

If You Need Help, Start Here! (FAQ)

Have you run into a problem? Do you have questions about any aspect of Ladies of Liberty (LoL)? You've come to the right place! This document provides answers to some of the most common questions and problems we've heard. It also tells you what to do if you don't find the solution to your problem here.

I Haven't been Contacted By a Team Leader/I am not Assigned to an LoL Team/I Don't Know Whether I am Assigned to an LoL Team

No worries—we will get you assigned to a team or help you find your team! If you have not heard from a team leader, it doesn't mean anything bad at all—it only means that we need to process you. We need you, so help us help you!

Please go through each of these steps. Please don't skip any steps, even if you think you know the answer, unless the instructions tell you otherwise!

1. **Are you a Verified Angel at Soldiers' Angels?** Only Verified Angels are permitted to be members of LoL. This is a requirement because we must protect our sheros' contact information and know at all times who has been given that information. If you believe you are a Verified Angel, skip to step 2. If you are not a Verified Angel, it is very easy to become one! Go to <http://www.soldiersangels.org>. On the left side of the page, you will see "Join or Adopt." If you move your mouse over "Join or Adopt," you will see a menu that includes "Join Soldiers' Angels." Select this option and follow the instructions to become a Verified Angel. When you are a Verified Angel, go to step 2 below.
2. **Are you a member of LoL?** You must apply to join LoL. (Even if you have applied previously, please follow the instructions in this step—it is possible that you became inactive at some point and are no longer an official member of LoL.) Go to <http://www.soldiersangels.org> and log in. You do this by finding "Login" on the left side of the page, moving your mouse over "Login," and selecting "Approved Angel Login." If you do not remember your login name or password, use the link on the right side of the Approved Angel Login page that says "Click here if you would like your password to be e-mailed to the address we have on file," and you will receive email with your login information. Once you are logged in, click "Join a Team" on the left side of the page. You will see a list of all the Soldiers' Angels teams. Scroll down until you see Ladies of Liberty. You should see "Currently a member?" If it says yes, you are a member of LoL and can proceed to step 3 below. If it says No, you should see a link that says "Click here to Apply." Click this link. We will be notified of your request to join LoL. Someone will process your request as quickly as they can. When this is done, you will receive a welcome email message. You do not need to follow any other steps below. Please be patient—every member of LoL is a volunteer with jobs, families, and other responsibilities, so it may take a little while. If a week passes and you do not hear back, go to step 4. If "Currently a member?" shows a message indicating that you need to contact a team leader, skip to step 4.
3. **Is the email address you registered with Soldiers' Angels still correct?** If you are a member of LoL but have not heard from a team leader, first check your spam filter to see if a message might have been misclassified. If you do not find a message there, log into your Approved Angel account on soldiersangels.org. On the left side, click "Update Personal Info." Check your email address and be sure that it is current. If it is correct, go to step 4. If it is not current, please change it and click the "Update" button, and then proceed to step 4.
4. **Have you contacted ladiesofliberty@soldiersangels.org?** If you are a Verified Angel, a member of LoL (or if you see a message that you need to contact a team leader), and your registered email address is correct, all you need to do is send email to ladiesofliberty@soldiersangels.org. Include your first and last name and your registered Angel login name. Indicate in the message that you

are a Verified Angel and a member of LoL but you do not have a team assignment. Someone will respond to your email message and get you assigned to a team as quickly as possible. Please be patient—every member of LoL is a volunteer with jobs, families, and other responsibilities, so it may take a little while.

Most of all, remember that we value you and need your help to keep LoL successful! Please bear with us and we will get you onto a team and supporting our sheros as quickly as possible.

I am Assigned to an LoL Team, and I Need Some Ladies to Support

GREAT—our sheros need your Angel love!

You can obtain shero names from one of two sources. The preferred source is through Soldiers' Angels. If you log into your Approved Angel account at <http://www.soldiersangels.org> and scroll down, on the left side of the screen, you will see **Ladies of Liberty Links**. Under it, you will see "Edit LoL Preferences." Click this, and you will see a screen that lets you register how many sheros per week you wish to support, and on what days you wish to receive new names of sheros to support. Fill in this information and click the "Submit" button at the bottom.

On the days that you have selected, you should receive email from Soldiers' Angels, telling you that new shero names are waiting for you. Log into your Approved Angel account at <http://www.soldiersangels.org>, scroll down to **Ladies of Liberty Links** on the left side, and click "LoL Names" under it. You should see the new shero names that were assigned to you. **Please be aware that the names will only be there for one week!** After that, they will be removed, and you will be assigned new names. You should only sign up for as many names per week as you can support in a single week--you should *not* hold names over to the following week.

If you do not receive names from Soldiers' Angels, don't worry! Your team leader can provide you with shero names as well. Just send your team leader email and she will help you. If you are not sure who your team leader is, this document has the names of each team's leader:

https://www.facebook.com/l.php?u=%2Fhome.php%3Fsk%3Dgroup_194157077262453%26view%3Ddoc%26id%3D201424626535698&h=6138e&cb=3&p=AQCzI0l2E1DWBuaMgjY0NxbuoZ3kKyJSgF9o2aq85HiuiEvVP0qdf0Hxy37vEPKJwz7sCM21wJSXc6Y04QCefOIUe24_8Gj5SCRE6q5VM_RtmlZC. All LoL team leaders are on Facebook. Just message them through Facebook. If you get stuck, send mail to ladiesofliberty@soldiersangels.org and we will help. Whether you are contacting your team leader or ladiesofliberty@soldiersangels.org, it may take a little while to get a response. Please be patient—every member of LoL is a volunteer with jobs, families, and other responsibilities. We will get back to you as quickly as possible!

I Would Like to Send our Sheros Special Greetings for Their Birthdays

We know our awesome LoL Angels love sending birthday cards to our sheros! We are looking into ways of enabling you to continue sending birthday greetings without exposing our sheros to undue security risks. Please bear with us as we work through the details.

We are very grateful to those of you who have volunteered to help with birthdays, and we are not ignoring your offers! We must handle the highest-priority items—getting all our LoL Angels situated on teams and receiving shero names reliably—before we can do anything else. We really appreciate your patience and enthusiasm!

What Information do I Need to Record and Where and When do I Send it?

At the end of every month, your team leader will send you email asking for a list that contains the names of the sheros to whom you sent a US mail letter, card, or package. Please keep track of what you sent to each shero—how many letters/cards, and how many packages. It is very important for us to have an accurate accounting. If you will not be able to send your report at the end of the month (e.g., because you will be

traveling), you may send it to your team leader at any time during the month. Otherwise, send this information to your team leader when she asks for it.

Everyone LOVES to hear from our sheros! If you hear from a shero and are willing to share their note or letter with your fellow LoL Angels, please include it with your monthly report, or feel free to send it to your team leader at any time. You are not required to share letters or messages from sheros, but we hope you will consider doing so. It makes every LoL Angel so happy to see how much our LoL efforts are appreciated!

I Have an Idea for a Special Project to Benefit our Sheros

GREAT—we want to hear it!! Contact your team leader to discuss your idea.

If you are not sure who your team leader is, this document has the names of each team's leader:
https://www.facebook.com/l.php?u=%2Fhome.php%3Fsk%3Dgroup_194157077262453%26view%3Ddoc%26id%3D201424626535698&h=6138e&cb=3&p=AQCzI0l2E1DWBuaMgjY0NxbuoZ3kKyJSgF9o2aq85HiuiEvVP0qdf0Hxy37vEPKJwz7sCM21wJSXc6Y04QCefOIUe24_8Gj5SCRE6q5VM_RtmlZC. All LoL team leaders are on Facebook. Just message them through Facebook. If you get stuck, send mail to ladiesofliberty@soldiersangels.org and we will help. Whether you are contacting your team leader or ladiesofliberty@soldiersangels.org, it may take a little while to get a response. Please be patient—every member of LoL is a volunteer with jobs, families, and other responsibilities. We will get back to you as quickly as possible!

My Issue Isn't Covered—Help!

If you have a question or concern that is not addressed above, don't worry—help is always available! The LoL Facebook page is a good source of information. If you post a question there, you are likely to get lots of good answers from your amazing fellow LoL Angels. If you are assigned to a team, you can also contact your team leader for help—she is an excellent source of aid. If you are not assigned to a team, or if you have a problem your team leader cannot address, you can send email to ladiesofliberty@soldiersangels.org.

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https://www.facebook.com/l.php?u=%2Fhome.php%3Fsk%3Dgroup_194157077262453%26view%3Ddoc%26id%3D201424626535698&h=6138e&cb=3&p=AQCzI0l2E1DWBuaMgjY0NxbuoZ3kKyJSgF9o2aq85HiuiEvVP0qdf0Hxy37vEPKJwz7sCM21wJSXc6Y04QCefOIUe24_8Gj5SCRE6q5VM_RtmlZC. All LoL team leaders are on Facebook. Just message them through Facebook. If you get stuck, send mail to ladiesofliberty@soldiersangels.org and we will help.

Whether you are contacting your team leader or ladiesofliberty@soldiersangels.org, it may take a little while to get a response. Please be patient—every member of LoL is a volunteer with jobs, families, and other responsibilities. We will get back to you as quickly as possible!