

## **Training Tuesday – October 27, 2020**

### **MyLegion 2021 Q & A Summary**

#### ***Question: Who will have access?***

Answer: All levels of access remain the same. All administrators, listed below, will have the same view, and edit member privileges access and reports. Access is based on the officer activity recorded on the member record.

- Post Adjutant
- Squadron Adjutant
- County Commander
- District Commander
- Detachment Adjutant and Commander
- Department Adjutant and Commander

#### ***Question: What if the administrator does not have an email address?***

Answer: All current myLegion users are required to have an email address on the administrator's membership record to create a myLegion account the first time logging in after the new myLegion goes live.

There are many free providers to create a free email account. Create an email and contact your Department HQs or National Customer Service to add the email address the membership record. The telephone number for National Customer Service is 1-800-433-3318.

#### ***Question: I am not an administrator but need access to online membership tools and reports, how do I get access?***

Answer: The account administrator will have management tools to designate other users. The user rights terminate when the site administrator is replaced or removed.

#### ***Question: Can I change my username, or is the email address the only option?***

Answer: Yes, usernames and passwords can be updated once logged into myLegion. All updates do require a security code to update. The security code is sent to the email address on the membership record.

#### ***Question: What is two-factor authentication?***

Answer: Two factor authentication requires an additional level of security when logging in. The first level is logging in with the username and password. When leaving the checkbox, checked, that activates the 2<sup>nd</sup> level of authentication, which is a security code that is emailed with each log in attempt.

#### ***Question: Will I now have one log in?***

Answer: Correct. When the new myLegion site goes live, only one log in is required. myLegion combines the Member portal with the Officer portal. Officer access is determined by the activity on the member record. As an example, if you are a Legion member that holds the offices of Post Adjutant, and District Commander, you will have one log in that accesses your member account, post account and district account.

**Question: First time log in applies to who?**

Answer: Current users for Posts, Squadrons, Counties, Districts, Detachments and Departments.

- When going live, go through first-time Sign-Up process
- Administrator must have email on their membership record.
- No email received, call National CS to verify email on membership record = email associated with the account.

**Do you have a question not listed here?**

**You can email: [myLegion@legion.org](mailto:myLegion@legion.org)**

**Contact Number: 1-833-253-9995**