

## **MyLegion for the Posts Q & A**

**Is it true that soon posts will only be able to renew members via MyLegion? If this is true, can you give an approximate year to help us motivate our posts to make the transition. Thanks!**

*Most departments have elected for access to this feature. You can check with your department or send an inquiry to [myLegion@legion.org](mailto:myLegion@legion.org).*

**Can post officers other than the adjutant have access to MyLegion?**

*Only the adjutant will have the username and password. They can share it with other officers if needed.*

**How often must passwords be changed?**

*Every 6 months or when there is a change in post adjutant.*

**Can a PUFL get a new card if they transfer posts? Meaning the plastic credit card type card they receive when they become a PUFL. Thank you.**

*Yes, they can request to get an updated replace of their plastic PUFL card. Please contact PUFL Subscription Specialist Jenny Altherr in Customer Service ([jaltherr@legion.org](mailto:jaltherr@legion.org)).*

**Can you explain the restrictions for PUFL members' info as well as post transfers for PUFL?**

*There are no restrictions on a PUFL member's information. If the member's record is coded as undeliverable, it has to be verified by the PUFL specialist. If they want to transfer posts, they have to do so via standard Member Data Form methods, since they are automatically paid up every membership year. The transfer feature on myLegion is not available for PUFL members at this time.*

**How can the district have their dues distributed to the district?**

*District dues are distributed by the department.*

**What is the protocol in updating a member's record as deceased to prevent further notifications to family members?**

*You can update the member's record as deceased via Member Data Form or by editing the member's data in myLegion. Once that is updated in myLegion, no more mailings will be sent to the address on file.*

**How can I look up a past member who is no longer active?**

*Unless it has been several years since they were a current member, you may still be able to look them up by their old ID# or name. If you still do not get any results, send an email to [myLegion@legion.org](mailto:myLegion@legion.org).*

**Is there a time frame for all membership to be processed by electronic means?**

*While there is an emphasis on processing membership renewals electronically, there currently is no intention from National Headquarters to completely eliminate traditional means of membership processing.*

**Could programming be changed so membership reports can be customizable as needed by Post in MyLegion then exported as a PDF? For example, a Post only wants a membership report with limited information for a committee. Right now, the post must download as a database to do this, which means in a month or two, their local database may be incorrect or obsolete.**

*We occasionally create new reporting methods for posts and departments to utilize within myLegion. Send an email to [mylegion@legion.org](mailto:mylegion@legion.org) or call 833-253-9995 to discuss your needs or ideas.*

**Can the County get access to look at the SAL members by post within the county? It be good for monthly reporting to see that post/squadron information.**

*Unfortunately, that is not available at this time for mySAL.*

**How long does it take for a post get their share of the dues when their members pay online?**

*That is up to the department on how they handle transferring funds back to the post.*

**In regard to myLegion access and post records, how does a Post react if something happens to the Adjutant**  
*Contact the staff at [mylegion@legion.org](mailto:mylegion@legion.org) and they will assist.*

**If a member pays online for 2021, but missed 2020, can he pay later to keep his continuous years?**

*That member has to pay the post and the post can process the 2020 dues through myLegion. Please check with your department prior to contacting myLegion support.*

**If an address that has been flagged as undeliverable has been verified and confirmed by the member that the address is truly correct, what should be the next step to remove the undeliverable status?**

*Please contact Customer Service and they will be able to remove the undeliverable code. You can contact Customer Service at 800-433-3318 or [cs@legion.org](mailto:cs@legion.org).*

**If a member is paid up for 2020 why do his dues have to be paid at time of transfer? What post gets credit for 2021?**

*The post that received the members' dues gets the credit. If you transfer a 2020 member, there is no credit. But if they pay for 2021, the post that he/she transferred into will get credit.*

**At what point, or under what authority, can a member be transferred after talking to them on the phone?**  
*There is a resolution that was passed at the National Executive Committee in October 2010 that allows verbal transfers. Once you get that verbal approval, your department HQ is able to process that transfer.*

**Can you renew for multiple years i.e. 2020, 2021 in the same batch?**

*In some cases, yes. When processing online renewals, available years for renewal will appear as check boxes in a separate window when adding a member to a batch. If you do not see additional years, please contact your department before [mylegion@legion.org](mailto:mylegion@legion.org).*

**Is there myLegion access for the District?**

*Yes, district has access now.*

**Do you have a question not listed here? You can email: [membership@legion.org](mailto:membership@legion.org)**