



# 4-H Online Volunteer Guide

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North Carolina 4-H depends on the caring adult volunteers who are willing to offer their time and talents to make a difference!

## ADULT VOLUNTEER TYPES

When entering your club you must choose a volunteer type. “Administrative Leader” will be the volunteer type for the overall leader of the club. Other volunteer types include Project Leader, Activity Volunteer, Resource Volunteer, Mentor and Episodic Volunteer. See the full description of each volunteer type below.

Administrative Leader - Individuals who have completed the volunteer application process and are screened and trained volunteers who provide overall leadership to a club or group. They are responsible for the organization of the project groups within the club or group. They may also be known as General or Club Leader.

Project Leader - Individuals who have completed the volunteer application process and are screened and trained volunteers who provide on-going leadership to a project within a club or group. It is possible for a club to have more than one project leader per project. These volunteer leaders provide support to members enrolled in specific project.

Activity Volunteer - Individuals who have completed the volunteer application process and are screened and trained volunteers who provide leadership or assist with an activity or variety of activities in the 4-H program. They may work independently or with a club, council, group or committee to carry out an activity.

Episodic Volunteers - Individuals who assist the 4-H program through their efforts. These may include instructors, judges, committee members, industry representatives, etc. These individuals may not serve as chaperones or be left unattended with members.

## YOUTH VOLUNTEER TYPES

Teen Leader - Youth between the ages of 13-19 years old who, in cooperation with 4-H staff and their administrative or project leader, are learning and developing leadership skills through various 4-H activities and projects.

## Enrolling in 4HOnline as a NEW Adult Volunteer

To enroll in North Carolina 4-H through the 4HOnline data management system, you need a computer, tablet or smartphone, internet access, a valid e-mail address and a web browser.

1. Go to <https://nc.4honline.com> (notice there's no "www" in that address).
2. Click "I need to set up a profile". A drop down menu will appear. Select your county 4-H, then type in your **valid** family e-mail address.  
*\*E-mail addresses must be valid in order for you to have access to your enrollment information—it's your account login as well as how you receive information.*
3. Confirm your e-mail address.
4. Type in your household's last name. (This will be the name that appears on mailing labels—"The Johnson Family" for example.)
5. Create your password – must include letters and numbers/symbols with a minimum of 8 characters.
6. In the Role field select Family.
7. Click on "Create Login"

The screenshot shows the enrollment form with the following fields and options:

- Three radio buttons for profile status: "I have a profile" (unselected), "I need to setup a profile" (selected), and "I forgot my password" (unselected).
- A checkbox for "Are you in a Military 4-H Club:" which is unchecked.
- A "County:" dropdown menu with "Training" selected.
- An "Email:" text box containing "cloverpower@noemail.com".
- A "Confirm Email:" text box containing "cloverpower@noemail.com".
- A "Last Name:" text box containing "Clover".
- A "Password:" text box with masked characters (dots). To its right is a green note: "Min. of 8 characters, at least 1 number and 1 capital or non-alpha".
- A "Confirm Password:" text box with masked characters (dots).
- A "Role:" dropdown menu with "Family" selected.
- A large blue button at the bottom labeled "Create Login".

*To move between boxes, you need to use your mouse or the TAB key. Don't press the ENTER key or click on the BACK ARROW – you will lose any information that you have entered.*

## 4HOnline: Volunteer Enrollment

**This is the Family Information page. Fill in requested information correctly and completely. All fields in BOLD are required information.**

- Make sure that you choose your correspondence preference to either “Mail” or “Email”. If you choose Mail as your correspondence preference, then most of your correspondence with your County Cooperative Extension Office will come via the US postal service. If you choose Email as your correspondence method, then most of your communications from the County Cooperative Extension Office will be through Email.
- You do not need to complete the Password Management section as this time \*unless you want to change your password. \*\*You have already created your 4HOnline password on the Login Page.
- Click on the “Continue” button at the bottom of the page.

4HOnline North Carolina 4-H Youth Development Logout

Logged in as Clover Home My Member List

Credit Cards Email History Family Family Settings Login History

### Family Information

**Profile Information** **Required Fields**

Email: cloverpower@noemail.com joe@4honline.com

Last Name: Clover

Mailing Address: Box 7655

City: Raleigh

State: North Carolina

Zip Code: 27695 12345

Primary Phone: 919-515-8466 555-555-1234

Correspondence Preference: Email

4-H County: Training

Please double-check your County selection

Update member records with the same address ☐

### Password Management

Current Password:

New Password:

Confirm New Password:

Update Password

Continue >>

Delete Family

Only delete a family if they will never return.

**You are now at the “Member List” page.**

- In the drop down box under “Add a New Family Member”, select “Adult” and click on “Add Member”.

4HOnline North Carolina 4-H Youth Development Logout

Logged in as Clover Home My Member List

### Member List

Member List

**Member Types**

Adults: 4-H volunteers, both direct and resource. Parents do not enroll as adults unless they are active 4-H volunteers.

Contact: Adults who are NOT active volunteers, non-members or guests, and youth younger than cloverbud age (5-8).

Youth: 4-H members between the ages of 9 and 18 and 4-H cloverbuds between the ages of 5 and 8 who are involved in a 4-H program.

You will need to enroll as a family and as an individual. Volunteers, when you get to the question "Are you a volunteer?", you must check YES in order have access to volunteer training.

Clover Family	Add a New Family Member	ReActivate An Archived Family Member
1101 Clover Way	select a member type...	select a member...
Raleigh, NC 27695-0001	Add Member	ReActivate Member
919-555-5440		
nc4hvolunteers@gmail.com		
Asst. State 4-H & Fcs Program Leader County (contact info)		

North Carolina State University and North Carolina A&T State University commit themselves to positive action to secure equal opportunity regardless of race, color, creed, national origin, religion, sex, age, veteran status or disability. In addition, the two Universities welcome all persons without regard to sexual orientation. North Carolina State University, North Carolina A&T State University, U.S. Department of Agriculture, and local governments cooperating.

## 4HOnline: Volunteer Enrollment

This is the “Adult Personal Information” screen. Fill in all information for this member correctly and completely.

- If you have a DIFFERENT e-mail address than the family one entered at login, enter it in the Email box.
- If your last name is different than the household name, make that change on this page.
- Complete each field in **BOLD**. These are required fields.
- **Text messaging**: This is optional. Enter your cell phone number, check the box if you are willing to receive text messages via 4HOnline, and choose your cellular provider from the list.
- Are you a volunteer? Mark “yes”
- Ethnicity – if you consider yourself to be a part of the Hispanic culture, mark “yes”.
- Race - You may choose as many of the options that apply.
- Choose your residence.
- Complete the Military Service of Family only if it applies.

**4HOnline** North Carolina 4-H Youth Development Logout

Logged in as Clover Home | My Member List

Enrollment

Personal Information Additional Information Participation Information

**Adult Personal Information**

**Profile Information** Required Fields

Email: nc4hvolunteers@gmail.com Joe@4honline.com

First Name: Mrs. Middle Name: Last Name: Clover Suffix: Preferred Name: Mailing Address: 1101 Clover Way Mailing Address 2: City: Raleigh State: North Carolina Zip Code: 27695-0001 12345 Gender: Select gender ... Primary Phone: 919-555-8440 555-555-1234 Cell Phone: 555-555-1234

You wish to receive notices via text message: @ Select your provider ... 555-555-1234 Work Phone: # Years in 4-H: 1 Emergency Contact Name: Mr. Clover Emergency Contact Phone: 919-555-8441 555-555-1234 Emergency Contact Cell Phone: 919-555-8441 555-555-1234 Emergency Contact Relationship: Spouse 4-H County: Wake

**Volunteer**

Select "Yes" if you serve in a leadership capacity in 4-H. Examples for youth: Junior Leader, Club Officer, etc. Examples for adult: Chaperone, Community Club Leader, Project Leader, etc.

Are you a Volunteer?: No Yes

**Ethnicity**

Are you of Hispanic or Latino ethnicity? No Yes Need help?

**Race**

Check all the races that apply to you. If you selected "Not Hispanic", you must select at least one option. Need help?

White: ☒ Black or African American: ☐ American Indian or Alaskan Native: ☐ Native Hawaiian or Pacific Islander: ☐ Asian: ☐ Balance (other combinations): ☐

**Residence**

Farm: ☐ Town under 10,000 and rural non-farm: ☐ Town/City 10,000 - 50,000 and its suburbs: ☐ Suburb of city more than 50,000: ☐ Central city more than 50,000: ☐

**Military Service of Family**

Family Member Military Service: No one in my family is serving in the Branch of Service: Branch Component: Continue >>

- When you have completed this page, click "Continue." This brings you to the Additional Information Page.



## 4HOnline: Volunteer Enrollment

**This is the “Additional Information” screen. Fill in all information for this member correctly and completely.**

- All fields are required. Select an option if there is a choice, or check the “I agree...” box.
- The authorization sections include NC 4-H Volunteer Standards of Behavior, Volunteer Screening Reference Check Authorization, and the Volunteer Waiver, Release, Hold Harmless, Indemnification and Media Release Agreement.
- By logging on with your login email address and password, you are indicating that you are the correct person to agree to the terms
- When you have completed this page, click "Continue."

Enrollment
Member Settings

Personal Information
Additional Information
Health Form
Volunteer Screening
Participation

### Additional Information

NC 4-H Volunteer Standards of Behavior

North Carolina 4-H Volunteer Standards Of Behavior

Families and other youth-serving organizations place trust in North Carolina Cooperative Extension to provide quality leadership and care for participants in 4-H programs. The opportunity to work with youth is a privileged position of trust that should only be held by those who are willing to commit to upholding behavior that fulfills this trust. For these reasons, the following behavior guidelines are provided for volunteers working in the North Carolina Cooperative Extension 4-H program.

1. Treat others in a courteous, respectful manner demonstrating behaviors appropriate for a positive role model for youth.
2. Obey the laws of the locality, state and nation.
3. Make all reasonable efforts to assure that 4-H youth programs are accessible to youth without regard to race, color, national origin, religion, sex, age, disability or political affiliation, and promote a spirit of positive .
4. Recognize that verbal and/or physical abuse and/or neglect of youth is unacceptable in 4-H youth programs, and report suspected abuse to 4-H officials or the proper authorities.
5. Do not participate in or condone neglect or abuse which happens outside the program to 4-H youth participants, and report suspected abuse to the proper authorities.
6. Operate motor vehicles (including machines or equipment) in a safe and reliable manner and only with a valid operator's license and the legally required insurance coverage.
7. Inform county 4-H staff of any arrests or charges of criminal activity. (Temporary suspension pending resolution of the case may be required.)
8. Notify Extension staff promptly of any incident which may violate 4-H policies or personal rights.
9. Do not require 4-H participants to purchase materials, supplies, equipment, animals or services from any specific vendor.
10. Teach 4-H youth to provide appropriate animal care and treat animals humanely.
11. Do not consume alcohol or illegal substances while responsible for youth in 4-H activities nor allow 4-H youth participants under supervision to do so.
12. Accept supervision and support from county, district, and state 4-H staff while involved in the 4-H program.

**North Carolina 4-H Volunteer Agreement**

Volunteers are asked to carefully consider the following expectations and confirm a willingness to observe these by signing where indicated. In addition, adults serving as volunteers can expect the following from the North Carolina Cooperative Extension (NCCE).

NCCE AGREES TO:

- Provide orientation training for the position.
- Set educational tone and directions.
- Provide job descriptions.
- Provide assistance, support and encouragement.
- Give recognition for time and energy devoted to the job.
- Inform of coming events and activities.
- Make annual evaluations.
- Provide training opportunities and material to develop understanding and management of the volunteer assignments.
- Provide educational materials to be used for project and club organizations.
- Provide timely information on events, programs, and opportunities for youth at the county, state, and national levels.

VOLUNTEER AGREES TO:

- Be supportive of Extension programs and staff members.
- Participate in County Leader Association meetings and training as appropriate.
- Inform enrolled youth of Extension program opportunities.
- Supply County Extension Office with application updates annually.
- Abide by the North Carolina 4-H Volunteer Standard of Behavior.
- Participate in available training as appropriate to fulfill my duties.
- Watch Child Abuse and Reporting Video (URL): [https://www.youtube.com/watch?v=CSJhqdYrgo&feature=em-upload\\_owner](https://www.youtube.com/watch?v=CSJhqdYrgo&feature=em-upload_owner)

Yes, I agree ☐ **REQUIRED**  
Member Signature  **REQUIRED**

Volunteer Screening Reference Check Authorization

I authorize contacting the listed references, previous employers, and volunteer organizations. I understand the omission or misrepresentation of information requested is just cause for non-appointment or dismissal as a 4-H volunteer. If appointed as a volunteer, I agree to abide by the policies of the North Carolina Cooperative Extension and the North Carolina 4-H Program and to fulfill my volunteer responsibilities to the best of my ability.

I hereby authorize the 4-H agent or authorized representative of the organization bearing this application to obtain and release any information pertaining to my background for the sole use of obtaining a criminal and traffic violation background check. I give my consent to a criminal and traffic violation background check.

Yes, I agree ☐ **REQUIRED**  
Member Signature  **REQUIRED**  
Parent/Guardian Signature  **REQUIRED**

Volunteer Waiver, Release, Hold Harmless, Indemnification, and Media Release Agreement

I have agreed to serve as a volunteer for the NC Cooperative Extension, 4-H Program, and NC State, and I recognize that my volunteer participation is a privilege afforded to me by the NC Cooperative Extension, 4-H Program, and NC State. I fully understand, appreciate and assume all of the risks associated with my volunteer duties. I do hereby affirm and acknowledge that I have been fully informed of the inherent hazards and risks associated with my volunteering, including property damage, falls, contact with other participants, motor vehicle accidents, stings, bites, scratches, exposure to wildlife and nature, and other personal injuries. I accept and assume all risks, known and unknown, involved to me and my property in the volunteer activity, and I am voluntarily participating in reliance upon my own judgment and knowledge of my experience and capabilities, and medical or other conditions. In consideration for being allowed to participate, I hereby agree to the following:

I voluntarily waive, release and hold harmless NC Cooperative Extension, 4-H Program, and NC State, its trustees, officials, officers, employees, agents and other volunteers from any and all claims, causes of action and damages for bodily injury or death that I may suffer as a result of, or in any manner, directly or indirectly, connected with or proximately caused by, my participation as a volunteer. I understand that this waiver and release precludes my right to recovery of damages in the event I am injured in the course of performing volunteer duties or activities. I understand that first aid may be available on site, and if injury occurs, medical and/or hospital care will be sought. I hereby grant my permission for medical providers to conduct such diagnostic, therapeutic, and operative procedures as deemed necessary for me. A photocopy of this permission is to be considered valid as the original. I further understand that treatment for any medical care provided is my responsibility and will be paid by me and/or covered by my insurance.

I shall defend, hold harmless and indemnify NC Cooperative Extension, 4-H Program, and NC State, its trustees, officials, officers, employees, agents and other volunteers, from and against all damages, claims, liabilities, causes of action, judgments, settlements, costs and expenses (including, but not limited to, reasonable expert witness and attorney fees) that may at any time arise or be claimed by any person as a result of bodily injury, death or property damage, or as a result of any other claim or cause of action of any nature whatsoever, arising from or in any manner connected with, directly or indirectly, my acts or omissions in performing volunteer duties for NC Cooperative Extension, 4-H Program, or NC State.

I do hereby agree to be photographed, audio or videotaped by the NC Cooperative Extension, 4-H Program, and NC State. I further agree that my image or likeness in photographs, videos, or audio may be used for educational or promotional purposes, including posting on the Internet. I agree that the use herein may be without compensation to me. I hereby waive any right to inspect or approve the finished electronic, photograph, or printed matter that may be used in conjunction with them now or in the future. I am expressly releasing NC Cooperative Extension, 4-H Program, and NC State, its agents, employees, licensees and assigns from any and all claims which I may have for invasion of privacy, right of publicity, defamation, copyright infringement, or any other causes of action arising out of the use, adaptation, reproduction, distribution, broadcast or exhibition of such recordings.

I understand this is a legal document which is binding upon me, my heirs and assigns and on those who may claim by or through me. I am eighteen (18) years of age or older, and have full capacity to enter into this agreement and do so voluntarily. \*If the volunteer is under the age of 18 the parent / guardian must agree.

I have read, fully understand and agree to the assumption of risk, waiver, release, hold harmless and indemnification terms set forth above.

I agree to photo/media use for any public release by NC State ☐  
I do not agree to photo/media use for any public release by NC State ☐

T-Shirt Size:

<< Previous
Continue >>

North Carolina State University and North Carolina A&T State University commit themselves to positive action to secure equal opportunity regardless of race, color, creed, national origin, religion, sex, age, veteran status or disability. In addition, the two Universities welcome all persons without regard to sexual orientation. North Carolina State University, North Carolina A&T State University, U.S. Department of Agriculture, and local governments cooperating.

## 4HOnline: Volunteer Enrollment

### Health Form

- All fields are required as appropriate.
- Fill out completely.
- When you have completed this page, click "Continue."

**4HOnline** North Carolina 4-H Youth Development [Logout](#)

Logged in as **Clover: Test** [Home](#) | [My Member List](#)

**Enrollment** Member Settings

Personal Information Additional Information **Health Form** Volunteer Screening Participation

### Health Form

**This person takes medications on a routine basis**

Yes ☐ No ☒

Medication(s) - Name, Reason, Dosage, Time Taken:

Known allergies to foods, drugs, insect stings or bites, etc:

Date of Birth (DOB):

**Check box if "Yes" to indicate whether any of the following medical conditions apply.**

Nervous or Mental - including Epilepsy, emotional stress, convulsion, loss of consciousness, dizziness, paralysis, frequent anxiety, excessive crying: ☐

Lung Disease - Asthma, cough, TB: ☐

Heart Disease - abnormal BP, heart ailment: ☐

Chest pain, shortness of breath - heart murmur, rheumatic fever: ☐

Stomach or Intestinal conditions, ulcers, gall bladder, liver disorder, colitis, hernia: ☐

Arthritis, diabetes, kidney, bladder disease: ☐

Hay fever, season allergies: ☐

Impaired hearing: ☐

Wear glasses or contacts: ☐

Allergies to bee stings, insect bites: ☐

Allergies to foods: ☐

Allergies to medications: ☐

If you answered "yes" to any of the previous health questions please explain:

Do you have any additional medical conditions not listed above that we should be aware of - if so please explain:

Date of last flu shot:

Date of last tetanus shot:

Name and Phone number of physician:

[<< Previous](#) [Continue >>](#)

## 4HOnline: Volunteer Enrollment

### Volunteer Screening

- All fields are required as appropriate.
- Fill out completely.
- When you have completed this page, click "Continue."

**4HOnline** North Carolina 4-H Youth Development [Logout](#)

Logged in as **Clover: Mrs.** [Home](#) | [My Member List](#)

**Enrollment** **Member Settings**

Personal Information Additional Information Health Form **Volunteer Screening** Participation

### Volunteer Screening

#### Background Check

I understand that my participation as a volunteer is dependent on the results of my background check.

Yes ☐ No ☐

#### Volunteer Screening

Have you been a 4-H volunteer before?

Yes, I have been a volunteer. ☐ No, I have not been a volunteer. ☐

Why are you interested in being a 4-H volunteer?:

Have you ever worked with youth before, please explain briefly:

What time commitment are you considering?:

Are you a 4-H alumnus?

Yes, I am a 4-H Alumnus ☐ Yes, I am a current 4-H Member ☐ No, I am not a 4-H Alumnus or current 4-H Member ☐

If yes, where were you a 4-H member? City / State:

Do you have access to a car?

Yes, I do ☐ No, I don't ☐

Drivers Licenses #, State and Expiration date, if none, type "none":

Have you ever received a traffic violation, if so please explain: \* If none type "none":

Employment History: Current Occupation, Employer, City & State:

Employment History - Previous 7 years: Occupation, Employer, City and State, years of employment:

Name of last school attended or currently attending, city & state:

Did you graduate?

Yes, I did ☐ No, I didn't ☐ I received a GED ☐

Education Beyond High School: Colleges, technical, trade-schools attended, City & State, Degree:

References: Please list three persons, not related to you, who have knowledge and have known you for at least two years. Please provide complete addresses, phone numbers, email address and their relationship to you:

Social Security numbers are collected for the sole purpose of conducting background clearances. Providing the information is optional, however, for those volunteer positions that require a criminal background check (4-H Club Leader, Volunteers who transport youth, chaperoning overnight events, Managers of 4-H Club / Group Accounts, etc.) this information is necessary for program participation. \*Please use the URL to download the Volunteer Background Screening Form and return it to your local 4-H agent.

None ☐

At this time, I agree to provide my social security number ☐

At this time, I do NOT agree to provide my social security number. I understand my volunteer participation may be limited. ☐

Please download the Volunteer Background Check Form here:

<https://noth.ces.ncsu.edu/wp-content/uploads/2018/03/VOLUNTEER-SCREENING.pdf>

<< Previous >> Continue >>

## 4HOnline: Volunteer Enrollment

**The Clubs/Projects/Groups page is where you will select a 4-H club and projects for the current 4-H year.**

- If you are a 4-H Club Volunteer, select the appropriate club from the list.
- Be sure to click “Add Club”.
- Add additional clubs if you have 4-H Club Volunteer responsibilities for more than one club.
- Click the “Continue” button.
- If you are not a 4-H Club Volunteer, click the “Continue” button.

**The “Projects” tab.**

- If you are a Project Leader/Volunteer under “Select a Project” click on the drop down menu and select the first project for which you have 4-H Adult Volunteer responsibilities.
- “Years in Project” – Select the number of years you have been a project leader for this project.
- Select your role as a Volunteer for this Project
- Click on “Add Project”.
- For each additional project that you are a volunteer, repeat the steps above.
- If you are not a Project Volunteer, click the “Continue” button.

**The “Groups” tab**

- If your assigned 4-H Volunteer responsibilities is to serve as a Committee Member, 4-H Council Member, Fair Board Member, or in an advisory role, click on the drop down menu and select the appropriate Group and Volunteer Type.

**Once you have entered all your club(s), project(s), and/or group(s) you need to click on “Submit Enrollment” and you are done!**

4Honline North Carolina 4-H Youth Development

Logged in as & Clover: Mrs. [Home] [My Member List]

Enrollment Member Settings

Personal Information Additional Information Health Form Volunteer Screening Participation

Clubs Projects Groups

If you are a 4-H member who does not belong to a 4-H club, please select the "Member at Large" club option from the drop down menu.  
If you are a 4-H Volunteer who is not a Club Leader, you may skip this page and click "Continue."

Add a Club

Select a Club: [Select a club ...]

Select a Volunteer Type: [Select a volunteer type ...]

Add Club

Primary	Club	Volunteer Type	[New Link]	Edit

<< Previous Continue >>

Submit Enrollment

4Honline North Carolina 4-H Youth Development

Logged in as & Clover: Mrs. [Home] [My Member List]

Enrollment Member Settings

Personal Information Additional Information Health Form Volunteer Screening Participation

Clubs Projects Groups

Add a Project

Select a Project: [Select a project ...]

Years in Project: [1]

Select a Volunteer Type: [Select a volunteer type ...]

Add Project

Club	Project	Years in Project	Volunteer Type	[New Link]	Edit

<< Previous Continue >>

Submit Enrollment

4Honline North Carolina 4-H Youth Development

Logged in as & Clover: Mrs. [Home] [My Member List]

Enrollment Member Settings

Personal Information Additional Information Health Form Volunteer Screening Participation

Clubs Projects Groups

Add a Group

Select a Group: [Select a group ...]

Select a Volunteer Type: [Select a volunteer type ...]

Add Group

Group	Volunteer Type	[New Link]	Edit

<< Previous Submit Enrollment



## 4HOnline: Volunteer Enrollment

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If there is another 4-H Adult Volunteer in your family enrolling in 4HOnline, they will need to repeat this process beginning at the Member List page.

Once your enrollment has been submitted, it is sent to your County Cooperative Extension Office to be reviewed. If there are any issues with your enrollment – incorrect or missing information, etc. – you will receive an e-mail with instructions for logging back in (with the same email/password you set up) and making the necessary corrections. If there are no issues, you will receive an e-mail stating that you have been accepted and will have access online to your enrollment to make any updates throughout the 4-H year.

Keep your login (family email address) and password handy so that you can log in to the website and update your records as needed. Changes in address, phone number and email address are items that should be kept up to date.

Next year, when it's re-enrollment time, you'll log in to the records you created this year, and simply "re-enroll" any members or adult volunteers in your family.

### **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". The Password will be sent to the Email address associated with the Family login.

**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 Family 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. Also be sure that you confirm with the County Extension office the email address associated with the Family login. You should also check your spam or junk mail folder to be sure the e-mail notices are not being placed in that folder.

**Q: I completed my profile over a week ago and my enrollment status it is still listed as "pending", what do I do?**

A: Contact your County Extension office and ask them to review your enrollment, or ask if there are any issues with it.

This guide was adapted from resources published by Michigan State Extension and Perdue Extension

Updated Jan., 2019

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North Carolina State University and North Carolina A&T State University commit themselves to positive action to secure equal opportunity regardless of race, color, creed, national origin, religion, sex, age, veteran status or disability. In addition, the two Universities welcome all persons without regard to sexual orientation. North Carolina State University, North Carolina A&T State University, U.S. Department of Agriculture, and local governments cooperating.