2. If you remember the email address and password you used to set up your family account, log in to the account and skip to step #13.
3. Contact your County 4-H Office:
   • if you cannot remember the email address you used to set up your account
   • if you have a new email address, contact the County 4-H Office to add the new email address to your account.
4. If you cannot recall your password, enter your email address and select “I forgot my password.”
5. Select Family as your role.
6. Click Send My Password.
7. Check your email account for your temporary password.
8. Once you receive your password, select I have a profile.
9. Enter the temporary password from the email message to the login page.
10. Click Login.
11. Once you log in, you will be prompted to create a new password. Enter a new password.
12. Click Continue to go to your Family Member List.
13. The Member List will show all of the youth members and adult volunteers in your family who were enrolled in the previous year.
14. Click “Edit” next to the Inactive member you would like to re-enroll.
15. To update your family information, click Edit Family.
16. Scroll to the bottom of the record review page and click Enroll for ________.
17. Update any personal information and Click Continue at the bottom of the page.
   **Note:** Families are encouraged to include a cell phone number, and select their provider. See “Tips” section for explanation.

18. Read the Additional Information carefully.
19. Mark the check box and/or sign each section. This section will be locked for editing after the enrollment has been submitted.
20. Click Continue.

21. It is very important that each member’s Health Form is complete and accurate. Review and/or enter the member’s Health information and click Continue.

22. Review and edit your Clubs. Only Clubs in which the member will participate during the current program year should be listed.
23. Click Continue.

24. Review and edit projects.
   **NOTE:** Only projects in which the member will participate during the current year should be listed in the Projects tab. Previous year projects will remain on the Member’s enrollment history. “Update” projects the member will take this year, and “Delete” any projects listed in which the member will no longer participate.

25. Groups is optional. Add any Groups in which the member will participate during the current program year.
26. Click Continue to view your invoice, select a payment method, confirm payment and submit your enrollment. (see “How to Pay” guide attached to these instructions).
27. Your County will receive notification of your enrollment.
28. You will receive email notification when the County has reviewed and accepted your enrollment.
TIPS:

- After your initial login, you will see the Families Home Page when you first log in.
- The Announcements and Newsletters section is where your County can post Newsletters, Announcements and other important documents for you to view.
- To access your member list, click “Continue to Family.”
- If you would like to change your password at any time after your initial login, click “Change Password.”
- If you forget your password, please select “I forgot my password” from the login page. County and State offices do not have access to Family passwords.

- If, at any point, you would like to return to your start page, click on “Home.”
- To return to your member list from any page, click on “My Member List.”
- For quick navigation between the four member enrollment pages, simply click on the page title under the navigation bar.

- **Families are encouraged to provide a cell phone number and to select their provider.** Club Leaders and 4-H Staff will be sending information to your email address. We have learned that the best way to make sure you get the email information in a timely manner is to send the email and then send a text to remind you to read your email. If you provide a cell phone number and indicate your provider we can send you a text through our email. Example: If your cell phone number is 555-111-2222 and AT&T is your provider, the email address to send you a text would be 5551112222@txt.att.net.

List you cell phone number in the box, click the box to the left of “Select your provider”, and then click the arrow in the box to select you provider:
How to Pay for 4-H Enrollment Fees in 4-H Online

4-H Online makes it possible for families to pay their enrollment fees with a credit or debit card. Paying with a credit/debit card is the most efficient method. If you pay by credit card, as soon as Jenny or I have approved a member’s enrollment, that member becomes active (unless there is some problem with the card). Paying by credit or debit card is really easy for families who have already entered a card into their family profile. Families new to 4-H this year, or those who have not already entered a credit card will have a slightly different procedure.

Families who prefer to pay by cash or check can still do so. Payment will be made to “Franklin County Extension Council” and will be sent directly to the Franklin County MU Extension Center. Club Leaders will not be collecting enrollment fees.

Credit/Debit Card Payments

• For those who have not entered a credit/debit card into their 4-H Online profile:
   When you get to the payment screen, you will see that the default in the system is “Cash or check to local club.” You should click on “Add new Credit Card”. Enter your card information in the pop-up box, then click “Save Credit Card Information”. You should now see your card information and the option to “Pay with an existing card”. Make sure there is a dot in the middle of the circle below “Pay with an existing card”. If there is no dot, then click on the circle to select the dot. Make sure there is not a dot in the circle beside “County/Club 4-H Check”.

   If the dot is in the correct circle, click on “Select Payment Method” again, confirm that you agree to the “Pay By Computer Terms and Conditions”, and click submit enrollment. Note that you will have to pay for each member separately as you enroll them.

• For those who have already entered a credit/debit card into their 4-H Online profile:
   Since you have already entered a credit/debit card into the system, when you get to the payment page you will see your card information listed, and a dot in the circle under “Pay with an existing card”. Paying with your card is now the default so all you have to do is click on “Select Payment Method” at the bottom of the page, click the box to confirm that you agree to the “Pay By Computer Terms and Conditions”, and submit the enrollment. Note that you also have the option to enter a new credit card if you need to.

Cash/Check Payments

If you wish to pay member enrollment fees with cash or a check, you will need to make payment to “Franklin County Extension Council” and bring/send the payment to the Franklin County MU Extension Office at 116 West Main, Union, MO, 63084. The Extension Council will submit a check for enrollment fees to the University of Missouri after their monthly meeting. Members will remain in pending status until payment for the member is received at the University of Missouri. Depending on the time of the month that your check arrives, the member could remain in pending status for up to two months. Once payment is received at the University of Missouri the member will be moved to “active” status.

Need Help?

Whether you need help with figuring out the 4-H Online system, or you need help with the $20 fee for one or more of your members, please contact me at hilemand@missouri.edu, or my cell phone, 314-606-7121. Please do not let the family budget determine if your child will join Franklin County 4-H!