service Activity Reporting cont’d

Q: Can we send a monthly report to the district officers and zone and region chairpersons automatically?

A: Not automatically, but you will be able to download the report as a PDF file and email it as an attachment. The region and zone chairpersons will also have read access to your information on MyLCI.

Q: If I have all ready submitted my PU101 for the 2012-2013 Lions year do I have to do it again?

A: No.

Q: Do we need to report club activities each month or wait to end of year to submit all activities?

A: We encourage you to enter your Service Activity information as soon as possible after the activity takes place. However, unlike the MMR, the Service Activity report is not mandatory and can be entered at any time throughout the year.

Q: Are we able to report information for the previous year?

A: Service activities can be entered/updated until July 15th for the previous year. Membership information can be entered/updated only for the current month and the previous 2 months. Information prior to this cannot be entered.

Q: Will district & multiple district PR chairpersons have access to the activity reports?

A: Not yet, but we will consider it for the future

Reporting Features

Q: Can you download reports to Excel?

A: Yes.

Q: Will the membership reports have any additional flexibility for formatting the output? i.e. attendance reports

A: Not right now. We will consider it for a future release.

Q: Will the categories change in the Activities Report?

A: No, they will be the same as they are now.

Q: Will club secretaries be able to print a member list directly from MyLCI?

A: Yes.

Q: How do we print membership cards?

A: Select “Membership Cards” from My Lions Club menu.

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MyLCI Functions

Q: How do we enter a transfer member?

A: For clarification purposes, a transfer is always when a member is added/transferring to your club. A member leaving your club is referred to as a dropped member (the reason can be transferred in good standing). To transfer a member, select **Membership** from the My Lions Club menu > click **Add Member** > select **Transfer Member**.

Q: How do we deal with a member who is transferring to another club?

A: Drop the member and select “transferred in good standing” as the reason.

Q: How do I reinstate a member that was previously dropped?

A: To reinstate a member, select Membership from the My Lions Club menu, click Add Member, and then select Reinstate Member.

Q: When entering member data, does it have to be in upper or lower case letters?

A: Both are permitted.

Q: Is the date of birth for members required? Where can I find a member's birth date if it isn't in the MMR?

A: Only the member's birth year is required, not their full birth date. You would need to contact the member if you do not know their birth year.

Q: Will you need the Sponsor Name for a new member?

A: Yes.

Q: Can an incorrect sponsor be corrected on the member screen?

A: No, sponsor updates will still need to be entered by Headquarters.

Q: Will we be able to edit member information in MyLCI and see when they joined our clubs?

A: Yes.

Q: Are there any plans to allow the positions held by members and awards they have received to be kept on MyLCI?

A: We are considering displaying a member's award information but it will not be available on MyLCI this year. However, the highest office held by a member will be displayed.

Q: How do secretaries access a list of sponsored members so that Key Awards can be followed up?

A: Send a request to <mailto:memberops@lionsclubs.org>.

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Family Units

Q: What is a family unit? What are the benefits of establishing a family unit?

A: A Family Unit is intended to encourage family members to become Lions. It allows a dues discount to the family members. Please contact [Membership & New Club Programs Department](#) for additional details.

Q: Can we create and add members to a family unit at any time?

A: Yes, however the effective date for the transactions will be the month information was entered.

Q: How many members can be in a family unit?

A: A maximum of 5 members including the Head of Household are allowed in the family unit.

Q: Will creating a family unit automatically change the dues amounts associated with the members in the unit?

A: When a family member is added to the family unit, the dues amount for that person is automatically adjusted. The discount starts the month the member was added.

Q: We have a husband and wife in the club. Do we have to make them a family unit?

A: You don't have to, but it is necessary to provide them with the dues discount.

Q: If we create a family unit, will they only receive one Lions magazine?

A: Yes.

Q: Is it easier to add new family members then create a family unit afterwards?

A: With MyLCI, the members have to be entered first.

Q: If there are multiple members to be added to a family unit, do you have to start the add procedure from the beginning with each addition?

A: First select the Head of Household. Then click “Create Family Unit”. Once on the Family Unit screen select the family members one at a time and answer the verification documents questions. Then select the next family member.

Q: When dropping a member associated with a family unit, do you have to remove them from the family unit first?

A: No. They will be automatically removed from the family unit.

Q: What do you do when the Head of Household changes or leaves the club? How does this affect the rest of the family?

A: When you “drop” the Head of Household, the family unit will also be removed.

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Leo and Branch Clubs

Q: Are there going to be trainings held for club member roles, specifically for Leos?

A: Yes. We are planning to provide webinar training to Leo officers, Leo club advisors, and Lion club secretaries and presidents (who sponsor Leo clubs) in September.

Q: Will the Leo club advisor have access to MyLCI to assist the student with reporting?

A: Yes.

Q: Do club secretaries enter the report information for the Leo club or does the Leo club advisor report this information?

A: Leo club officers enter this information. The club secretary and Leo advisor will be able to help.

Q: I am a secretary at a Lions Club at an optometry school. Am I the sponsor for all the new members or do student members not need sponsors?

A: You are not automatically considered the sponsor of new members although you can sponsor any member. All new members require a sponsor. The sponsor is selected when adding a member using MyLCI.

Other

Q: Why are we only allowed 20 minutes online and are then logged off if we are still working?

A: The time limit is for security reasons and only applies if there is no activity for 20 minutes.

Q: Every time we hit "save" will it reset the clock and give us another 20 minutes?

A: Yes. Actually, every button you hit or action you take will reset the clock.

Q: If you are timed out, will your work automatically be saved?

A: No, it will not be saved.

Q: Under the My Officers section - will we be able to add a group mailing or will each officer's email need to be separate?

A: Unique email addresses are required to protect privacy of data.

Q: We have configured e-payments through the current WMMR, will those settings be carried over to MyLCI?

A: Yes

Q: Is there a way for a club website to host any information on a website in a "member's only" section?

A: You would have to use e-clubhouse.

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Other cont’d

Q: Where can I find the activities of other clubs?

A: To find service activities that have been shared by other clubs, use the “Search” feature in the Activities section.

Q: Where can I go to learn more about service activities?

A: Information on the service activity report can be found [here](#). The [FAQ page](#) is also available.

Q: Can tablets and smart phones be used enter data?

A: The site has not been tested in these environments at this time.

Q: Where is additional secretary training located on the web site?

A: The Club Secretary Self-Study module can be found [here](#).

Q: Will the Club Officers’ Manual be updated for 2012-1013 Lions year?

A: Yes

Q: What is the MyLCI Support Center contact number?

A: You can contact the Support Center at 630-468-6900.

Q: Is there a means to report an error?

A: Yes. Emails can be sent to <mailto:mylci@lionsclubs.org>.