

RI Member Access Account Creation and Sign In Issues from

<https://map.rotary.org/en/selfservice/Pages/faq.aspx#SignIn>

- [How do I create an account?](#)

Click the [Create Account](#) button on the main page. You need a valid e-mail address to create an account. You may be asked to provide additional information to help us determine your relationship with Rotary International and match you with your record in our database. You will receive a verification e-mail with a hyperlink within 24 hours. You must click on the verification link to complete the registration process. If you do not see the e-mail in your Inbox, check your Spam/Bulk/Junk folder.

- [What are my password requirements?](#)

Your password must be at least eight characters in length (no spaces) and include at least one number and one letter. Passwords are case sensitive.

- [I have not received the confirmation e-mail to complete registration. What do I do?](#)

If you haven't received the confirmation e-mail within 24 hours, first check your Spam/Bulk/Junk folder. If you use spam-blocking software, add donotreply@rotarymailings.org and secure@rotarymailings.org to your approved sender list. This should ensure that you receive e-mails that support the self-service features of Member Access. After adding the e-mail addresses to your approved sender list, click the Create Account button again and resubmit your registration.

Please note that some Internet service providers and businesses block our e-mails before they reach your mailbox. To correct this issue, try one of the following approaches:

1) Contact your Internet service provider or IT department and ask them to allow delivery of e-mails from donotreply@rotarymailings.org and secure@rotarymailings.org.

2) Get a new e-mail address from a service provider that does permit delivery of our e-mails, such as Gmail, Hotmail, or Yahoo.

If you try these options and still do not receive the confirmation e-mail, please [contact us](#).

- [How do I access my account?](#)

Once you have an account, click the Member Access link on the www.rotary.org home page. On the Sign In page, enter your login e-mail address and password. Passwords are case sensitive. If you are unable to sign in, you may need to [reset your password](#). If you continue to experience difficulty, please [contact us](#).

- [What if I've created an account but still can't sign in?](#)

Please make sure you have completed the registration process. A confirmation e-mail is sent to you if the registration process has been completed successfully. Also, check to ensure you are using the e-mail address and password you provided during registration. If you have forgotten your password, you'll need to reset it by clicking the "[Forgot password?](#)" link on the [Sign In page](#).

If you are sure your login e-mail address and password are valid, but still can't sign in, please [contact us](#).

- [When I sign in, I don't see the options I expect to see for my position. What should I do?](#)

The Member Access options menu is based on your role in Rotary. Users who hold a club or district position have access to specific options. If you don't see the options you expect, your position may not have been reported to RI.

If you know that your Rotary club position (president, secretary, executive secretary/director, treasurer, club Rotary Foundation chair) has not been reported to RI, ask your club president or secretary to do one of the following:

- Sign in to Member Access, go to the "Update Club Data" section, and assign your position.
- Send your full name, Rotary club name, member ID, and position to [RI's Data Services Department](#).

For district positions, ask your district governor.