



Frequently Asked Questions regarding the Lions Learning Center (LLC)

The information supplied below will provide answers for some frequently asked questions. For additional questions or assistance, please contact the Leadership Development Division by email at elearning@lionsclubs.org.

Content	
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.
My preferred language is not English, why have I been assigned courses in English?	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.
How long will it take to complete an LLC course?	Courses are made up of one or more modules, which average 10-15 minutes in duration.
Access	
Who has access to the LLC?	All Lions and Leo members with a Lion Account have access to the LLC.
How do I access the LLC?	The LLC is located in the “Learn” application within the Lions Clubs’ Member Portal, which you can access using your individual Lion Account login. Access is available on the Lions Clubs International website by clicking on the Member Login link.
Do I need to establish a Lion Account?	A Lion Account must be created in order for you to access the Lions Learning Center (LLC). The Lion Account also gives you the ability to access additional digital applications developed by Lions Clubs International. While use of individual digital applications is at the discretion of the individual user, certain applications may be required if you hold an official role.
What personal information is required to access the LLC?	The only personal information needed to access the LLC is your Lion Account login.
How do I establish a Lion Account?	You can register for a Lion Account on the Lions Clubs International website by clicking on the Member Login link.
What personal information is needed to establish a Lion Account?	<ul style="list-style-type: none">• Member ID*• Date of Birth• Email address* or Mobile Number*



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	*To successfully register for a Lion Account, this information must match the Lions Clubs International database. Your club secretary is able to confirm this information.
I forgot my login information. Who can assist?	For assistance, please contact My Lion Support at mylionsupport@lionsclubs.org or 630-468-7000.
My login information is not working. Who can assist?	For assistance, please contact My Lion Support at mylionsupport@lionsclubs.org or 630-468-7000.
Why am I not able to access the LLC?	Please report LLC access issues to elarning@lionsclubs.org
Equipment	
Is any special hardware required to use the LLC?	<ul style="list-style-type: none"> • Computer desktop/laptop/tablet/mobile phone • Internet connection
Is a special browser required to use the LLC?	Supported browsers: <ul style="list-style-type: none"> • Google Chrome • Mozilla Firefox • Safari on Mac 1.2+ • Microsoft Edge <i>Javascript and Cookies should be enabled.</i>
Are LLC courses available offline?	Courses are not currently available offline.
Are LLC courses viewable on a smart phone, IPAD?	Yes, using Safari on Apple devices or Chrome on Android devices.
Achievements/ Training History	
My training history does not reflect all of the courses I have taken through the Lions Learning Center. Where is my historical training record?	With the upgrade to the LLC, historical training information has been archived by Lions Clubs International. Your profile will only reflect courses taken since the upgrade.
Can I export my training history?	Unfortunately, you are not able to export your own training information at this time, please contact elarning@lionsclubs.org for assistance.
User Profile	
Is it possible for a user's preferred language to be updated?	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.
How do I update my user profile?	<ul style="list-style-type: none"> • 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 protect



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	<p>privacy by minimizing the amount of personal data stored outside of our member database.</p> <ul style="list-style-type: none">• 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.
Additional support	
Where are the user reports for specific roles?	<ul style="list-style-type: none">• Reports are not available thru the upgraded LLC. A database and reporting feature are in development which will allow GLT coordinators and leaders to view training activity in their respective areas; however, the estimated timing of these reports is TBD. GAT-GLT MD/district coordinators looking for training data for their MD/district will be provided an update when the timing and design of the reports is known.• Individual learners do not have access to reports.
Where can I obtain support with a course or course content?	For assistance, contact elearning@lionsclubs.org .
Where can I obtain support with Lion Account login information?	For assistance, please contact My Lion Support at mylionsupport@lionsclubs.org or 630-468-7000.