

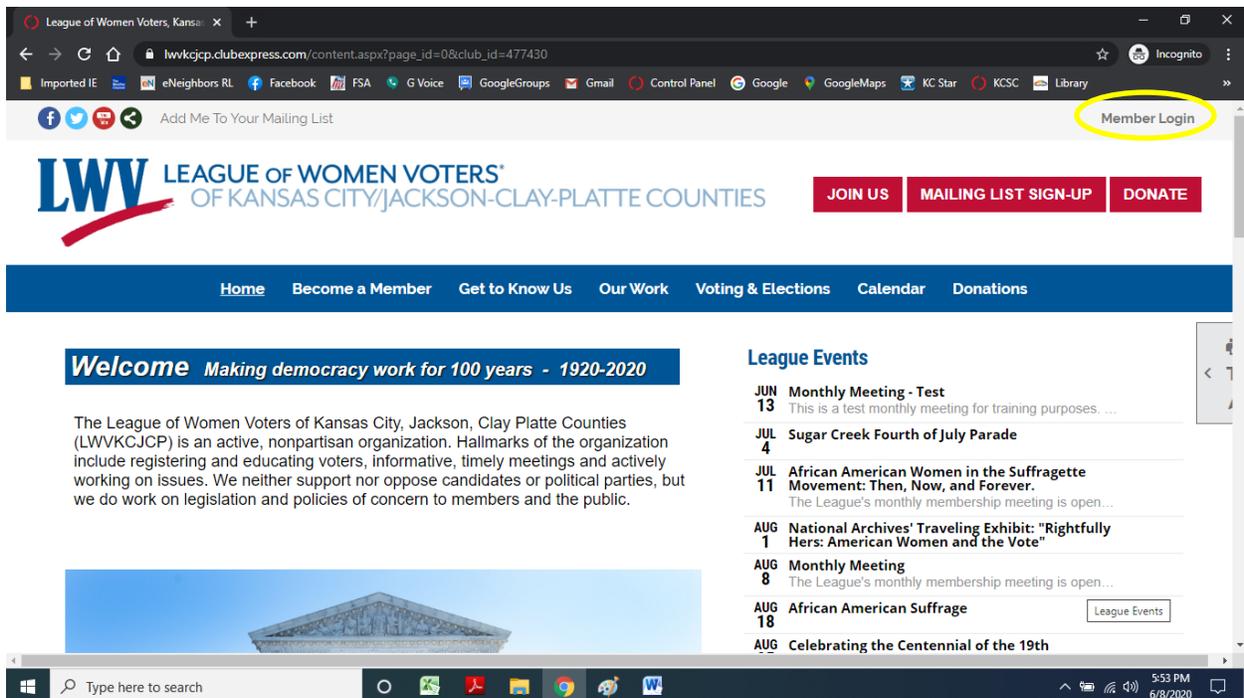
# Website FAQs - [lwvkc.org](http://lwvkc.org)

Our LWVKC/JCP has a new website, still the same lwvkc.org domain name, but with more functionality. Accessible to everyone is the same types of information about the League, upcoming meetings and events, etc that we had on our previous website. New is a members only section. When you are logged in as a member, you will be able to update your contact information, join a committee, volunteer for events, register and pay for special luncheons and events, and look up other members in the online Member Roster.

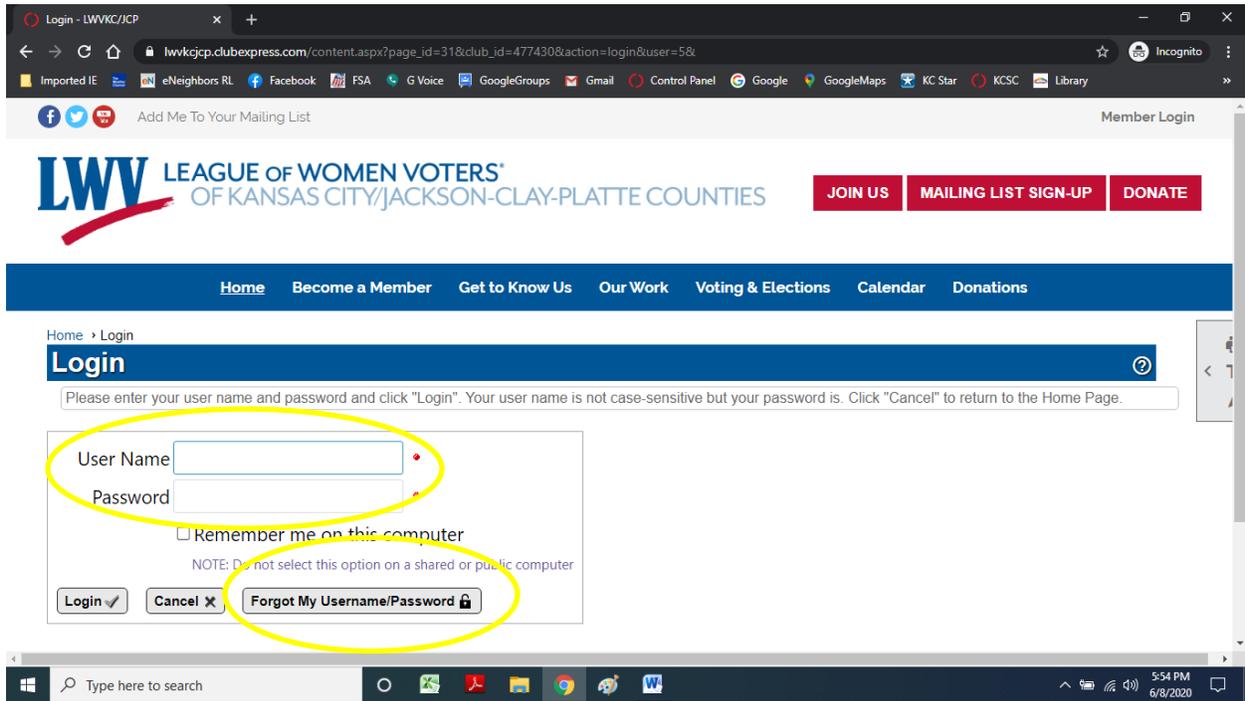
The Tech Committee has designed the lwvkc.org home page to make it easy to use. Click on any of the upcoming meetings and events listed on the right side of the home page for more information. We want you to continue to receive our LWVKC/JCP Voter and email updates from the Missouri and National Leagues. Please help us by making sure we have your correct contact information – just login to your website profile and update your address, phone numbers, and email address.

## FAQ Menu:

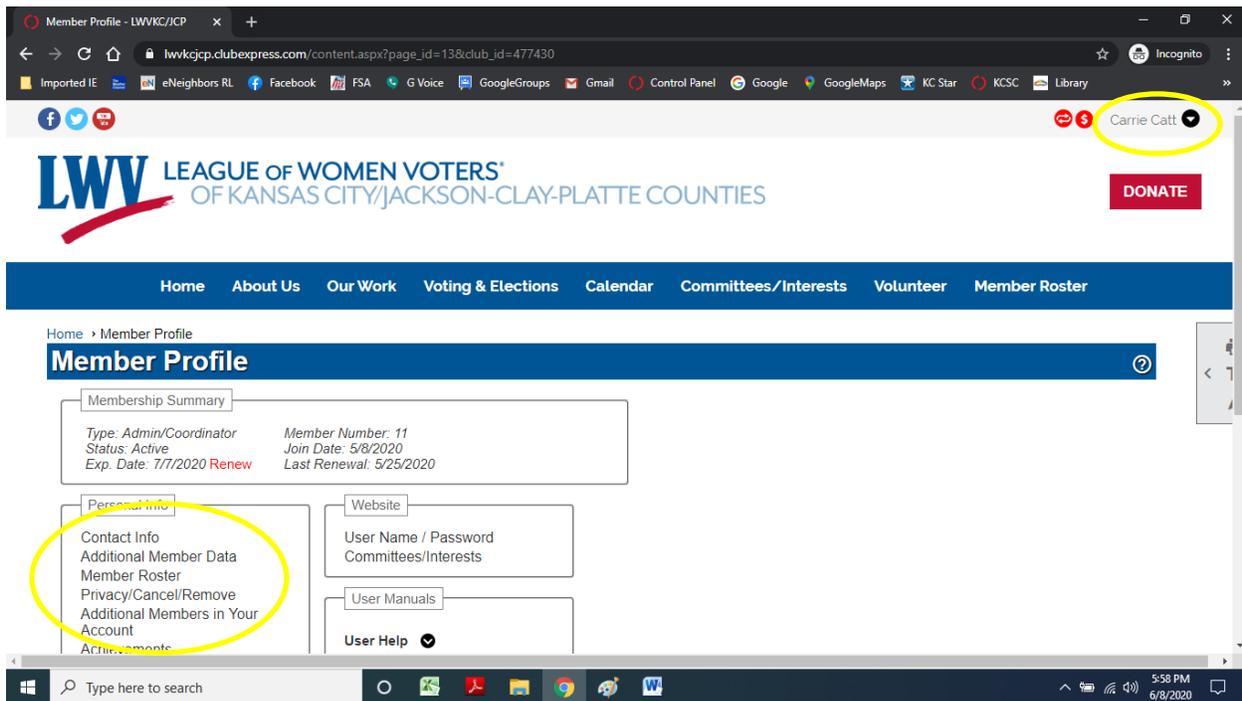
1. Go to the League's website
  2. Login to my member account
  3. Forgot my user name or password
  4. Not me when I sign in
  5. Update my contact info
  6. Add my picture
  7. Not getting LWV emails?
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  10. Find other members contact info
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  14. Register for a meeting luncheon or event that says "Registration is Required"
1. **How do I go to the website?** Anyone can view the public side of the lwvkc.org website, just enter lwvkc.org into your Internet browser.



2. **How do I login to my member account / see the member side of the website?** Go to lwvkc.org.
  - a. Click on "Member Login" in the upper right corner.
  - b. The "Login" page will appear, enter your User Name and Password to get to the member part of the website.
  - c. Click the "Login" button

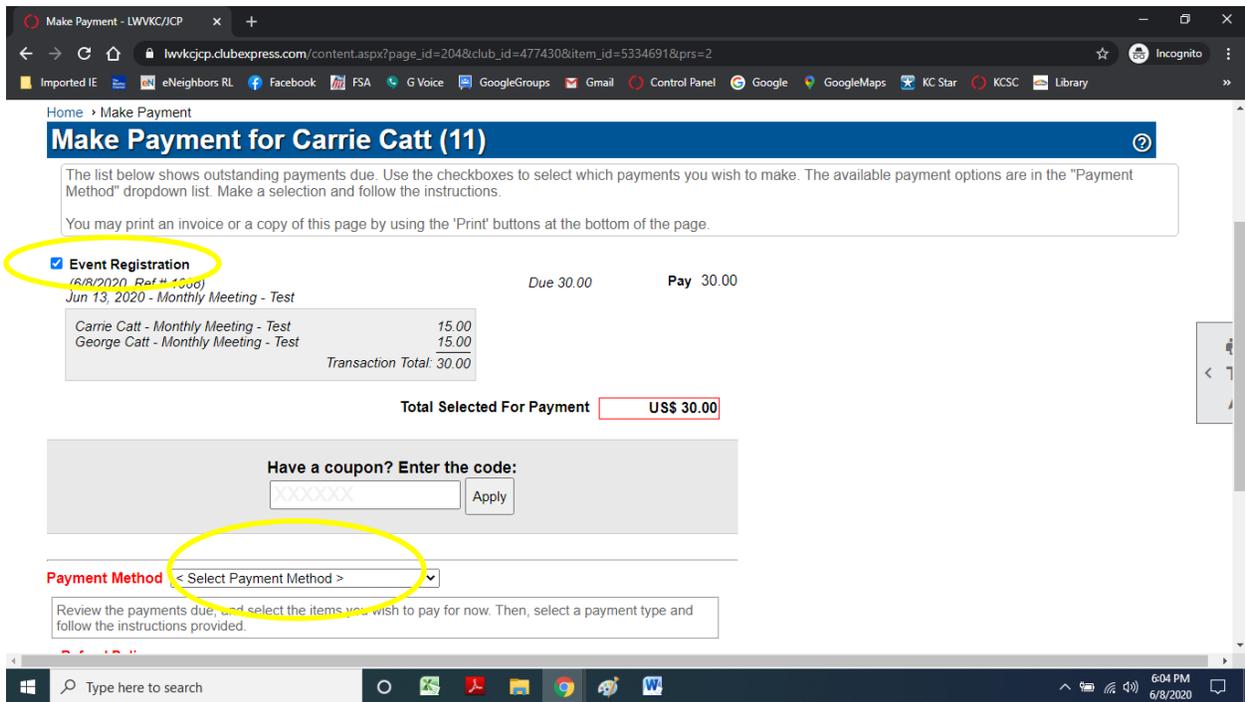


3. **What if I forgot my User Name or my Password?** Go to lwvkc.org. Click on "Member Login" in the upper right corner. The "Login" page will appear, click on the "Forgot my UserName / Password" button at the bottom of the login box.
  - a. Enter your email address and first name. Your User Name and Password will be emailed to you. **Be sure to use the email address you provided to the League!**
  - b. If the website doesn't find a match, a box will pop up with the ClubExpress number to call for assistance.
  - c. If ClubExpress is not able to help you, the Membership Committee will need to research your membership. Please send an email to: [lwvkcmembership@gmail.com](mailto:lwvkcmembership@gmail.com) and include your name, current email address, phone number, and mailing address and a brief description of the problem.
4. **When I go to lwvkc.org to sign in, it automatically signs on to my spouse's account instead. How can I sign on as me?** This happens when members share a computer and someone used the "Remember me on this computer" box when they signed in. It puts a cookie on the computer so that it always logs on to their account. Here are a couple of ways to get around this:
  - a. Click on their name in the upper right corner, then click on "Login as a different user" in the drop down box. The "Login" page should appear so that you can sign in.
  - b. Google Chrome users: Click on the 3 vertical black dots icon in the upper right corner of your browser screen. Click on "New Incognito Window" to open a new window in incognito mode. In the new window, enter lwvkc.org, and login to the website.



5. **How do I update my contact info on the website with my new address, phone #s, or email address?** Follow #2 above to login to your member account on the website. Click on your name in the upper right corner, then click on "Profile" in the drop down box. The "Member Profile" page appears. Look for the "Personal Info" box, then click on "Contact Info." Enter any changes to your address, home phone #, cell phone #, and email address, and click the "Save" button at the bottom.
6. **How do I add my picture to the membership directory (optional)?** Follow #2 and #5 above to login and go to the "Member Profile" page. Click on "Member Roster" in the "Personal Info" box. Scroll to the bottom of the page and look for the "Photo" section. Click on "Select New Photo" next to the photo box, then select and open your favorite photo from your computer's picture files. Click on the "Save" button.
7. **Why am I'm not getting emails from LWVKC/JCP?** Follow #2 and #5 above to login and go to the "Member Profile" page. Then check the following:
  - a. Find the "Personal Info" box and click on "Contact Info". Scroll down to "Other Contacts" and make sure your email address is correct. If not, correct your email address and be sure to click the "Save" button.
  - b. Find the "Personal Info" box, then click on "Privacy/Cancel/Remove". Under "Terms of Use and Privacy, click on "Yes, I want to receive these emails". Click the "Save Settings' button.
  - c. Note: If your membership has expired, you will be directed when you log in to renew your membership.
  - d. If all of the above check out, then your email provider may be sending LWVKC/JCP emails to Spam. Check the Spam box for emails from LWVKC/JCP, move them to your Inbox, and add the sender email address to your contacts. Also, add the following domains to your list of approved domains: lwwkc.org, clubexpress.com, and mail2.clubexpress.com

8. **How do I renew my membership?** Follow #2 above to login to your member account on the website.
- Click on your name in the upper right corner, then click on "Renew" in the drop down box.
  - The "Membership Renewal" page appears. Click on "Select" to the right of "Membership Type" and select "Individual", "Household" or "Student". Click the "Next" button.
  - You will be taken to your "Contact Info" and other "Profile" pages. Please review and update so that the League has your current information. Click the "Next" button at the bottom of each page to continue. Be sure to click the "I Agree" box on the Membership Agreement page.
  - On the last page you will be asked to review your contact information one last time, then click the "Finish and Proceed to Payment" button. It will take you to your "Make Payment for..." page.



9. **How do I make a payment?** Follow #2 above to login to your member account on the website. Look for your name in the upper right corner. There will be a red \$ to the left of your name if you owe money. Click on your name. Click on "\$ Payment Due" in the drop down box.
- The "Make Payment for" page will appear. If more than one item or event appears, click on the check box to the left of the items you are paying for now. The "Total Selected for Payment" red box will show the amount due.
  - Scroll down to "Payment Method" and select your payment method.
  - If you selected "PayPal", then click on the "PayPal Checkout" yellow button and follow the instructions on the "PayPal" website.
  - If you selected "Check", click on the "Print Invoice (PDF)" button at the bottom of the page and mail your check as instructed on the invoice

## 10. How do I find another member's contact information?

- a. Anytime you are logged in to your member account on the website, you can click on "Member Roster" on the menu bar. Enter the first few letters of the person's first or last name in the "Search Text" box and then click the "Search" button. "Business cards" for the members that meet your search will appear showing the member's city, email address, and phone numbers. If you click on the person's name, additional detailed info will appear.
- b. We have special coordinator accounts on the website for some officer and committee chair positions. These special coordinator accounts have "LWVKC/JCP, MO" shown as the city immediately below the person's name in the member roster. Click on the name in their "business card" to see their leadership position shown next to their name on the details page. These special coordinator accounts give them the website tools they need to help run their committees, etc. Please use the officer / committee chair's League email address shown on their "business card" to contact them about their committee, etc.

The screenshot shows a web browser window displaying the LWVKC/JCP website. The page title is "Volunteering Opportunities". Below the title, there is a search bar and a "Volunteer Yourself" button. The page lists three upcoming opportunities:

- June 13 Monthly Meeting**: Starts June 13, 2020, Finishes June 13, 2020. Event: Monthly Meeting - Test. Volunteers needed to welcome attendees at the sign in table. 28 SPOTS LEFT.
- Naturalization Ceremony Voter Registration - test**: Starts June 14, 2020, Finishes June 14, 2020. Help register new citizens to vote immediately after their Naturalization Ceremony. 15 SPOTS LEFT.

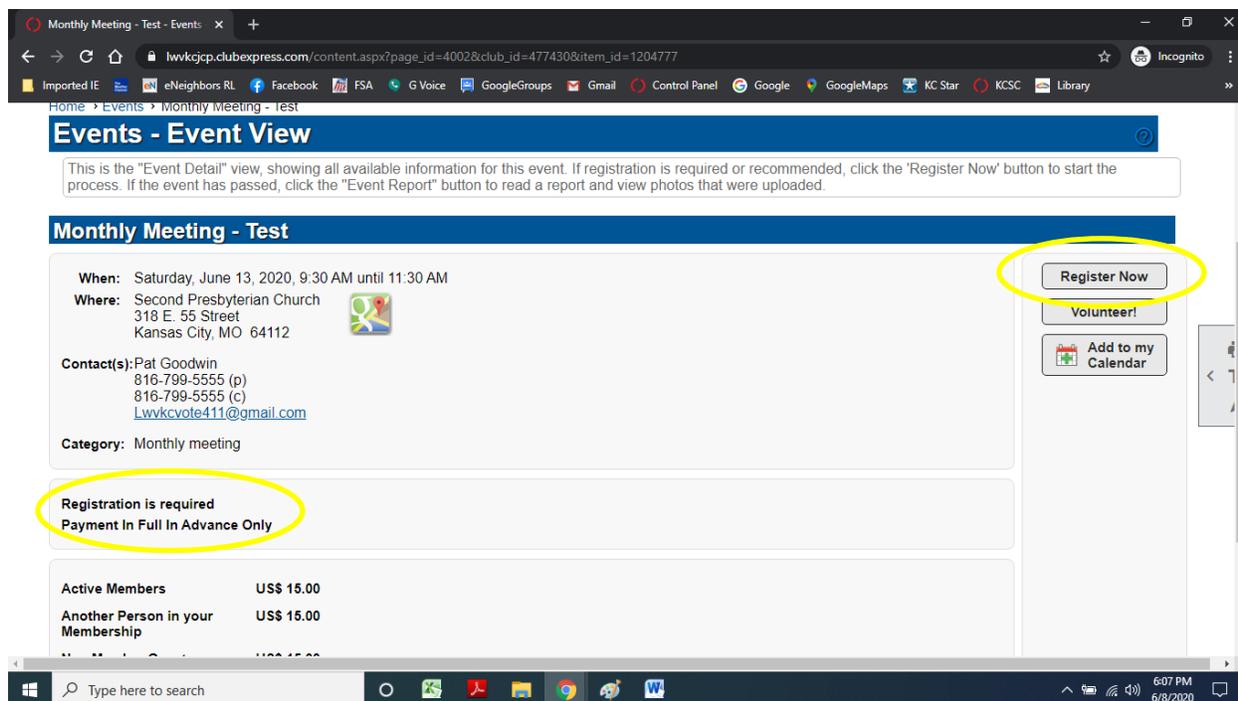
The "Volunteer Yourself" button and the "28 SPOTS LEFT" indicator for the June 13 Monthly Meeting event are circled in yellow.

## 11. How do I signup to volunteer at an upcoming event? We are always looking for volunteers!

- a. Follow #2 above to login and get to the member home page
- b. Click on "Volunteer" on the main menu to see the list of upcoming volunteer opportunities. If you are interested in a particular date range or category of volunteer activities, click on the "magnifying glass" to get the "Search for Opportunities" box and narrow the list.
- c. Scroll through the list to find a volunteer event that interests you. Click on the down arrow on the left side to view more information and find out what help is needed. Click on the green "Volunteer Yourself" hand on the right side if you want to sign up.
- d. The "I Want to Volunteer!" page will appear. Click on the box to the right of the task and time slot to register as a volunteer for that event. Click "Next"
- e. The "I Want to Volunteer – Summary" page will appear. Click "Finish". You also have the option to register another member or non-member to volunteer at the same event on this page before you click "Finish".
- f. You will receive a Volunteering Signup Confirmation email.

## 12. How do I join a committee?

- a. The first time you log in to your member account on the website and annually when you renew, you will be shown a list of Committees/Interests and ask to check the box by the ones you would like to join.
- b. Anytime you are logged in to your member account on the website, you can click on "Committees/Interests" on the home page menu to see the list of Committees/Interests. Scroll down to find one you would like to join, click on the arrow on the right side above "View Members". Click on the "Sign Me up" button to join.
- c. When you join a committee, the committee chair is notified and you will automatically be included in future emails and announcements for the committee.



13. How do I find out more details about a Lwvkc/JCP meeting or event? Follow #2 above to login to your member account on the website. There are two easy ways to get to a meeting / event page with all the details:

- a. Click on the meeting / event in the list on the right side of the home page.
- b. Click on "Calendar" in the website menu at the top of the page. Click on the month in the upper corner to advance to the month until you get to the date for the meeting / event. Click on the meeting / event name.

## 14. How do I sign up for a meeting luncheon or event that says "Registration is Required"?

- a. Follow #2 above to login to your member account on the website.
- b. Go to the detailed page for the meeting.
- c. Click on the "Register Now" button on the right side.
- d. If you want to include another member on your household membership on this registration or bring guests, check the button by "Me + guests" and click the "+" to add them to your registration
- e. Follow the prompts to enter names and contact info for the additional participants.
- f. Select "Next" as needed and "Complete Registration" to complete your registration.
- g. The "Make Payment for" page will appear next. Follow the directions in #9.a - #9.d above to make your payment.