

Lions Clubs International

MyLCI Password and Registration

Frequently Asked Questions



Frequently Asked Questions

Q: How do I logon?

A: Each user must first register a user name and password to access MyLCI, the Directory or WMMR. The user name and password you register provides access to all three web sites. Once you have completed the registration process, you will be able to enter your user name and password on the Logon page to access the Web sites.

Q: How do I register for a password?

A: First time users of MyLCI, the Directory or WMMR, will click “New User? Click here to register now.” on the Logon page. You will be prompted to provide your LCI member number and other information to help us authenticate who you are. You will also create a user name and password that are unique to you. And finally, you will provide security questions and responses that can be used if you forget your user name or password.

Q: How do I change my password?

A: Once you have registered a user name and password, you can change them. First, go to the Logon Page. Enter your user name and password, select the “I want to change my password after logging on” checkbox and then click Submit. On the next screen you can change your user name or password or both.

Q: How do I change my e-mail address?

A: Once you have registered a user name and password, you can change the e-mail address associated with your registration. First, go to the Logon Page. Enter your user name and password, select the “I want to change my password after logging on” checkbox and then click Submit. On the next screen you can change your e-mail address as well as your user name, password or security questions and responses.

Lions Clubs International

MyLCI Password and Registration

Frequently Asked Questions



Q: Is access to MyLCI, the Directory or WMMR available to all Lions and Leo members?

A: Access to MyLCI, the Directory or WMMR is based on the member's LCI office or role (e.g., club secretary, cabinet secretary, council chairperson or Past International President). Access will expire at the end of an officer's term and will automatically adjust when a new officer role is started.

Q: Do I need to reply to the e-mail titled "LCI - REGISTRATION COMPLETE"?

A: You will receive an e-mail when you complete the registration process. The purpose of the e-mail is to protect your logon information from improper use. You only need to contact the Support Center if you **DID NOT** register.

Q: Do I need to reply to the e-mail titled "LCI – CONFIRM PASSWORD PROFILE CHANGE"?

A: You will receive an e-mail whenever your user name, password or security questions were changed. The purpose of the e-mail is to protect your logon information from improper use. You only need to contact the Support Center if you **DID NOT** change your logon information.

Q: What format is required for passwords?

A: The password must contain at least one letter (a-z or A-Z) and one digit (0-9). Passwords must be at least 6 characters. Passwords are case-sensitive. (E.g., these passwords are NOT equivalent "LION123" and "lion123".)

Q: What happens if I forget my password AND I forget the answer to both of my security questions?

A: If you forget your username or password, click the "Forgot your User Name or Password? Click here" link on the Logon page. After entering your member number and the word verification text, your security questions will be displayed. Select a question from the drop-down list. Next, enter your security answer. Keep in mind that security answers are case sensitive. If the response to your security question, is incorrect, you can contact the Support Center by e-mail at mylci@lionsclubs.org or by telephone 630-468-6900.

Lions Clubs International

MyLCI Password and Registration

Frequently Asked Questions



Q: Will I get my password mailed to me like last year?

A: No, we will no longer mail passwords to officers.

Q: Will I need to re-register next year?

A: No. Once you register a user name and password you will not need to change it from year to year.

Q: Can I use a computer anywhere to access MyLCI, the Directory or WMMR?

A: Yes. Any computer with internet access can be used to access MyLCI, the Directory or WMMR.

Q: What if I get the message, “Your response does not match our records”?

A: To authenticate your identity, you will need to provide information as part of the registration process. Your entries need to match the values in our LCI membership records.

Question	Example	Suggested response
Enter your home street address:	1234 Main Street	Enter your address as it appears on your Lion magazine mailing label.
Enter your current club name:	Oak Brook Burr Ridge or Chicago Northwest	Enter the official club name. It is not necessary to include the words “Lions” or “Club” or the abbreviation “L. C.”.
Enter your first and last name:	Joseph Smith	Enter your name as it appears on your Lion magazine label.
Enter your spouse/adult companion's name:	Elizabeth or Elizabeth Smith	Enter the name you provided to your club secretary.
Enter your home, business or cell phone number:	3122641212 1 22 61217900	Enter the phone number you provided to your club secretary.

Lions Clubs International MyLCI Password and Registration Frequently Asked Questions



- Q:** “You have exceeded the maximum number of attempts allowed. Registration is not permitted at this time.” What should I do?
- A:** This error message means that one or more of the verification responses you typed do not match the information in your membership record at LCI. First, check with your club president or club secretary to determine the correct values. Then wait for approximately thirty minutes and attempt to register again.