FAQ for 4HOnline Enrollment

FAMILY ACCOUNT QUESTIONS:

- **What if I don't have an e-mail address or don't have online access?**
  Contact your club Volunteer Enrollment Coordinator (VEC) or go to **ca4h.org** or **sb4h.org** to download paper enrollment forms.

- **What if I did not receive an e-mail with my new password?**
  Check your junk mail.

  Your e-mail may not be correct in the system; Please contact the Santa Barbara County 4-H office to update your email address.

  AT&T is blocking e-mails from 4HOnline. If you are an AT&T user, contact the county 4-H Office to get a new password. Phone: 805-893-3410 or Email: aeborunda@ucanr.edu

- **What if our family has more than one last name, which name do we use?**
  You can choose what you want it to be. You can hyphenate or you can change an existing family name.

- **Why does my child, who has been participating in 4-H, not show up with our family?**
  Contact the 4-H office. They may have been enrolled under a different profile. Please do *not* add them as a new member; it will create a duplicate which can cause project errors. The office can move them into your family.

ENROLLMENT QUESTIONS:

- **What is the cost to enroll?**
  Cost to enroll varies by club. Please check with your club Community Club Leader (CCL) or Volunteer Enrollment Coordinator (VEC) of choice.

- **Are parents required to enroll?**
  No. Only parents that wish to serve as a volunteer in the club need to enroll. Please do not enroll online unless you plan to complete the DOJ Live Scan process and the online New Volunteer Orientation quiz.

- **Why can't I change my information on my account after I have already enrolled?** You will not be able to make changes until confirmed by your club VEC and activated at the office level. Activation for youth members can be completed after medical forms and fees are received by the club VEC. Activation for Adult Volunteers can be completed after the required forms and clearance is received by the 4-H office.

- **What is the Group tab? Should I sign up for a Group?**
  The Group tab is not being used at this time.

PROJECT ENROLLMENT QUESTIONS:
- **Why are the project that I want to enroll in not listed?**
  The child is not old enough for the project. Primary members ages 5-8 are limited to the projects in which they may participate.

Your club is not offering that project. If your club is not offering a project which you think should be listed, please contact your Community Club Leader.

- **How do I delete a project my child is no longer taking?**
  Click the edit button next to the project. Then click delete.

- **How do I sign-up for a crossover project with another club or a Countywide Project?**
  Please first confirm with the Community Leader or Project Leader of the club which the project is being offered that they are accepting crossovers.

  When selecting a club under the Participation tab, please select secondary club or Countywide Project as one of your clubs. Then when selecting projects, select the club or Countywide Project and the list of available projects should appear.

  Note: Countywide Project or secondary clubs are not your primary club. Your primary club is the club which you attend monthly meetings.

- **Why are no projects are listed in the drop down?**
  You need to select your club first, and then the projects will show.

- **Who is responsible for confirming project enrollment is accurate?**
  The member is ultimately responsible for checking their enrollment BEFORE the enrollment deadline to confirm they are enrolled in desired projects.

  The Club VEC is the person who the member should first contact if they have any enrollment questions or issues. The VEC is also responsible for receiving member medical forms and enrollment dues and confirming members online once these items are received.

  The county 4-H office is responsible for approving and activating the status of all members once forms and enrollment dues have been submitted to the VEC and the VEC has confirmed these members online.

- **What if I am taking a project in another club that is not my primary club?**
  You will need to add that club on the club page. Be sure to designate your primary club. A green dot indicates primary club. Then, on the project page, select the club you are taking the project with and then select the project.

- **What if I want to add a project on my profile, but it won't let me?**
  Once you have enrolled, you will not be able to make changes or additions until confirmed by your club VEC and activated at the office level. Activation for youth members can be completed after medical forms and fees are received by the club VEC. Activation for Adult Volunteers can be completed after the required forms and clearance is received by the 4-H office.

- **More questions?**

  Please contact your Club Community Leader (CCL) or Volunteer Enrollment Coordinator (VEC) or the Santa Barbara County 4-H Office at 805-893-3410 or aeborunda@ucanr.edu