



PASSWORD

Members (or their parent/guardian) and Volunteers unable to login to the 4hOnline system due to not remembering their password MUST do the following;

1. Contact your Club Leader / Enrollment Specialist to confirm your family account e-mail address of record within the 4hOnline system.
2. If you are attempting to login with the correct e-mail address;
 - a. Click the Radio Dial for “I forgot my password”. The screen will change.
 - b. Type in your family account e-mail address of record.
 - c. The required Role is “Family”.
 - d. Click on “Send My Password”. The system will e-mail your Temporary One-Time Use password to your e-mail address of record. It is best to “Copy and Paste” the temporary password you receive.
3. If you are attempting to login with an e-mail address different than the one on record AND you still HAVE access to the e-mail account that 4hOnline shows for you; attempt to login again using the e-mail address of record and your password. If you still have trouble logging in; do steps a through d above (for step 2b, you must provide the family e-mail address that is in 4hOnline for you).
4. If you are attempting to login with an e-mail address that you no longer have access to you need to e-mail the 4-H Office your new e-mail address and include that you are unable to log into 4hOnline and have confirmed with your Club Leader / Enrollment Specialist your e-mail address is no longer what is in the system. The 4-H Office will update the family account e-mail address and re-set the password. You will receive the Temporary One-Time Use password automatically from “4hOnline [no-reply@4hOnline.com]”. The e-mail will contain the steps to follow to access the 4hOnline system using your temporary password. “Copy and Paste” of the password from 4hOnline is best.
5. Once you have regained access to the 4hOnline system, you will automatically be taken to the “Please update your password” screen.
 - a. Type a new password in the “New Password” field. It MUST BE:
 - i. MINIMUM 8 characters.
 - ii. Contain AT LEAST 1 letter.
 - iii. Contain AT LEAST 1 number.REMEMBER: Passwords are case sensitive. Keep your new password in a safe and secure location for future use.
 - b. Re-type the new password in the “Confirm New Password” field.
 - c. Click “Continue”.

CHANGING YOUR PASSWORD:

Anytime you want to change your password (the system does not require periodic password changes) you need to access the “Family Information Profile Information” screen or otherwise referred to as the Family Account screen. The upper portion of your screen will read “Family Information Profile Information”. You access this screen from the “Member List” screen by clicking on the “Edit Family” link found at the end of your family name. Fill-in the fields in the “Password Management” section (bottom portion) of the screen;

1. Type your “Current Password”.
2. Create and type a “New Password” and keep it in a secure location. It MUST CONTAIN;
 - A minimum of 8 characters
 - At least one number
 - At least one letter.
3. Re-type the New password you created to confirm it.
4. Click the “Update Password” button. A “Password successfully updated” notice will appear in green type just below the “Password Management” section title.
5. Click “Continue”.

To Logout:

When you have completed everything you logged in to do and are ready to logout;

1. Click the bold “Logout” found in the upper right corner of your screen.