

Club Secretary Webinar Summary of Questions and Answers

CLUS SECRETARY ONLINE COURSE

Q: Where is the Club Secretary Self Study Module located?

A: Here is the link to the Leadership Resource Center for the club secretary self-study module.

<http://www.lionsclubs.org/EN/member-center/leadership-development/index.php>

Q: What is the site address to get the LCI website?

A www.lionsclubs.org

MYLCI TRAINING SITE

Q: How early can a new secretary login in on the MyLCI? Do they have to wait until July 1st?

A: The MyLCI training site is available about 40 days before July 1st at the end of May. If you have never been an officer you will need to create an account.

Q: I automatically go to the training section; can you tell me again when we will go to the live MyLCI?

A: July 1st.

Q: How is the MyLCI Training website accessed?

A: If you are a current officer, follow this path: Log in > Click the Support Center Panel > Click the Training Area link. If you are an incoming officer, you will be redirected to the Training Area automatically until your term begins on July 1.

Q: I had done a set up via the MyLCI training site. Will it still remain the same? Or do I have to re-register?

A: You will not have to re-register.

Q: If any changes were done on the training site, will be reflected on the live site?

A: No. This is a test area only. Good question!

Q: Do I access secretary training from MYLCI or some other place?

A: There is a training area in MyLCI that you can use before July 1 to practice. Other training resources are located in the Leadership Resource Center. If you are next year's new officer, we will automatically redirect you to the training area prior to July 1. If you are current access-eligible officers, you can find the Training Area link in the Support Center Panel.

Q: I'm taking over the secretary's position prior to July 1st. Is it possible to for me to access my club's records before July 1st?

A: Since your official term has not begun, you will be redirected to the Training Area. There you will see fairly contemporary data but not the real-time production data until your term begins and you log into the production application.

Q: I will be training secretaries. Is there 365-day practice training on MyLCI that I can use to keep existing clubs' info private like the old WMMR had? Can officers practice on this as well?

A: No. There is only one Training Area. It contains fairly recent production data. The reason for the change is that the fictional data system was arduous to continually maintain. All officers eligible and registered for

MyLCI can access the Training Area by clicking the Support Center banner on the Home Page, and choosing the Training Area link.

Q: As a returning secretary, do I have to resubmit data, or does it just continue as before?

A: MyLCI has all data contained in the system.

MYLCI LOG ON

Q: I am a new sec/treas. When do I receive my login information? Also, by email or regular mail?

A: You must use the "New user...Register Now" link from the MyLCI Logon Page to register a user name and password with us. You should have received an email (provided we have an address on file) or letter asking you to do so.

Q: I have not received an email with my log on info.

A: You are required to register first and then you can create your own user name and password.

Q: Being a new Secretary, when I log in for the first time do you verify who I am before you allow me access.

A: On the LCI home page you will click on Submit Reports, and you will arrive at the MyLCI logon page. If you are new to MyLCI and WMMR, you will need to register the first time you login. The system will verify that you are recorded as club secretary as you enter the information to register. On the right side of the Logon screen are links to video tutorials showing you how to register and login.

Q: So my username is my membership ID number?

A: During registration you must provide your membership ID number. Once we have identified you, you will create your own user name and password.

Q: I am a secretary and district GLT coordinator; do I use the same ID number?

A: Yes. After you login, you will see in the upper right hand corner of the screen that you are able to choose which role you wish to use.

Q: I am both zone chair and secretary. Will I only have one username and password?

A: You will be able to use one password and be able to change roles - look at the upper right corner of the screen.

Q: Has the letter been sent out from International to all secretaries?

A: The letters will be sent at the end of May. They are continually sent via letter or email as each officer is assigned.

Q: Will my password carry on from the training site to the live site of MyLCI?

A: Yes.

Q: Why are there dots in the password box when I log on before I put my password in?

A: It appears you have asked Windows to save your password on your computer.

Q: If I maintain my position as secretary will my password change July 1?

A: No. You may use the same password provided that you are recorded as next year's officer.

Q: As cabinet and club secretary, can I use the same password?

A: Yes. You will be able to switch roles once you are logged in.

Q: I am currently registered for MyLCI as a district official guest. Will it automatically recognize me as an incoming secretary as of June 1?

A: Yes. If you occupy both titles, you will be allowed to switch titles at the top of the page.

MYLCI PRIVILEGES

Q: Will an assistant secretary or a recording secretary have access to MyLCI or will only the Club Secretary have that access?

A: No. Only the current club secretary and club president can add or drop a member and edit member information.

Q: How can zone and regions find out about their clubs activities reports?

A: Zone and region chairpersons who are entered in MyLCI as district officers can view their clubs' service activities reports. Follow this path: My Lions Clubs > Service Activities.

Q: When you do the reports to the zone chairman does the site send it to the ZC automatically?

A: The reports are not emailed; however, the zone chairperson is able to view in MyLCI any membership or service activity reports that are submitted.

Q: Can any member see the activity reports?

A: No, the activity reports can be viewed by any club or district officer with access to MyLCI.

Q: How do GLT Coordinators get a password?

A: If the GLT coordinator is recorded in MyLCI as holding that district or multiple district position, he/she would login and create a user name and password to use MyLCI. They must use the "New user...Register Now" link from the MyLCI Logon Page to register a username and password with us.

Q: Do GLT Coordinators have access to member info?

A: District and Multiple District GLT Coordinators do have access to view member data, but not to make any changes. Follow this path: My Lions Clubs > Members

Q: Can a club president report member addition/drops?

A: Yes. Club presidents have the same permissions as the club secretary.

Q: What is a District Guest please and how do I become one?

A: A District Guest has read-only access to the entire district's data. They can only be assigned by the District Governor in the MyLCI website application.

MEMBERSHIP: REPORTING, MISCELLANEOUS

Q: I am a new secretary. Will this site already be set up for me, or will I need to set it up from scratch and add all my club and membership info.

A: All data is in our databases. You can make additions, subtractions or modification to it.

Q: If a new member is reported in May WMMR, will he/she will be a member from 1st May?

A: Yes.

Q: What is the cutoff date for the outgoing secretaries to submit membership changes?

A: July 31

Q: Can new members be added during a month, say April, and then be reported one or two months later to give an effective date from April?

A: You may date a transaction for the current month or up to 2 months prior using MyLCI.

Q: A member was dropped in a club due to non-attendance but inadvertently reported as deceased. What is the remedy to correct the records?

A: They must contact HQ-- Club Officers and Records or stats@lionsclubs.org.

Q: Reporting some additions of membership during a month will be taken as submission of wmmr?

A: To get credit for reporting of a particular month, you must choose that month on any transaction or report No Membership Changes for that month.

Q: Once I have updated my membership report, do I need to also e-mail it to LCI?

A: No. We update our records based on your transmission.

Q: Can you repeat the info to obtain the membership number?

A: Your membership number can be requested from your club officers or the district officers. It can also be found on your Lion magazine at the top of the mailing label section; club number is followed by your member number.

Q: So we can now print membership cards on plain card stock/paper?

A: Yes. It will require that you purchase blank business cards.

Q: Where do I get a paper MMR?

A: Search for M23A in search box of our website.

Q: How do I enter someone who wasn't entered as a member 2 years ago?

A: This will require you to mail the paper MMR to HQ. Please stipulate that the date is correct.

Q: Can district officers pull reports on club membership in their district?

A: Yes.

Q: Can reports only be done online?

A: No. We will be glad to process your paper MMR if you mail it to us.

Q: We have an associate member that cannot be edited (the field does not show on the website.) How do we drop this member?

A: This must be done by HQ staff so send an email request to MyLCI@lionsclubs.org.

Q: I am a new secretary. Will I need to set it up from scratch and add all my club and membership info?

A: All the club member data is in the system ready for any edits you need to make for the new Lions year.

Q: Some people do not want me to share their e-mail address so may I keep that off of the MyLCI records and just use their phone numbers?

A: That is fine for regular members. If they are a club or district officer, they must register a password for access to MyLCI, and they will have to provide a valid email address.

Q: Can the club secretary send reminder emails to members thru this software?

A: No, but you can use the data download feature to download all emails and then copy and paste them into your email system.

Q: Can I add a member of my club that is in South America to the list?

A: Yes.

Q: Are there plans to allow us to print mailing lists from this site?

A: The data download function will allow you to get the specific data you need.

Q: I have a member with incorrect birthdate. I tried to edit and could not. How do I correct it?

A: There is a "Change Info" button on the Edit Member page. It will send an email to us requesting the change. The change will be made at HQ. A specific reason for change must be given.

Q: If a member wants to transfer from one club to the other and that club drops him in the monthly membership system, can we transfer his membership within 12 months?

A: Yes. Transfers may occur within a 12 month period without the risk of losing prior service credit.

Q: When I try to edit an older member, for example adding an email address, the system requires that info such as date of birth be added. For some longtime members I do not have this info, so I cannot add the email. Is there a way around this?

A: We do require member dates of birth for understanding our demographics.

Q: I have a member from another club that wants to transfer to my club. He doesn't know his member number. Can I still transfer his membership?

A: You will be able to search by name and former club in addition to member number.

Q: Since we are entering everything to MyLCI, how do we get a copy of the reports submitted in printed form?

A: We provide a report for each area you address. Simply go to the Reports section for a list.

Q: We have some members with an incorrect start date; how can we correct that?

A: Contact mylci@lionsclub.org.

SERVICE ACTIVITY REPORTING

Q: Do we report as activities our regular monthly membership meetings?

A: It is not necessary, but if a club wishes to do so they can.

Q: What is a signature activity?

A: A Signature Activity is an activity that clubs implement on a reoccurring basis or over a period of several months. Use the "signature activity" feature in the reporting section of MyLCI. Once the signature activity is added, it can be selected from a drop down menu under "add activity." All information entered for the signature activity will be pre-populated. Clubs only need to change information (number of hours, number of Lions, etc.) as it pertains to a particular month. Here is a link to learn more about Signature Activities:

<http://www.lionsclubs.org/EN/member-center/planning-projects/service-activity-report.php>

Q: Where can I get my annual activity report?

A: There is no longer an annual activity report, instead it is done through MyLCI service activity reporting. Just create a year-to-date total under Service Activities.

Q: If I have an ongoing activity is there any way I can copy it from month to month or do I have to type it in each month?

A: Use the "Signature Activity" category for repeating activities.

Q: So I can create a signature activity?

A: Yes.

Q: While using the Service Activity Report, if I want to report a service activity which served "2000" people but that took three months to plan, do I enter the number of people served each time I log hours or only when the activity happens?

A: We would encourage the secretary to report on the activity once it's implemented and provide the total numbers. If this is a re-occurring activity (i.e., it is being repeated every month), they can use the "signature activity" feature and simply put in the numbers for that month. If it's only implemented once (even if it takes several months to plan), it should be reported during the month it was implemented.

FAMILY UNIT

Q: What is the definition of a family unit, if the members are not married, but one is the head of household and 4 other members are related to each other and live at the same dwelling.

A: To understand the program fully, use the search box in the upper, right hand corner of the website to search for "Family Unit."

Q: Husband and wife Lions could be a family unit?

A: Yes. One member pays full dues; the other member pays half-dues.

Q: For family members' dues, only international dues are cut in half, not other local club dues?

A: Correct. Your district and MD may or may not mirror International policy of allowing family members to pay half dues.

Q: We have a parent and college student as a family unit. Does the student get handled different than a spouse?

A: The student could be registered as a member of a family unit (like a spouse) or as a student (the dues amount is the same). Once a student graduates they would no longer qualify for student membership.

Q: Who do I contact about the Family Unit dues?

A: For general information and rates: Membership & Extension Division; memberprog@lionsclubs.org. For billing issues: membershipbilling@lionsclubs.org. For inability to assign members in the MyLCI system as a Family Unit: mylci@lionsclubs.org.

Q: Can my spouse be added to the family unit even though gay marriage is not recognized in my state?

A: Yes.

Q: We have a parent and college student as a family unit. Does the student get handle different than a spouse?

A: The Student Member pays ½ of the Lions International dues as a result of being a Student Member. The spouse will pay ½ of the Lions International dues as a result of being in a Family Unit.

SUPPORT

Q: Who can I call with MyLCI questions?

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

Q: Where is registration for Webinars?

A: You can register for webinars at the lionsclubs.org website in the leadership development section. Upon registering you should receive an email link to enter the webinar for which you registered.

Q: Not sure I am shown on the webinar as I didn't fill in the registration part.

A: It's best to answer all questions when registering for the webinar so we can send you follow up materials.

Q: Will the system be available only in English?

A: Basic reporting functions will be available in all 11 official languages.

Q: Your report of our PU 101 is not correct. Whom do we contact for that?

A: If you are a club officer, changes can be made within MyLCI or you may contact HQ.

MEMBER DUES

Q: Do I have access to what each member owes towards their dues on the LCI website?

A: No. We do not bill individual members. We bill the entire club. Our correspondence in this area goes to the club treasurer. All eligible and registered officers can view the monthly statements and membership dues invoices in the MyLCI website application.

Q: As a Secretary am I supposed to get a statement of dues that are due for each member? I haven't seen it as of yet and our Treasurer looks to me for that information.

A: Our correspondence in this area goes to the club treasurer. All eligible and registered officers can see the monthly statements and membership dues billing invoices in the MyLCI website application. Once received by the club treasurer, he/she should confer with the club secretary to determine which members are going to continue with the club.

Q: Please address college student membership to a club.

A: Student Members must be attending school and under the age of 31. As a Student Member, they pay ½ of the Lions International dues.

MISC

Q: I have a question unrelated to MyLCI: I'm looking for templates for completing standard certificates. Any chance of getting templates for certificates of service, certs of appreciation, new members, etc.?

A: Contact the Membership Department at LCI headquarters.

Q: What's a GLT or a GMT? What is MyLCI?

A: Global Leadership Team/Global Membership Team. MyLCI is the website application that allows club officers to maintain their data and report on a monthly basis.

Q: Can the PU101 form be changed during the year if an officer drops out and a replacement is added?

A: Yes, you can submit the PU 101 online, or via a paper form which is sent to LCI Headquarters.

Q: As an incoming Club Secretary, what do I need to do in MyLCI every month for my club?

A: File a membership report each month. If you have had service activities, report them.