How Do I Manage A Family Who Already Has A Profile In My State, But Their Email Address Is Associated With An Account In Another State?

The instructions below apply to families who used the same email address on their profile in more than one state in 4-H Online 1.0 and are now unable to log in to their record in their preferred state.

When the email address that the family had on their profile from 1.0 is already used in a profile in another state, during the migration process, the duplicate email address is removed from the family profile. In order to resolve this, when a manager views this family's profile, they will notice that there is no longer an email address associated with the family profile (therefore the family cannot log in to their account in that state).

There will be a blue button that says "Associate with User Account" that appears on the profile for the family with no email address. This allows the manager to enter the family's desired email address (that is already used in a different state) and sends the family an email to confirm that they are no longer participating in the other state and want to participate in the state in which they have a profile with no email address.

Here are the steps to use the feature:

1. Search for the member's account under your Member Search.
2. Click on member’s record.
3. Click on the red “Member List” link at the top left of the family profile.
4. Click on “Family” just under the Member List link.
5. Click the blue “Associate with User Account” button.
6. Enter the email address that they would like to use that is already used on their profile in a different Institution.
7. The system will send the family an email to ask them to confirm that they would like to enroll in your state and remove the email address from the profile in the other state.
8. Once the family clicks the link in the email, the system will log them in to their account. If it logs them in to their old account, they should log out and log back in to access their account in the new state.

NOTE: A separate process for families who wish to create an account in a new state using an email address that they have previously used in a different state is currently being developed and will be published soon.