

WHY DON'T I HAVE ACCESS TO MEMBER ACCESS?

Greeting from Rotary International! Thank you for your message. Per your inquiry, only Rotaract club presidents are granted access to the Member Access. The Rotaract club president is required to update and provide contact information for all club members during his or her role as president. This decision was made by the Rotary International Board of Directors.

If you have any further questions or concerns regarding your club's membership data, I encourage you to contact your club president.

Best Rotary Regards,
SIGNATURE

I AM A CURRENT ROTARACT CLUB PRESIDENT AND CANNOT ACCESS MEMBER ACCESS

Greetings from Rotary International! Thank you for your message. Per your inquiry, I believe you are not listed in the database. This can be easily fixed by submitting your contact information as Rotaract club president on the RI website using the Rotaract Update Contact Information form here, <http://www.rotary.org/en/StudentsAndYouth/YouthPrograms/Rotaract/Pages/Updatecontactinfo.aspx>. Please note you will need to wait up to 72 hours before attempting to log-in again.

If you are still unable to log-in after 72 hours, please contact rotaract@rotary.org.

Best Rotary Regards,
SIGNATURE

I AM A CURRENT ROTARACT CLUB PRESIDENT AND NO LONGER HAVE ACCESS TO MEMBER ACCESS (I MAY HAVE TERMINATED MYSELF)

Greetings from Rotary International! Thank you for your message. Per your inquiry, I believe you may have accidentally terminated your access to Member Access. If you appoint an incoming Rotaract club president and don't select a future term, your access will be terminated. This can be easily fixed by re-submitting your contact information on the RI website using the Rotaract Update Contact Information form here, <http://www.rotary.org/en/StudentsAndYouth/YouthPrograms/Rotaract/Pages/Updatecontactinfo.aspx>. Please note you will need to wait up to 72 hours before attempting to log-in again.

Thank you for your patience. If you are still unable to log-in after 72 hours, please contact rotaract@rotary.org.

Best Rotary Regards,
SIGNATURE

MY ROTARACT CLUB HAS BEEN SUSPENDED – WHAT ARE MY NEXT STEPS (I am a Rotaract club president)?

Greetings from Rotary International! Thank you for your message. Per your inquiry, if your Rotaract club has been suspended you can easily update your status to Active by updating your club's contact information via Member Access here, <http://www.rotary.org/en/selfservice/Pages/login.aspx>. To avoid a suspended status, ensure your club's contact information is updated once by 30 September and once by 31 March.

Please note if 2011-12 contact information for your Rotaract club was not provided, your log-in information will not work. You will need to complete the Rotaract update form here: <http://www.rotary.org/en/StudentsAndYouth/YouthPrograms/Rotaract/Pages/Updatecontactinfo.aspx>. Please wait up to 72 hours until attempting to log-in again.

I hope this is helpful. If you have any further questions or concerns, please let me know.

Best Rotary Regards,
SIGNATURE

MY ROTARACT CLUB HAS BEEN TERMINATED – WHAT ARE MY NEXT STEPS (ANY AUDIENCE)?

Greetings from Rotary International! Thank you for your message. Per your inquiry, if your Rotaract club has been terminated, you will need to officially re-charter your club. As we are committed to maintaining the most accurate data, if updated contact information is not provided in a two-year period, RI will terminate the club.

A new certification form, with signatures from your district governor, sponsoring Rotary club president, and current Rotaract club president will need to be submitted along with the US \$50 one-time charter fee. Please note there is a field to indicate when the club was created; we will honor this date on the new certificate of organization.

The completed certification form can be sent to Rotary International at the following postal address:

Rotary International
One Rotary Center
Attn: Rotaract Program
1560 Sherman Avenue
Evanston, IL 60201
United States

I hope this is helpful. If you have any further questions or concerns, please let me know.

Best Rotary Regards,
SIGNATURE

ROTARACT CLUB MEMBERSHIP NUMBERS – CAN I GET THEM? WHAT IS MINE? WHAT CAN I ACCESS WITH IT?

Greetings from Rotary International! Thank you for your message. Per your inquiry, you can learn your individual Rotaractor ID by contacting your sponsoring Rotary club president. Your sponsoring Rotary club president has access to a report which displays each registered Rotaractor's ID number.

Please note, there is not a tangible benefit to knowing your Rotaractor ID. Only Rotaract club presidents have enhanced access to Member Access for the purpose of maintaining Rotaractor data and overall club data. RI is investigating additional functionality in Member Access for Rotaractors in the future.

I hope this is helpful. If you have any further questions or concerns regarding your Rotaract club, please feel free to let me know.

Best Rotary Regards,

SIGNATURE

WHAT IS THE BENEFIT OF USING MEMBER ACCESS?

Greetings from Rotary International! Thank you for your message. In your role as Rotaract club president, you are given special access to Member Access. With your help, we are able to begin tracking detailed Rotaractor data. This will ensure accurate reporting and allow us to better provide customer service.

With accurate data in mind, we have also begun more strictly monitoring Rotaract club updates. As you may know, Rotaract club presidents are required to log into Member Access twice per Rotary year in order to keep an active status with RI. If a Rotaract club president does not update club data twice per year, the club will become suspended, and eventually terminated if club data is not updated over a two-year period.

Another benefit to using your access to Member Access is easy viewing of the *Worldwide Rotaract Directory*.

I hope this is helpful. If you have any further questions or concerns regarding Member Access, please let me know.

Best Rotary Regards,
SIGNATURE

WHY CANT I REGISTER FOR CONVENTION VIA MEMBER ACCESS?

Greetings from Rotary International! Thank you for your message.

At this time the functionality of Member Access does not allow for online registration to the RI Convention. We are investigating additional uses in Member Access for Rotaractors in the future. To register for the convention, please complete registration form found on the RI website. [insert appropriate link]

I hope this is helpful. If you have any further questions or concerns regarding Member Access, please let me know.

Best Rotary Regards,
SIGNATURE

Inquiry: I am a president of a Rotaract Club. I have updated my information through Member Access. Can I generate a report of the members of my Rotaract club?

Dear Rotaractor <Name>:

Thank you for updating your club information and membership data with Rotary International. By completing this online update, we know that your club is still active and can help ensure that your club's contact information is listed correctly in the annual *Worldwide Rotaract Directory*.

Currently, the president, secretary, or executive club secretary of your sponsoring Rotary club can download a list of club members. Please contact your sponsoring Rotary club's president to request an Excel spreadsheet that contains a list of club members. Note, you may also print the screen or copy and past the names and contact information of your club members.

Thank you for serving as a Rotaract club president for the <2011-12> Rotary year.

Yours,

Rotary International

Inquiry: I am a president of a Rotaract Club. I have an Excel spreadsheet/Outlook contact list/other offline format that contains membership data for my club. How can I import this information into Member Access?

Dear Rotaractor <Name>:

Thank you for your inquiry about Rotary International's online system for club and membership updates. By providing regular updates of your information, we know that your club is still active and can help ensure that your club's contact information is listed correctly in our annual Rotaract Directory.

At the present time, information about your Rotaract club members must be entered within the Member Access system. Just as with Rotary clubs, this information cannot be imported from an existing file such as a <file type.> You may be pleased to know that, once this information is entered into this system, you can contact the president, secretary, or executive club secretary of your sponsoring Rotary club to request an Excel spreadsheet of your club's members. This information can be e-mailed to you to help you manage your club's membership during your term as president.

Thank you for serving as a Rotaract club president for the <2011-12> Rotary year.

Yours,

Rotary International

Inquiry: I am a president of a Rotaract Club. I do not have information about all of the Rotaract club members in my group. What should I do?

Dear Rotaractor <Name>:

Thank you for updating your club information and membership data with Rotary International. By completing this online update, we know that your club is still active and can help ensure that your club's contact information is listed correctly in our annual Rotaract Directory.

The following fields are required for each member record and are marked with a red asterisk in Member Access:

- First name
- Last name
- Gender
- E-mail type

- E-mail address
- Address
- City
- Country
- Start Date (which populates with the date of entry)

Begin by updating the membership information for those active members that have provided you with their first and last name, gender, e-mail address, and e-mail address type. Next, follow up with other active members to ensure that their records are complete. To assist you in this process, please find attached a Rotaractor Data Form that you can use at your next Rotaract meeting or event.

Member Access also allows you to enter information such as call name, club start date, street address, phone, fax, birth date, and language for members of your club.

Thank you for serving as a Rotaract club president for the <2011-12> Rotary year.

Yours,

Rotary International

Inquiry: I am a president of a Rotaract Club. Where do I enter X, Y, Z type of information in Member Access?

Dear Rotaractor <Name>:

Thank you for updating your club information and membership data with Rotary International. By completing this online update, we know that your club is still active and can help ensure that your club's contact information is listed correctly in the annual *Worldwide Rotaract Directory*.

As you may know, the following fields are required for each member record and are marked with a red asterisk in Member Access:

- First name
- Last name
- Gender
- E-mail type
- E-mail address
- Address
- City
- Country
- Start Date (which populates with the date of entry)

For new members, this information can be entered by selecting Update Membership Data and then Add New Rotaractors.

Member Access also allows you to enter information such as call name, club start date, street address, phone, fax, birth date, and language for members of your club. To enter that information, you can use the same Add New Rotaractor tab or edit Rotaractors individual records if they are already in the system.

To identify a club president for the current Rotary year or for the coming year, select Manage Rotaract Club Data then click Add Current or Add Incoming Officer. Although your club may have multiple officers and committee chairs, you are only required to enter the Rotaract club president in Member Access.

Thank you for serving as a Rotaract club president for the <2011-12> Rotary year.

Yours,

Rotary International

Inquiry: I am a president of a Rotaract Club. My club is active, and I would like to update my club's status (or I don't know what my club's status is?).

Dear Rotaractor <Name>:

Thank you for contacting Rotary International about the status of your Rotaract club. A Rotaract club may be active, suspended, or terminated:

- If your Rotaract club has been suspended, you can return to active status by updating your club's contact information via Member Access here, <http://www.rotary.org/en/selfservice/Pages/login.aspx>. To avoid a suspended status in the future, ensure your club's contact information is updated twice per Rotary year.
- If your Rotaract club has been terminated, you will need to need to officially re-charter your club. Rotaract clubs that do not update contact information in a two-year period are terminated. A new certification form, with signatures from your district governor, sponsoring Rotary club president, and current Rotaract club president must be submitted along with the \$50USD charter fee. Please note there is a field to indicate when the club was created; we will honor this date on the new certificate of organization.

If <2011-12> contact information for your Rotaract club has not been provided, you will not be able to log-in to Member Access. Complete the Rotaract update form here:

<http://www.rotary.org/en/StudentsAndYouth/YouthPrograms/Rotaract/Pages/Updatecontactinfo.aspx>.

Please wait at least 72 hours before you attempt another login to Member Access.

If you have any further questions or concerns, please let me know.

Yours,

Rotary International

Inquiry: I'm a Rotaract club secretary/district Rotaract representative/Rotaractor of the year/general Rotaract club member—why can't I log in to Member Access?

Dear Rotaractor <Name>:

Thank you for your support of the Rotaract program.

In its January 2011 meeting, the RI Board of Directors decided Rotaract club presidents have the responsibility to enter club information and membership data via Member Access. The Rotaract club president is required to provide updates and enter contact information for all club members during his or her term as president.

If you have any further questions or concerns regarding your club's membership data, please contact your club president.

Yours,

Rotary International

Inquiry: I am a current Rotaract club president, but I cannot log in to Member Access.

Dear Rotaractor <Name>:

If you are the current Rotaract club president for the <2011-12> year, you should have access to Member Access to update your club's information and membership data. If you cannot log into this system, it may mean that the <2011-12> contact information for your Rotaract club has not been provided.

If you are the <2011-12> Rotaract club president and are authorized by the RI Board of Directors to utilize Member Access, complete the Rotaract update form with your current information:

<http://www.rotary.org/en/StudentsAndYouth/YouthPrograms/Rotaract/Pages/Updatecontactinfo.aspx>.

Please wait at least 72 hours before you attempt another login to Member Access.

Thank you for your patience. If you are still unable to log-in after 72 hours, please contact rotaract@rotary.org.

Yours,

Rotary International

Inquiry: I am a current Rotaract club president. I was able to log in to Member Access, but I no longer have access to this system/I may have terminated myself.

Dear Rotaractor <Name>:

If you are the current Rotaract club president for the <2011-12> year, you should have access to Member Access to update your club's information and membership data. If you are experiencing difficulties logging into this system, this may mean you have accidentally terminated your access. This can happen if you appoint an incoming Rotaract club president but do not specify that he or she will serve in the coming Rotary year. This issue can be easily fixed by re-submitting your contact information on the RI website.

If you are the <2011-12> Rotaract club president and are authorized by the RI Board of Directors to utilize Member Access, simply resubmit the Rotaract update form with your current information:

<http://www.rotary.org/en/StudentsAndYouth/YouthPrograms/Rotaract/Pages/Updatecontactinfo.aspx>.

Please wait at least 72 hours before you attempt another login to Member Access.

Thank you for your patience. If you are still unable to log-in after 72 hours, please contact rotaract@rotary.org.

Yours,

Rotary International

Inquiry: My Rotaract Club has been suspended—what are my next steps?

Dear Rotaractor <Name>:

Thank you for contacting Rotary International about the status of your Rotaract club.

If your Rotaract club has been suspended you can easily update your status to Active by updating your club's contact information through Member Access <http://www.rotary.org/en/selfservice/Pages/login.aspx>. To avoid a suspended status, ensure your club's contact information is updated once by 30 September and once by 31 March.

Please note if the <2011-12> contact information for your Rotaract club has not been provided, you will not be able to log in to Member Access to make the necessary updates to return your club to active status. If you are the <2011-12> Rotaract club president and are authorized by the RI Board of Directors to utilize Member Access, complete the Rotaract update form with your current information:

<http://www.rotary.org/en/StudentsAndYouth/YouthPrograms/Rotaract/Pages/Updatecontactinfo.aspx>.

Please wait at least 72 hours before you attempt another login to Member Access.

Thank you for your patience. If you are still unable to log-in after 72 hours, please contact rotaract@rotary.org.

Yours,

Rotary International

Inquiry: I am a Rotaract club president/officer/district officer/sponsoring Rotary club member/general Rotaractor/general audience. My Rotaract club has been terminated—what are my next steps?

Dear <Name>:

Thank you for contacting Rotary International about the status of your Rotaract club.

If your Rotaract club has been terminated, you will need to officially re-charter your club. As we are committed to maintaining the most accurate data for Rotaract clubs worldwide, RI will terminate clubs that do not provide updated contact information in a two year period.

To re-charter your Rotaract club, you must submit a new certification form, with signatures from your district governor, sponsoring Rotary club president, and current Rotaract club president, along with the US\$50 charter fee. Please note there is a field to indicate when the club was created; we will honor this date on the new certificate of organization.

The completed certification form can be sent to Rotary International at the following postal address:

Rotary International
One Rotary Center
Attn: Rotaract Program
1560 Sherman Avenue
Evanston, IL 60201
United States

If you have any further questions or concerns, please contact rotaract@rotary.org.

Yours,

Rotary International

Inquiry: What is my Rotaract membership number? Can I get it? Can I get them for my club members? What can I do/access with this number?

Dear Rotaractor <Name>:

You can obtain your individual Rotaractor ID by contacting your sponsoring Rotary club president. Your sponsoring Rotary club president has access to a report which displays each registered Rotaractor's ID number for their sponsored clubs.

There are currently no benefits available to Rotaractors who have a Rotaract membership number. Only Rotaract club presidents have enhanced access to Member Access to provide club information and membership data. RI is investigating additional functionality in Member Access for Rotaractors in the future.

If you have any further questions or concerns regarding your Rotaract club, please contact rotaract@rotary.org.

Yours,

Rotary International

Inquiry: I am a Rotaract club president. What are the benefits to using Member Access?

Dear Rotaractor <Name>:

In your role as Rotaract club president, you have been given special access to Member Access, the same website that Rotarians use to stay connected with Rotary International. By completing this online update, we know that your club is still active and can help ensure that your club's contact information is listed correctly in our annual Rotaract Directory. As president of an active club, you are the first to know about program updates, Rotaract Preconvention news, and other opportunities.

Access to Member Access is both a privilege and a responsibility. As you may know, Rotaract club presidents are required to log into Member Access twice per Rotary year in order for their clubs to retain an active status with RI.

If a Rotaract club president does not update club data twice per year, the club will be suspended. If club data is not updated over a two-year period, RI will terminate the club. To become active again, a new certification form, with signatures from your district governor, sponsoring Rotary club president, and current Rotaract club president must be submitted along with the US\$50 charter fee.

If you have any questions regarding this new process, please do not hesitate to contact rotaract@rotary.org.

Yours,

Rotary International