

Registration on jci.cc – Questions and Answers

Terms used in this manual

- Local president: president of your local chapter
- Secretary General: SG of your national organisation (JCI [Country name])

JCI.cc is the membership platform of JCI International Headquarters. On this platform, the membership administration is done separately from the national administrations, without links between both platforms.

If you wish to participate in an official JCI course or an international conference, you need to register on jci.cc. In this document we provide answers to some questions that may arise during your registration process.

I don't have an account on JCI.cc, how do I get one?

- Read the manual 'How to create an account on jci.cc'.

I registered by following the steps described in the manual 'How to create an account on jci.cc' but when I log in, my status is self registered or inactive.

- Your local president needs to activate your account. Ask your local president to take action and activate your account.

My local president does not have an account on jci.cc.

- Some local presidents never registered on jci.cc. As only the local president can activate your account, he or she should create his/her own account first by following the steps described in the manual 'How to create an account on jci.cc'.
- After creating the account, your local president should send an email to the Secretary General of your national organization.
- The Secretary General approves the account of your local president and sends a request to the Director of Growth and Development to activate his/her account and to assign the rights to activate local members.
- The Secretary General confirms that the account of your local president is activated.
- Your local president has an account and has the rights to activate yours.

My local president does have an account on jci.cc but does not have the role of local president

- The role of local president should be passed on by the immediate past president before December 31st. If he/she fails to do so, no one will have the role and associated rights after December 31st.
- The immediate past president or the current local president should send an email to the Secretary General of the national organisation. The Secretary General can assign the role and rights to the current local president.
- The Secretary General confirms to the local president that his/her role and rights have been assigned.
- Your local president can activate your account.

I do have an account on jci.cc but I lost my password

- You can retrieve your password by clicking 'Forgot your password' on the login screen.

I do have an account but I do not know my email address, which I need to log in.

- Send an email to itsupport@jci.cc. Now you can ask for your credentials.
- After about two days you receive your login details by email.

How do I know if my local president has the right role on jci.cc ?

- Navigate to jci.cc and log in.
- Go to 'MY JCI' and click on the name of your local organization, which you find under your personal name.
- Beneath the header 'general information' you can find the name of the current local president.
- If it appears that the wrong person has the role of local president, then click on the members-button in the visual and look for your local president here:
 - Not listed? Contact your local president and ask him/her to register on jci.cc and to contact the Secretary General for approval.
 - Listed but not as local president? Ask your local president to contact the Secretary General so he or she can assign him/her the role and right of local president.

I am a local president and I have an account on jci.cc but I don't know how to activate my local members.

- Navigate to www.jci.cc.
- Log in on 'MY JCI'.
- Click on 'PENDING MEMBER REGISTRATION'.
- You find here the members who registered themselves as a member of your local chapter. On the right side of each request you have the option to accept or decline the request.



How is the role of local president passed on to the new local president?

The current local president can assign the role of local president to the next local president. He or she can do so before December 31st. On January 1st, the role and rights of the local president expire and only the Secretary General can assign the role and rights to the new local president.

I am a senator, I registered in jci.cc, however the system does not recognize me as a senator

When you become a senator, JCI HQ creates an account so you can be found in the senator library <https://jci.cc/senate/directory>. No notification is sent about the creation of this new account.

In case you inadvertently created your own account after JCI HQ already did so, it will not have a senatorship status. Only JCI HQ can add a senator number to an account. JCI HQ will merge the two accounts.

I am a senator, JCI HQ created my account, how do I get access to my credentials?

In case you would like to register for an event and your account was created by JCI HQ, you can send an email to itsupport@jci.cc with your name, senator number and date of birth. JCI HQ will send you your credentials.

I am a senator, I created my own account, the system says that my account is INACTIVE or SELF REGISTERED

When you create an account, you will be notified that it is inactive or self registered. Although the accounts of senators younger than forty years of age can be activated by the local president, the account status for senators is irrelevant.

As long as the account contains the senator number, the jci.cc system will recognize your senatorship and you will get access to the events, regardless of the account status.

I am a senator, my account does not contain my senator number

When you become a senator, JCI HQ adds your senator number to your existing jci.cc account. In case you do not have an account on jci.cc, JCI HQ creates one so you can be found in the senator library <https://jci.cc/senate/directory>. No notification is sent about the creation of this new account.

In case you inadvertently created your own account after JCI HQ already did so, it will not have a senatorship status. Only JCI HQ can add a senator number to an account. JCI HQ will merge the two accounts.

I am a senator, I registered for an event, and did pay the guest fee instead of the member fee

It looks like that you registered with an account which does not contain your senator number. Please contact itsupport@jci.cc to check the number of accounts and let them merge to one.

I am member of JCI USA or JCI Canada (including senators)

Earl Sawyer is interim Secretary General for JCI USA and JCI Canada. He keeps his own database, which synchronizes with jci.cc. Questions and registrations can be mailed to exdir@jciusa.org.

I am a senator, who can I invite as my guest against the same fee?

As a senator you can invite only your spouse against member fee, no matter if this person is a senator or not. You can add your spouse to your registration at the same time or afterwards.

If this person is not your spouse, the guest fee will be applied.