

Lions Clubs International WMMR Website
Most Frequently Asked Questions

1. How do I get to the WMMR website?

- Go to our main Lions website address at: <http://www.lionsclubs.org>
- Choose a language.
- Click the "**Submit Membership and Activity Reports**" link along the left banner margin
- Enter your member number and password

2. Who has access to the WMMR website?

Association policy is specific with regard to the issuing of WMMR website access codes/passwords for multiple district, district, and clubs. Only the current council chairperson, council secretary, district governor, vice district governor, cabinet secretary/treasurer, club president, club secretary and club treasurer of record at international headquarters can be given a password to access the site.

3. Do Region and Zone Chairpersons have access to the WMMR website application?

District level access to the WMMR website is now available. Extra passwords have been provided to each district governor to be used at their discretion. Please contact your district governor for a password. For Multiple District level, contact your council chairperson.

4. How do I get a password? (you have three options)

For security reasons each multiple district, district, and club officer will have their own individual password. Passwords are given only to the current district and club officers of record. Once you are entered as the officer in our database, a letter will be mailed to you with your member number and password.

If you are a current multiple district, district, or club officer, your password can be sent to you by email. You must have a current email address on file with international headquarters. Click on the "**Need your password?**" link on the WMMR Logon Page. Then enter your member number and click "Submit." Your password will be sent to you shortly via an automatic e-mail response to your email address of record.

You can also request your password by emailing us at wmmr@lionsclubs.org. Please make sure to include your name, club name, office held and email address where the password should be sent.

5. When do passwords change?

When notified of a change in an officer within the multiple district, district, or club, a new password will be issued to the new officer and the previous officer's password will no longer be active.

To allow clubs to close their reports for the fiscal year, the outgoing club officers can continue to use their passwords until July 28th each year. Multiple District and District officers have until August 28th.

6. How do I become familiar with the WMMR site without interfering with our club records?

A "**Training Area**" has been added and is available with no password required, which provides instructions and the ability to practice entering membership information without interfering with your actual club records. To access this feature, click on the "**Training Area**" link that appears on the left side of the logon page below the login boxes.

7. Can I report my current month MMR in the current month?

Yes, you can report the current month MMR in the current month. To do this, change the reporting month on the [Membership Activity Page](#).

8. When I am done submitting my MMR for the month, is it automatically sent to my District Governor?

No, the report is not automatically sent to the District Governor or any district officer. You can send the report by following these steps:

- Click on Club
- Click on Reports
- Click the Print button next to Monthly Membership Report
- Enter the month of the report you want and click Run Report
- When the report is displayed on your screen, Save the report to your hard drive.
- Email the District Governor and attach the saved report to your email.

9. Why can I not change, or correct, a members name?

The members name cannot be changed, or corrected, immediately. This is to prevent an incorrect name format that will cause system errors. To change or correct a member name, choose the Update transaction. Click on the members number whose name you wish to change. On the Basic Member information screen, click the Change button located to the right of the name. On the Name Change screen, enter the correct name, reason for

the change and your email address. Click the Submit button. You will get a confirmation screen that the name change has been submitted to LCI- **Club Officer & Record Administration Department**. The International Headquarters office staff will do the name change.

10. How do I change a sponsor?

Sponsor information cannot be changed online. If there is an error in the sponsor name, please email memberops@lionsclubs.org with the correct sponsor name, name of lion member and their member number, your name, club name and club number.

11. Why can't I reinstate a member?

The member must have been dropped from their club within the last six months in order to be eligible for reinstatement. Otherwise, they must be added as a new member.

12. How do I transfer a member into the club?

A member needs to be dropped from the prior club before he/she can be transferred into your club. The Transfer Member search looks at members that have been dropped within the past six months. Once a match is found, the name and number is displayed. Click on the member number and the Transfer Confirmation screen will be displayed. Click the Confirm Transfer button to complete the transaction.

13. How do I add a Family Unit?

See complete instructions at the following link: http://www3.lionsclubs.org/docs/family_unit_instructions.pdf

14. What if I only want to put in one yearly activity report for my club at the end of the year?

You have the option to enter the activity report every month, quarterly or once a year. The cutoff date each year is July 15, and any reports that have been entered by this date will be combined to produce the Annual Activity Report.

15. Did you receive my Activity Report?

To determine which reports have been received, follow this path: Club > Reports > Monthly / Yearly Activity Report > Print an Activity Report > Print Monthly Report. If the month is grayed-out, it has NOT been sent and/or received.

16. I click the "Print" button in the Reports section but nothing happens. Why?

All of our reports, and most of the publications on our website, require Adobe Reader software to view them. You can download a free copy at www.adobe.com

17. Why does the print out of the MMR come out garbled when the screen shows it correctly in my language?

If you are able to print the document but the data is garbled, click FILE from the menu bar, choose PRINT, click the "advanced" button and check the box labeled "Print as Image".

18. When I click on Print I get an error message and my browser shuts down?

Disable Web Browser Integration so that PDF files open directly in Acrobat or Adobe Reader instead of in the web browser.

To disable Web Browser Integration in Acrobat 6.x or Adobe Reader 6.x:

1. Open Acrobat or Adobe Reader.
2. Choose Edit > Preferences > Internet.
3. Deselect Display PDF in Browser.
4. Click OK.

19. WMMR Training CD now available on our FTP site

Below is the link to our ftp site. Click on the link, then right-click the wmmr demo cd folder, and copy it. You can paste this to your hard drive (or your desktop) or burn a cd.

If you save this to your hard drive, you will need to open the folder and double-click the AutoMenu.exe icon. Select a language, and the demo will run.

If you burn this to a cd, when you run the cd, it will automatically load.

Here is the link to the ftp site:

<ftp://ftp.lionsclubs.org/InformationTechnology/Common/>