

Kiwanis Engage Training – Q&A Summary

Login & Access

Q: How do I log into Kiwanis Engage?

A: Go to kiwanis.org/login. Use the “Forgot Password” feature with the email on file to reset your password.

Q: What if I didn’t receive the password reset email?

A: Check your spam/junk folder. If still missing, contact memberservices@kiwanis.org.

Q: Will my Kiwanis Connect password work?

A: No. Everyone must reset their password for Engage.

Q: When will incoming officers gain access?

A: Access updates automatically on October 1 when your term begins.

Member Profiles & Club Data

Q: Can club secretaries update member profiles?

A: Yes. Secretaries can update member info, or members can log in and do it themselves.

Q: What if a member’s join date or SLP history is incorrect?

A: Contact memberservices@kiwanis.org to correct it.

Q: Can members see their sponsorship history?

A: Yes, but some data may be missing. Contact Member Services if needed.

Q: What if a member’s address causes errors when assigning roles?

A: The member must log in and update their address before being assigned a role.

Q: Can members belong to multiple clubs?

A: Yes. You can view each club’s data separately via a dropdown menu.

Q: Can officers see who made changes in Engage?

A: Not currently. This feature may be added in future updates.

Officer Roles & Club Management

Q: What's the difference between Vice President and President-Elect?

A: It depends on club bylaws. Typically, President-Elect is next in line, Vice President is second.

Q: Can Assistant Secretaries and Treasurers access officer-level data?

A: Assistant Secretary is listed and has access. Assistant Treasurer is not currently listed.

Q: Can clubs add officers for future years?

A: Yes, but the member must have a valid address in Engage first.

Q: Can clubs add a YouTube channel to their profile?

A: Not yet, but this was suggested during the session.

Reports & Data Migration

Q: Will previous reports from Kiwanis Connect be migrated?

A: Yes, by the end of the Kiwanis year.

Q: Can we download club data for local records?

A: Yes, club officers can export data from Engage.

Q: What if I don't see my club's officer data?

A: Ask your club secretary to update roles in Engage or contact Member Services.

SLP & Youth Protection

Q: What are SLPs?

A: Service Leadership Programs like Key Club, K-Kids, Builders Club, CKI, and Aktion Club.

Q: Who needs background checks?

A: Anyone working directly with youth. Requirements vary by country and district.

Q: Does KI accept district-level or country-specific background checks?

A: Contact youthprotection@kiwanis.org for guidance.

Payments & Billing

Q: Can clubs pay dues via electronic check, Venmo, or Zelle?

A: Not currently. Only paper checks and credit cards are accepted for U.S. payments.

Q: Can Engage send invoices to members?

A: Not yet, but this feature is in development.

Prospective & Honorary Members

Q: How are prospective members added?

A: They may come from the Kiwanis Club Locator form. Officers can add them manually.

Q: Who gets notified about prospective members?

A: Club officers and district secretaries can view them in Engage.

Q: Can honorary members be added without an email?

A: Not currently. Email is required.

Fundraising & Service Hours

Q: Where do we report fundraising dollars and scholarships?

A: These fields are being revised. Feedback was noted for future updates.

Q: Are BUGS programs considered SLPs?

A: Yes.

Q: How do we calculate service hours?

A: Clubs should track hours based on member participation and event duration.

Training & Support

Q: Where can I find Engage training videos?

A: Kiwanis Learning Resources

Q: Will the training recording be shared?

A: Yes, by August 15 to all registered attendees.

Q: How do I submit my membership plan?

A: Email membership@kiwanis.org

Q: Who can I contact for help?

A:

- General support: memberservices@kiwanis.org

- Technical issues: bkinder@kiwanis.org
- Youth Protection: youthprotection@kiwanis.org