

# New Families Help Guide



We are glad you are interested in participating in 4-H! If you are a new family, your local county Extension Office can help you find a club and guide you during the enrollment process. Please contact your Extension Office before enrolling in 4-H through 4HOnline. You can find your local extension office by visiting: <http://extension.wsu.edu/locations/>

To join Washington 4-H, you will need to enroll through a web program called “4HOnline.” You will need:

- A computer or tablet with a web browser (Firefox, Chrome, or Safari; Internet explorer is not compatible).
- An internet connection
- A valid e-mail address

The rest of this guide will walk you through the process of signing up for 4-H or reenrolling using 4HOnline. If at any point you need assistance with this process, please contact your local County Extension Office.

Returning families/members, please refer to page 3 to begin the reenrollment process.

## Signing Up for 4HOnline

### Welcome to 4-H Online

### Welcome to Washington 4-H!

Contact your local [County Extension Office](#) to enroll!

New Families	Returning Families	Need Help?
Please visit your County Extension Office <b>before</b> enrolling to learn about what your county 4-H program can offer you!  Find help guides for enrolling in 4HOnline <a href="#">here</a> .	If you have participated in 4-H in the past two years, please log in using your 4HOnline profile. <b>If you don't know your login information, DO NOT create a new profile! Contact your local office for help.</b>	If you are having issues with 4HOnline please contact your County Extension Office for assistance.  Por favor, visite a su <a href="#">Oficina de Extensión</a> del Condado si tiene preguntas o necesita ayuda.

1. Go to <https://wa.4honline.com> (please note there is no “www” in the web address).
2. Choose “I need to setup a profile” from the three options. Additional fields will now appear. Returning families would choose “I have a profile.”
3. Select the primary county you reside in.
4. Enter a valid family email address and confirm it. The email address must be active and accessible as it will serve as your login and where you receive communication from the county extension office.
5. Type in the last name of the parent/guardian/household. This is the name that will appear on mailing labels (e.g., “The Smith Family”).
6. Create a secure password. It must be a minimum of 8 characters and include at least one number and one symbol or capital letter.
7. Role should remain “Family.”
8. Verify your email is spelled correctly and click “Create Login.”

If you are using Internet Explorer to access 4HOnline and you are having trouble, please use an alternate web browser (such as Mozilla Firefox or Google Chrome) instead. These web browsers are supported by 4HOnline. If you are using an Apple computer, verify your computer is up to date.

The screenshot shows the enrollment form with the following elements:

- 2**: Points to the radio button for "I need to setup a profile".
- 3**: Points to the "County" dropdown menu.
- 4**: Points to the "Email" and "Confirm Email" input fields.
- 5**: Points to the "Last Name" input field.
- 6**: Points to the "Password" and "Confirm Password" input fields.
- 7**: Points to the "Role" dropdown menu.
- 8**: Points to the "Create Login" button.

## Register Family Information

1. Fill in your family information completely. Please double check your information is correct as it cannot be changed by you once submitted.
2. Choose your correspondence preference (mail or email).
3. Verify your 4-H county is set to your residence county.
4. Do not check the “update member records with the same address.”
5. Click “Continue”

**Family Information**

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**Profile Information** \* Required Fields

\* Email:  joe@4honline.com

\* Last Name:

\* Mailing Address:

\* City:

\* State:

\* Zip Code:  12345

\* Primary Phone:  555-555-1234

\* Correspondence Preference:

\* 4-H County:

Update member records with the same address

[Continue >>](#)

**Note:** In 4HOnline, clicking “Continue” works as a save. Any changes made without hitting “Continue” will not be kept when you return to resume filling in your information.

## Adding Members

Once you have submitted your family information, you will be at the “Member List” page. This page will list all the members enrolled in 4-H that are in your family profile. New families will have no members listed. To add a member, you will click the drop-down underneath “Add A New Family Member” that says “select a member type...” Click the type of member you are adding (Youth or Adult) and click the Add Member button.

**ABCD Family** [Edit Family](#)

151515 Abcd Way  
Pullman, WA 99163

**Address is Not Verified**

555-555-5555  
[abcd@nomail.com](mailto:abcd@nomail.com) [send mail]  
County Admin County [contact info]

**Add A New Family Member**

[Add Member](#)

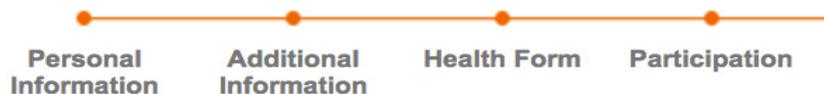
**ReActivate An Archived Family Member**

[ReActivate Member](#)

You will only add adult profiles if you are going to be acting as a certified 4-H volunteer leader. Parents of youth members who are not going to be participating in a leadership capacity do not need to create profiles for themselves.

Once you click “Add Member” you will now be filling out four sections for the member:

- Personal Information
- Additional Information
- Health Form
- Participation



After completion of these four sections, you will be walked through the payment process. Your enrollment is not complete until you click “Submit” at the very end!

## Profile Information

Fill in all personal information completely and accurately. **Returning members**, please verify this information is accurate. You will be unable to change your enrollment information until your application is approved, so verify your information is correct before clicking the “Continue” button. Fields marked with a \* and in bold are required; you’ll be unable to continue without those fields being completed.

### Take special care with the following fields:

- Email:** If the member has a different email than the family, make sure it’s listed here.
- Last Name:** If the member has a last name that differs from the family, change it here.
- Birth Date:** Ensure the birthday is correct as the age division is determined by the value in this field.
- Years in 4-H:** If you have participated in 4-H before, adjust this field as needed. If this is your first year, leave this as 1.
- 4-H County:** This is your county of residence (where you get your mail). Even if you don’t participate in a club in your home county, please put that county here.
- Second 4-H County:** Any additional county where you will be participating in a 4-H club. If you will only be participating in the county in which you live, you can leave this blank.

The form contains the following fields:

- 1** points to the **Email:** field (abcd@nomail.com).
- 2** points to the **Last Name:** field (ABCD).
- 3** points to the **Birth Date:** field (02/02/2003).
- 4** points to the **Years in 4-H:** field (1).
- 5** points to the **4-H County:** dropdown menu (Training).
- 6** points to the **Second 4-H County:** dropdown menu (Select a county ...).

Other fields include: First Name, Middle Name, Preferred Name, Mailing Address (151515 Abcd Way), Mailing Address 2, City (Pullman), State (Washington), Zip Code (99163), Gender (Female), Primary Phone (555-555-5555), Correspondence Preference (Mail), Cell Phone, and a checkbox for receiving text messages via Verizon.

### Volunteer

If you are an adult, you must select “Yes” in this section. If you are a youth, select “Yes” if you are participating in a leadership role such as President, Secretary, or Treasurer.

### Ethnicity/Race

If you choose “No” to the “Are you Hispanic or Latino ethnicity?” question, you must choose at least one option under the race section.

### Residence

Choose the residence that best fits where you live. If you aren’t sure what to answer here, contact your local county extension office.

### Military Service

Indicate whether any family members are serving in the military. If yes, indicate the branch and duty status.

### School Information

If youth, choose the correct school and grade information here. Home-schooled? Select the second radio button, type the school name, and indicate the type of school.

**Why do we ask for this information?** The federal government mandates we report on the type of communities our programs reach, so we can better serve the diverse populations in our areas.

- The additional information page consists of 5 sections:
- 4-H Youth Code of Conduct / A Valuable Partnership
  - Assumption of Risk
  - Photo, Image, & Voice Recording Consent
  - Release of Claims & Liability
  - Surveys and Evaluations Permissions

Yes, we agree  REQUIRED

Member Signature  REQUIRED

Once you have read and **understand** each section, click the check-box to indicate your agreement and sign by typing the member's and/or parent/guardian's name in the appropriate boxes. Press **“Continue”** to save and move to the next section.

The “Photo, Image, & Voice Recording Consent” section has a radio button instead of a check-box, which gives you an option to approve or disapprove.

**Health Information**

The health form provides valuable information to WSU 4-H Staff and Faculty regarding a member's health concerns. Any information shared here may be viewed by WSU faculty and staff, and/or certified 4-H Volunteer Leaders as your County Extension Office's discretion. If you do not wish to share information here about a youth member, please choose **“Prefer not to state”** from the radio buttons available.

Adult members are required to sign the Emergency Medical Release at the bottom, but the health information requested is optional.

**Returning members**, this information should automatically persist from last year. Verify the information and make any changes necessary before continuing.

- Allergy Information** List food or environmental allergies/reactions here. Be specific about type, symptoms, and severity.
- Dietary Needs** Indicate any dietary restrictions or preferences here.
- General Health Info** Does the member have a health diagnosis that would impact his/her ability to participate? If a special accommodation is needed, please fill out a special accommodation form (link at top of this page in 4HOnline).
- Additional Info** Is there any additional information that would be important for a 4-H leader or staff to know about the member?

**Health Care Provider, Insurance Information, and Emergency Medical Release**

Provide information for your primary care doctor and medical insurance information. This information can be updated in the future if it changes.

Read the Emergency Medical Release statement which gives WSU permission to obtain medical care in an emergency.

Sign by typing your name in the Parent/Guardian or Member box and provide the date you signed the agreement. Press **“Continue”** to save and move on to the next section.

If the member requires a reasonable accommodation to participate in 4-H activities, please work with your local county extension office to fill out the required paperwork.

## Participation

In the next two sections, you will sign up for clubs and projects you want to participate in. You can sign up for multiple clubs and projects, but you can only sign up for each project once. There are three tabs: [Clubs](#), [Projects](#), and [Groups](#). Groups will only be used if you are directed to by your county extension office. [Returning members](#) will see the clubs and projects they participated in last year automatically populate. Make any changes during this time by clicking edit to the right of the club or project and clicking on delete.

### Clubs

- Click the drop-down next to “[Select a Club](#)” and choose the club you want to enroll in by clicking on it.
- Click the “[Add Club](#)” button.
- Repeat for each club you want to participate in. They will populate in the “Club List.”
- If your desired club is not listed, check with your county extension office.
- Note which club is your primary club by clicking the radio button next to the club name. You can only have one primary club.
- Click “[Continue](#)” to move onto the project selection screen.

### Projects

- To choose projects for your club you must first indicate which club you are adding projects to using the “[Select a Club](#)” drop-down. Only clubs added on the “Club” tab will show up here.
- Click “[Select a Project](#)” and choose the project. If a project isn’t available, it is either not offered by the club or is full.
- Indicate how many years you have participated in this project with the “[Years in Project](#)” drop-down. If this is your first year in the project, select “1.”
- Click the “[Add Project](#)” button.
- Repeat for each project you wish to participate in.
- Click Continue. It will automatically move you to the Groups Screen. Click “[Continue](#)” again to move onto the invoice and payment section.

If a club or project is not listed as available it could mean the club is full, the project isn’t being offered by the club, or the member isn’t the correct age to participate in the project. Check with your county office for assistance.

## Invoice and Payment

Beginning October 1, 2017, Washington State 4-H is implementing a \$25 per member per year State Enrollment Fee. This fee will be used to support 4-H programming at the state and local level.

Payment of the State Enrollment Fee can be made in 4HOnline via an electronic payment method (credit card or debit card) if your county extension office chooses to accept electronic payments. Payments can also be made directly to your local extension office using a physical method (check or cash where accepted). Please check with your extension office for payment details and processes. They will also be available (via downloaded PDF) on the “Payment” screen in 4HOnline

Your county may also charge an additional County Programming Fee. County Programming Fees are based off the location of your **primary club** and is only charged once. This fee, along with the State Enrollment Fee, will automatically be added to your invoice in 4HOnline. The County Programming Fee is listed on your invoice as “*CLUB: ‘CLUB NAME’: FEE: --- County Name 4-H Programming Fee.*” Be assured, the club is not charging you this fee; this is how 4HOnline lists the county programming fees. The state enrollment fee is listed as “*STATE: WA: FEE: State 4-H Enrollment Fee.*”

You will have an opportunity to print off your invoice after your enrollment has been submitted. If you would like to print the invoice prior to submission, Print Screen or taking a screenshot can be used on most computers.

If there are any questions or concerns about the 4-H State Enrollment and County Programming Fees, please contact your county extension office for assistance.

# Invoice

The invoice screen will give you a breakdown of all fees being charged through 4HOnline. You will see a State Enrollment fee of \$25 listed here. County Programming Fees are not charged statewide, so if you don't see a County 4-H Programming Fee listed here it is because the county where your primary club is registered does not charge a fee.

The purple scholarship box at the top of this section should be ignored. Scholarships can only be applied to event registrations. If you have questions or concerns about the invoice or payment, please contact your local county extension office.

Ignore this section; it is not used with enrollment fees.

**Scholarship Selection**

-  Enter Award Code

County 4-H Programming Fee

State Enrollment Fee

Invoice Information				
#	Name	Involvement	Description	
10898	Sarah ABCD	Youth	Enrollment: 2017-2018	
Invoice Items				
	Item	Rate	Quantity	Amount
	CLUB: BLAZING BLING: FEE: --- Training County 4-H Programming Fee ---	10.00	1	\$10.00
	STATE: WA: FEE: TEST State Enrollment Fee	25.00	1	\$25.00
			<b>Total:</b>	<b>\$35.00</b>
			<b>Paid:</b>	<b>\$0.00</b>
			<b>Balance:</b>	<b>\$35.00</b>

# Payment

Depending on your county's payment instructions, you may have the opportunity to pay your fees in 4HOnline using a credit/debit card, or directly to your extension office with a physical payment. Not all counties will allow credit/debit cards to be used, so if you don't see that option on this screen, you will need to write a check.

## Card Payment

If you pay by credit card, and have not stored a credit card in 4HOnline, you will click the "Add New Credit Card" button and enter your information. Click "Save" at the bottom to save your card information. We accept Visa, Master Card, or Discover debit and credit cards.

Add New Credit Card

Pay with an existing card	Credit Card No.	Cardholder Name
Pay using a non-electronic method		
<input checked="" type="radio"/>	County/Club 4H Check	
<input type="button" value="Change Billing Address"/>		

**Add a New Payment Method**

Card Number:

Expiration Date:  \* (mm/yy)

Card Code:  [What's this?](#)

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**Billing Information**

First Name:

Last Name:

Company:

Address:

City:

State:  Zip:

Country:

Phone:

Fax:

If you would like to learn how to add a credit card to your 4HOnline profile for future use, see the Frequently Asked Questions on the last page of this document. The card can be added before you enroll for your convenience.

## Check Payment

If you pay by check, click the radio button next to “County/Club 4H Check” and provide your payment per the county check payment instructions, which can be found at the top of the Payment section in 4HOnline or by contacting your extension office.

Determine your payment method, select the radio button next to the payment method of your choice and click “Select Payment Method” to continue.

If you are receiving payment assistance from your county office, you **must** choose the Check option.

You cannot choose a different payment method once you click “Select payment method” so only continue when you are sure of your payment method choice.

**Add New Credit Card**

Pay with an existing card	Credit Card No.	Cardholder Name	
<input checked="" type="radio"/> Added on Sep 26, 2017	xxxx-xxxx-xxxx-1234	Cardholder Name	Delete

**Pay using a non-electronic method**

<input type="radio"/> County/Club 4H Check			
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[Change Billing Address](#)



Once you have filled out each section of the enrollment (personal information, authorizations, health forms, club and project selection, and payment method) you are ready to submit your enrollment!

If you are paying electronically, check the box to agree to the “Pay by Computer Terms and Conditions” and click “Submit Enrollment.” If paying by check, simply click “Submit Enrollment” and provide your payment per your county’s payment instructions.

Your enrollment will not be approved until your payment is received. Fees are non-refundable. If you have any questions, contact your county extension office.

## Electronic Payment

### Confirm

Your enrollment is not complete until you click 'Submit Enrollment'.

By checking this box, you signify you have reviewed, understand, meet and agree to the Pay By Computer Terms and Conditions.

Submit Enrollment

## Check Payment

### Confirm

Your enrollment is not complete until you click 'Submit Enrollment'.

#### Payment Instructions:

Please provide your payment using your county's payment instructions. They can be found here: [LINK](#)

Submit Enrollment

After submitting your enrollment, the extension office will review your application and approve it once all requirements have been met (club/project selection, fees paid, etc.). You will be notified via email when your enrollment status changes (pending, approved, must resubmit). If you have any questions

## Frequently Asked Questions

### Login Issues

**Q:** I forgot my login credentials/email. Can I just set up a new profile?

**A:** NO! If you create a second profile you will duplicate your information and we can't track your enrollment properly. Contact your county extension office and they will look up your information.

**Q:** I forgot my password. How do I get a new one?

**A:** On the 4HOnline login page click "I forgot my password," type your email address in the box, and click "Send password." An email will be sent to you with a link you can use to reset your password.

**Q:** I requested a new password but never got it. Now what?

**A:** Contact your county extension office for help.

**Q:** I had my password reset, but it isn't working. Help!

**A:** Passwords are case sensitive, and we recommend you "copy and paste" the automatically created temporary password directly into 4HOnline.

**Q:** I have logged into 4HOnline, but I can't see the big orange "Continue to Family" button. Where did it go?

**A:** Check that you aren't using Internet Explorer as your web browser. 4HOnline isn't compatible with Internet Explorer. Firefox and Google Chrome will work and are free to download.

### Profile Questions

**Q:** When a new 4-H year starts, will I need to do this all over again?

**A:** Nope! When you go into re-enroll, you will only need to verify your information is correct and sign the authorizations. Health and profile information, and club/project selections persist year to year. It is always a good idea to double check your information every year.

**Q:** I completed my profile a while ago and it's still pending. What do I do now?

**A:** Contact your county extension office to see if there were any issues with your enrollment. During peak enrollment times we can get very busy, so your patience is appreciated!

### Payment Questions

**Q:** How will I know what payment methods my county accepts?

**A:** On the payment selection page, you will only be offered the payment methods your county accepts. For example, if your county does not take credit card payments, the electronic payment option will be absent and you will only be able to choose 4H Club/County Check."

**Q:** What kind of credit/debit cards can be used?

**A:** We accept Visa, Master Card, and Discover Card. American Express and other card types are not accepted.

**Q:** If we decide not to participate in 4-H after enrolling, can we request a refund?

**A:** No. 4-H enrollment and programming fees are non-refundable. If you would like help finding ways to participate in 4-H, let your county extension office know.

**Q:** I need help paying my enrollment fees. Who can I ask?

**A:** Check with your county extension office for assistance. Each county has a process in place to assist with families who are requesting assistance.

**Q:** How do I add a credit card to my 4HOnline Profile for future use?

**A:** From your Member List, click the "Edit Family" button (next to the Add Member section). From there, click "Credit Cards" near the top. You can add multiple payment cards here.