

Frequently Asked Questions

Lions Learning Center (LLC)

[Technical Support Webpage Link](#)



What is the LLC?



The LLC (Lions Learning Center) is a platform for providing web-based training to our Lions/Leo members.



What types of courses are in the LLC?



The LLC courses provide leadership, organizational and personal development training.



How do I choose a course?



You can select assigned courses on your home page or from courses available in the content library.



Where do assigned courses appear?



Assigned courses appear on your home page.



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Q My preferred language is not English, why have I been assigned courses in English?

A Initially, your assigned and available courses may be in English due to a system default. Courses in your language will appear shortly. Please disregard English courses if they are not applicable.

Q How long will it take to complete an LLC course?

A Courses are made up of one or more modules, which average 10-15 minutes in duration. There may be courses which require more or less time to complete.

Q Who has access to the LLC?

A All Lions and Leo members with a Lion Account have access to the LLC.

Q How do I access the LLC?

A Use your Lion Account to access Learn. Select **Lions Learning Center** to take free online courses.

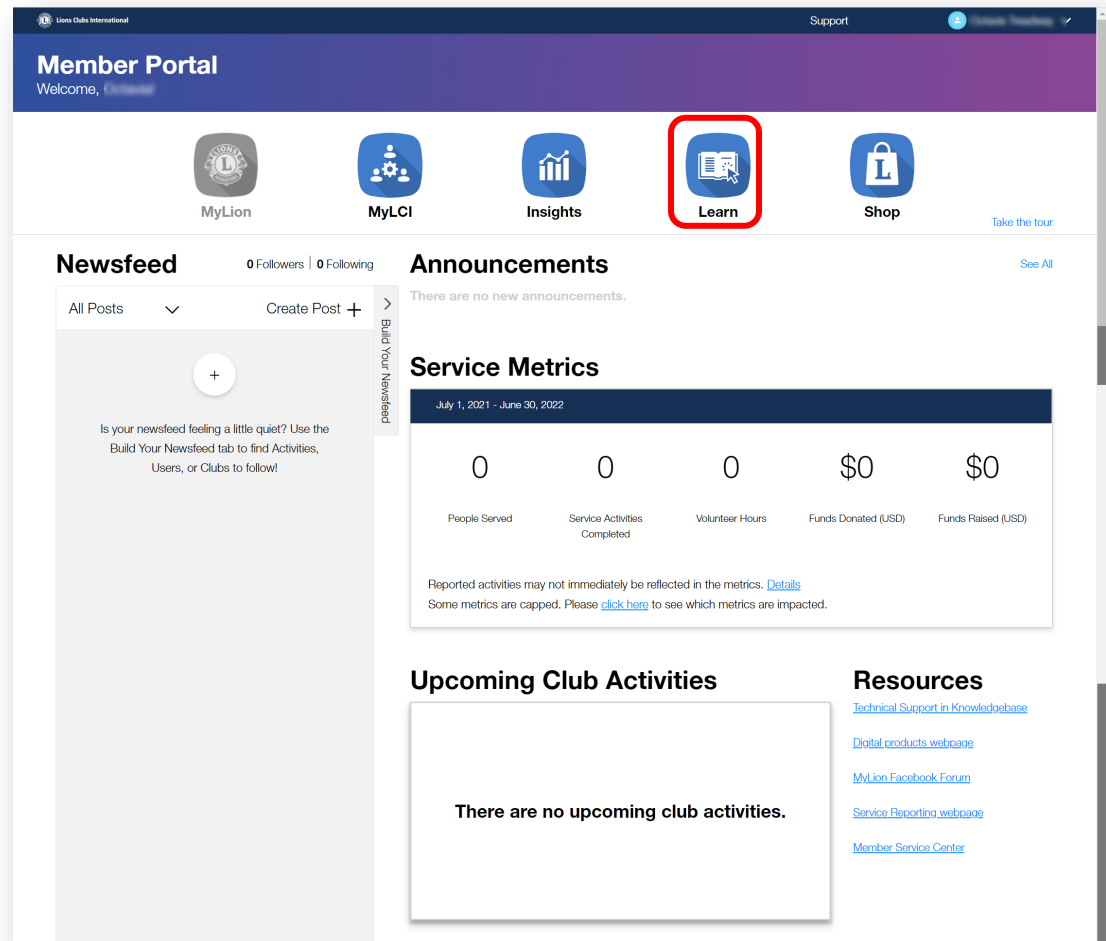


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1. [Log in to your Lion Account](#)

a. If you do not have a Lion Account, you will need to [register for access](#).


2. Click on the icon labeled "Learn" within the Member Portal:



3. You are now in Learn. Select the "Go" button to access the Lions Learning Center.



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Support

Learn
Home
International Institutes
Local Institutes and Trainings
Manage Training
Reports

Learn. Lead. Grow.

Online Training

- Take free online courses
- Encourage your personal growth
- Access leadership tools and insights

Lions Learning Center
GO

International Institutes
GO

Advanced Lions Leadership Institute
Montreal, QC, Canada

Jul. 9, 2022 - Jul. 11, 2022

Due Date Jun. 30, 2022

Local Institutes and Trainings
GO

Advanced Lions Leadership Institute
Montreal, QC, Canada

Jun. 15, 2022 - Jun. 16, 2022

Due Date Jun. 30, 2022

Atelier de rentrée_Chef du ...

CANCELED
Sep. 25, 2022 - Sep. 25, 2022

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Is any special hardware required to use the LLC?



- Computer desktop/laptop/tablet/mobile phone
- Internet connection



Is a special browser required to use the LLC?



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A Supported browsers:

- Google Chrome
- Mozilla Firefox
- Safari on Mac 1.2+
- Microsoft Edge

Javascript and Cookies should be enabled.

Q Are LLC courses available offline?

A Courses are not currently available offline.

Q Are LLC courses viewable on a smart phone, IPAD?

A Yes, using Safari on Apple devices or Chrome on Android devices.

Q My training history does not reflect all of the courses I have taken through the Lions Learning Center. Where is my historical training record?

A Your LLC profile will only reflect courses taken since the LLC was upgraded in July 2019. A full record of historical and current LLC courses completed is available in the My Learning Record report in Learn Reports.



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Q Can I export my training history?

A A full record of historical and current LLC courses completed is available in the My Learning Record report in Learn Reports. The My Learning Report report can be exported.

Q Is it possible for a user's preferred language to be updated?

A Yes. The content displayed in the LLC is dependent on the default language you have selected for your internet browser. To change the language of the courses you see in the LLC, you will need to change the default language for your internet browser.

Q How do I update my user profile?

- A**
- To review profile information, select “My Profile & Settings” from the profile drop-down (located on the upper-right corner).
 - You will notice that many of the profile fields are left blank and those that are filled cannot be changed. This is done intentionally for two reasons: 1) to simplify the data exchange needed for single sign-on; and 2) to



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protect privacy by minimizing the amount of personal data stored outside of our member database.

- You may add a profile picture by clicking on “Upload a profile picture” and then following the prompts.
- If your user profile reflects the following email address (unknown_<MemberID>@lionsclubs.org) you may contact memberservices@lionsclubs.org if you would like to provide a personal email address.

Q What should a user do if timed out of a LLC course or session?

A Users timed out of their LLC session, will need to log back into Learn with their Lion Account.

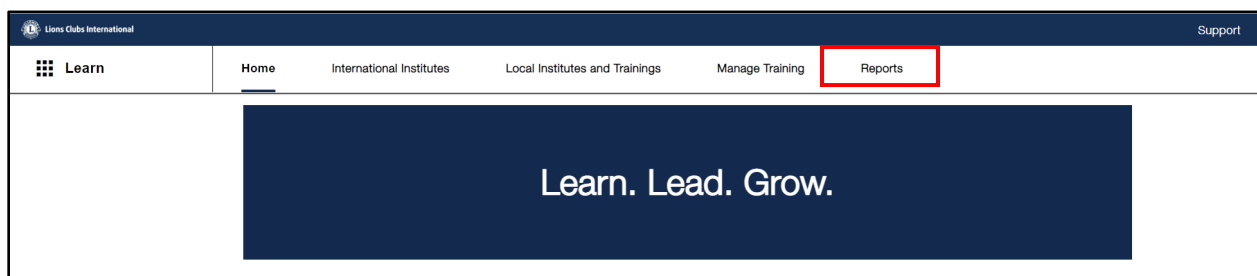
[Log in to your Lion Account](#)

Q Where are the user reports for specific roles?

A User reports are not available in the LLC. Data for completed Lions Learning Center (LLC) courses, attendance at Lions Clubs International Leadership Institutes and local training as reported by GLT MD and district coordinators is available in Reports within Learn.



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Where can I obtain support with the Lions Learning Center (LLC)?



For questions and support, please use the contact information below:

- Lion Account login support:
mylionsupport@lionsclubs.org or 630-468-7000
- LLC access, course or course content:
elearning@lionsclubs.org
- Learn Report data support
gat@lionsclubs.org



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