

4HOnline FAQ
Updated 9/20/13

Q: I've created a family profile and I would like to add an adult leader, but it only allows me to "Add Member". What do I do?

A: When you are on the family list page, you will need to select "Adult" from the dropdown list, then click "Add Member". In 4HOnline, this means that you are adding a member of the family (not necessarily a youth member of the 4-H program). You will complete the profile with the information about the adult family member who is an enrolled 4-H leader.

Q: How can I be sure that people are entering projects offered in Washington County?

A: All of the projects offered in Washington County are listed in 4HOnline. We have removed the option to enter any projects not offered in Washington County. Youth will not be able to enroll as members in these projects and adults will not be able to enroll as leaders in these projects.

Q: Why can't I access club information as a club manager?

A: UW-Extension 4-H Youth Development staff have to activate you as an adult leader and approve you as a club manager before you will be able to log in using the club password. We are doing our best to do this quickly, as soon as general leaders/club managers enroll.

Q: Oh no! I made a mistake and the system will not let me edit it! What should I do?

A: Records in the "pending" status have some fields that cannot be edited. Once the record is activated, then the member or leader can make more updates. Contact the UW-Extension Office. UW-Extension 4-H Youth Development staff have the capability to log-in and edit profiles if a mistake is made. If there's something we can't fix, we can call the state office for assistance.

Q: If a member is choosing to be a youth leader in a project, why do they also have the option to "Select Volunteer Type" and pick Youth Leader? Isn't this redundant?

A: Yes it is redundant, but necessary. Wisconsin 4-H was going to skip the youth leader projects and just use the leader type designation, but it was pointed out that you can be a youth leader in a project without being enrolled in the project. An example of this is Cloverbuds (you could be a Cloverbud youth leader, but you would not be enrolled in the Cloverbud project). Our fix for this year is to include the separate project listings of youth leader projects.

Q: Do all youth members have to turn in a signed behavior agreement this year, or just new members?

A: All youth members (both re-enrolling members and new members) need to sign and return the 2013-2014 Washington County 4-H Behavior Agreement. That is because the agreement is a county-specific policy and not all of the points in the agreement are included in the state's 4HOnline enrollment system.

Q: Do adult leaders need to turn in a signed paper copy of the Volunteer Behavior Expectations agreement this year?

A: Adult leaders will not need to sign and return the paper copy of the Volunteer Behavior Expectations agreement. It is a statewide agreement and it is included as one of the items that must be agreed to in order for adult leaders to complete online enrollment.

Q: What happens if I notice something incorrect on a member's record while reviewing it? Should I reject the record?

A: We have noticed that some unusual things may happen when you reject the record. Please do not "reject" records at this time. Instead, please check with the family to confirm the correct information. Then contact the UW-Extension Office via phone or e-mail and let us know what needs to be corrected and we can fix it on our end. We have learned that records in the "pending" status have some fields that cannot be edited. Once the record is activated, then the member or leader can make more updates. While in the "pending" status, county staff are able to edit the record.

Q: What should I select if there is an option to select the project title and then also the project title with a level specification (example: enrolling in Dairy Goats versus Dairy Goats 1, Dairy Goats 2, etc.)?

A: You should select the project title with the level specification whenever applicable. We can't remove just the general title as it would then remove all projects that fall underneath that.

Q: Is there any place for families to check whether or not they want to be a part of a public list, as there was on the 4HPlus enrollment forms?

A: No, there is not a place to specify this in the new enrollment system. All 4-H enrollment lists kept in the 4HOnline database are automatically considered private, to be used within the 4-H organization for 4-H Youth Development educational purposes.

Q: Will I be able to e-mail club or project members through 4HOnline?

A: At this time, only county staff can send e-mails through 4HOnline. You can export a list of e-mail addresses using 4HOnline and then paste the list into an address bar to easily send mass e-mails.

Q: Will club leaders or county staff be electronically notified if a member or leader updates their enrollment information (i.e., new phone number or mailing address) throughout the year?

A: No, there is no automatic notification system for changes in member information. It is recommended that leaders encourage members to make these changes and then notify general and project leaders. Leaders are encouraged to periodically export or print e-mail, mailing address, and phone number lists from the live 4HOnline database throughout the year to make sure that you are using the most up-to-date information.

Q: Do club managers or project leaders have access to viewing youth health forms?

A: No. Only county staff can view the health forms.