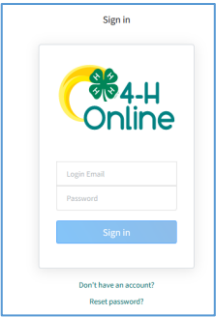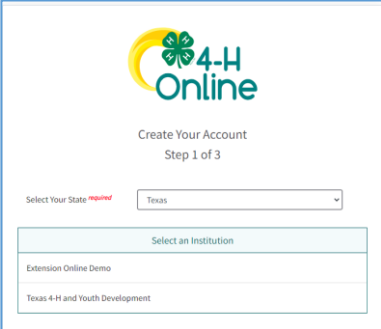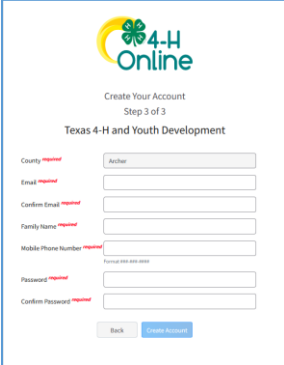# Family Enrollment Guide

Before You Start

This document is designed to serve as a general guide for families enrolling in 4-H via the 4-H Online platform.

Families Creating a New 4-H Online Account

Steps	Screenshots *(Screen appearance may vary per state)*
1. Go to www.v2.4honline.com 2. Click "Don't have an account" if you have never enrolled in 4-H using 4-H Online.	
3. Select your state from the drop-down menu. 4. Select your institution for your state.	
5. Choose your county name from the drop-down menu. 6. Click Continue.	
7. Complete your family's information. 8. Click Create Account.	

9. Enter your family's address information. 10. Click the Verify button. **NOTE:** The verification process may require you to select an appropriate USPS format. 11. Continue to the section "Adding a New Member to the Family".	*Verify Your Address* Address Address 2 City State — Select State Postal Code Country — US Verify
• *If you create a new account and they system identifies it as a <u>duplicate</u> address, you will be prompted to recover the account. This can happen if you are creating a new 4-H Online account for an address that already exists in the system—someone who previously lived at this address had an account in 4-H Online, for example.* • *Be sure to enter a message to your county so that they can verify the address on the account on your behalf. Once the County Office verifies the address on the account, you can login to your account to add your family members.*	**Duplicate Address: Account Recovery** Recovery Phone: 3334442xxx — Fill in last 3 digits to recover — Recover Enter a message to your County — Send Message Sign Out.

Families Logging into an Existing 4-H Online Account

1. Go to https://v2.4honline.com. 2. Enter your email address and password. 3. Click Sign-in **Note:** If you have forgotten your password, click "Reset Password?" to receive an email with a link to set a new password for your family's account.	Sign in 4-H Online Login Email Password Sign in Don't have an account? Reset password?

Adding a New Member to the Family

1. If this is an existing family profile that already has members, click the blue +Add Member button to add a new member, then select the program the member is joining. 2. If this is a new family profile without any members in it yet, you will be directed to select the program the member is joining. 3. Click the Next button.	
4. Complete the information about the member. 5. Click the Next button.	
6. Complete the About You, Demographic and Emergency Contact information for the member. 7. Click the Next button. **Note:** Different states/institutions may require different information than what is shown in the screen prints at right.	
8. Choose whether the member is joining (enrolling in) the program, or whether they want to participate in an activity without joining the program. (Options listed on-screen may vary by state). 9. Click the Finish button.	

Completing the Member Enrollment

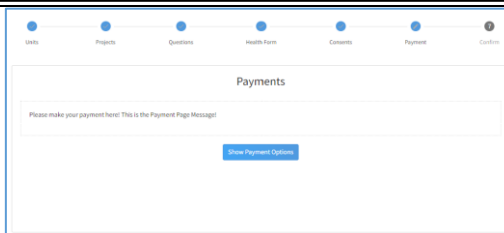|	
1. Click the Select Clubs/Units button. 2. Select the County from the drop-down menu. 3. Click the Add button next to the club the member is enrolling in. 4. Repeat steps 1 – 3 to select additional clubs. 5. Click the Next button to advance to the next step.	
6. Click the Select Projects button. 7. If the member is enrolled in multiple clubs, use the Club drop-down menu to select the club for each project.	
8. Complete the information on the Questions screen. This will include demographic information, parent/guardian information, emergency contacts, and custom questions and/or file uploads set up by your state's program. 9. Click the Next button.	
10. Click Show Health Form. (this is dependent on State program settings) 11. Complete all health information fields that are required. If other questions are optional, complete as needed. 12. Click the Next button.	
13. Click the Show Consents button. 14. Complete all consents. *Consent responses are locked at the time of enrollment submission and approval. They may only be changed after submission if the enrollment is returned to the family before approval by the County.* 15. Click the Next button when the consents are completed as you intend them to be.	

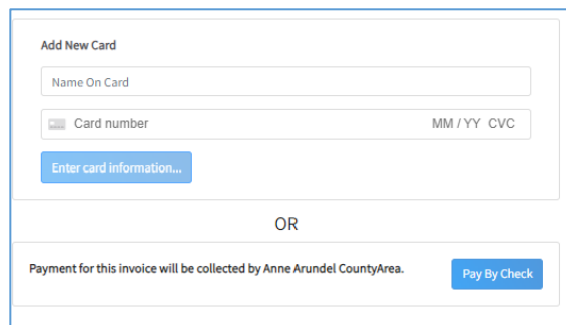| 16. Click Show Payment Options.	
17. The payment options available will vary by state. 18. If the state program allows payment by credit card, the family may add a new card or select a card that has been previously added to the family's account. • To add a new card, when another card is already available to select, click the gray Add card button. • To add a new card (no prior card listed), click in the Name on Card field and enter the information, including the card number, expiration date and CVC. 19. Agree to the Terms of payment and click the Next button. 20. If you prefer to pay by check/cash, click the Pay By Check button, agree to the Terms of Payment and click Confirm the button. Click the Next button.	
21. Review the member's basic information, unit/club selections, and project selections. 22. If you need to make any corrections, use the back button to return to the prior screen. 23. When all information is correct, click the Green Submit button to submit the member's enrollment for review.	
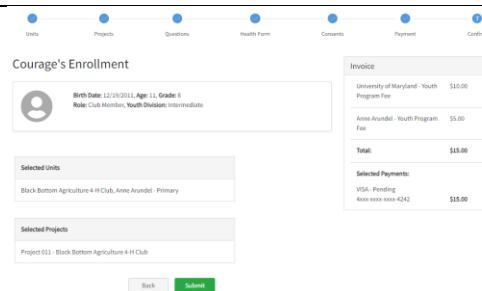
Tips

- Families with question or issues at any time during the enrollment process should contact their local Extension Office for assistance.
- The method of payment may not be changed from a Check to a Credit Card after the enrollment has been approved by the County Office. The enrollment must be returned to the family without approval for the family to change the payment method from a check to a credit card.
- Credit Card payments are not attempted/processed until the enrollment is approved by the County Office. Staff are not able to view credit card information at any time. Managers may not choose a credit card method of payment for enrollment or event registrations on the family's behalf.
- Families will receive an email when an enrollment is submitted, credit card payments are processed (successfully and/or declined), and when the enrollment is fully approved.