



ULC Website FAQs

www.urbanlibraries.org

Why can't I login?

Your organization—library, associate member or corporate member—must already be a Member and be part of the database in order for you to register as a Member Contact.

At the top of the Home page there is a Member Login/Logoff button. Click on that and follow the link at the bottom that tells you **Click Here to Learn How to Join/Register**. Then follow the **Member Contact** link. If you have any trouble email Jeanie at jramsey@urbanlibraries.org or Patrick at psifuentes@urbanlibraries.org, or Jodi at jlazar@urbanlibraries.org.

What is the Members Only section?

That is a section dedicated to members of ULC. It holds the Member Directory and information about ways you can participate in a Strategy Group, Discussion Group or in other leadership roles.

What is my Personal Profile Page?

The link to this page is at the bottom of the flyout menus under the Members Only navigation button. You may view and update your personal information as well as easily register for events. You may also view outstanding invoices.

Is there an Organizational Profile Page?

Yes, there is! The information there may only be viewed and updated by the organization's Primary Contact or by another person designated by the Primary Contact. (Please let Jeanie Ramsey or Jodi Lazar know who that may be.)

Who has access to my Personal Profile Page?

You are the only one who can access that page. Be sure to **change your password** after the first time you login.

What if my title doesn't appear in the drop down list?

Email jramsey@urbanlibraries.org, and she will add it to the list.

Is this login information the same as my *Foresight 2020* login information?

No, they are separate websites with separate login information. ULC does store your *Foresight 2020* login information, however, or can provide you with one if you haven't signed on yet.

What if I forget my password?

Follow the link on the Login page, and your information will be emailed to you.