My Rotary FAQ

Your account

Who can create an account?

Anyone can create an account. You don't have to be a Rotary member, but your access to certain areas is determined by your membership and role in Rotary.

How do I create an account?

Simply select **Sign In / Register**, then **Create Account**. After answering a few questions, you'll be sent an email asking you to activate your account. If you need more help, review the [How to Create a My Rotary Account guide (PDF)](#).

Tip: If you encounter browser issues after using the link provided in the email, try again with one of the recommended browsers (Chrome, Firefox, Safari, or Internet Explorer 9 or 10). From the email, right-click the **Activate your account** link to copy the web address. Open a new browser window and paste the link into the address bar.

How do I change my password?

Go to your profile (on desktop, click on your name at the top of any page; on mobile, tap the blue profile icon). Select the **Account Settings,** then select **Change** under **Password**. Passwords must be at least eight characters, with at least one lowercase letter, and one number. In addition, your password may not contain any part of your sign-in email address.

How do I change my sign-in email?

Go to your profile (on desktop, click on your name at the top of any page; on mobile, tap the blue profile icon. Select **Account Settings**, then select **Change** under **Sign-In Email**. You will then be directed to a page where you will fill out a Change your Sign-in Email form. You will be required to enter your new sign-in email and password. After entering the new sign-in email and existing password, a message is to your new email so it can be activated.

What is a security question?

A security question helps us verify your identity when you're making changes to your account, including resetting a password. The answer to your question must have at least four characters.

Signing in

What parts of the site require that I sign in?

Signing in to My Rotary gives you a customized experience and easier access to tools and information that are relevant to your role and activities, including a customized homepage. But

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most of the site is accessible without signing in. You will be prompted to sign in to secure tools and applications and areas like Discussion Groups and the grant application tool.

How do I stay signed in?

You can stay signed into the site for up to 28 days as long as **Remember me** is selected when you sign in.

How do I sign out?

Hover over your name at the top of any page (on mobile, tap the blue profile icon) and select **Sign out** in the drop-down menu.

Why do I get a message saying I have limited access when I go to certain pages?

Your position may not have been reported to Rotary's Data Services.

If you have a club leadership position, ask your club president or secretary to either report your role in Club Administration or to email your full name, Rotary club's name, member ID, and club position to data@rotary.org. If you have a district position, ask your district governor to report your role to data@rotary.org.

Updates made through My Rotary take effect immediately. Please allow five business days for changes submitted by email to data@rotary.org.

Browsers and devices

Which browser should I use?

The site is optimized for modern browsers such as Chrome, Firefox, Safari, or Internet Explorer 9 or 10. We recommend you upgrade your existing browser or install a new one from these choices. Your experience with Internet Explorer 8 and older browsers will not be ideal.

What is compatibility view?

Compatibility view is a setting for Internet Explorer. If you are using Internet Explorer 9 or 10 and you receive a compatibility view message, you may need to change your global compatibility view settings. In Internet Explorer, go to Tools > Compatibility View Settings, remove Rotary.org from "Websites you've added to Compatibility View," and uncheck "Display all websites in Compatibility View."

Can I use the website on my smartphone or tablet?

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The site is designed to display on screens of different sizes. It will automatically adjust to your screen size, and it's optimized for Android and iOS phones and for iPad. Some applications on the site haven't been updated and might not function or display as well on smaller screens.

Profile page

How do I get to my profile?

Once you have signed in to My Rotary, select your name at the top of any page to go to your profile.

Who can see my profile?

While everyone who creates a My Rotary account has a profile, only Rotary members, Rotaract members, and verified Rotary alumni can share their profiles with each other. In addition, you have control over what information you share. Next to any profile item is a "lock" icon, which you select to control your settings. An open lock indicates you are sharing that information with Rotary members, Rotaract members, and verified Rotary alumni. A closed lock indicates no one else can see it. To view your profile as others see it, select "View your public profile."

Can I edit my Rotary Resume in my profile?

No. The Rotary Resume section displays information that Rotary has for you in our database. If you see an error in your Rotary Resume, send an email to data@rotary.org to have it corrected. Please check back regularly to revisit your profile, update your information, and build connections with other Rotary members, Rotaract members, and verified Rotary alumni.

Discussion groups

How do I find a group?

Select **Find a Group** under the menu heading **Exchange Ideas**. You can then search by keyword to find a group that is discussing topics you're interested in. You can also filter groups by language or category.

How do I join a group?

If the group is open, select **Join**. If the group is invite only, select **Send Request** to ask for an invitation. Find detailed instructions in the [How to Join a Discussion Group guide (PDF)](#).

At this time, only Rotary members, Rotaract members, and verified Rotary alumni may join a group.

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How do I start a group?

Select **Start a Group** under the menu heading **Exchange Ideas**. Write a brief but catchy summary of your group's topic to attract new members, and upload an image that reflects what your group does. Then choose whether to keep the group invite only or to make it open to all members of the community.

How do I connect with other members?

Select **Search People** under the menu heading **Exchange Ideas**. Only Rotary members, Rotaract members, and verified Rotary alumni can search and connect with other members. You can search by name, skills, or interests. If your profile is locked, you won't show up in the search results and other members won't be able to send you connection requests. Find instructions for connecting with community members in the How to Search for People guide (PDF).

Club & District Administration

Where is Member Access?

All of the tools and applications previously available in Member Access are built into the new site to make it easier to carry out your Rotary tasks in one integrated, secure site. You'll find club-related or district-related links under Club & District Administration. You can update your contact information and view links to your donor history and other personal information on your profile.

Where are my club and district reports?

Club and district reports are available under Reports in Club & District Administration. You may be asked to sign in again if more than four hours have passed since you first signed in.

How do I update data for my club or district?

You can manage club and district data in Club & District Administration. You may be asked to sign in again if more than four hours have passed since you first signed in.

How do I report my club goals?

Use Rotary Club Central to report your club goals, including membership, service, and Foundation giving. After signing in to My Rotary, select **View Goals** in the My Club Snapshot section on the My Rotary homepage.

Where are my workgroups?

You can find your Rotary Workgroups on your profile page.

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Why can't I access my reports?

If you're unable to access your reports, it may be because your new role as a club leader has not been updated in our database. If you think your account doesn't have the correct role, please contact data@rotary.org.

Location/language selection

How do I change the language on the site?

Select **Location/Language** at the top of any page (on a mobile device, select the menu icon). Under Site Language, choose your language and **Save**.

Projects

What is Rotary Ideas?

[Rotary Ideas](#) is our new crowdsourcing tool, where you can post your project's needs as well as search for projects you want to support.

Who can post a project in need of resources or volunteers?

The following club leaders can add a new project on behalf of their club:

- o Rotary club presidents, secretaries, treasurers, membership chairs, and Rotary Foundation chairs
- o Rotary club executive secretaries/directors
- o Rotaract club presidents

Find instructions in the [How to Start a Project on Rotary Ideas guide (PDF)](#). If you're unable to post a project, it may be because your new role as a club leader has not been updated in our database. If you think your account doesn't have the correct privileges, please contact data@rotary.org.

How do I volunteer, contribute to, or partner on a project?

[Browse projects](#) in need of your expertise, funding, or contributions. Search by keyword, club, language, or topic including area of focus, fundraiser, and polio. You can also filter your search by most popular, recently added, and more. Once you've found one that's right for you, select the project to learn more and find contact information.

Where do I post my finished club project?

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Post details and photos of your completed projects on Rotary Showcase, which helps you share your project story with the Rotary world and Facebook friends. If you need help, see the How to Add a Project to Rotary Showcase guide (PDF).

Where is ProjectLINK?

ProjectLINK is now Rotary Ideas, our new crowdsourcing tool, where you can post your project's needs as well as search for projects you want to support.

Document Center

How do I find a specific document?

You can find most of Rotary's documents and publications in the Document Center. Browse the most popular documents on the main page or search by category, file type, date created, or language. You can also search by keyword, title, and in some instances, publication number.

Member data integration

How do I connect my club membership database with Rotary's database?

You can link your local database to Rotary International's member database by working with one of our providers. Find more information in the Tools section under Manage.

Search

How has search been improved?

You can search for documents, pages, and even clubs using the improved search function. Select **Pages** to search just webpages, **Documents** to search only documents, and **All** to search across both. Use the filters to narrow your search. Applications, tools, and links to functionality that are secure, such as the Club & District Administration section, are now included in search (current exceptions: Rotary Club Central and Rotary Ideas). We will be adding people, groups, and discussions to search in the future.

What are search filters?

After you execute a search, you will see a set of search filters on the left. Selecting one or more choices under category, file type, or time will narrow your search. Try not to select too many choices, or you might not get any results at all.

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What if I don't find what I'm searching for?

The search will improve even more as you help us fine tune the search engine by using the site. You can <u>contact us</u> with questions about content you are not finding easily.