



Getting Started

Club Leaders must first contact the County 4-H Office to obtain club log-in permissions and obtain your log-in information.

Go to the website: <https://ca.4honline.com/>

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 from the 4hOnline email sent after the profile was submitted and created online.
- 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
 - Continue to your Family account
 - Log in to your club records
- **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 needed at the Club level. This is a list of members’ still pending enrollment with the county office. Confirming members will inform your County 4-H Office that you acknowledge they have joined your club and submitted all required paperwork and





payments, 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 4-H 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. The Edit button will only appear if the County 4-H office has marked the Club Leader and/or VEC1's profile as Allowing both Club Login and Allowing Member Management. The Allow Member Management option will provide a Club Leader and/or VEC1 to make corrections to a profile enrollment details needed. 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**

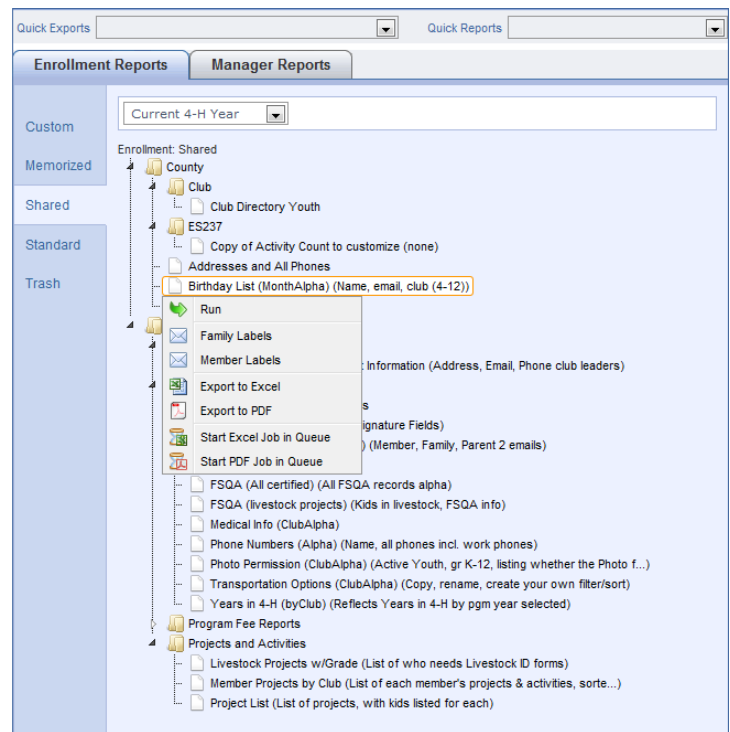
- Notice that there are report folders for formats that have been shared with you by the County, and by State. You may find the report format you want in either of those.
- RIGHT-CLICK on the format that you wish to use, and you will have the options shown at right:

RUN: Opens the report in a PDF window, and you can print or save the PDF from there. A saved PDF will not change even if the info in 4hOnline changes.

LABELS: Prints labels (either family or member) for everyone that's included on the list. PDF—save as PDF, then open and print. **Set page scaling=none on the PDF print screen for 5160 labels.**

Export: to Excel (unformatted, list only) or PDF (formatted)

Start in Queue: should not be necessary, given that you will be working with few records—it's in there for larger, more time-consuming reports at the county/state level.





FAQ

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 the 4-H staff 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 4-H office and ask for your password to be reset. ALSO, check your "junk mail". Some email servers filter out messages from "no-reply@4honline.com". Set your email preferences to accept those messages so that you can receive them.

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.

