

Lions Clubs International

WMMR – Password and Registration

Frequently Asked Questions



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Q: I have completed the registration & security questions but after the Processing message appears, nothing happens. What should I do?

A: Some current officers who will also be officers in 2011 – 2012 have experienced a system error. The system error has been corrected (as of May 25, 2011). If, after completing the registration and security questions, you click Submit, then the Processing message appears and then the same page is displayed, you may need to “Delete Your Temporary Internet Files”.

(Instructions 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 section.
- Then click the Delete Files button in the Temporary Internet Files section.)

Q: I have two roles (titles) and now I my password doesn't work. What should I do?

A: Some officers who have more than one role (title), are having problems logging on. Only the password that is associated with your “lowest” role or title was migrated to the new system. If the password you know isn't working the best remedy is to click the “Forgot your User Name or Password? Click here” link from the WMMR Logon Page to register and create a user name and password to access the WMMR site.

Q: Will non-officers be able to access WMMR?

A: No. Access to WMMR is based on LCI member ID, the member's LCI office or role (e.g., club secretary) and the officer's term of office. Only officers are able to access data. Officers are able to access data during their term of office.

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

A: WMMR sends 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 WMMR Support Center if you **DID NOT** change your logon information.

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

A: WMMR sends this e-mail whenever you complete the WMMR registration process. The purpose of the e-mail is to protect your WMMR logon information from improper use. You only need to contact the WMMR Support Center if you **DID NOT** change your logon information.

Q: Will officers be able to register prior to the start of their term of office?

A: Yes. Officers will be able to register prior to the start of their term of office but will not be able to access member, club or officer data until the start of their term (July 1).

Q: What format is required for passwords?

A: The password must contain at least one letter (a-z or A-Z) or 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: Will District Governors & Cabinet Secretaries have access to all district passwords?

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

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

A: Officers holding multiple positions will choose the officer position they want to use from a drop down list of their positions. To toggle from one officer position to another, log off and log on again and choose the alternate position.

Q: I had two passwords last year. Which password should I use now?

A: The password associated with the **lowest level office (role)** should be used to log on. (E.g. where the officer is both club secretary and district governor, use the club secretary password.)

Q: Can I still mail in my membership reports?

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A: Yes. Membership reports can still be mailed, e-mailed or faxed to LCI Headquarters. Submit the paper report to international headquarters. Fax - 630-571-1687, Scan & e-mail - stats@lionsclubs.org, Post mail - Lions Clubs International, Attn: Club Officer and Record Administration Dept., 300 W. 22nd Street Oak Brook, IL 60523-8842 USA

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

A: Simply navigate to the WMMR Log On page and click the Forget 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 WMMR Support Center by e-mail (wmmr@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. Each new officer for 2011 – 2012 will receive a letter via post mail or e-mail. The letter provides background information about WMMR. However, it is not necessary to wait for the letter. New officers can register to use WMMR within 24 hours of posting of the officer to the membership records.

Q: Will my password from 2010 – 2011 continue to work?

A: Yes. Officers who had a password in 2010 – 2011, can continue to use their password in 2011 – 2012. Officers served in more than one role should be used the password associated with the **lowest level office (role)** to log on. (E.g. where the officer is both club secretary and district governor, use the club secretary password.

Q: Can I use a computer anywhere to access WMMR?

A: Yes. Any computer with internet access can be used to access WMMR.

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

A: The Club President and the Club Secretary can modify officer and member data.

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Q: Will my password expire on June 30?

A: For some offices, there is a 30 day grace period following the end of term. During the grace period access to WMMR remains active. The grace period does not apply to Region and Zone chairpersons or to user IDs and passwords provided by district governors.

Q: When registering, what if your home street has changed since you first joined your club?

A: Enter the home street address you believe is in the membership record to complete the registration process.

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.