4HOnline FAQ and Answers

Why am I supposed to print re-enrollment forms from 4HPlus. I thought we were not accepting paper enrollment forms this year and that we were going “live” with online enrollment on September 1? The enrollment forms printed from 4HPlus can be distributed to families so they can use the information on the printed enrollment form to help them enter their enrollment in 4HOnline. That way, families will have the years in 4-H and list of their projects to help them when they are enrolling in 4HOnline.

When are we getting new 4H software? We will be using 4HOnline, a web based enrollment program, this fall. You will access 4HOnline with your current browser. There is no software needed.

When is 4HPlus going away? You will use 4HPlus this fall to submit your ES237 report. We own the license for 4HPlus, so you can continue to have the software on your computer to access historical data from 2008-2013. All enrollments for the new 4-H year that begins this fall must be entered in 4HOnline.

Will we still be entering all the form information in at our office? No, families will enter their own data. You will still review and approve the entries, but families will do the actual data entry.

We have many leaders/parents who do not have a valid e-mail address, as they choose not to use e-mail to communicate. How will they enroll? Will they need to get an e-mail address? It will definitely be preferable for them to get an e-mail address since 4HOnline will also be used as a communication tool. If they have internet access at home, they probably already have an e-mail address, but are not using it. Otherwise, gmail accounts are free and easy to set up.

Are there still paper enrollment options available for counties? Paper enrollment will be available, but should only be used as a last resort for those families who do not have any computer access and have no other way to enroll.

Some other options to explore before going to a paper option might be:
1. Encourage club enrollment parties where leaders, parents, members bring tablets, iPads, laptops, etc. to the meeting and help each other enroll.
2. Have a family without access pair up with a family from their club who does have access.
3. Provide an enrollment station in the county Extension office where families can come in and enroll.
4. Suggest places in your county where internet access is available such as your local library.

Can adults sign up without going through training? It appeared to me that they just need to enter their personal information. I can’t see where it’s verified that they are certified. Am I missing something? They can enter their information into the system, but the county is in control of approving their enrollment after screening is completed just like before. The adult leader enrollment will be in a pending status until someone in the county approves it.

How will we verify that each leader is certified and when they had their last background check? How will we verify that they are certified when accepting online enrollment? Since everyone is new in 4HOnline this year, you will need to enter the dates that are entered in 4HPlus into the 4HOnline system.
when you are reviewing leader records and accepting them. You should print the active leader report from 4HPlus by going to Leaders/Reports/Screening/County Based Screening/Accepted Screening Report. That report will have your current leaders listed alphabetically with all of the necessary dates.

Where is an adult supposed to enter their birthdate and other information related to a background check? Will that be a separate sheet of paper or form? The paper volunteer application form has been incorporated into the online enrollment screens. Leaders will fill this out when they enroll this year. After this year, leaders will only see the form when their background check needs to be completed again.

What about the groups that are not in 4-H, but are part of our system; i.e. the county board members, or the extension ed committee, FFA instructors? There are a couple of different options for entering those types of groups. We will send out information pertaining to those people.

Will individual counties be able to add extra questions onto 4HOnline? Sorry, but counties will not be able to add custom questions to the enrollment screens.

On the Family Information screen, there is a “Correspondence Preference” that defaults to Mail. Is this field customizable on a per-county basis? We would prefer to not offer the option of postal mailings. The field cannot be customizable for individual counties. We do need to offer both options, to make our program accessible.

Will we be able to use this site to run reports, send emails out to specific groups, do labels by family, etc.? Yes. You will be able to do all of that and more. We will have some face-to-face trainings in the fall, after we get things rolling. In the meantime, we are working on materials specifically for county staff management that will show you the basics for doing those things. There will also be some leader materials developed.

Will it work with our fair program? Yes, you can still create an export file to give to your fair with the member and leader information.