

## 4HOnline Frequently Asked Questions

**Q: Can 2 families use the same email address when creating a family profile?**

**A:** No, each family must use a unique/separate email address. If a family does not have an email address, they can get a free one from gmail.com, yahoo.com, or hotmail.com.

**Q: Can my teenage children enter their own enrollment?**

**A:** The Family profile and member information should be entered by a parent/guardian unless the member enrolling is 18 years or older.

If you attempt to create a profile, and 4HOnline indicates that your email address is already on file, please DO NOT create a new profile for your family with a different email address. Instead, either use the "forgot my password" option below or contact your county UW-Extension office to have your password reset.

**Q: Do I have to enter a grade level if my child(ren) is homeschooled?**

**A:** Yes, grade levels need to be entered for each youth even if they are homeschooled or are educated in a non-traditional school setting.

**Q: My children do not attend school in Dodge County. How do I enter their school information?**

**A:** Under "School Information", select the county that your child attends school. Next, select the "School District" and "School Name" from the drop-down boxes. If you are unable to locate your school in the list above, please enter the school name and type, in the fields indicated.

**Q: How can I be sure that I am entering projects offered in Dodge County?**

**A:** All of the projects offered in Dodge County are listed in 4HOnline. We have removed the option to enter any projects not offered in Dodge County. Youth and adult project leaders will not be able to enroll in projects that are not offered. Please refer to the *Dodge County 4-H Enrollment Guide* to choose projects.

**Q: How many projects can a youth enter?**

**A:** Youth members can select up to 3 projects for no fee. Additional selections will cost \$4 per project. There is no project fee for Youth Leadership or Project Youth Leaders. The Club Manager monitors the number of projects for each youth and fees that apply. Extra project fees must be paid to the local club.

**Q: How will I know if my enrollment has been accepted?**

**A:** After enrolling, you will receive an email confirmation that begins with a statement, "*Thank you for submitting 4-H enrollment information for .....*" Enrollments are "pending" until the General Leader or Club Manager confirms the member enrollment at the club level.

**Q: What exactly am I turning in to my club's General Leader if enrollment is all completed online?**

**A:** Youth members and/or families are turning in their enrollment fee of \$8 per youth, and any extra project fees (if applicable).

**Q: I've created a family profile and I would like to add an adult leader, but it only allows me to "Add Member". What do I do?**

**A:** When you are on the family list page, you will need to select "Adult" from the dropdown list, then click "Add Member". In 4HOnline, this means that you are adding a member of the family (not necessarily a youth member of the 4-H program). You will complete the profile with the information about the adult family member who is an enrolled 4-H leader.

**Q: Oh no! I made a mistake and the system will not let me edit it! What should I do?**

**A:** Contact the Dodge County UW-Extension Office. The 4-H support staff has the capability to log-in and edit profiles if a mistake is made. If there's something we can't fix, we can call the state office for assistance.

**Q: Do I need to submit all of my child's health information upon enrollment?**

**A:** It is not necessary to enter all of this information for 4HOnline enrollment at this time, but it will be required if your child attends camps, trips, and other programs throughout the 4-H year. You can complete it at enrollment time or at a later date in conjunction with the events that require a health form.