

# Information Needed to Create your MyLCI LOGON

**MyLCI will be available for account creation and training on June 15, 2012**  
**From your web browser, go to the LCI Web site at <http://www.lionsclubs.org/>**  
**Click the "Submit Reports" link at the top of the page**  
**Click the "New User? Click here to Register Now"**

**Your LCI Member Number:** printed on your membership card or club roster. If not sure contact one of your current club officers. If you get an error message after this screen, your club may not have registered you as an incoming club officer. (Only Presidents, Secretaries and Treasurers have access.)

**Your Home Street Address:** exactly as it is listed in your LCI membership record. It is also the address on your Lions Magazine mailing label.

**Your Current Club Name:** as it shows in Find a Club in LCI. Example: for VIERA LIONS CLUB, you would enter VIERA

**Your Spouse/Adult Companion's Name:** as entered in your LCI membership record. If there is none, leave blank.

**Your User Name that you create:** must be at least 6 characters in length and must not contain commas or spaces. You can use your member number.

**Your password that you create:** 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. Passwords can not contain a comma or spaces. Passwords can not be the same as your User Name or Member Number.

**Your Email Address:** must be unique to you. If you share an email address with another officer, only one of you can register with that email address. This should also be the email address in your membership record. This is the email that LCI will send notices to. You will receive an email confirming your registration and any future changes to your user name and/or password. The purpose of the e-mail is to protect your logon information from improper use and it does not require any action, unless you did not authorize the changes.

**Security Questions (2):** You will need to remember your questions and answers. The answers you enter are Case sensitive. These security questions are used for verification prior to sending out your password if you have forgotten it.

**NOTE:** If you get an error message stating that you have exceeded the maximum number of attempts allowed, this means that one or more of the verification responses you typed do not match the values in your LCI Membership file. First, check with your club secretary or club president to determine the correct values. Then wait for approximately thirty minutes and attempt to register again. You may need to delete your Temporary Internet Files. (From Internet Explorer, click the Tools menu. Select the Internet Options menu item. From the General tab, click the Delete button in the Browsing history.)

Lions Club & District officers who currently have a user name and password for WMMR can use the same user name and password for MyLCI for their 2012-2013 term.

## **When using MyLCI:**

**The system will automatically log you out after 20 minutes, so save your work.**

**Access to the MyLCI Training site is password-protected.**

**You must have the latest version of Adobe Acrobat Reader installed to view and run reports. Latest download is (FREE) at: <http://get.adobe.com/reader/>**

# Frequently Asked Questions for MyLCI

**Q:** Will existing officers have access to MyLCI?

**A:** MyLCI will only be available to 2012-2013 officers and beyond. WMMR (Web Monthly Membership Reporting) will be available to current 2011 -2012 Lions officers until July 31, 2012.

**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. Passwords can not contain a comma or spaces. Passwords can not be the same as your User Name or Member Number.

**Q:** When will MyLCI become available?

**A:** MyLCI will be available for account creation and training purposes on June 15, 2012. The site will be available for official use by club officers on July 1, 2012. Incoming Lions district, multiple district, region and zone officers will continue to be routed to WMMR until August 2012.

**Q:** Will District Governors & Cabinet Secretaries have access to all district passwords?

**A:** No. Only the individual officer knows his/ her password. Passwords are encrypted. The IT staff at LCI does not have access to MyLCI passwords.

**Q:** Will non-officers be able to access MyLCI?

**A:** No. Access to MyLCI is based on LCI member ID, the member's LCI office or role and the officer's term of office. At the club level, only the current Club President, Secretary and Treasurer will have access.

**Q:** I hold two offices. How do I toggle between the two officer positions?

**A:** Officers holding multiple positions will choose the officer position from a drop down list. If you currently hold two offices, use the password for the lowest office held in 2011-2012 to logon to MyLCI.

**Q:** Can I still mail in my membership reports?

**A:** Yes. Membership reports can still be mailed, e-mailed or faxed to LCI Headquarters. Submit the paper report to international headquarters: Fax: 1-630-571-168, Scan & e-mail: [stats@lionsclubs.org](mailto:stats@lionsclubs.org), Postal mail: Lions Clubs International, Attn: Club Officer and Record Administration Dept., 300 W. 22<sup>nd</sup> Street Oak Brook, IL 60523-8842

**Q:** What happens if I forget my user name or password?

**A:** Simply navigate to the MyLCI Log On page and click the Forgot my User Name or Password link.

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

**A:** Contact the MyLCI Support Center by e-mail ([mylci@lionsclubs.org](mailto:mylci@lionsclubs.org)) or by telephone (630-468-6900).

**Q:** Will I get my password mailed/emailed to me?

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

**Q:** Which club officers can make changes to membership files?

**A:** The Club President and the Club Secretary can modify officer and member data. Only the Treasurer can make payments online. The Treasurer has read only access to the other information.

**Q:** If we have co-secretaries, can both names and applicable information be on the site?

**A:** No. Only the Secretary reported to LCI (only 1 allowed) as the club officer will have access.

**If you have questions or need assistance, contact the LCI Support Center at 630-468-6900 9:30am – 5:30pm EDT or by e-mail at [mylci@lionsclubs.org](mailto:mylci@lionsclubs.org).**

**Your District O Contacts for questions or assistance are:**

**Lion Donna Norton, 352-564-0315, [donnanorton@tampabay.rr.com](mailto:donnanorton@tampabay.rr.com)**

**Lion Mary Ann Bullock, 321-757-0238, [maryannbullock@hotmail.com](mailto:maryannbullock@hotmail.com)**

**Our District O Website is at <http://www.e-district.org/sites/350/>**