

## Status of New Database Items

Please review the topics below for the most up-to-date information on various system-wide issues that people have encountered. If you need to reach out regarding any of these issues, please email [imis@iwla.org](mailto:imis@iwla.org) or [members@iwla.org](mailto:members@iwla.org) and someone will assist you. We ask everyone to be patient as not all requests are something we can easily handle and we sometimes must wait for the programming team to correct things before we can proceed.

### 2026 Renewals

There are several known problems with this year's fall billing—please know we are working on a resolution. One of the problems is that you may have received notices for members who had previously been marked deceased or who were not paid members in 2025. You can simply disregard these notices.

Another issue is that renewal notices were not issued for life members who are life at the national, state, and local levels. While no money changes hands with National for these members, we do still ask that you renew these members so we can issue their new membership card; sending in their renewal to us signifies that they are still a member of your chapter and have met any local obligations. We are working to get notices generated for these people but did not want to hold up the entire billing.

There is also a known problem with the roster that came with your renewals for family memberships with more than two family members—instead of listing all the family members together under the primary member's name, it listed each of them as separate items on the roster. Be assured this is only a reporting error and there was only one renewal notice issued for the membership, not multiples.

### Processing ½ and 1½ year new members:

Brand new members (or prior members with expiration dates of 2023 or earlier) are eligible for these prorated dues rates. To process them, be certain to select "2025" from the year for which they are being processed. This is the direction even for 1½ year members who will not expire until the end of 2026. If you select "2026" as the membership year, it will not calculate the amount due correctly and will not process the membership accurately. If you've mistakenly selected "2026" you can simply use the "x" to remove the person from the batch and go back and start over with a 2025 batch.

### Missing addresses on membership cards:

During the early weeks of the new system we discovered that addresses were not being saved on any new members. The problem has been fixed and, to the best of our knowledge, all cards have been sent to chapters.

If you are still missing membership cards, spot-check some of your new members on the database to ensure there is an address on the records. If not, please either enter the

addresses or provide them to us to update for you before requesting replacement membership cards.

### **Missing cards for family members:**

If you did not receive cards for anyone but the primary member, please be prepared to give us the following pieces of data so we can get the person added to the system and generate the card(s):

- First and last name
- Address
- Email address (for everyone 18 and older; must be different from the primary member)
- Date of birth (required for all family members)

### **Log-in issues:**

Be certain to follow the directions noted on-screen on the League website and noted on the “tip sheet” (also available on the website). The key is to click “forgot username” the very first time you login in (**not** “forgot password”).

If you do not receive the email with directions for setting up your account there are two possible reasons for this:

- Your email address may be in use on more than one person’s record in the system and the system cannot determine which person is trying to log in. The remedy—contact the national office if you believe this is the case so that the duplicate usage of your email on another record (a spouse, perhaps) can be removed. Each person **must** have their own, unique email—emails may not be shared in this system.
- It is also possible that we don’t have your email address on file. Again, please contact the national office so someone can add it for you.

### **Family members missing from rosters/online searches:**

We are still trying to determine exactly what is happening with this problem and when in the process it is happening. One thing we have discovered is that certain family memberships do not update until a nightly process is run. This means you should wait a full 24 hours before looking again for the records you think are missing. If you still don’t see them, it is time to reach out to us (remember to provide the full name, address, email and date of birth of the person(s) involved).

### **Updating officers:**

National bylaws indicate that terms of office run from September 1<sup>st</sup> through August 31<sup>st</sup>. Because of this, we are now in a time period where last years’ officers no longer appear as current when you pull up the “officer reporting” function on the League website. You will see the last slate of officers in the top grid of the page. If there are no changes, simply click “renew all records” and you are finished.

If you have new people who are taking over various positions, you will need to enter them. You can, at the same time, update the terms of office for any other officers who will be staying in their current position. Please **DO NOT** click the “x” to remove anyone from a position—let the term end date be the determining factor. If you delete someone, we will lose all historical data about who served in various elected positions at your chapter and will not be able to reconstruct it.

We suggest you watch the officer reporting training session posted on the chapter resources page of the website. Details about entering officers begins around the 17:10 minute mark of the recording.