



# LCOC ONLINE DIRECTORY

WWW.LCOC.ORG



## Welcome

We'd like to welcome you to the Lincoln and Continental Owners Club (LCOC) Online Directory, which may also be referred to as the Member/Vehicle Search System. This is a very dynamic web based way of providing LCOC membership information. Most organizations simply provide their members with a static printed copy of their membership. LCOC Online Directory provides you with a true real time online system to find both member and vehicle information.

LCOC Online Directory is actually a part of the Cornerstone Co., which handles LCOC membership. When someone updates their information and/or vehicle, you'll see it after they hit the "Update" button. You no longer have to wait up to a year to see that update in a printed directory. The data you can view has been restricted to only LCOC members with a current status of "Active".

The LCOC Online Online Directory is within a secured area at Cornerstone requiring a login id, so the outside world can't see it. This same secured area is where you can update your own LCOC membership and/or Lincoln vehicle(s) information.

You don't need a computer to access the LCOC Online Directory. As long as you have a device that can get connected to the internet, you can use the LCOC Online Directory. Your Smartphone at a car show can do this just as well as your home computer.

## How the Directory Search Works

The LCOC Online Directory is actually quite simple. You are going to search for either a member or a vehicle. Either way the process is the same:

1. Log into the directory
2. Decide to search on either a member or a vehicle.
3. Enter your search criteria, then click the "Submit" button.
4. A selection page with up to 20 possibilities appears. Double click on the appropriate name for either member or vehicle.
5. The information for the selected member appears.
6. Click on "See Member Vehicle" to see all the Lincolns that member may own.

You may not be aware how powerful the vehicle search actually is. Within a few clicks, you can select one particular Lincoln, see the owners information, and then see "all" the Lincolns that member owns. Try to do that with paper reports, and within a few seconds.

# Creating a Login Id

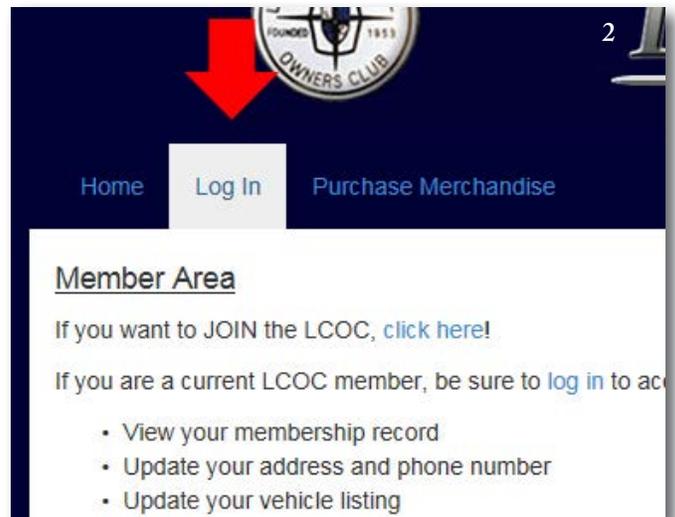
Without a Cornerstone Login Id, you can put this document down and do something else. You have to have a Login Id for this to work. Keep reading and let's get that needed Login Id created. It's not hard and will only take a few minutes. Here we go.

## A LOGIN ID IN SEVEN EASY STEPS

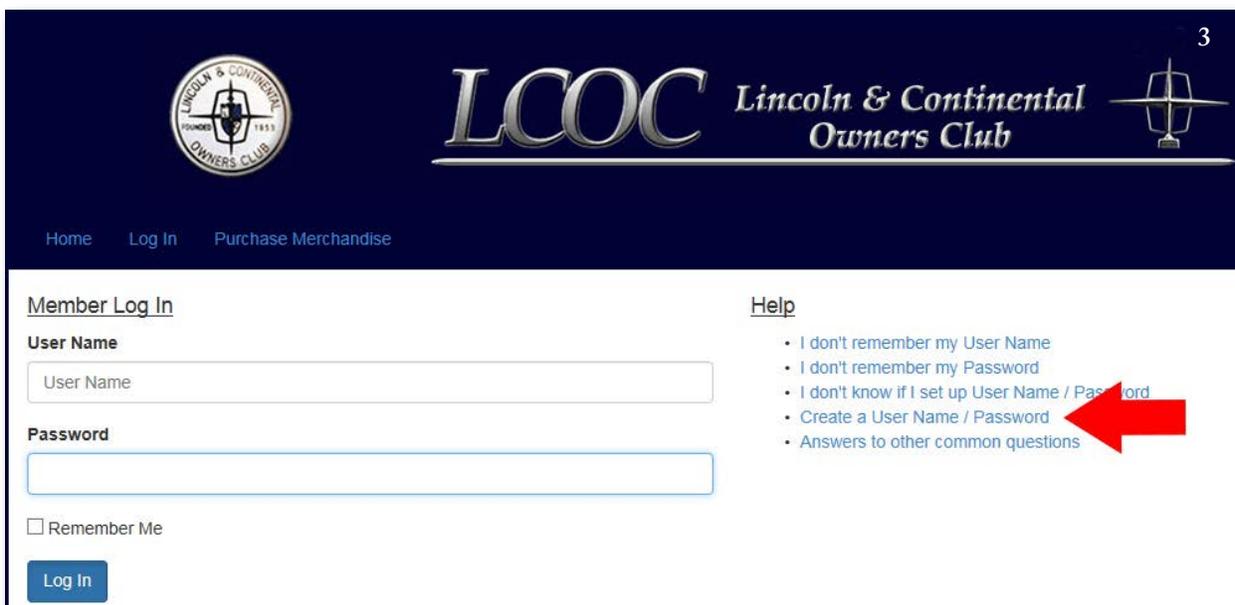
1. In your web browser, go to "www.lcoc.org" (without the quotes)
2. Click on the "Directory" menu selection on left side of the web page
3. Click on "LCOC Members/Vehicle Search" (see #1)
4. Click on "Log In" (see # 2)  
You are now in Cornerstone
5. You need to create a Login Id  
Click on "Create a User Name/Password" (see #3)
6. Here is where you enter all your information for your Login Id. Click on the "Submit" button after everything is entered (see #4)
7. A welcome message will appear, if everything went correctly. (see #5)  
If something went wrong, please contact Cornerstone at: (763) 420-7829.



www.lcoc.org/Directory



Cornerstone Member Area - Log In



Create a User Name

**On-Line Account Setup**

Think you may already have an on-line account? [Click here to find out.](#)

Sign up for FREE on-line LCOCC member privileges! This member's only area provides direct access to your LCOCC membership record where you can view and update your information, add vehicles, renew your membership and get member-only pricing on LCOCC merchandise. If you are already an on-line member [click here to log-in.](#) Otherwise, fill out the form below to sign-up. On-line membership is a FREE service included with your LCOCC membership!

**LCOCC Membership Number**

Can't find your LCOCC Member number? [See help below.](#) †

**Member Last Name (Surname)**

**E-mail**

**Re-Type E-mail**

**User Name**

**Password**

**Re-Type Password**

**Security Question ††**

**Security Question Answer ††**

† Your LCOCC Membership Number is required and can be found on the Membership Card you received when you joined or renewed your membership with the LCOCC. You can also

Login Id Data Entry Page

All items are required and need to be filled out.

**LCOCC Membership Number** - This is on your membership card and every Continental Comments mailing label. If all else fails, get it by calling Cornerstone at: (763) 420-7829.

**Member Last Name** - Enter your actual last name.

**E-mail** - Your current e-mail address. Keep your e-mail address up to date. The system wants you to re-enter your e-mail address for verification.

**User Name** - This will be your actual Log-in Id. Enter your actual first and last name.

**Password** - You have up to 20 characters for a password. For better security, don't forget to use both letters and numbers. The system wants you to reenter it for verification.

**Security Question** - If Cornerstone has to verify who you are, this is the question they are going to ask. Make it something simple that you will remember.

**Security Question Answer** - It's your answer, so keep it simple. You have only 20 characters.

Click on the "Submit" button, when everything has been entered.

**LCOC Lincoln & Continental Owners Club**

Home View Membership Renew Membership On-Line Account Purchase Merchandise Member Listings

Welcome, **Mitch Carr** Log Out

**Welcome!**

You have successfully set up a login to the LCOCC Member Area. To get started, click on one of the menu items above.

YOUR ID WAS SUCCESSFULLY CREATED

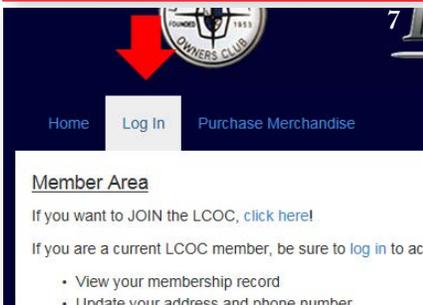
## LCOC Online Directory

Here you will be able to search LCOC membership by both member and vehicle. In the member search, you can find a member's information, then you can see all the Lincolns that member may own. The vehicle search will help you to find a vehicle, then you can see that owner's information, and finally all the Lincolns that member may own.

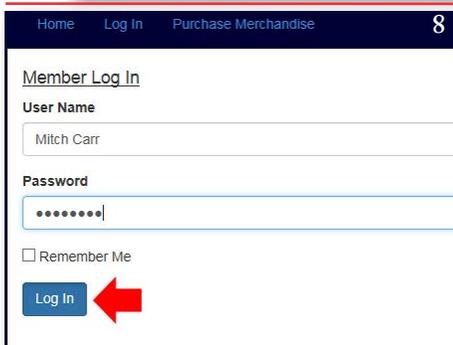
You need a valid Login Id to access the LCOC Online Directory. If you haven't done so by now, go to "Creating a Login Id" on page 2, and set up your Login Id.

### GET LOGGED IN & GET GOING

Go to [www.lcoc.org](http://www.lcoc.org) Click on "Directory" Click on "LCOC Member/Vehicle Search" (see #6)



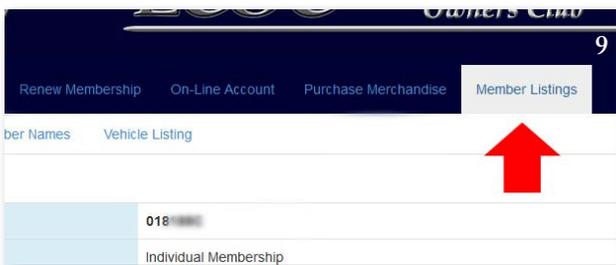
Click on "Log In" (see #7)



Enter your Cornerstone Login Id and Password

Click on "Log In" (see #8)

Login was successful  
You can see your personal data  
Click on "Member Listings" (see #9)

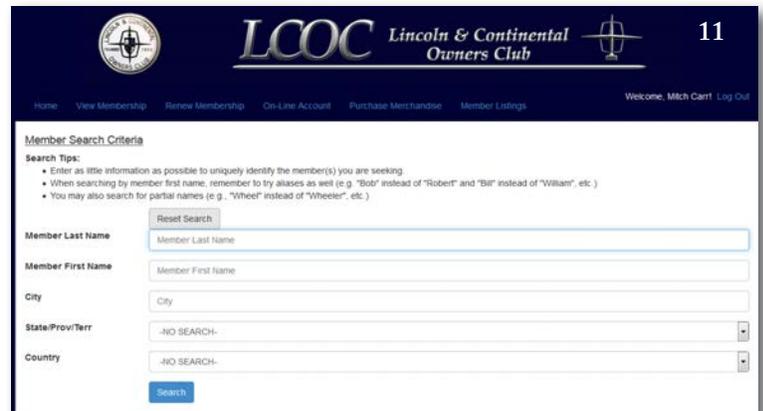


Below is the search main menu. It's here where you will select either the Member or Vehicle searches, or see the "Technical Service Group" report. (see #10) To get back to this menu at any time, just click on "Member Listings".



Online Directory Main menu

There are two main Search Criteria web pages. The Member Search Criteria page allows you to do a search based on: Last Name, First Name, City, State/Prov/Terr, and/or Country.



Member Search Criteria example

The Vehicle Search Criteria page allows you to do a search based on: Starting and Ending Years combo, Single Year Make (year and make), Model, and/or VIN. (#12)



Vehicle Search Criteria example

### LET'S GET READY TO DO SOME SEARCHING

Before we jump into the nitty gritty, let's review how the flow of this system works. You start by making a search request for either a Member or a Vehicle. Enter the search criteria, and hit the "Search" button. Start out easy by entering only one selection item. Get the feel for how this works. As you build

your confidence, than make more complex selections.

If data for your search is found, up to 20 selection possibilities at a time will appear. (see #13 & #14)

Clicking on a selection for either member or vehicle will display that member's, or owner of the vehicle's information (#15). Then you will have the option of seeing all the Lincolns that member may own (#16).

In one task, you can find one Lincoln, and then find all the Lincolns for that owner. Hopfully you are getting an idea of how Online Directory can assist you.

**Member Detail** 15

Back View Member's Vehicles

Member Name	MITCH & LYNN CARR
Address	1063 RIDGE
Apt / Unit / Suite	
City	LAKE
State / Prov. / Terr.	MI
Postal Code	483
Country	UNITED STATES OF AMERICA (USA)
Home Phone	248-8
Business Phone	
E-Mail	mitchcarr

Back

Member Detail example (partial)

**Member Search Results** 13

Search Again

Click the Member Name to view detail

Sorted by City Change Sort: City Apply

Member Name	City	State	Country
DOO	ADRIAN	MI	UNITED STATES OF AMERICA (USA)
CALL	ANN ARBOR	MI	UNITED STATES OF AMERICA (USA)
CAS	BERKLEY	MI	UNITED STATES OF AMERICA (USA)
COU	BIRMINGHAM	MI	UNITED STATES OF AMERICA (USA)
CARL	BLOOMFIELD TWP.	MI	UNITED STATES OF AMERICA (USA)
CAMP	FRANKLIN	MI	UNITED STATES OF AMERICA (USA)
DOO	JACKSON	MI	UNITED STATES OF AMERICA (USA)
CARL	LAKE ORION	MI	UNITED STATES OF AMERICA (USA)
CHEA	MANISTEE	MI	UNITED STATES OF AMERICA (USA)
CL	PETOSKY	MI	UNITED STATES OF AMERICA (USA)
CUP	SALINE	MI	UNITED STATES OF AMERICA (USA)

First Page Previous Page Next Page Last Page

Search Again

Member Search Results example

**Member Vehicle Listing** 16

Vehicles listed for: JOHN A. & JEANNE TALBOURDET

Year	Make	Model	VIN
1941	LINCOLN CONTINENTAL	CABRIOLET	H110002
1966	LINCOLN CONTINENTAL	CONVERTIBLE	6Y86G417370

Back

Member Vehicle Listing example (partial)

## A SIMPLE MEMBER SEARCH

Entering a search request is easy. Just click into a box and either type or click on what you are looking for.

Let's start off with the most common search, which is by last name. Let's look for a member whose last name begins with "GAR". Click into Member Last Name and type in "GAR" (#17). Then just click on the blue "Search" button, and get the results (#18).

### Member Search Criteria

17

#### Search Tips:

- Enter as little information as possible to uni
- When searching by member first name, ren
- You may also search for partial names (e.g

Reset Search

**Member Last Name**  
gar

**Member First Name**  
Member First Na

**City**  
City

**State/Prov/Terr**  
-NO SEARCH-

**Country**  
-NO SEARCH-

Search

Member search example (partial) for "GAR"

**Vehicle Search Results** 14

Search Again

Click the Member Name to view other vehicles owned by the member.

Sorted by Year Change Sort: Year Apply

Year	Make	Model	VIN	Member Name
1991	LINCOLN CONTINENTAL	SEDAN	1LNCM974	PAR
1991	LINCOLN CONTINENTAL	SEDAN	LNCM974C	STAR
1991	LINCOLN CONTINENTAL	MARK VI LSC	1LHCM93E	HLD

First Page Previous Page Next Page Last Page

Search Again

Vehicle Search Results example

## NAVIGATE AROUND SEARCH RESULTS

If more then 20 selectable items are returned to a Search Results page, you can move back and forth through all the items. At the top and bottom of both of the Search Results pages are maneuvering selections:

Previous Page - Go back one page of 20.

Next Page - Go to the next 20 selections (if there are any more selections)

First Page - Go to the very first 20 selections

Last Page - Go to the very last 20 (or less)

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Member Search Results

Search Again

Click the Member Name to view detail.

Sorted by Member Name Change Sort: Member Name Apply

First Page Previous Page Next Page Last Page Displaying records 1 through 12 of 12

Member Name	City	State	Country
GARC...	CA...	IL	UNITED STATES OF AMERICA (USA)
GARD...	NO...	NE	UNITED STATES OF AMERICA (USA)
GARD...	WO...	MA	UNITED STATES OF AMERICA (USA)
GARR...	WH...	VT	UNITED STATES OF AMERICA (USA)
GARR...	LA...	CA	UNITED STATES OF AMERICA (USA)
GARRETT, DENNIS & LOUISE	PLYMOU...	MI	UNITED STATES OF AMERICA (USA)
GARR...	SA...	MI	UNITED STATES OF AMERICA (USA)
GARR...	SW...		UNITED KINGDOM
GART...	DC...	OH	UNITED STATES OF AMERICA (USA)

First Page Previous Page Next Page Last Page

Search Again

Member Search Results example (partial) select "GARRETT"

## MEMBER DETAIL PAGE

Clicking on a person on the Member Search Results page takes you to that person's Member Detail page. On that page is everything you were looking for. It displays: Member's full name, Address, City, State/Prov/Terr, Postal Code, Country, Home Phone, Business Phone, and E-Mail. (see #19). That was pretty quick.

As promised, click on the "View Member's Vehicles" button, and see all the Lincolns that this member may own, on a Member Vehicle Listing. (see #20)

Home View Membership Renew Membership On-Line Account Purchase Merchandise Member Listings 19

Member Detail

Back View Member's Vehicles

Member Name	DENNIS & LOUISE GARRETT
Address	46890 BRIMFIELD RD
Apt / Unit / Suite	
City	PLYMOUTH
State / Prov. / Terr.	MI
Postal Code	48170
Country	UNITED STATES OF AMERICA (USA)
Home Phone	734-441-1144
Business Phone	
E-Mail	dgarrett@lincolncoc.com

Back

A Typical Member Detail page (Garrett)

Home View Membership Renew Membership On-Line Account Purchase Merchandise Member Listings 20

Member Vehicle Listing

Back

Vehicles listed for: DENNIS & LOUISE GARRETT

Year	Make	Model	VIN
1972	CONTINENTAL	MARK IV	2Y8...
1987	LINCOLN	TOWN CAR	1LN...
1989	LINCOLN	TOWN CAR	1LN...
2012	LINCOLN	MKZ	3LN...

Back

A Typical Member Vehicle Listing page (Garrett)

## A SIMPLE VEHICLE SEARCH

For a simple Vehicle search lets look up a partial VIN. Click into VIN and enter "1LNBM82F3". Then click the blue "Search" Button. (see #21)

Click on Dennis Garrett again (#22), and see the member information and then all owned Lincolns (See #19 and #20 same data).

### Vehicle Search Criteria

21

#### Search Tips:

- Enter as little information as possible to unique

Reset Search

Starting Year: Starting Year

Ending Year: Ending Year

Single Year Make: -NO SEARCH-

Model: -NO SEARCH-

VIN: 1LNBM82F3

Search

Vehicle Search Criteria page enter "1LNBM82F3"

Home View Membership Renew Membership On-Line Account Purchase Merchandise Member Listings Welcome, M 22

Vehicle Search Results

Search Again

Click the Member Name to view other vehicles owned by the member.

Sorted by VIN Change Sort: VIN Apply

First Page Previous Page Next Page Last Page Displaying records 1 through 6 of 6

Year	Make	Model	VIN	Member Name
1988	LINCOLN	TOWN CAR	1LNBM82F3J	RIC...
1988	LINCOLN	TOWN CAR	1LNBM82F3J	HAN...
1989	LINCOLN	TOWN CAR	1LNBM82F3K	TRU...
1989	LINCOLN	TOWN CAR	1LNBM82F3K	BRU...
1989	LINCOLN	TOWN CAR	1LNBM82F3K	PAR...
1989	LINCOLN	TOWN CAR	1LNBM82F3K	GARRETT, DENNIS & LOUISE

First Page Previous Page Next Page Last Page

Search Again

A Vehicle Search Results page for "1LNBM82F3" search

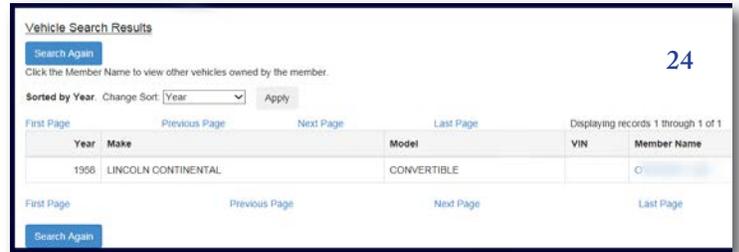
## THE GENERAL DATA

We have a ton of data within our membership database. Please be forewarned that you may find data that doesn't fit how you would have originally entered it. You may initially say, "The data's corrupt, because I can't find my best friend's Lincoln!!" It may be due to you not seeing to your friends Lincoln as they do. Many people can look at the same object, and each person can classify that object differently.

Here's an example of how data can be entered differently for the same object. Three members added their 1958 Mark III convertibles to the database. Person "A" simply selected "Convertible". Person "B" was happy with just selecting "Mark III". Person "C" wanted the most correct fit and selected "Mark III Conv". Technically all three are correct, but are you happy with those selections? There is no way of knowing how many 1958 Mark III convertibles got entered into the database as just "Mark III".

Continued on Page 7

To the computer all three selections are completely different. The computer doesn't know that all 1958 Lincoln convertibles were really Mark IIIs. Things like this may give you results you didn't expect. Just because there may be a selection to search on, it doesn't mean anyone ever used that selection when adding/updating a vehicle. You may have to alter your searches to correctly find all the things you are looking for. You'll just have to play with it, to see what you get.



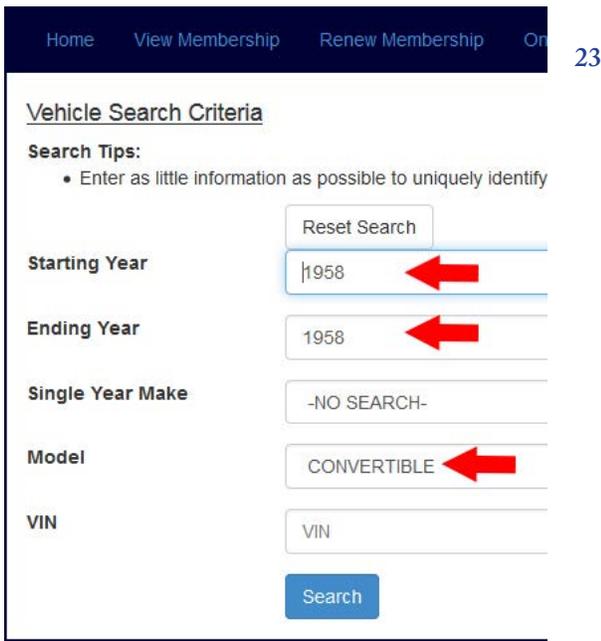
Vehicle Search Results (one 1958 convertible found)

**A COMPLEX SEARCH SELECTION**

Most people will be looking for something simple like a name, or model of a vehicle. Enter something in one selection box, and hit the "Search" key.

As soon as you enter something into multiple selection boxes, you are making a complex search. The computer has to try and find items that fit what was entered in both search item #1 "and" search item #2. The computer isn't going to find all items for search item #1, then find all the items search item #2.

For a complex vehicle search example: Select both Starting and Ending Years: "1958" and Model: "Mark III conv". The system will find only the Mark III convertibles in 1958. This is where you may want to change the Model to "Convertible" (#23) and see that you get at least one (#24).



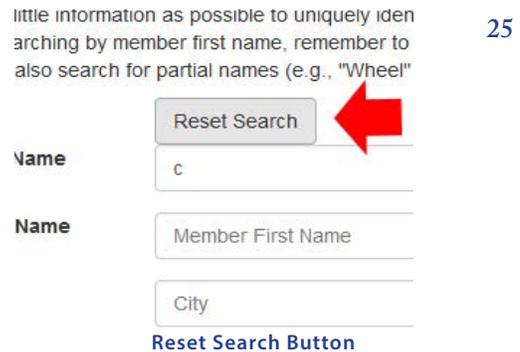
Complex Vehicle Search (multiple items)

**RESET SEARCH BUTTON**

Always hit the "Reset Search" button, after returning to any Search Criteria page. (#25) This reinitializes all the selection boxes, so that your next search doesn't accidentally keep an unwanted search requirement, which will affect your next search.

You'll never find all the people who live in "Michigan", if you forgot to wipe out that "C" in the Last Name box, from the previous search. The system doesn't automatically refresh all the selection boxes, when you return to Search Criteria page.

**JUST HIT THE "Reset Search" BUTTON**



**BLUE BUTTON FUNCTIONS**

Clicking a blue colored button causes the system to do something:

"Search" - Tells the system to find the requested data per the search requirements.

"Search Again" - Go back to the Search Criteria page for another search.

"Back" - Go to the previous page.

**NO RESULTS FOUND**

One of the most irritating things you will see is the “No Results” message. (#26) This means that what you asked for (or the way you asked) is not in the database.

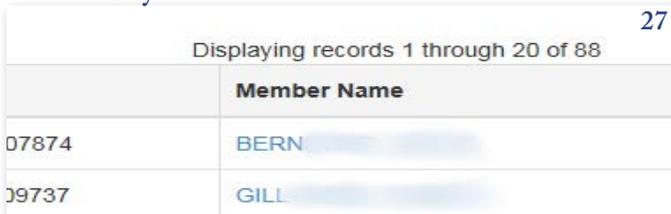
You know your friend is in there. You searched for “Talberday” and got this message. Try entering just “Tal”, and see if “Talbourdet, John” appears.



No Results message

**DISPLAYING SEARCH RECORD COUNTS**

On the upper right of the selection box on a Select page, is the statistics of your search. (#27) It uses the heading of “Displaying records”. The first two numbers tell you which group of 20 selections you are currently in. The last number is that total number of records met you search criteria.



1-20 of 88 records found

**20 MINUTE SYSTEM TIME OUT**

The system will automatically log you out after 20 minutes. Login again by clicking on “Log back in” (#28) and reenter you logid id and password.



20 Minute Time Out

**WHY IS THE “TECHNICAL SERVICE GROUP” REPORT WITH ONLINE DIRECTORY?**

The Technical Service Group report contains members address, phone numbers and email addresses, which we don’t want the outside world to see.

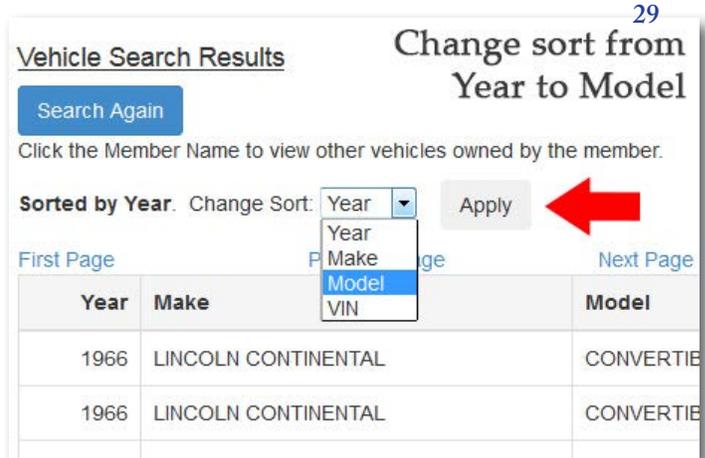
**CHANGE SORT BUTTON**

The Change Sort button in a Search Results page can be quite handy. It lets you resort the selection items into a different order. By selecting a different sort option, everything listed on the page gets reordered to fit that option. (#29) You have to click the “Apply” button to engage the resorting, or nothing happens.

Member Search Results Change Sort selections are: Member Name, City, State, and Country

Vehicle Search Results Change Sort selections are: Year, Make, Model, VIN, and Member Name

NOTE: Names are only in last name order within the “Member Name” option. Under other options, the names will not be in any specific order.



Search Results Change Sort (partial)

**MEMBERS WITH TWO COMPLETELY DIFFERENT LAST NAMES**

Many households have individuals with completely different last names. i.e. “John Doe and Helen Diff-Name”. Online Directory is smart enough to recognize Helen DiffName as a separate individual, based on the different last name. You can even do a search on “DiffName”, and you would find Helen.

When you select “DiffName, Helen”, you will be shown the same Member Information as John Doe. There is no separate Member Information for Helen DiffName, the system knows to pull up John Doe’s information.

NOTE: This does not work with names like “Mitch and Lynn Carr”. It has to be two fully different names.

Show this off to your non-LCOC friends.