

# Lions Clubs International Password and Registration Frequently Asked Questions

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## Frequently Asked Questions

**Q: How do I logon?**

A: Each new user must first register a user name and password to access either the Directory or MyLCI. From the LCI Logon Page click “New User? Click here to register now”. Once you have completed the registration process, you will be able to enter your user name and password on the Logon page to access both systems.

**Q: How do I get a password?**

A: Directory and MyLCI users create their own password. First time users will click “New User? Click here to register now.” on the LCI 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 answers that can be used if you forget your user name or password.

**Q: I forgot my password. Now what do I do?**

A: From the LCI Logon Page click the “Forgot your User Name or Password? Click here.” link. You will be prompted to answer one of the security questions you set up when you originally registered your password. If your answer is correct you will have the opportunity to reset your user name and password.

**Q: How do I register for a password?**

A: First time users of either the Directory or MyLCI, 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 answers that can be used if you forget your user name or password.

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**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 answers.

**Q: Is access to MyLCI or the Directory available to all Lions members?**

A: Access to MyLCI and the Directory is based on the member’s LCI office or role (e.g., club secretary, cabinet secretary, council chairperson or Past International President).

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

A: You will receive this 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: Do I need to reply to the e-mail titled “LCI - REGISTRATION COMPLETE”?**

A: You will receive this e-mail whenever 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.

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**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, password and security answers, contact the 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 to me like last year?**

A: No, we will no longer mail passwords to officers. You will need to register and create your own unique user name and password to access the MyLCI site, as an officer.

**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 the Directory or MyLCI?**

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

**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.”.

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Question	Example	Suggested response
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.

**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 values in the Club Roster or the 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.