



## Instructions for Users of the LLI/NOVA Website

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### Your Membership Account

Your LLI/NOVA membership allows you to safely and securely manage your membership online through this website. This includes online payment of dues and in some cases payment of course or events fees, registration for classes, joining SIGs and Committees, and accessing certain “members only” pages on the website.

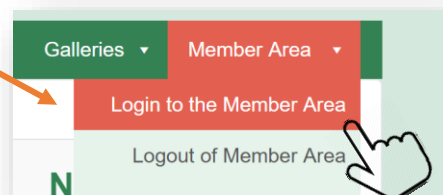
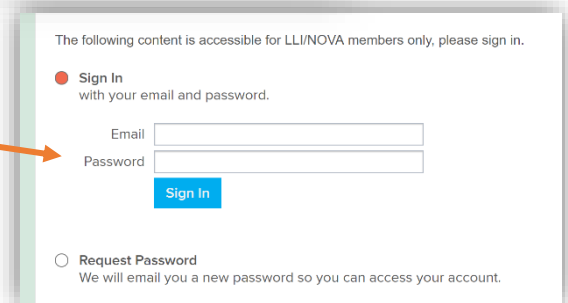
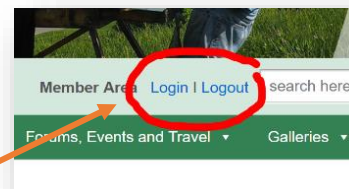
The first step in that process is to create your account. This is an easy process but does require you to provide an email address. Because your membership data is already part of the website, you simply need to use the email address associated with your account. **The first time you will need to request a password.**

**Note:** for members using shared email addresses [\(click here\)](#).

### Logging In

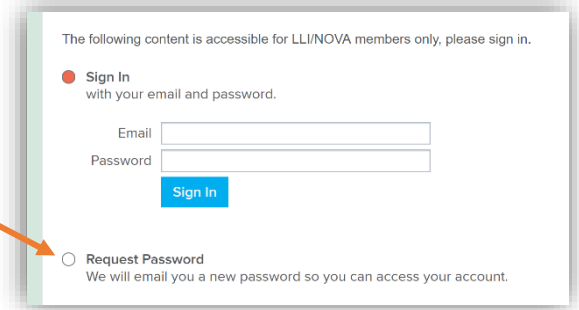
There are three ways to log into your account.

1. At the top of the LLI/NOVA website, click on **Login**.
2. When you click on any **Member Only** page, you will be prompted to log in.
3. When you click on the **Member Area** tab and select **Login**.



## Getting a New Password

1. If you are trying to log in but don't know, or have forgotten, your password, e.g., first time login, click the **circle** next to **Request Password**, enter your **email address** and click the **Request Password** button.
2. You will immediately be sent an email with a new temporary password. The email will be from: [LLI/NOVA <admin@llinova.org>](mailto:admin@llinova.org) via [membershipworks.org](http://membershipworks.org). The subject line will be, "New Password Request for Lifetime Learning Institute of Northern Virginia." The password provided will be complex, for example: "ycw8u64h80f."
3. Copy this temporary password and use it for a one-time login.
4. Once you log in, you can change your password to something you will remember (see **Changing Your Password** below).



The following content is accessible for LLI/NOVA members only, please sign in.

Sign In  
with your email and password.

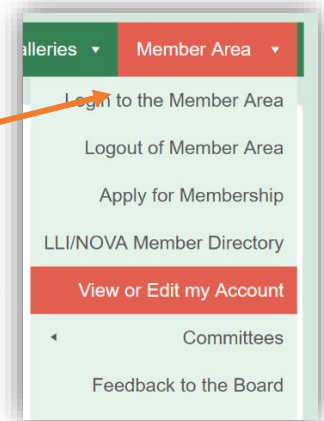
Email

Password

Request Password  
We will email you a new password so you can access your account.

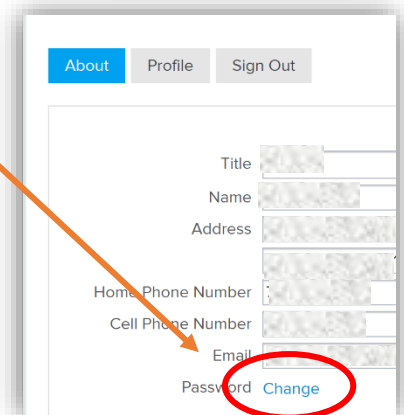
## Changing Your Password

1. Once you are logged in to your account (e.g., with a temporary password), click on the **Member Area** tab on the top navigation bar. Then click **View or Edit my Account**.
- Note:** If you just received a new password as explained above, you will automatically be taken to this page.
2. Click on the word **Change** next to the word **Password**.
3. Enter a password that you will remember. **Passwords must be a minimum of 6 characters**. There is no requirement or restriction on alpha, numeric, special characters, or capitalization.
4. Scroll down and click **Save and Continue**.



Member Area

- Login to the Member Area
- Logout of Member Area
- Apply for Membership
- LLI/NOVA Member Directory
- View or Edit my Account**
- Committees
- Feedback to the Board



About Profile Sign Out

Title

Name

Address

Home Phone Number

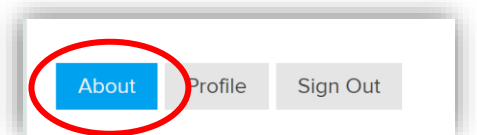
Cell Phone Number

Email

Password  **Change**

## Editing your Account

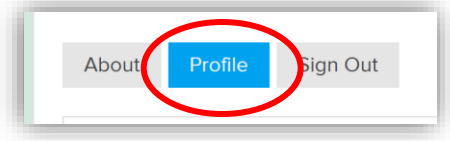
1. Under the **About** tab you can:
  - a. Update your contact information, including email address. This information will be kept in the Member Directory.
  - b. Change your password, as explained above.
  - c. Update your membership payment information (i.e., pay by check or pay by credit card). To do so, click on the "Renew, Upgrade or Update Billing" button.



**About** Profile Sign Out

2. Under the **Profile tab** you can:

- a. Add an image of yourself. Click in the Box, which will open the file system on your device, and you can select an image of your choice. This image will appear in the Member Directory.
- b. View your payment and course registration history.



## What Does Your Membership Account Allow You to Do on the LLI/NOVA Website?

When you are logged in to your account you can:

- View all pages under the **Member Area tab**, such as the Full Membership Directory, the Committee pages and LLI/NOVA documents and records.
- View the membership directories on the SIG and Committee pages.
- Register for courses and events in the Course & Events Calendar.
- Join a SIG or a Committee.
- Volunteer.

## Emails You May Receive

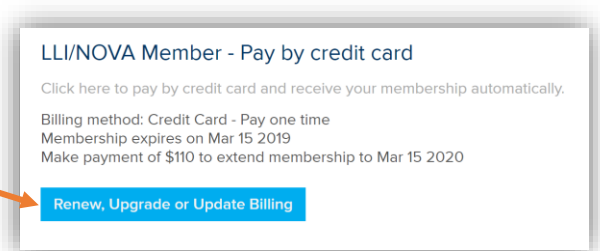
Occasionally you may receive automated email messages from the LLI/NOVA website. Here are some of the reasons:

- To renew your yearly membership.
- To confirm renewal of your yearly membership.
- To confirm you joined a SIG or a committee.
- To acknowledge your request to join a committee.
- To confirm registration for a course or event.
- To confirm your placement on a course or event waitlist.
- To notify you of a change to a course or event you are registered for.
- To confirm payment for courses or events that required payment.

## Renewing Your Membership

When it is almost time to renew your membership, you will receive a reminder email. You will be advised to do the following:

1. Go to the LLI/NOVA website at **llinova.org**.
2. Log into your member account.
3. Under **Member Area**, click **Edit My Account**.
4. Under the **About** tab, scroll down to the billing section and click the button **Renew, Upgrade or Update Billing**.
5. Select either to **Pay by check** or to **Pay by credit card**.
6. If you choose **Pay by check**, follow the check paying and mailing instructions.
7. If you choose **Pay by credit card**, select either **Pay one time** or **Automatic Renewal** and fill out your credit card information.
8. Click **Save and Continue**.
9. You will receive an immediate on-screen acknowledgement of your payment.



10. If you are paying by check, you will need to wait until your check has been processed before your membership is renewed. At that time, you will receive an email from the LLI/NOVA Administrator with your new membership expiration date.
11. If you paid by credit card, you will be given your new membership expiration date in the on-screen acknowledgement, and you will also receive an email receipt for your payment.

## What if I Share an Email Address with Another LLI/NOVA Member?

1. It is okay for two members to use the same email address, but you must make sure you use different passwords for each member. The password enables the system to determine which member is logging in.
2. Follow the procedure above for **Getting a New Password** as modified below:
  - a. Click on **Login** and click the circle next to **Request Password**.
  - b. Enter the shared email address and click the **Request a Password** button.
  - c. The system will display a small dialog box with the names of the members sharing the email address. Select one of them.
  - d. You will be immediately sent an email with a new temporary password. The email will be addressed to the member you selected.
  - e. Complete **steps 2, 3, and 4** for **Getting a New Password** above.
  - f. Complete the steps above for **Changing Your Password** and **Editing Your Account**. For that member.
  - g. **Logout/Sign Out** for that member. (Recommend you close the browser).
  - h. Return to the website and click on the **Login button**.
  - i. Follow **steps a through g above**, but select the other member in **step c**.
3. Please keep in mind that the system works best if each individual member has his or her own email address. Although the system will accept shared email addresses, we strongly encourage each member to use an individual email address. Once you have accomplished the login process above using the shared email address, you can, at a future date, change the email address of one of the members (See **Editing Your Account** above).