

**Troubleshooting Check-list**

When assisting your club with their 4hOnline troubles, have your enrollment guide handy as each question tells you in parenthesis which part of the guide to utilize. Ask the questions of the user under the heading that applies to their trouble.

**LOGIN:**

1. What Internet Browser are you using? (BEFORE getting started in 4hOnline)
2. What web address are attempting to login at? (Login 24/7)
3. What e-mail address are you attempting to login with? (Login 24/7)
4. Did you utilize the “I forgot my password” function on the login screen? (Password)
5. Please e-mail me a Print Screen of the error message so that I can discuss with the County 4-H Office for further assistance.

**DUPLICATE RECORD:**

1. What e-mail address are you attempting to login with? (Login 24/7)
2. Did you utilize the “I forgot my password” function on the login screen? (Password)
3. Please e-mail me a Print Screen of the error message so that I can discuss with the County 4-H Office for further assistance.

**PROJECT ADDS/DROPS:**

1. What Internet Browser are you using? (BEFORE getting started in 4hOnline)
2. What web address are attempting to login at? (Login 24/7)
3. What steps did you take to Add/Remove the project from your personal project list? (Project Adds/Drops)
4. Please e-mail me a Print Screen of the error message so that I can discuss with the County 4-H Office for further assistance.

**E-MAIL, PHONE NUMBER, MAILING ADDRESS UPDATES:**

1. What Internet Browser are you using? (BEFORE getting started in 4hOnline)
2. What web address are attempting to login at? (Login 24/7)
3. What steps did you take to update your contact information in your 4hOnline record? (Contact Information: Updating)
4. Please e-mail me a Print Screen of the error message so that I can discuss with the County 4-H Office for further assistance.

**INCOMPLETE STATUS:**

1. Did you encounter any difficulties completing the online enrollment? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
2. Did you receive any error messages? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
3. What is the last thing you did/clicked on before logging out? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
4. What steps did you take to enroll online? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
5. Please e-mail me a Print Screen of the error message so that I can discuss with the County 4-H Office for further assistance.

**PERSON NOT SHOWING ON YOUR CLUB LIST:**

1. Did you complete the online enrollment? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
2. What steps did you take to enroll online? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
3. Did you list (state the name of your club) in your club list? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
4. At the end of your online enrollment, did the status read pending? (Enroll: New Youth and Adult OR Enroll: Returning Youth and Adult depending on whether the individual/family is NEW or Re-Enrolling)
5. Please e-mail me a Print Screen of the error message so that I can discuss with the County 4-H Office for further assistance.