

## **FAQ – 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 them 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 duplicate the enrollment numbers in the system and creates multiple profiles for families and 4-H members and does not allow you to create a "transcript" of all your 4-H events.

**Q: I was given/e-mailed a password but when I typed it in, but 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 to something more memorable, as long as it has a minimum of 8 characters & includes letters, plus numbers and/or symbols.

### ***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 is 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 over a week ago and it is still pending, what do I do?**

A: Contact your county Extension office and ask them to approve your enrollment, or ask if there are any problems with it.