



Frequently Asked Questions

1. How do I log into the Lions Learning Center?

Enter your Member ID and chosen password and click **Login**.

*If you are a new user you will need to create an account first. To do this:

Click **Create Account**. Then enter your Member ID, choose and confirm a Password, First Name, Last Name, Contact Email, and the User Group Code (2011). Then click **Create New Account**.

2. Can I use my MyLCI Username and Password to log into the Lions Learning Center?

The Lions Learning Center is a separate system from MyLCI. To create an account and log into the LLC you will use your Lions Member ID number and create your own Password. You may choose to use the same password as MyLCI to make it easier to remember your password.

3. How can I find my Lions Clubs member ID number if I cannot remember it?

Contact your club secretary to get your Lions Clubs member ID number.

4. I forgot my password; can you send it to me?

We do not have access to your password; however by clicking **Forgot Password** on the log in screen you will receive an email with a temporary password. When you login, you will be asked to create a new password that you will use from that time onward. Make a note of your new password.

5. I have logged into the Lions Learning Center portal. How do I take a course?

From the course catalog, click on any course title. This takes you to the course instructions where you can launch the course in a new window.

6. I clicked the **Launch Course** button, but nothing happens. What should I do?

You must turn off pop up blockers for this site to enable the course to launch/open in a new window.



7. Whom should I contact if I encounter technical problems while trying to take a course?

For technical problems please contact the Leadership Development Division at elarning@lionsclubs.org

8. I want to create my Lions Profile. How do I do that?

On the Welcome screen click **Lions Profile**. Here you can create and edit your profile and training history.

9. In my Training History, what is the difference between my Lions Learning Center Training and Other Training?

Your Lions Learning Center Training includes all of the online courses that you have completed or courses in progress of completion. The Other Training section allows you to enter other Lions training and training conducted by non-Lion providers.

10. How do I put my picture in my **Lions Profile**?

On the **Lions Profile** select the following in order:

- **Profile Image**
- **Edit**
- **Select**
- **Browse** to search for your picture on your computer.

Once you choose a picture:

- Double click on the picture (photo size is limited to 1 MB)
- **Upload**
- **Save**

11. I want to create a report with my Lions Profile information and training history. How do I do that?

While in your **Lions Profile** select the following in order:

- **Quick Reports** (on the right side of screen / click the arrow next to Quick Reports for drop down list)
- **Lions Profile Report**

For a **Printable Version** of the Profile Report, choose the format (file type) you desire and click **Export**.