

LIUNA Chicago MTP Manual

Table of Contents

FAQs.....	4
What are the goals of the Bi-directional Synchronization Project?.....	4
How does the Bi-directional Synchronization Project benefit membership?.....	4
What are the primary new features of the Bi-directional Synchronization Project in MTP?.....	4
How should Locals handle a membership Local assignment dispute?	5
Who can make Local assignment or Social Security number (SSN) changes in MTP?.....	5
What is the process for a Local to change a Social Security number (SSN) on a member?	5
At Health & Welfare, what are the procedures to change a Social Security number (SSN)?.....	6
What type of mobile smartphone is needed to scan a Public Directory QR code?.....	7
MTP Capabilities.....	8
What membership profile information is bi-directional synchronized in MTP?	8
What profile information can be updated on the Membership Portal?	9
In MTP, what are the (DOL) selections for race, ethnic group, and gender?	9
Are (DOL) selections for race, ethnic group, and gender required for all members?	9
Can members edit their own (DOL) selections for race, ethnic group, and gender?	9
What profile information is view-only on the Membership Portal and Public Directory?.....	10
Who is responsible for adding a new member to MTP?	10
What are the online security measures in place for the Membership Portal?	11
How to request and receive a reprinted LIUNA Chicago Membership Card for a member?.....	11
What are the two ways a member can update their profile information?	12

How to track and manage an invalid address when direct mail is returned? 12

What are the steps to update a member’s profile when they visit a Local office? 13

How does MTP check a member’s Social Security number (SSN) and Paid Thru Date?..... 13

In the Membership Portal, what are the three requirements for a new password? 14

Will you be notified if a member updates their profile on the Membership Portal?..... 14

What demographic fields in MTP have formatting rules? 14

How to confirm if your Local member has the correct Local assignment at the Training Center? 15

Best Practice, Guidelines, and Tips & Tricks 16

 Procedure in MTP for Changing a Social Security Number (SSN) on a Member 17

 Procedure in MTP to Delete & Merge a Shadow Profile and Change the SSN 18

 Procedure in MTP to Delete & Merge Two Profiles and Track SSN Change in Change History 19

 What’s the Purpose of the New LIUNA Chicago Membership Card? 21

 How to Fix Membership Portal Login Issues? 22

 For Members – Tips & Tricks When Using their Membership Card and Membership Portal 23

 For Locals – Tips & Tricks When Using the Member Card and Membership Portal..... 24

 Guidelines for Taking Membership Headshots at the Local or On-site 25

 Tips & Tricks for Cropping a Headshot Before Uploading to MTP..... 26

 How to Run the Local Member Assignment at Training Center Report 27

 Guidelines and Best Practices for Going Digital/Paperless – Sync Documents 28

 When to Use What Sync Document Type and what Documents to Insert – Sync Documents 30

 Template – Letter to Members About the LIUNA Chicago Membership Card 32

 Email Template (Long Version) – How to Update Your Mailing Address 33

 Email Template (Short Version) – Update Your Mailing Address 34

 Computer & Server Hardware Requirements for your Local office and MTP 35

Best Practice for Office Productivity and Operations 36

How to Submit and Track Your MTP Support 37

New Member and CAS to MTP Workflow 39

FAQs

What are the goals of the Bi-directional Synchronization Project?

The Bi-directional Synchronization Project is focused on sharing a member's common demographic information of their membership profile between the LIUNA Chicago Local Unions and the Training Center.

In the future, the plan is to also synchronize a member's common demographic information with the Laborers' Pension & Welfare Funds of Chicago and Vicinity and Fox Valley Laborers' Benefit Funds.

In addition, one of the other goals of this project is to help the International Union's effort to assist and improve the process and accuracy of collecting, updating, and sharing membership profile information for Local Union members in good standing – as stated in the November 28, 2017 letter to all LIUNA Local Union Business Managers and Secretary-Treasurers.

This project also streamlines backend office processes at LIUNA Chicago.

Examples include: Ensure correct eligibility for benefits, improved communication of those benefits, and effective management of Local Union members for the Training Center, Laborers-Employers Cooperation and Education Trust (LECET), Labor-Management Cooperation Committee (LMCC), District Council, and Midwest Coalition of Labor (MCL).

How does the Bi-directional Synchronization Project benefit membership?

From a membership point of view, this project will provide members of LIUNA Chicago with online access to update their membership profile information via the LIUNA Chicago Membership Portal login page: <https://mtp.chicagolaborers.org>.

With their Public Directory URL, members will have view-only access to their LIUNA Chicago ID Number, International Card Number, Local Number, Local Type, Training Center Type, Member Photo, Paid Thru Date, Skills, Completed Classes, Upcoming Classes, Contractor Hours (prior 24-months), and a digital version of their Membership Card.

What are the primary new features of the Bi-directional Synchronization Project in MTP?

1. Bi-directional synchronization of membership profile information between the Training Center and a respective Local's Membership Tracking Program (MTP)
2. Real-time Social Security number (SSN) check and Paid Thru Date information when adding a new member to a respective Local's MTP database
3. Member change authorization process and signature form
4. Email and text message profile notifications

5. Online access for a member to update their profile information via the LIUNA Chicago Membership Portal login page: <https://mtp.chicagolaborers.org>

How should Locals handle a membership Local assignment dispute?

A: Use the following District Council guidelines with handling a Local assignment dispute between Locals:

- If there are any instances when a member's Local assignment is in question
 - The respective Locals should attempt to work out between themselves
- If the Locals agree that a change is to be made to the member's assigned Local
 - Inform the District Council of the change and the District Council will direct a change to their Contribution Accounting System (CAS) and MTP.
- If the Locals cannot come to a resolution in the dispute
 - Contact the District Council Business Manager and a determination will be made

IMPORTANT: In the instances above, only the District Council has authority to make changes to the database systems. The Training Center, InCom/MTP support staff, or anyone else has no authority to change a member's Local assignment in the MTP databases.

Who can make Local assignment or Social Security number (SSN) changes in MTP?

If there is a membership Local assignment discrepancy/dispute or a SSN change/update, only the District Council, with proper documentation, has authority to make changes to the LIUNA Chicago MTP database. Please contact the District Council for any questions or concerns.

IMPORTANT: In the instances above, only the District Council has authority to make changes to the database systems. The Training Center, InCom/MTP support staff, or anyone else has no authority to change a member's Local assignment or SSN in the MTP databases.

What is the process for a Local to change a Social Security number (SSN) on a member?

Before a Local can change an SSN for a member (incorrect to correct) in MTP, you must have proper SSN documentation that is shared with District Council and LIUNA International.

Seven steps must be followed to successfully transfer the membership profile (demographic info, hours earned, training class certifications, and Paid Thru Date, etc.) from an incorrect SSN to a correct SSN.

1. Member submits two SSN change documentation forms to the Local
 - a. Signed Dues Checkoff form
 - b. Signed District Council SSN Change Declaration form
2. Local shares copies of the following three SSN change documentation to the District Council

- a. Copy of a Local signed letter on local letterhead requesting the SSN change
 - b. Copy of a member signed Dues Checkoff form
 - c. Copy of a member signed District Council SSN change declaration form
3. District Council updates the Contribution Accounting System (CAS) with the correct SSN
 4. District Council updates MTP with the correct SSN (see page 13)
 5. District Council calls the Local to confirm SSN changes were made
 6. Local updates MTP with the correct SSN (see page 13), while on the phone with District Council
 7. Local informs LIUNA International with an SSN Change Form sent by mail to General Secretary-Treasurer

REMINDER: The District Council must change the SSN first. If the Local changes the SSN in MTP before the District Council does, a new duplicate individual will be created. In addition, the member will have a disconnected “Shadow Profile” of their incorrect SSN in MTP. Shadow Profiles must be avoided.

At Health & Welfare, what are the procedures to change a Social Security number (SSN)?

To begin, the burden of producing the proper SSN change documentation falls upon the member.

LIUNA Chicago’s Laborers’ Health and Welfare Department and Pension Department (THE FUNDS) require specific types of SSN change documentation from the Social Security Administration.

THE FUNDS will complete the transferring of hours (from the incorrect SSN to the correct SSN) once the member provides the following four forms:

1. Social Security Administration letter showing the new SSN
2. Copy of new SSN card
3. Earnings Summary Sheet or L191 Statement**
4. Signed Health & Welfare Enrollment Card/Sheet
5. Signed/Updated Health & Welfare Annual Claim Form
6. Signed and Notarized Health & Welfare SSN Change Affidavit

** For a member to consolidate their earnings history into the correct SSN, they will need to provide the Social Security Administration with all the tax forms and W2s from years of service under the incorrect SSN and request them to be merged under the correct SSN. After the hours have transferred to the correct SSN, the member needs to request a printed copy of the Earnings Summary Sheet or L191 Statement.

To learn more about how changes in SSN affect eligibility for benefits, [please go to page 12 of the Health & Welfare Plan \(PDF\)](#).

What type of mobile smartphone is needed to scan a Public Directory QR code?

To scan a QR code, you need a smartphone with a camera and, in some cases, a mobile QR code reader app. FYI – iPhones running iOS 11 (or later) and Androids running Android 9 (or later) can scan a QR code when the camera is turned ON.

MTP Capabilities

What membership profile information is bi-directional synchronized in MTP?

1. Title or a pre-suffix to first name
2. First name
3. Middle name or initial
4. Last name
5. Post suffix to last name
6. Address (Primary) – Street/City/State/Zip + Extension
7. Alternative address – Street/City/State/Zip + Extension
8. County
9. Phone number
10. Miscellaneous number
11. Mobile number
12. Email address
13. T-shirt Size
14. Race (DOL)
15. Ethnic Group (DOL)
16. Gender (DOL)
17. Veteran Status
18. Member photo
19. Birth date
20. Change history

Additionally, the following membership profile information is shared one-way, from a respective Local to the Training Center:

- Card Number
- Local Type
- Local Status
- Paid Thru Date
- Contractor Hours:
 - Date
 - Contractor Name
 - Contractor Number
 - Local Number
 - Hours

What profile information can be updated on the Membership Portal?

A: Only the following common demographic information can be updated on the LIUNA Chicago Membership Portal <https://mtp.chicagolaborers.org>:

1. Title or a pre-suffix to first name
2. First name
3. Middle name or initial
4. Last name
5. Post suffix to last name
6. Address (Primary) – Street/City/State/Zip + Extension
7. Alternative address – Street/City/State/Zip + Extension
8. County
9. Phone number
10. Miscellaneous number
11. Mobile number
12. Email address
13. T-shirt Size
14. Race (DOL)
15. Ethnic Group (DOL)
16. Gender (DOL)
17. Veteran Status

In MTP, what are the (DOL) selections for race, ethnic group, and gender?

- Race (*select one or more*): White, Black or African American, Asian, American Indian or Alaskan Native, Native Hawaiian or Other Pacific Islander.
- Ethnic Group (*select one*): Yes – I am Hispanic or Latino, No – I am not Hispanic or Latino.
- Gender (*select one*): Male, Female, Non-binary/third gender, Prefer not to say.

Are (DOL) selections for race, ethnic group, and gender required for all members?

For apprenticeship, YES – it is a Department of Labor (DOL) requirement to report this information as specified. When a member is changing information – at the Local or online via the Membership Portal – on their membership profile, NO.

Can members edit their own (DOL) selections for race, ethnic group, and gender?

Members can edit their Department of Labor (DOL) selections on the Membership Portal at any time. The U.S. Office of Management and Budget guidelines state DOL selection are based on self-

identification. In addition, members may choose to report more than one racial group and/or select an ethnic origin.

What profile information is view-only on the Membership Portal and Public Directory?

The following information, which is tracked and managed by the respective Local and Training Center, is view-only on the LIUNA Chicago Membership Portal <https://mtp.chicagolaborers.org> and via a member's Public Directory URL.

- Training Center (TC)
 - TC Type
 - APPRECTICE
 - GRADUATED APPRENTICE
 - Apprenticeship Level
 - Skills
 - Monthly Apprentice Reports
 - Class Registration
- Local
 - Contractor Hours: Date, Contractor Name and Number, Local Number, and Hours
 - Membership Card
 - Local Type
 - Local Status
 - ACTIVE will display as ACTIVE
 - PARTIAL PAYMENTS will display as NOT ACTIVE
 - NEW BUT NOT FULLY INITIATED will display as NOT ACTIVE
 - Paid Thru Date

Who is responsible for adding a new member to MTP?

It is very important to understand who is responsible for adding a new member in to MTP. FYI – A new member is defined by a unique Social Security number (SSN) – a number that has never existed within the LIUNA Chicago MTP bi-directional system.

- **Locals** are responsible to add a member to MTP when they have one of the following three District Council exemptions from the Mandatory Apprenticeship Program or a transfer:
 1. Experience Employee Exception
 - Worked as Laborer prior to Jan 2, 2020
 - Worked a total of 2,400 hours as a member of LIUNA or any other Building Trades union
 - Completed sufficient training at any LIUNA Training Center or any other Building Trades apprentice program
 2. New Organized Employer Exception

- Required Sync Documents to be inserted into MTP
 - Apprenticeship Exemption Review Team Email Notification
- 3. Transfers (into District Council)
 - Transfer in date
 - Required Sync Documented to be inserted into MTP
 - LIUNA Officers Site Member Status
 - Transfer Papers (Incoming)
 - Contractor Hours worked outside of District Council (Incoming only)
 - Transfer Papers (Issued)
- **Training Center** responsibility to add a member to MTP for the following two situations:
 1. Mandatory Apprentice
 2. Permit Worker Exception

IMPORTANT– As stated above, Locals do not add apprentices into MTP. It is important to allow the Training Center to add apprentices first via their MTP apprentice application processes. By allowing the Training Center to add apprentices first, Locals will automatically receive all the necessary Training Center information on an apprentice when they add locally to MTP. If this process is done in reverse order (Local first), apprentice information will have to be added manually, which is unproductive and wastes time on additional data entry.

What are the online security measures in place for the Membership Portal?

The following security measures are in place to keep membership profile data secure and safe:

- Encrypted HTTPS connection on the web
- Two-factor authentication - a secure push notification to either a mobile phone via text message or your email address
- Unique password
- Login timeout after 10 minutes of inactivity

How to request and receive a reprinted LIUNA Chicago Membership Card for a member?

There are two ways for Locals to track and receive a reprinted membership card for a member:

1. **Reprint MTP Card Flag** – To request a reprint of a member’s LIUNA Chicago Membership Card, because of damage or loss, the Local or Training Center can check the bi-directional “Reprint MTP Card” flag. With this flag checked, a new membership card will be printed for the member in the first week of each month.
2. **Updated Headshot in MTP** – When a new or updated headshot is added to a member’s profile in MTP, the “Reprint MTP Card” flag is automatically checked. With this flag set, a new membership card will be printed for the member in the first week of each month.

Additional notes:

Printing and Distribution – On the first Monday of every month, members that have the “Reprint MTP Card” flag checked will be on the list to have a new LIUNA Chicago Membership Card printed at the Training Center or District Council. The process of printing membership cards will happen in the first week of each month. Once the cards are printed, each Local will have their member’s cards mailed to them for distribution.

Apprentices – It's the Training Center’s responsibility to make sure all new apprentices have a new membership card with a headshot photo. Apprentices don’t receive their membership cards once the indenture process is over. They usually receive them on the first day of class or within the first week of each month when the Reprint MTP Cards are processed, whichever comes first.

Permit Workers – Same process as an Apprentices. Permit Workers will usually receive their membership cards during their two-day permit worker training or within the first week of each month when the Reprint MTP Cards are processed, whichever comes first.

Exemptions – Since it’s the Local’s responsibility to add members that are exempt or allowed to bypass Mandatory Apprenticeship into their MTP database, it’s also the Local’s responsibility to take a new headshot photo of that member so the “Reprint MTP Card” flag is automatically checked – see Printing and Distribution above.

What are the two ways a member can update their profile information?

There are two ways a member can update their profile information in LIUNA Chicago:

1. **Visit a Local office** – A member can visit their respective local, request a membership profile change, and sign a required Signature Confirmation Form before the update can be saved in MTP. For security and data sharing purposes with the Laborers’ Pension & Welfare Funds of Chicago and Vicinity and Fox Valley Laborers Benefit Funds, a member’s signature is now required for all in-person profile information updates.
2. **Online** – A member can visit the LIUNA Chicago Membership Portal login page <https://mtp.chicagolaborers.org>, log in with their credentials, review their profile information, and update their profile as needed.

How to track and manage an invalid address when direct mail is returned?

Check the **Invalid Address** option to track when a member’s address comes back as invalid after a direct mail piece has been returned from the USPS.

Now that this option is bi-directional, all LIUNA Chicago affiliates will be notified. By tracking “invalid addresses”, they can be removed on future direct mail campaign to save money on postage.

Plus, when a member logs into the Membership Portal, they will be notified that their address was flagged as “invalid”. Once their address is updated (at the Local’s office or via the Membership Portal), the Invalid Address option will be turned OFF automatically.

What are the steps to update a member’s profile when they visit a Local office?

1. Search for the member in MTP select the Membership Profile Change Request icon
2. Print the **Membership Profile Change Request** form for the member to review (*optional*)
 - a. At the top of the page is the member’s current profile information
 - b. At the bottom of the page is space to write the updated profile information
3. Click the three-dot menu button to the right of the Address field in MTP
4. Enter the updated information provided by the member
5. Print the **Signature Confirmation** form in MTP
6. Member approves the updates and signs the Signature Confirmation Form
7. Scan and attach a Signature Confirmation Form in MTP
 - a. Other acceptable forms with signature is the Dues Checkoff (new member)

How does MTP check a member’s Social Security number (SSN) and Paid Thru Date?

When adding a member into MTP, a real-time database cross check is performed on the member’s SSN to verify if the number already exists in the LIUNA Chicago MTP database.

After the member’s SSN is entered and cross-checked with the existing SSN’s, the LIUNA Chicago MTP database will display an informational window stating the conditions in which you can add that member into a Local’s MTP database.

The following checks will occur when adding a member into MTP:

1. If the SSN **DOES NOT** exist in the LIUNA Chicago MTP database:
 - a. The new member **CAN** be added to the Local’s MTP database.
2. If the SSN **DOES** exist in the LIUNA Chicago MTP database – MTP verifies the current assigned Local and Paid Thru Date of the member:
 - a. If the Paid Thru Date is past 12 months, the member **CAN** be added to the Local’s MTP database.
 - b. If the Paid Thru Date is less than 12 months, the member **CANNOT** be added to the Local’s MTP database.
 - c. If the Paid Thru Date is “blank”, *typically in the case of a traveler or a new member who has not been initiated yet*, the member **CANNOT** be added into the Local’s MTP database.

In the 2c instance, the Paid Thru Date is “blank”:

1. Please submit a “Dues Check Off” form to the District Council.
2. Once the proper Local assignment has been determined, the District Council will have the correct Local assignment made to their Contribution Accounting System (CAS).
3. Download and import the monthly **Local-specific CAS data file** into the Local’s MTP database.
4. After the import, the member in question with a “blank” Paid Thru Date will automatically be added to the respective Local.

In the Membership Portal, what are the three requirements for a new password?

- Password must be different from the current password
- Password must contain both letter and number characters
- The minimum length for a password is 3 characters

Will you be notified if a member updates their profile on the Membership Portal?

A1: To see when a member has updated their profile via the Membership Portal, cross reference the Change History tab with the new Change Authorization tab, this will show how the member confirmed their identity for the update – i.e. by text or email address.

A2: When an address, phone number or email address change has occurred on the Membership Portal, the “Changed Demographics” flag will be checked automatically for LIUNA International Per Captia Reporting.

What demographic fields in MTP have formatting rules?

On both the MTP desktop client and the Membership Portal, the following data entry fields provide formatting rules:

- Phone number fields – Phone, Mobile, and Misc. – Numerical characters only. Don’t allow for duplicates. Only allow for dashes. Phone numbers can be entered without spaces or dashes.
- City field – Alpha characters only
- State field – Alpha characters only, in a two-letter state format
- ZIP code field – Numerical characters only, in a five or five plus four-digit extension
- Email address field – Only allow properly formatted email addresses with no spaces

How to confirm if your Local member has the correct Local assignment at the Training Center?

Use one of the following options below to confirm if your member has the correct Local assignment (and is one-to-one) at the Training Center (TC).

- From a Local's MTP desktop, can you click the QR code icon and view the member's Public Directory by selecting Open in Browser.
 - If you can view it, then the local assignment is one-to-one.
 - If you cannot view it, that member is not assigned to your Local at the TC.
- Scan the QR code on the member's LIUNA Chicago membership card and verify the Local number on the member's Public Directory.
- Execute **Tools > Update from Training Center** – if a window comes back saying you're "prohibited" to update then the member is not assigned to your Local at the TC.
- Execute **Tools > Resend Data to Training Center** – if a window comes back saying you're "prohibited" to update then the member is not assigned to your Local at the TC.

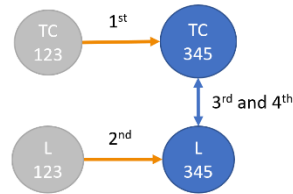
NOTE: As of Jun 11, 2020, the Resend Data “prohibited” window has not be implemented.

Best Practice, Guidelines, and Tips & Tricks

One-page guidelines and tips & tricks are easy to review, share, and print.

Please go to the next page.

Procedure in MTP for Changing a Social Security Number (SSN) on a Member



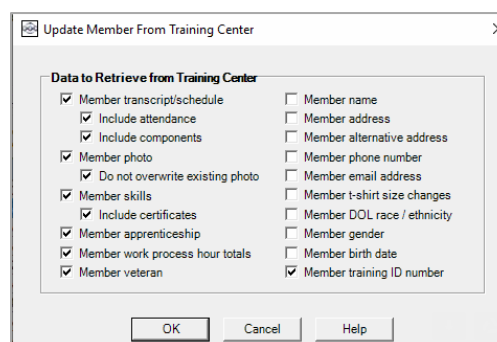
If and when a member's SSN has been entered incorrectly, District Council must make the SSN correction first in Training Center's MTP, followed by the respective Local in their MTP. Following this order ensures the successful profile transfer of hours earned, training class certifications, and Paid Thru Date from the incorrect SSN to the correct SSN.

This is a **1 to 1** situation – one profile at the Training Center and one profile at the Local.

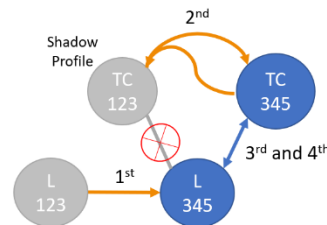
REMINDER: Only the District Council, with proper documentation from the Local, has authority to change a member's SSN in the Training Center's database. If the Local tries to correct the SSN first, before the District Council, a **Shadow Profile** will automatically be created (unknowingly) in the Training Center's MTP.

The steps to follow...

- District Council calls the respective Local on the phone regarding the member. Together, they decide and confirm on the correct SSN for the member.
- **FIRST**, District Council in MTP searches for the incorrect SSN of the member.
- **SECOND**, the District Council corrects the existing SSN to new SSN in MTP.
 - Select the three-dot menu next to the SSN field.
- **THIRD**, on the Local side, the Local searches in MTP for the incorrect SSN of the member.
- **FOURTH**, on the Local side, the Local makes the SSN correction in MTP on that member.
 - Select the three-dot menu next to the SSN field.
- **FIFTH**, on the Local side, the Local runs **Tools > Resend Data to Training Center**.
- **SIXTH**, on the Local side, the Local runs **Tools > Update from Training Center**. Uncheck all options on the right-hand side except **Member training ID number**.



Procedure in MTP to Delete & Merge a Shadow Profile and Change the SSN



When a Local accidentally uses/enters a wrong SSN when adding a new member in MTP, they move too fast and try to correct the situation locally by modifying the SSN. But when a Local makes an SSN correction, a **Shadow Profile** will automatically be created (unknowingly) in MTP at the Training Center.

This is a **2 to 1** situation – two profiles at the Training Center and one profile at the Local.

When a member's SSN has been changed first on the Local side, the District Council must take the time to delete & merge the **Shadow Profile** and correct the SSN on the Training Center side. This procedure is important for two reasons: 1) keeps MTP clean of duplicate profiles and 2) ensures that a member's profile, training & contractor history, and per capita data is linked together correctly in the LIUNA Chicago MTP database.

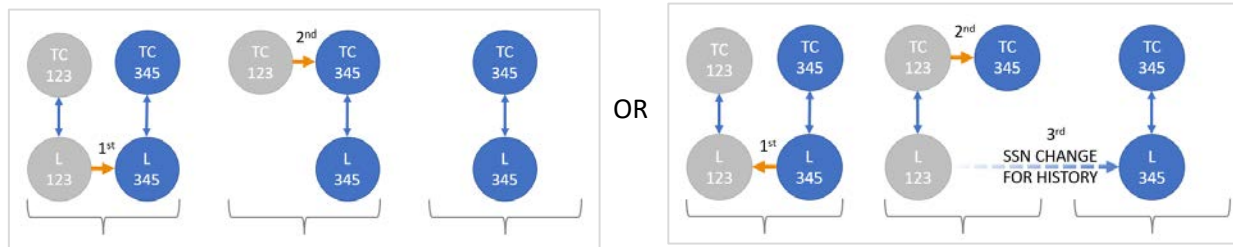
REMINDER: For all SSN changes in MTP, the District Council must change the SSN first. If the Local makes the SSN correction first, before the District Council, a **Shadow Profile** will automatically be created (unknowingly) in MTP at the Training Center.

The steps to follow...

- District Council calls the respective Local on the phone regarding the member. Together, they decide on what SSN is correct and what profile to delete/merge. Ideally, they want to keep the profile that has the most MTP history.
- FIRST, District Council selects **Tools > Merge** and selects the correct SSN profile (to keep). Under the Merge delete section, they search and find the incorrect SSN profile they want to delete. There are two options:
 - **Merge:** Keep the correct SSN and delete the incorrect SSN profile
 - **Reverse Merge:** Keep the incorrect SSN and delete the correct SSN profile. After that is done, change the SSN on the existing profile (the incorrect SSN) to the correct SSN.
- FOURTH, on the Local side, the Local searches for the member's profile (the correct SSN)
- FIFTH, on the Local side, the Local runs **Tools > Resend Data to Training Center**.
- SIXTH, on the Local side, the Local runs **Tools > Update from Training Center**. Uncheck all options on the right-hand side except **Member training ID number**

At this point, we have a **1 to 1** situation – one profile at the Training Center and one profile at the Local.

Procedure in MTP to Delete & Merge Two Profiles and Track SSN Change in Change History



These are **2 to 2** situations – two profiles at the Training Center and two profile at the Local.

Option 1) Accidental Entry – A member will have two profiles (gray and blue) in MTP when a Local accidentally uses an incorrect SSN (gray) when adding a new member. Then to correct the situation, the Local adds another new member to MTP with the correct SSN (blue). This situation typically happens when there is an apprentice that already exists at the Training Center. In this situation you, documenting the incorrect SSN in Change History is not needed.

Option 2) Discovery of Two Profiles – You will have one bi-directional profile with the correct SSN (blue) and another bi-directional profile with the incorrect SSN (gray) between the Local and the Training Center. To track the SSN change on the Local side, merge the correct SSN (blue) with the incorrect SSN (gray) and finally do an **SSN Change** to document the incorrect SSN changing to the correct SSN in Change History.

The steps to follow...

- District Council calls the respective Local on the phone regarding the member. Together, they decide on what profile to keep, what profile to delete/merge, and the following:
 - Confirm on the correct SSN for the member.
 - Confirm on the MTP Training Center ID Number to use moving forward.
 - Keep the profile that has the most up-to-date demographics and MTP history
- FIRST, on the Local side,
 - Option 1) The Local will search and find the correct SSN profile (to keep) in MTP.
 - Option 2) The Local will search and find the incorrect SSN profile in MTP.
- SECOND, on the Local side,
 - Option 1) Select **Tools > Merge** in MTP. Under the Merge delete section, search and find the incorrect SSN profile (to delete).
 - Option 2) Select **Tools > Merge** in MTP. Under the Merge delete section, search and find the correct SSN profile. NEXT, the Local performs an **SSN Change** and updates the incorrect SSN to the correct SSN so that the change in documented in Change History.

Continue to next page

Now we have a **2 to 1** situation – two profiles at the Training Center and one profile at the Local.

- **THIRD**, District Council selects **Tools > Merge** and selects the correct SSN profile (to keep). Under the Merge delete section, they search and find the incorrect SSN profile they want to delete. There are two options:
 - **Merge**: Keep the correct SSN and delete the incorrect SSN profile
 - **Reverse Merge**: Keep the incorrect SSN and delete the correct SSN profile. After that is done, change the SSN on the existing profile (the incorrect SSN) to the correct SSN.
- **FOURTH**, on the Local side, the Local searches for the member's profile (the correct SSN)
- **FIFTH**, on the Local side, the Local runs **Tools > Resend Data to Training Center**.
- **SIXTH**, on the Local side, the Local runs **Tools > Update from Training Center**. Uncheck all options on the right-hand side except **Member training ID number**

At this point, we have a **1 to 1** situation – one profile at the Training Center and one profile at the Local.

What's the Purpose of the New LIUNA Chicago Membership Card?

The following four benefits are the purpose of the new LIUNA Chicago Membership Card. However, this card does not replace the International Membership Card or International Card Number.

1. **View your Public Directory using your smartphone** – Your new LIUNA Chicago Membership Card contains a square QR code with your new ID Number printed below it. Scan your QR code with your smartphone to view your Public Directory. Business Agents and Field Representatives can also scan the QR code to verify your membership profile, Local Membership Status, and Paid Thru Date.
2. **Access your membership profile** – Scroll down to the bottom of your Public Directory (see #1) and click the **Login Page** tab. This will take you to Membership Portal login page <https://mtp.chicagolaborers.org>.
 - a. Log in to the Membership Portal using your ID Number or International Card Number, which are listed on your Public Directory (see #1).
 - b. Your **first-time password** is set to the last four digits of your Social Security number. After you log in, with your first-time password, *you will be required to change/reset it.*
 - c. If you forgot your password, click **Forgot Password** on the login page.
3. **Review your profile information** – Once you're logged, click the **three gray bars** (in the upper right-hand side on a smartphone) and/or select the **profile tabs** to review your address, phone numbers, Training Center skills and class registrations, and a digital version of your membership card.
 - a. If your membership card **does not include your photo or your photo needs to be updated**, please come into your local office or one of the training centers to have your photo taken and added to your profile.
 - b. Please take the time to make sure your profile information is **accurate and correct**.
4. **Edit your profile information** – To edit your profile, such as your address or phone number, click the three gray bars and select the **Edit Profile** tab.
 - a. Before you can edit your profile, your identity needs to be verified with a confirmation number.
 - b. Your confirmation number can be received in one of two ways: text message or email.

Need more help?

Learn how to log in and update your profile, in English or Spanish, by clicking the links at the bottom of the Membership Portal login page <https://mtp.chicagolaborers.org>.

If you are having any issues with the Membership Portal, please contact the Chicagoland Laborers' Training Center at 630-653-0006 or your local office.

How to Fix Membership Portal Login Issues?

The following are steps to correct and fix when a member is having issues with logging into the Membership Portal. The two issues are:

1. Can't log in with International Card Number or ID Number and their password (first-time password or previous password)
2. Member successfully used **Forgot Password** but still can't log in with newly updated password

In both cases above, please follow these steps below to fix the Membership Portal issue.

1. Local searches and finds the member in MTP desktop
2. Local then executes, Tools > **Update from Training Center** and checks all options to retrieve the member's data from the Training Center
3. Local calls the Training Center to reset the member's password back the first-time password which is the last four digits of their Social Security number.
 - a. *If the Training is unavailable to reset the member's password, follow steps #4 and #5 and then go to #6c – click Forgot Password**.*
4. Local send the member their membership information in one of the following two ways:
 - a. *If the member doesn't have a valid email address, add one. Email address is a free field and doesn't require a signature therefore the member will receive a **Profile Email Notification***
 - b. *If the member has a valid email address saved, send the member an email with their **Public Directory URL** via the QR code icon*
5. Local contacts the member and directs them to use the Profile Email Notification or the Public Directory URL to find and click the Membership Portal login page
<https://mtp.chicagolaborers.org>.
6. Once the member is on the login page, direct them to
 - a. Log in to the Membership Portal using their ID Number or International Card Number, which are listed on their Profile Email Notification or Public Directory.
 - b. Use their first-time password is set to the last four digits of your Social Security number. After they log in, with their first-time password, *they will be required to change/reset it.*
 - c. If they forgot their password, have them click **Forgot Password**** on the login page.

** If the member is able to change his/her password via "Forgot Password", we know the profile information in MTP is correct.

***If there are still login issues after following the step above, the only login conflict left would be:

- Data being entered incorrectly
- Web browser "caching" issues where data or passwords are automatically and accidentally being used to log into the Membership Portal.

For Members – Tips & Tricks When Using their Membership Card and Membership Portal

The following tips & tricks are **for members** when using the new digital capabilities of the LIUNA Chicago Membership Card and Membership Portal.

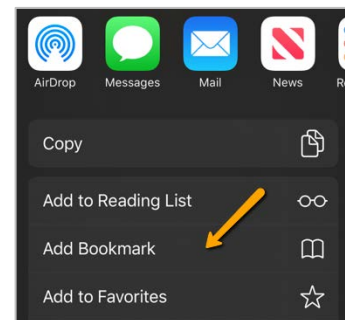
How can you view your Public Directory, on your mobile device, if you have your membership card?

A: Scan the QR code on your membership card with your mobile smartphone's camera or QR code reader app.



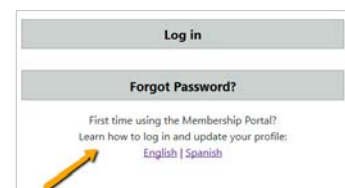
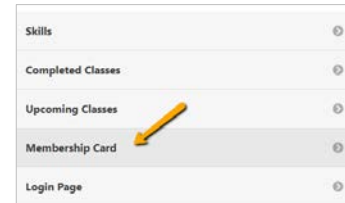
How to save your Public Directory URL for easy retrieval

- After you are viewing your Public Directory, save the Public Directory URL as a bookmark or an icon on the home page on your mobile device or desktop computer.
- Use a mobile QR code reader app that tracks QR codes you have recently scanned.
- Save a photo or screenshot of your membership card's QR code so you can send it via text message or email.



How can you update your profile information, such as your address, on the Membership Portal?

1. View your Public Directory by scanning your membership card's QR code.
2. Save your Public Directory URL for easy retrieval (see the tips above).
3. Once you can view your Public Directory on your mobile device, click the three gray bars in the upper right-hand corner and select Menu > **Login Page**.
4. If needed, learn how to log in and update your profile, in English or Spanish, by clicking the links at the bottom of the Membership Portal login page <https://mtp.chicagolaborers.org>.
5. Log in to the Membership Portal using your ID Number or International Card Number, which are listed on your Public Directory.
6. Your first-time password is the last four digits of your Social Security number. Once you log in, with your first-time password, *you will be required to change it*.
7. If you forgot your password, click **Forgot Password** on the login page.



For Locals – Tips & Tricks When Using the Member Card and Membership Portal

The following tips & tricks are for **Locals and field representatives** when using the new digital capabilities of the LIUNA Chicago Membership Card and Membership Portal.

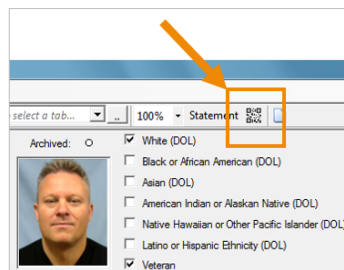
How can you view a member's Public Directory, on your mobile device, if they have their membership card?

A: Scan the QR code on their membership card with your mobile smartphone's camera or QR code reader app.



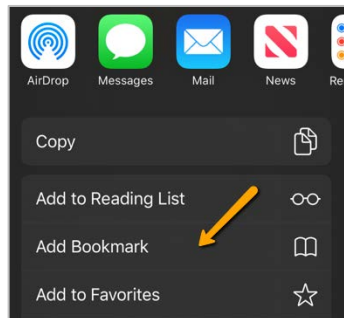
If the member doesn't have their membership card with them, how can you view their Public Directory on your mobile device?

A: Ask your Local's office to copy the member's Public Directory link (known as a web address or URL) and send it to you via text message or email. The URL can be found by clicking the Public Directory icon in MTP desktop program.



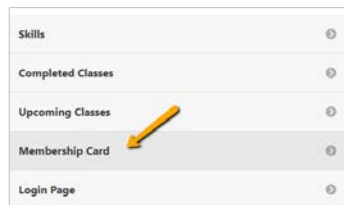
How can you track or manage multiple Public Directory links for easy retrieval?

- Save the member's Public Directory link as a bookmark on your mobile device or desktop computer.
- Use a mobile QR code reader app that tracks QR codes you have recently scanned.
- Ask the member to send you a photo or screenshot of their membership card via text message or email.



How can you help a member update their profile information, such as their address, on the Membership Portal?

1. Receive the member's Public Directory link from your Local's office – sent to you via text message or email.
2. View the member's Public Directory on your mobile device and click Menu > **Membership Card**.
3. Have the member scan their card QR code or share their Public Directory link with them via text message or email.
4. Show the member how to save their Public Directory link as a bookmark on their mobile device for future access.
5. Once the member can view their Public Directory on their mobile device, have them click Menu > **Login Page**.
6. Walk them through the "how to" guide on the Login Page.
7. Once they're logged in, show them how to use two-factor authentication to securely update their profile online.



Guidelines for Taking Membership Headshots at the Local or On-site

Membership headshots play a very important role in the success of the LIUNA Chicago Membership Card and the ability to scan a member's Public Directory QR code**.

Membership headshots in LIUNA Chicago MTP database are bi-directional between the Training Center and the respective Local. Hence, if a Local updates a member's headshot in MTP on-site, the Training Center's MTP and the member's Public Directory will be updated automatically. Going the other way, if the Training Center updates the same member's headshot in MTP on a later date, the respective Local's MTP will receive the update as well as the member's Public Directory.

On the first Monday of every month, the Training Center/District Council will print and distribute (two-weeks later) membership cards to Locals for members who had headshots added or updated in MTP.

LIUNA Chicago Membership Card



Good Headshot



Unacceptable Headshot



Please use the following guidelines for taking an on-site photo and cropping it to be uploaded into MTP. These guidelines will ensure that the Membership Card (physical or digital) is a valuable communication tool for Business Agents, Training Center instructors, Contractors, etc.

Headshot basics:

1. Take indoors, if possible, and away from direct sunlight.
2. Photograph the member in front of a solid color backdrop like a wall, or plain white or off-white poster board, to make the face stand out.
3. Ask the member to remove their eyeglasses so there is no reflective glare.
4. Ask the member to take off their hat.
5. Capture the member looking directly at the camera with their head centered and not tilted with a neutral expression or natural smile. Eye contact is important for a great headshot.
6. Frame the headshot from the chest up.
7. Ensure good lighting on the member's face. Beware of weird shadowing.
8. Use a digital camera or mobile smartphone with a clean and smudge-free camera lens.
9. Use a clear image of the member's face. Do not use filters commonly used on social media.

*** To scan a QR code, you need a smartphone with a camera and, in some cases, a mobile QR code reader app. FYI – iPhones running iOS 11 (or later) and Androids running Android 9 (or later) can scan a QR code when the camera is turned ON.*

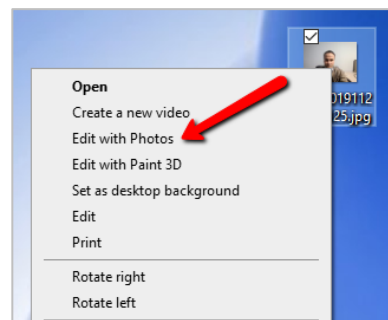
Tips & Tricks for Cropping a Headshot Before Uploading to MTP

The following tips & tricks steps are for Locals when they're cropping a member's photo into a headshot before it's uploaded into MTP.

1. Save the headshot photo (JPG/JPEG image file) to the computer's desktop.

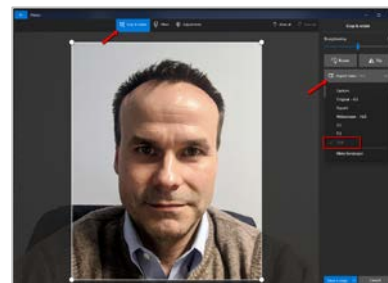


2. Right-click on the photo and open the image file with a Windows built-in application to edit images, such as Photos.



3. Once the image file is opened and the photo is ready to be edited, use the photo editing tools such as **crop and rotate** to frame the headshot in a portrait layout.

TIP: On Windows 10, use a portrait aspect ratio of **10:8**



4. After you have cropped the photo into a portrait layout headshot, save the image file back to the computer's desktop.
5. Open MTP, find the member, and upload their new headshot
6. After the image file is uploaded to MTP, use the **Crop and center** sizing option to adjust the headshot.



How to Run the Local Member Assignment at Training Center Report

Follow the instructions below to learn how to run the Local Member Assignment at Training Center Report in MTP and verify if all your ACTIVE status members are correctly assigned to your Local at the Training Center.

The three reasons why each Local needs to run this report monthly on your ACTIVE status Local members are to: 1) Verify bi-directional synchronization on your members, 2) Ensure that your members are receiving MCL Benefits, and 3) Verify that your Local is receiving 100% of your locally-assigned work dues from District Council.

Run the report and email the results to District Council

This report will verify if all of your ACTIVE status members are correctly assigned to your Local at the Training Center – i.e. one-to-one with local assignment.

REMINDER: One-to-one with local assignment in MTP for LIUNA Chicago determines:

- MTP bi-directional synchronization
- MCL benefits for your members
- Working dues distribution to the correct Local

How to run the report:

- 1) Go to the MTP pop-down menu and select **Reports > Membership Reports > Local Member Assignment at Training Center Report** or in the **Search menus** box, in the upper right-hand corner of MTP, type “local assignment” and select **Local Member Assignment at Training Center Report** (Image 1).
- 2) Under the **Report** section, check **Unassigned Members** (Image 2).
- 3) Under the **Membership Type to include:** section, select **Check All** (Image 2).
- 4) Under the **Statuses to include:** section, only check: **ACTIVE** (Image 2).
- 5) Select **Mask first 5 digits of SSN** (Image 2).
- 6) Click **OK** (Image 2).
- 7) Save the PDF report to your computer.
- 8) If the window, **No information is available for this report** pops up (Image 3), take and save a screenshot of the pop-up window to your computer.
- 9) Email either the [PDF report](#) (or the [screenshot](#)) to Kate Hughes khughes@liunachicago.org at District Council and David Szostak david.szostak@diamond-strategies.com.

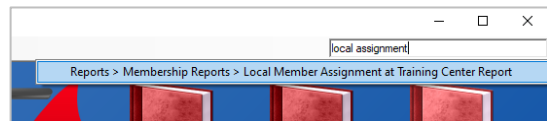


Image 1

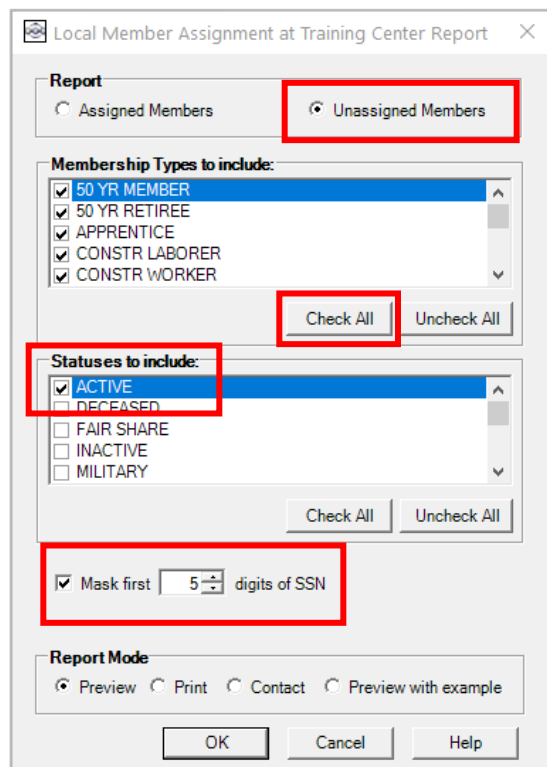


Image 2

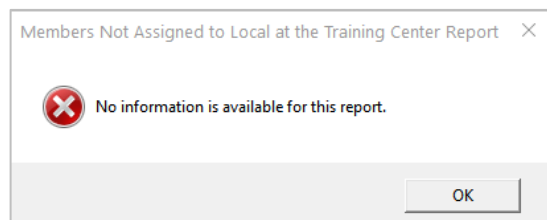


Image 3

Guidelines and Best Practices for Going Digital/Paperless – Sync Documents

MTP, inside the Documents tab, has the capability to manage and share documents internally with Local staff and synchronize specific documents externally with the Training Center (TC). This capability is called “Sync Documents” and it allows for Locals and the TC to be more productive, save time, and go digital/paperless.

Mapping/Associating Training Center Document Types with Local Document Types

The 19 Sync Document Types below are also created by the TC and have been associated locally in your MTP Documents tab. Use them when you need to synchronize specific documents with the District Council and TC. When you create and select a type in the Documents tab that is not associated with a TC type (“NONE”), the uploaded document will only be shared internally with your Local staff. Hence, use the correct type when you need share locally or “sync” a document with the District Council and TC.

Description	Training Center Document Type
APPRENTICESHIP EXEMPTION (SYNC)	APPRENTICESHIP EXEMPTION (SYNC)
BIRTH DATE CHANGE (SYNC)	BIRTH DATE CHANGE (SYNC)
CONTRACTOR DOCUMENTATION (SYNC)	CONTRACTOR DOCUMENTATION (SYNC) – Added on Sep 27, 2021
DRIVER LICENSE (SYNC)	DRIVER LICENSE (SYNC)
DUES CHECKOFF AND MEMBERSHIP AUTHORIZATION (SYNC)	DUES CHECKOFF AND MEMBERSHIP AUTHORIZATION (SYNC)
LOCAL CHANGE (SYNC)	LOCAL CHANGE (SYNC)
MCL DOCUMENTATION (SYNC)	MCL DOCUMENTATION (SYNC) – Added on Sep 27, 2021
MILITARY DOCUMENTATION (SYNC)	MILITARY DOCUMENTATION (SYNC)
NAME CHANGE (SYNC)	NAME CHANGE (SYNC)
NON-LIUNA ASBESTOS SUPERVISOR CERTIFICATE (SYNC)	NON-LIUNA ASBESTOS SUPERVISOR CERTIFICATE (SYNC)
NON-LIUNA ASBESTOS WORKER CERTIFICATE (SYNC)	NON-LIUNA ASBESTOS WORKER CERTIFICATE (SYNC)
NON-LIUNA HAZARDOUS WASTE CERTIFICATE (SYNC)	NON-LIUNA HAZARDOUS WASTE CERTIFICATE (SYNC)
NON-LIUNA LEAD SUPERVISOR CERTIFICATE (SYNC)	NON-LIUNA LEAD SUPERVISOR CERTIFICATE (SYNC)
NON-LIUNA LEAD WORKER CERTIFICATE (SYNC)	NON-LIUNA LEAD WORKER CERTIFICATE (SYNC)
PERMIT WORKER DOCUMENTATION (SYNC)	PERMIT WORKER DOCUMENTATION (SYNC)
RETIRED DOCUMENTATION (SYNC)	RETIRED DOCUMENTATION (SYNC)
SS CARD (SYNC)	SS CARD (SYNC)
SSN CHANGE (SYNC)	SSN CHANGE (SYNC)
TRANSFER DOCUMENTATION (SYNC)	TRANSFER DOCUMENTATION (SYNC) – Add on Jul 23, 2021
WAGE NOTICE (SYNC)	WAGE NOTICE (SYNC)

Note: The SYNC types above have already been created and associated to the TC document types in your MTP Documents tab.

Best Practice – Standards on How to Name Your Files

As a best practice, when a file is created regarding membership, please use the following file name format for all your shared and synchronized documents/paperwork:

[TCIDNumber] <space> [FirstInitialLastName] <space> [dashsymbol] <space> [Description]

Example file format → 7654321 John J Smith – Non-LIUNA Asbestos Worker certificate

Best Practice – Where to Save Your Files for Sharing and Synchronization

First, save the file to your Desktop. Then, **Insert** it under the MTP Documents tab. MTP will automatically copy the file to your **Default Folder** – folder location is found in **System Settings > General** with “Copy” flag turned ON. After inserting the file under the Documents tab, you can delete it from your Desktop.

When to Use What Sync Document Type and what Documents to Insert – Sync Documents

SYNC Type Description	When to use this Sync Document Type	Required Document(s) to Insert (PDF)
APPRENTICESHIP EXEMPTION (SYNC)	<ul style="list-style-type: none"> Apprenticeship Exemption Request Approved by the Apprenticeship Exemption Review Team 	<ul style="list-style-type: none"> Apprenticeship Exemption Review Team Email Notification
BIRTH DATE CHANGE (SYNC)	<ul style="list-style-type: none"> Member updates their birth date 	<ul style="list-style-type: none"> No required documentation from District Council Birth Date Corrections from LIUNA International
CONTRACTOR DOCUMENTATION (SYNC)	<ul style="list-style-type: none"> Documents received by a contractor that should be shared with other offices 	<ul style="list-style-type: none"> Termination of Employment Letter for Apprentice
DRIVER LICENSE (SYNC)	<ul style="list-style-type: none"> New member – Apprenticeship Exemption, Permit Worker or Transfer In 	<ul style="list-style-type: none"> Driver License (JPG or PDF)
DUES CHECKOFF AND MEMBERSHIP AUTHORIZATION (SYNC)	<ul style="list-style-type: none"> New member – Apprenticeship Exemption, Permit Worker or Transfer In Reinstating (out more than a year) Local Change 	<ul style="list-style-type: none"> Dues Checkoff and Membership Authorization Form
LOCAL CHANGE (SYNC)	<ul style="list-style-type: none"> Members that are out more than a year and have membership already in our District Council LIUNA Officers’ Site documentation for the TRAVELER, JOURNERWORKER, APPRENTICE, PERMIT WORKER 	<ul style="list-style-type: none"> Dues Checkoff and Membership Authorization Form LIUNA International Membership Status CAS Contractor Hours
MCL DOCUMENTATION (SYNC)	<ul style="list-style-type: none"> Member “in good standing” passes away and an MCL Death Benefits form is required 	<ul style="list-style-type: none"> Members Obituary MCL Death Benefits Form
MILITARY DOCUMENTATION (SYNC)	<ul style="list-style-type: none"> Documents regarding military service 	<ul style="list-style-type: none"> Military Orders – Leave, Return and/or Discharge Email to LIUNA for Military Stipend Follow-up email from LIUNA granting the Stipend
NAME CHANGE (SYNC)	<ul style="list-style-type: none"> Member changes their name 	<ul style="list-style-type: none"> Dues Checkoff and Membership Authorization Form Change Name, Phone and Address Report Name Changes Form from LIUNA International
NON-LIUNA ASBESTOS SUPERVISOR CERTIFICATE (SYNC)	<ul style="list-style-type: none"> Certification not provided by the District Council’s Training Center 	<ul style="list-style-type: none"> Initial Training Certificate and/or current Certificate
NON-LIUNA ASBESTOS WORKER CERTIFICATE (SYNC)	<ul style="list-style-type: none"> Certification not provided by the District Council’s Training Center 	<ul style="list-style-type: none"> Initial Training Certificate and/or current Certificate
NON-LIUNA HAZARDOUS WASTE CERTIFICATE (SYNC)	<ul style="list-style-type: none"> Certification not provided by the District Council’s Training Center 	<ul style="list-style-type: none"> Initial Training Certificate and/or current Certificate
NON-LIUNA LEAD SUPERVISOR CERTIFICATE (SYNC)	<ul style="list-style-type: none"> Certification not provided by the District Council’s Training Center 	<ul style="list-style-type: none"> Initial Training Certificate and/or current Certificate
NON-LIUNA LEAD WORKER CERTIFICATE (SYNC)	<ul style="list-style-type: none"> Certification not provided by the District Council’s Training Center 	<ul style="list-style-type: none"> Initial Training Certificate and Current Certificate
OFFICERS’ SITE DOCUMENTATION (SYNC)	<ul style="list-style-type: none"> LIUNA Officers’ Site documentation for a TRAVELER, JOURNERWORKER, APPRENTICE, PERMIT WORKER 	<ul style="list-style-type: none"> LIUNA International Membership Status LIUNA International Local Assignment LIUNA International Card Number
PERMIT WORKER DOCUMENTATION (SYNC)	<ul style="list-style-type: none"> Permit Worker Review Team – Assigns Member to Local 	<ul style="list-style-type: none"> Permit Worker Review Team – Assigns Member to Local Email Notification
RETIRED DOCUMENTATION (SYNC)	<ul style="list-style-type: none"> Approved retirement information from Pension 	<ul style="list-style-type: none"> Approved Pension Notification Letter
SS CARD (SYNC)	<ul style="list-style-type: none"> New Member – Apprenticeship Exemption, Permit Worker or Transfer In 	<ul style="list-style-type: none"> SS Card (JPG or PDF)
SSN CHANGE (SYNC)	<ul style="list-style-type: none"> Member changes their SSN 	<ul style="list-style-type: none"> Dues Checkoff and Membership Authorization Form Declaration and Agreement of Indemnification Form from District Council New SSN Card and Earnings Summary Sheet or L191 Statement SSN Forward/Corrections from LIUNA International
TRANSFER DOCUMENTATION (SYNC)	<ul style="list-style-type: none"> Member from a Local outside the District Council LIUNA Officers’ Site documentation for a TRAVELER, JOURNERWORKER, APPRENTICE, PERMIT WORKER Member leaves the District Council 	<ul style="list-style-type: none"> LIUNA International Membership Status Transfer Papers (Incoming) Contractor Hours worked outside of District Council (Incoming only)

	<ul style="list-style-type: none"> • Unused (30 days) Transfer Request 	<ul style="list-style-type: none"> • Transfer Papers (Issued) or Transfer Papers (Unused)
WAGE NOTICE (SYNC)	<ul style="list-style-type: none"> • Apprentice – Wage Notice Increase 	<ul style="list-style-type: none"> • Apprentice Wage Notices 60%, 70%, etc. • Apprentice Completion – Journeyworker Status

Template – Letter to Members About the LIUNA Chicago Membership Card

Dear [NAME OF MEMBER],

Enclosed is your new LIUNA Chicago Membership Card with your new ID Number. If you have an old Training Center ID card and number, this new card replaces it.

However, this card does not replace your International Membership Card or International Card Number.

What can you do with your new LIUNA Chicago Membership Card?

1. **View your Public Directory** – Your new LIUNA Chicago Membership Card contains a square QR code with your new ID Number below it. When scan your QR code with your smartphone, you will be able to view your Public Directory. Business Agents and Field Representatives can also scan the QR code to review your profile to verify your Paid Thru Date and Local Membership Status.
2. **Access your membership profile** – Scroll down to the bottom of your Public Directory (see #1) and click the **Login Page** tab. This will take you to Membership Portal login page <https://mtp.chicagolaborers.org>.
 - a. Log in to the Membership Portal using your ID Number or International Card Number, which are listed on your Public Directory (see #1).
 - b. Your **first-time password** is the last four digits of your Social Security number. Once you log in, with your first-time password, *you will be required to change it*.
 - c. If you forgot your password, click **Forgot Password** on the login page.
3. **Review your profile information** – Once you're logged in, click the **three gray bars** (in the upper right-hand side) and select the profile tabs to review your address, phone numbers, Training Center skills and class registrations, and a digital version of your membership card.
 - a. If your membership card **does not include a photo of you**, please come into the [LOCAL NUMBER] office or one of the training centers to have your photo taken and added to your profile.
 - b. Please take the time to make sure your profile information is **accurate and correct**.
4. **Edit your profile information** – To edit your profile, such as your address or phone number, click the three gray bars and select the **Edit Profile** tab.
 - a. Before you can edit your profile, your identity needs to be verified with a confirmation number.
 - b. Your confirmation number can be received in one of two ways: text message or email.

Need more help?

Learn how to log in and update your profile, in English or Spanish, by clicking the links at the bottom of the Membership Portal login page <https://mtp.chicagolaborers.org>.

If you are having any issues with the Membership Portal, please contact the Chicagoland Laborers' Training Center at 630-653-0006 or the [LOCAL NUMBER] office at [PHONE NUMBER]

Email Template (Long Version) – How to Update Your Mailing Address

Dear [NAME OF MEMBER],

[LOCAL #] is reaching out to you to let you know that your current mailing address on file with LIUNA Chicago came back to us from the United States Postal Service as invalid.

Therefore, we'd like to take this opportunity to show you how to update your mailing address online (with a phone, tablet, or computer).

Please read and follow the instructions below:

1) View your Public Directory – Your new LIUNA Chicago Membership Card contains a square QR code with your new ID Number below it. When you scan your QR code with your smartphone, you will be able to view your Public Directory.

View your Public Directory here: [https://mtp.chicagolaborers.org/MemberDirectory/\[MEMBER ID NUMBER\]](https://mtp.chicagolaborers.org/MemberDirectory/[MEMBER ID NUMBER])

2) Access your membership profile – After viewing your Public Directory (view link above), find and select the Login Page link. It will take you to the Membership Portal Login Page <https://mtp.chicagolaborers.org>.

On the Login Page, log in to the Membership Portal using your ID Number or International Card Number, which are listed on your Public Directory (view link above).

If this is your first visit to the Membership Portal Login Page, your first-time password is the last four digits of your Social Security number. Once you log in, with your first-time password, you will be required to change it.

If you forgot your password, click Recover Password on the Login Page.

3) Review your profile information – Once you're logged into the Membership Portal, select the menu links to view your mailing address, phone numbers, Training Center skills, class registrations, and a digital version of your membership card.

If your membership card does not include a photo of you, please visit your Local office or one of the Training Centers to have your photo taken and added to your profile.

Please take the time to make sure your profile information is accurate and correct.

4) Update your mailing address – To edit your profile on the Membership Portal, such as your address or phone number, click the Edit Profile link. After you've updated your mailing address, click Submit.

SECURITY NOTE: Before you can update your mailing address, your identity needs to be verified with a confirmation number. The confirmation number can be received in one of two ways: text message or email.

Need more help?

Learn all about the Membership Portal, in English or Spanish, by clicking the "How to" links at the bottom of the Membership Portal login page <https://mtp.chicagolaborers.org>.

If you are having any issues with the Membership Portal, please contact the Chicagoland Laborers' Training Center at 630-653-0006.

Email Template (Short Version) – Update Your Mailing Address

Dear [NAME OF MEMBER],

[LOCAL #] is sending you this reminder to update your mailing address on file with LIUNA Chicago.

Please read and follow the instructions below to update your mailing address online (with a phone, tablet, or computer):

1) View your Public Directory

Scan the QR code on your LIUNA Chicago Membership Card or click the link below:

Your Public Directory: [https://mtp.chicagolaborers.org/MemberDirectory/\[MEMBER ID NUMBER\]](https://mtp.chicagolaborers.org/MemberDirectory/[MEMBER ID NUMBER])

TIP – Take note of your ID Number or International Card Number because you will need it for step #2.

2) Log into the Membership Portal

Go to the Membership Portal Login Page <https://mtp.chicagolaborers.org> and log in with your ID Number or International Card Number.

If you forgot your password, click Recover Password on the Login Page.

3) Update Your Mailing Address

Click “Edit Profile” after you are logged into the Membership Portal.

As a security measure before you can edit your profile online, verify your identity with a confirmation number that is sent to you by email or text message.

Once verified, please update your mail address as needed and click “Submit” to save your changes.

Need more help?

Learn more about the Membership Portal, in English or Spanish, by clicking the “How to” links at the bottom of the Membership Portal login page <https://mtp.chicagolaborers.org>.

If you are having any issues with the Membership Portal, please contact the Chicagoland Laborers’ Training Center at 630-653-0006.

Computer & Server Hardware Requirements for your Local office and MTP

To improve data security, here are the computer & server hardware requirements for all LIUNA Chicago affiliated Local offices and MTP implementations.

Network Infrastructure

- All-in-one networked printer and scanner – i.e. scan documents to PDFs
- Microsoft Email Exchange Server
 - Microsoft 365 subscription
 - Hosted by a web provider
 - A local Microsoft Email Exchange Server
 - Cannot use free web-based email services such Gmail, Hotmail, or Yahoo
- Backup data hardware with disaster recovery procedures
- 20Mb symmetrical internet connection (or greater)

Desktop Requirements

- Windows 10 Professional (not Windows 10 Home)
- 1.54GHz processor (or greater)
- 8G RAM (or greater)
- 256 GB hard drive
- No less than 4 cores (preferred)
- Ultrasharp landscape 24" or 27" monitor (dual monitors optional)

Server Requirements

- Windows Server 2019
- SQL Express – a free entry-level database for 10 GB of data storage or less
- 2.2GHz processor (or greater)
- 32 GB RAM (or greater)
- SAS drives (preferred) or minimum SSD
- 8 cores (preferred) or minimum 4 cores
- VMware (preferred) for virtualization when one server has both a file server and MTP

Best Practice for Office Productivity and Operations

To improve Local office productivity and operations, here are the requirements for all LIUNA Chicago affiliated Local offices and MTP implementations.

- Domain name with LIUNA – example <https://www.liunalocal140.org>
 - Purchase both .com and .org domains
 - Park and redirect the .com domain so that if someone types .com they will be redirected to your .org domain
- Hosted website – e.g. a landing page at a minimum (and SSL for https)
- Microsoft 365 subscription for office and team productivity
 - Organization domain emails, e.g. david.szostak@liunalocal140.org
 - Interoffice teamwork and communication
 - Interoffice calendaring
 - Secure file storage and sharing via OneDrive (internally and on mobile device)
 - Security and compliance
 - Cannot use free web-based email services such Gmail, Hotmail, or Yahoo
- Server for MTP and member associated documents
- Internet connection – i.e. 20Mb symmetrical connection (or greater)
- Monthly contract with an IT support vendor
- Backup process for data on the server – e.g. onsite or provide by INCOM
- Online and reoccurring Local due payments option via MTP web module
- Scan and associate all documents related to membership in MTP
- Only use the MTP TC ID Number and stop using/saving/sharing/exporting SSNs
- Standardize file naming convention for documents with the MTP TC ID Number

[TC ID Number]<space>[First Initial Last]<space>-<space>[Description]

7654321 John J Smith – NonLIUNA Asbestos Worker Certificate

How to Submit and Track Your MTP Support

The process and benefits of submitting and tracking your MTP Support issues/questions are as follows:

- **Unified support** – your MTP issue/question will receive a unified support response by using the MTP Support online form. This assures that your MTP **Support Request Ticket (SRT)** is reviewed by everyone in MTP Support, not a single individual.
- **Track all your support requests** – your MTP issue/question can be tracked by you and everyone at MTP Support by using your MTP **Support Request Ticket (SRT)**.
- **Track any bug-related fixes** – When your SRT issue/question cannot be resolved (by phone or email) because a bug in the software has been found and needs to be fixed, MTP Support will create a **Customer Order Request (COR)** so you can track it until it is resolved.

ONLINE FORM RECOMMENDED STEPS

- 1) Visit the MTP Support web page at <https://www.membershiptrackingprogram.com/support>.
- 2) Complete the online MTP Support form by describing your MTP issue/question in the Issue/Question input box. If desired, request a specific MTP Support employee.
- 3) Receive an automated **Request Email** from MTP Support with your MTP **Support Request Ticket (SRT)** for non-bug-related tracking. Save this email, DO NOT delete it. Always reference your **SRT** when communicating with MTP Support.
- 4) Reply to MTP Support using your automated **Request Email** by adding additional details, attachments, screenshots, and CC David Szostak when needed.
- 5) If MTP Support contacts you by phone first regarding your **SRT**, continue to resolve your issue/question while on the phone. Remember to always reference your **SRT** with MTP Support.
- 6) When MTP Support emails you using your automated **Request Email**, continue communicating through email as directed by MTP Support until your MTP issue/question is resolved.
- 7) While communicating with MTP Support, if they cannot solve your issue/question because a bug in the software has been found and needs to be fixed, they will provide you with a **Customer Order Request (COR)** for bug-related tracking.
- 8) If MTP Support has not contacted you by phone or email within 48 hours, use your **Request Email** to reply and ask for a status update on your **SRT** or **COR**.

PHONE CALL RECOMMENDED STEPS

- 1) Contact MTP Support by calling (440) 439-7000.
- 2) Phone contact will not automatically generate a MTP **Support Request Ticket (SRT)**.
- 3) While you are on the phone with MTP Support, if they cannot resolve your issue/question, they will provide you with either an **SRT** for non-bug-related tracking or a **COR** for bug-related tracking as needed.

DAVID'S RECOMMENDATIONS

- Initiate your MTP Support requests by using the MTP Support online form (see above) because when you contact (phone or email) MTP Support employees directly an **SRT** is not automatically generated.
- Once you have an **SRT**, you can track and reference it when communicating with MTP Support (phone or email), which is most important in my opinion.
- And in some cases, your **SRT** (non-bug-related tracking) could turn into a **COR** bug-related tracking. Either way, the **SRT** or **COR** will help you track and resolve your MTP issue/question in a timely manner.

New Member and CAS to MTP Workflow

