

## Getting Started

Club Leaders must first contact the County Extension Office to obtain club log-in permissions and obtain your log-in information.

Go to the website: <https://iowa.4honline.com>. Set this page as a favorite so you can visit often!

## To Log in

- Select “I have a profile”.
- **Remember all login information is CASE SENSITIVE!**
- Enter the FAMILY email address you have provided to your county extension office.
- Enter the temporary FAMILY password provided to you by your county extension office.
- The Role field should be set to “Family”.



- This will take you to your family “Home” screen. From here you can:
  - Reset your **Family** password to one you can remember
  - View Newsletters & Help documents
  - Continue to your Family account
  - Log in to your club records



Family records here

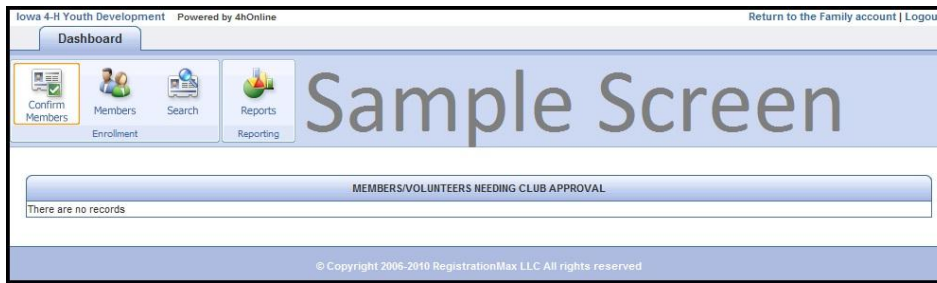
Club records here

- **After logging in to your Family account, to log-in to your CLUB account:**
  - Select profile from drop down box
  - Select club name from drop down box
  - Insert **Club** password (AGAIN CASE SENSITIVE)
  - Click login to Club

You are successfully logged in! Do not panic on the first screen IF it says “There are no records”. You are on the “Confirm Members” Tab by default. They will show up if you select “Members” or “Search”.

## Navigating the Software from the “Dashboard”

- There are four Icons on the dashboard
  - Confirm Members
  - Members
  - Search
  - Reports
- **Confirm Members**
  - This is not needed at the Club level. This is a list of members still pending enrollment with the county office. Confirming members will inform your CYC that you acknowledge they have joined your club but does not activate their records.

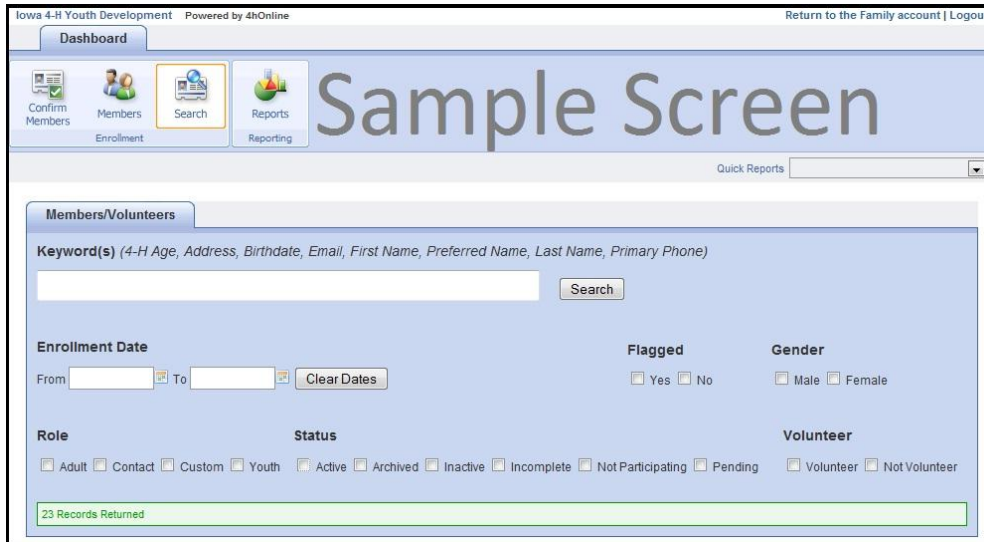


- **Members**
  - This is a list of all club members that have submitted enrollments and been approved/activated by your county office. If a member does not appear, contact enrollment information has not been entered/approved at the county level.
  - EDIT BUTTON will take you into that member’s record. This information is READ ONLY, for corrections, contact your county office. To exit back to the club list, click on the “close” button.



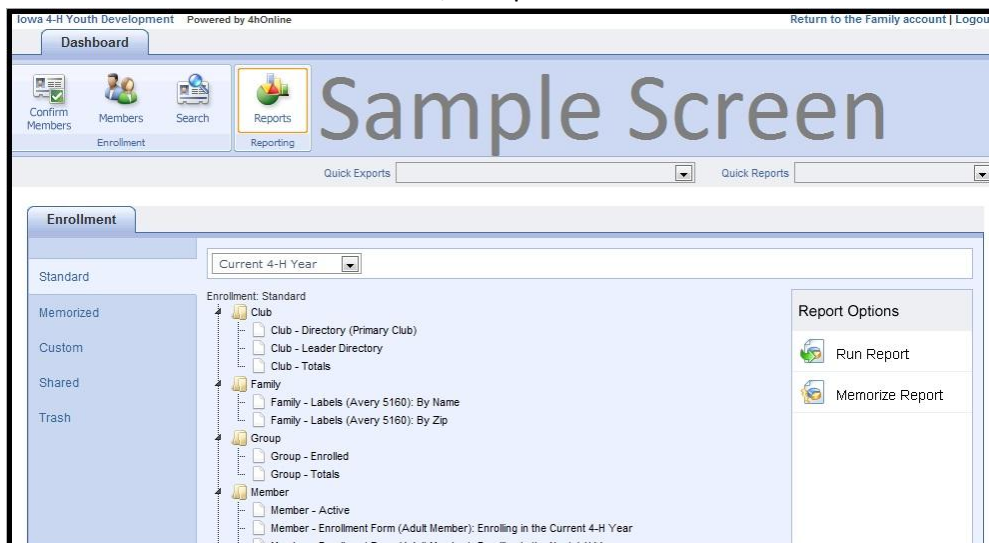
- Search Tab**

- Keyword field
  - Can search by any field (phone number, e-mail, name, etc.)
  - Must have the correct role/status/volunteer in order to search. If you do not select any of the checkboxes, it will search all of the records associated with your clubs.



- Reporting**

- There are several report formats available to you. In the report module, there are five report formats: Standard, Memorized, Custom, Shared, and Trash.
  - Standard and Shared Reports are the only formats that you will likely need to ever use.
- When using reports, choose the report you would like to run and click “Run Report.” It is not likely that you will not need to ever “Memorize,” a report.



## Frequently Asked Questions

### **Passwords and E-mail Addresses**

Q: I forgot my password, how can I get it?

A: On the login page, click on "I forgot my password" and then click "Send My Password"

Q: I forgot the e-mail address that I used, how can I get it?

A: You will need to contact your County Extension office and ask us to look at your profile for the correct e-mail address.

Q: I requested my password to be sent, but it never came, what can I do?

A: Contact your County Extension office and ask for your password to be reset.

Q: If I forgot my e-mail and/or password, can I just set up another profile?

A: NO! If you do that it duplicates the enrollment numbers in the system and creates multiple profiles for families and 4-H members and does not allow you to create an accurate history of all your 4-H information.

Q: I was given/e-mailed a password but when I typed it in, it did not work?

A: Because of the sensitivity of the passwords it is recommended that you "cut and paste" the password into the password field. Then once you are logged into the system, you can reset it.

### **Pop Up Settings**

Q: I'm having pop-up blocker issues, even though I set it to allow pop-ups.

A: All browser issues can be resolved by switching to Firefox instead of Internet Explorer. Go to <http://www.mozilla.com> to download Firefox. When it's finished downloading, double-click on it to install it on your computer.

### **Family and Individual Profile**

Q: Now that the new 4-H year has started, do I create a new family profile, or a new member profile?

A: No, to re-enroll all you have to do access your CURRENT family profile, click on each name of the person re-enrolling (youth and adult) and review the information for correctness. Once complete, make sure you submit your enrollment.

Q: I completed my profile many days ago and it is still pending, what do I do?

A: Contact your County Extension office and ask us to approve your enrollment, or ask if there are any problems with it. It could be that we haven't received your Iowa Code of Ethics or your Medical Form in hard copy.