

# Reenrollment Overview for Staff

## 4HONLINE ACCESSIBILITY

Families will be able to enroll for the 2018 4-H Program year (October 1, 2017 - September 30, 2018) beginning Monday, October 2, 2017 at 8:00am. **4HOnline will be closed to families beginning at 4pm on September 29, 2017 and will reopen at 8am on Monday, October 2, 2017.**

## ONLINE STAFF RESOURCES

All resources are located on 4-H Youth Development's 4HOnline Staff Resources webpage found at: <http://www.kansas4-h.org/staff-downloads/resources/4h-online.html> Staff must login with their K-State eID to view.

## NEW FAMILY RESOURCES

Staff may review family help guides to view how the enrollment and reenrollment process will appear to families. Feel free to share these resources or public-friendly links with 4-H families.

1. 4HOnline Enrollment Guide for New Families [PDF](#) DRAFT
2. 4HOnline Reenrollment Guide for Returning Families [PDF](#) Not linked yet

## DUPLICATE WARNING

**\*It is critical staff do not accept a duplicate member's reenrollment.**

A "duplicate" occurs when a user intentionally bypasses 4HOnline's warnings and creates a new family and/or member profile when that family/person already has an existing profile in 4HOnline.

Now that Kansas has activated the *Payments* feature in 4HOnline, **a member can no longer be "deactivated" or deleted once local Extension staff approves the member's enrollment/reenrollment.**

In order to protect the integrity of 4-H data and maintain **ONE** record of 4-H history for a member, staff must ensure a member is reenrolling the same profile each year.

## NEW ADDITIONS TO 4HONLINE

There are new areas and pages in 4HOnline that will assist with the payment and processing of the Kansas 4-H Program Fee. The first area is located near the bottom of a youth's *Additional Page*.

This customization was created to assist in processing a youth's payment method and is a required field. Youth will select a "payment intention" for the Kansas 4-H Program Fee (will not appear in adult profiles).

**Kansas 4-H Program Fee**

Kansas 4-H has implemented an annual \$15 Kansas 4-H program fee for Organized 4-H Community Club Members and Independent 4-H members, ages 7-18. Cloverbuds (youth 4-H age 5-6 as of January 1st of the current 4-H year) and adult volunteers are NOT charged an annual program fee.

Please indicate your payment intention by selecting the appropriate option below. This will assist the state in processing your 4-H enrollment.

Payment Intention: Select an item ... ▼

- I will pay online with a credit/debit card
- I will pay by mailing a check
- I am a Cloverbud, there is no fee
- I wish to request a waiver
- A local sponsor has agreed to pay my fee

Another section exists directly underneath, for youth who may list a reason for their waiver request.

**Waiver Request**

If the \$15 Kansas 4-H program fee is more than you can afford, please provide a brief answer to request a waiver. Reasons could include but are not limited to job loss, homelessness, food stamps, free or reduced school lunch, single family income, bankruptcy, or health conditions. This information will allow us to better understand how to support 4-H families and will not be shared with outside agencies.

\*If a family wishes to request a waiver for all youth in their family, each youth in the family must request a waiver.

Reason for Waiver request:

New Pages exist in 4HOnline now that the Payment Feature has been activated. All youth and adult volunteers will have an *Invoice* page. (The Scholarship Selection is unavailable). This page appears

after the Groups page.

Personal Information | Additional Information | Health Form | Participation | Invoice | Payment | Confirm

**Scholarship Selection**

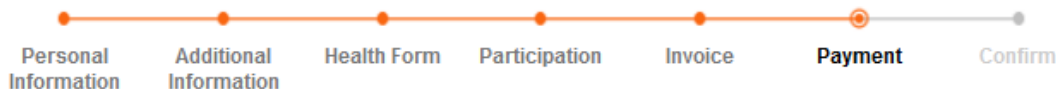
-  Enter Award Code

Invoice Information			
#	Name	Involvement	Description
30	CloverBud 4HOnline	Youth	Enrollment: 2016-2017

Invoice Items			
Item	Rate	Quantity	Amount
STATE: KS: FEE: Kansas 4-H Program Fee	15.00	1	\$15.00
<b>Total:</b>			<b>\$15.00</b>
<b>Paid:</b>			<b>\$0.00</b>
<b>Balance:</b>			<b>\$15.00</b>

The system will automatically generate a \$15 fee for youth in a 4-H Community Club and for youth participating as an Independent 4-H'er. The \$15 fee will be removed from youth enrollments who are Cloverbuds or have requested a waiver after the local Extension unit has approved enrollment.

A new *Payment* page will appear next, for youth members who have a fee listed on their *Invoice* page. Any youth (and Adult Volunteers) who do not have a fee listed on their Invoice page, will not see a *Payment* page. The *Payment* page will give families (2) options to pay their fee: online with a credit/debit card, or select to pay by “Personal Check.”



## Payment

Payment method must be processed successfully prior to 4-H enrollment acceptance. \*Kansas 4-H Program fees are nonrefundable after payment has been made.

### PAYMENT METHODS

#### CHECK

If paying by check, select "Personal Check" under Pay using non-electronic method. Checks should be mailed within (7) days of enrollment submission to the State 4-H Office; the local Extension office cannot accept payment.

Families may combine payment for multiple youth on (1) check, but must write youth's names in the check's memo line or on a sheet of paper, enclosed with the check so payment may be applied to the appropriate members.

Checks should be made payable to: Kansas 4-H Youth Development

Mail to: Kansas 4-H Youth Development  
1612 Claflin Rd.  
201 Umberger Hall  
Manhattan, KS 66506

#### CREDIT/DEBIT CARD

If paying online, select the orange [Add New Credit Card] button. Enter and save card information. Select Pay Online as the payment method.

#### CLOVERBUD

A Cloverbud must select "Personal Check" under Pay using non-electronic method. Do not remit payment for this member despite indicating payment by check. Cloverbuds will be processed

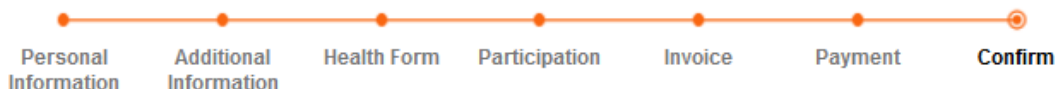
#### SPONSORED

Youth who have a local sponsor must select "Personal Check" under Pay using non-electronic method. Do not remit payment for this member despite indicating payment by check.

#### WAIVER

Youth requesting a waiver must select "Personal Check" under Pay using non-electronic method. Do not remit payment for this member despite indicating payment by check. Families will be contacted via email within (10) business days regarding waiver acceptance.

After completing the payment method process, the family will continue to the last page: *Confirm*.



## Confirm

Your enrollment is not complete until you click 'Submit Enrollment'.

### Payment Instructions:

#### CHECK

Checks should be mailed within (7) days of enrollment submission to the State 4-H Office; the local Extension office *cannot* accept payment. Families may combine payment for multiple youth on (1) check, but must write youth's names in the check's memo line or on a sheet of paper, enclosed with the check so payment may be applied to the appropriate members. Checks should be made payable to: Kansas 4-H Youth Development.

Mail to: Kansas 4-H Youth Development  
1612 Claflin Rd.  
201 Umberger Hall  
Manhattan, KS 66506

#### CREDIT/DEBIT CARD

Online payment will process when the local Extension unit accepts member's enrollment.

#### CLOVERBUD

Do not remit payment for Cloverbuds.

#### SPONSORED

Do not remit payment for sponsored members.

#### WAIVER

Do not remit payment for members requesting a waiver. Families will be contacted via email within (10) business days regarding waiver acceptance.

Submit Enrollment

## ENROLLMENT TOPIC AREAS & TIPS

### CASH

1. Cash cannot be accepted for payment of Kansas 4-H Program Fees.

### CLOVERBUDS

1. Cloverbuds, youth 4-H ages 5-6 years old, are not required to pay a Kansas 4-H Program Fee.
2. Cloverbuds should choose “I am a Cloverbud, there is no fee” in the *Payment Intention* section.
3. Cloverbuds cannot select 4-H projects during online enrollment; they must select “*Cloverbud Participant*” as a project in order to continue. The local Extension unit must ensure this 4HOnline project is available for selection in the OPTIONS icon in the *Hide Projects* link.
4. Cloverbuds will see the \$15 Kansas 4-H Program Fee on their invoice, this is normal.
5. The family should select “pay by check,” on the Payment screen.
6. The family should not mail payment for the Cloverbud, despite indicating payment by check.
7. The family must submit the Cloverbud’s enrollment in 4HOnline.
8. The Cloverbud will be “Pending” in 4HOnline.
9. Local Extension office reviews and accepts Cloverbud’s 4HOnline enrollment “information.”
10. State 4-H Office will process Cloverbud age claim and nullify the \$15 fee in 4HOnline.
11. 4HOnline emails member of enrollment acceptance and the Cloverbud becomes “Active.”

### CREDIT CARDS

1. Families may pay the Kansas 4-H Program Fee online but should use a computer, laptop or tablet to do so. Smart phones do not work well with credit/debit cards.
2. Families cannot pay online using local Extension office computers or devices.
3. Local Extension staff cannot pay online with a family’s credit/debit card.
4. The member should choose “I will pay online with a credit/debit card” in the *Payment Intention* section.
5. The youth will see the \$15 Kansas 4-H Program Fee on their invoice.
6. The family should click [Add New Credit Card] on the Payment screen.
7. The family should enter credit card information.
8. The family must select “Pay with an existing card” on the Payment screen.
9. The family must submit the youth’s 4HOnline enrollment.
10. The youth will be “Pending” in 4HOnline.
11. Local Extension office reviews and accepts youth 4HOnline enrollment “information,” which triggers the credit card payment to process.
12. There is no State 4-H Office processing delay for this payment method.

13. 4HOnline emails member of enrollment acceptance and the youth becomes “Active” if the family’s credit/debit card processes successfully.
14. If the family’s credit/debit card is declined, the youth’s enrollment becomes “Incomplete.”
15. If a family’s credit/debit card is declined, the family must follow instructions on the “Payment Declined” email they receive via 4HOnline:

**Your recent credit/debit card transaction through the Kansas 4HOnline system was declined.** Please note - Kansas 4HOnline does not accept or decline credit card payments, we merely transmit the information reported by your bank or Credit Card Company.

Possible reasons why your bank or credit card company declined the transaction:

1. Your name or billing address information does not match the credit/debit card record.
2. Your credit/debit card number, security code or expiration date was entered incorrectly.
3. Your card has expired.
4. Your type of card is not accepted (accepted forms of payment include: Visa, MasterCard, Discover, American Express and debit cards).
5. The maximum level of credit on your card has been exceeded

Your enrollment status in the 4HOnline system will remain incomplete until you complete one of the following actions:

- Verify and re-enter your card information in the payment section and resubmit payment successfully.
- Choose another payment method (check) and resubmit, mailing check to the State 4-H office within 7 days.

If you have questions or concerns regarding this email, please contact Kansas 4-H Youth Development at (785) 532-5800 or email at [kansas4h@ksu.edu](mailto:kansas4h@ksu.edu).

### FAMILY CHECKS

1. Families may pay the Kansas 4-H Program Fee with a check.
2. The member should choose “I will pay by mailing a check” in the *Payment Intention* section.
3. Youth will see the \$15 Kansas 4-H Program Fee on their invoice.
4. The family should select “pay by check,” on the Payment screen.
5. Names of children (as they appear in 4HOnline) who are included in check payment must be written in the check memo line or on a separate sheet of paper enclosed with the check.
6. The check must be made payable to: Kansas 4-H Youth Development.
7. The check should be mailed to the State 4-H Office within (7) days to:  
Kansas 4-H Youth Development  
201 Umberger Hall  
1612 Claflin Rd.  
Manhattan, KS 66506

8. The local Extension office should not accept check payments from families.
9. The family must submit the youth's 4HOnline enrollment.
10. Local Extension office reviews and accepts youth's 4HOnline enrollment "information."
11. State 4-H Office will process and deposit the family's check.
12. When the family's check clears, the State 4-H Office will indicate the \$15 fee "paid" in 4HOnline.
13. 4HOnline emails member of enrollment acceptance and the youth becomes "Active."
14. Families will be notified of insufficient funds checks by the State 4-H office.

### SPONSORED

1. If a local Extension unit or portion of their unit has their 4-H Program Fees covered by a sponsor, the local Extension unit, 4-H club(s), 4-H Council or 4-H Foundation, should submit a completed [Group Payment Form](#) along with check payment to the State 4-H office no later than December 15, 2017.
2. The local Extension office will cooperate with sponsors to complete this process.
3. Sponsorship must be for a member's full \$15 Kansas Program Fee. It is not possible for the State 4-H Office to accept partial payments for a member or family.
4. Families should know prior to enrollment/reenrollment if a sponsor has agreed to pay their Kansas 4-H Program Fee, so they may complete 4HOnline payment areas properly.
5. The member should choose "A local sponsor has agreed to pay my fee" in the *Payment Intention* section.
6. Youth will see the \$15 Kansas 4-H Program Fee on their invoice, this is normal.
7. The family should select "pay by check," on the Payment screen.
8. The family should not mail payment for the youth, despite indicating payment by check.
9. The family must submit the youth's 4HOnline enrollment.
10. The youth will be "Pending" in 4HOnline.
11. Local Extension office reviews and accepts youth's 4HOnline enrollment "information."
12. State 4-H Office will process and deposit the sponsor's check.
13. State 4-H Office will indicate sponsored youth as "paid" in 4HOnline.
14. 4HOnline emails member of enrollment acceptance and the youth becomes "Active."
15. If a sponsored family mistakenly submits payment for the Kansas 4-H Program Fee, the family should work with their sponsor for reimbursement.



## WAIVERS

1. Youth may request a waiver exempting them from paying the Kansas 4-H Program Fee.
2. Youth should choose “I wish to request a waiver” in the *Payment Intention* section.
3. The youth may complete the *Reason for Waiver Request* section.
4. Youth will see the \$15 Kansas 4-H Program Fee on their invoice, this is normal.
5. The family should select “pay by check,” on the Payment screen.
6. The family should not mail payment for the youth, despite indicating payment by check.
7. The family must submit the youth’s 4HOnline enrollment.
8. The youth will be “Pending” in 4HOnline.
9. Local Extension office reviews and accepts youth’s 4HOnline enrollment “information.”
10. State 4-H Office will process the youth’s waiver request and email family of waiver acceptance within (10) business days.
11. State 4-H Office will nullify the \$15 fee in 4HOnline.
12. 4HOnline emails member of enrollment acceptance and the youth becomes “Active.”

## INVOICE

If family or staff is interested in printing or saving a member’s invoice, it is located on the Family’s Member List page under “Member Reports.” There is no way to print one invoice for the family.

**Beckett Family** [Edit Family](#)

304 Allen St  
Leonardville, KS 66449-2010

**Address is Verified**

785-821-1474  
[beckett@nomail.com](mailto:beckett@nomail.com) [\[send mail\]](#)  
Training County1 County [\[contact info\]](#)

**Add A New Family Member**

[Add Member](#) [Add Short-Term Member](#)

**ReActivate An Archived Family Member**

[ReActivate Member](#)

Member/Volunteer List						
	Name	Role	Membership ID	Enrollment Status	Last Active Year	Edit
1)	Contact Beckett	Contact		Active		<a href="#">Edit</a>
2)	New Beckett	Youth	1700276	Active	2016-2017	<a href="#">Edit</a>
3)	Shortterm Beckett	Youth	1626348	Inactive	2015-2016	<a href="#">Edit</a>

**Member Reports**

Member:

Report:

*A member must be selected before report options will appear.*



## “COUNTY” VS. STATE APPROVAL

Staff are able to view which youth members/adult volunteers need “county” approval and which are awaiting “state payment” approval. A report can be downloaded/saved by clicking the Excel icon.

Name	4-H Age	Type	Gender	Primary Club Title	Club Status	Enrollment Status	Enrollment Date	Login
Bear, Fozzy	17	Youth	Male	Hoofbeats	Pending	Pending	Apr 10, 2017	Login ⚡
Whoopie, Yippee	12	Youth	Female	Robotics SPIN	Pending	Pending	Jul 11, 2017	Login ⚡

MEMBERS/VOLUNTEERS AWAITING PAYMENT APPROVAL

There are no records

### Things to know:

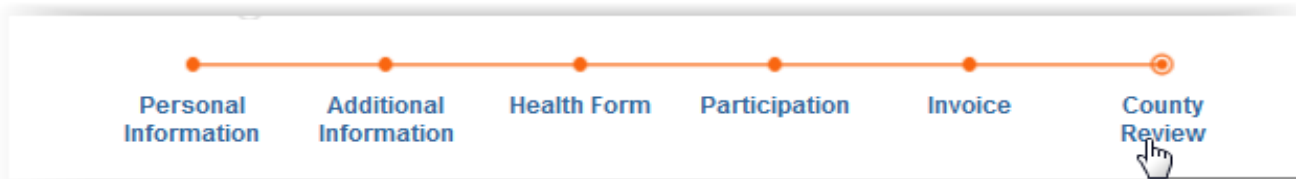
- The local Extension unit must approve the youth before the State 4-H office is able to approve the youth’s “payment method.”
- 4HOnline “Payment method” includes actual payment, such as family checks or local sponsor payment...but it also includes cloverbud age claims and waivers.
- Remember, if the local Extension unit approves a youth (who paid online by credit/debit card), it triggers that family’s credit card to process. There is no State 4-H Office processing delay for this payment method, so these youth will never appear in the section needing “payment approval.”
- Those who do not have to pay the \$15 Kansas 4-H Program Fee will never appear in the section needing “payment approval” and will become active after the local Extension office approves their enrollment. (Examples: Adult volunteers,

## CONFIRMING MEMBERS

Local Extension staff are able to confirm youth or adult volunteers by entering the *Confirm Members* icon, as usual. Choose a member and click [Login] next to their name.

### Option 1 (Shortcut)

Staff may click the “County Review” link at the top of the person’s Personal Information page.



Review the member’s information. If correct, click [Accept Member] to approve. Do not approve members with duplicates.

**Option 2**

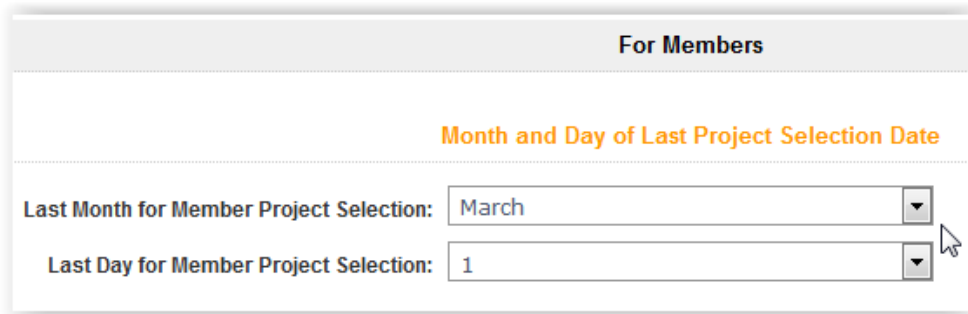
Staff may review a member’s enrollment screen-by-screen by clicking [Continue] at the bottom of each member’s page. Click [Accept Member] to approve. Do not approve members with duplicates.

**DEADLINE COMPLIANCE**

Local Extension units may establish their own deadlines for participation or exhibition in projects as stated in Kansas 4-H Policy. If a deadline is set, the local Extension unit will need to decide how to enforce and then view these details in 4HOnline.

**PROJECT DEADLINE**

A project deadline may be created by the local Extension unit by going into the Options icon and adding a month and day of “Last Project Selection Date.” Be sure to click [Save] at the bottom.



The screenshot shows a form titled "For Members" with a section for "Month and Day of Last Project Selection Date". It contains two dropdown menus: "Last Month for Member Project Selection" set to "March" and "Last Day for Member Project Selection" set to "1".

Families will not be able to change projects after midnight on this date.

This will not affect staff capability to edit.

**ENROLLMENT REPORTS**

Staff are able to run reports to view when families enrolled/reenrolled in 4HOnline.

**Enrollment-Related Needs:**

**Report field title to use:**

When did the member submit enrollment/reenrollment?	(Profile Tab) Enrollment: Date Submitted
When was the member approved?	(Profile Tab) Enrollment: Date Approved

Shared Reports will be created to assist local Extension staff as well. The State 4-H office will share this information when these reports are available.

If staff wish to view when a member added projects to their record, visiting the member's projects page is easiest. Click [New Look] in the right corner of the Project List title bar.

Project List				
Club	Project	Years in Project	Volunteer Type	Edit
Friendly Farmers	Beef	3		Edit
Rowdy Roosters	Animals, Other:Alpaca	3		Edit

The system will allow you to view when projects were added to the member's record:

**Echo McGee's Project List** [Classic Look]

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**Animals, Other:Alpaca** Edit

Club: Rowdy Roosters ✓ → \*Project added: 1/31/2017 9:41:05 AM

Years in project: 3

Volunteer: ✕

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**Beef** Edit

Club: Friendly Farmers → \*Project added: 1/31/2017 9:41:05 AM

Years in project: 3

Volunteer: ✕

If staff need to view a more in-depth history of projects, such as when projects were deleted from a member's record, use the Audit feature.

### [DATA TAB > AUDIT SEARCH](#)

1. Begin typing a member's last name in the Member(s) field. When it appears, click on it.
2. In the Audit drop down, select "Project-Member."
3. Enter Audit Date range if desired.
4. Click [Search]

Most find the results difficult to interpret, so it's recommended to open in Excel by clicking the Excel icon in the upper right corner of the Audit Results title bar:

Audit Results							
County	Club	Project	Member Name	Timestamp	Modified By	Logged In As	Details
Training 1 County	Hoofbeats	Communications:Public Speaking	Squarepants, Patrick	Jul 26, 2017 09:12 AM	Roberts, Terry	teresaroberts@ksu.edu	Details ↓
Training 1 County	Hoofbeats	Clothing Buymanship	Squarepants, Patrick	Jul 26, 2017 09:12 AM	Roberts, Terry	teresaroberts@ksu.edu	Details ↓
Training 1 County	Hoofbeats	Animals, Other:Alpaca	Squarepants, Patrick	Oct 31, 2016 11:47 AM	Squarepants	spongebob@nomail.com	Details ↓
Training 1 County	Hoofbeats	Swine, Breeding	Squarepants, Patrick	Oct 16, 2014 01:35 PM	Squarepants	spongebob@nomail.com	Details ↓

Here staff may view who made the change (staff or family), what action occurred (insertion or deletion of project) and when it occurred:

Action	Club	Project	Member Name	Datestamp	Logged In As
Inserted	Hoofbeats	Communications: Public Speaking	Squarepants, Patrick	7/26/2017	teresaroberts@ksu.edu
Deleted	Hoofbeats	Clothing Buymanship	Squarepants, Patrick	7/26/2017	Patrick9@yahoo.com
Deleted	Hoofbeats	Animals, Other:Alpaca	Squarepants, Patrick	10/31/2016	Patrick9@yahoo.com
Inserted	Hoofbeats	Swine, Breeding	Squarepants, Patrick	10/16/2014	Patrick9@yahoo.com

## COMMON REENROLLMENT ISSUES

### 1. DUPLICATE MEMBER (Youth or Adult)

Here is an example of a 4HOnline duplication warning. County managers would see this during the County Review process. This side-by-side comparison can help staff determine whether or not a duplicate exists.

The screenshot shows a navigation bar with tabs: Personal Information, Additional Information, Health Form, Participation, Invoice, and County Review. Below the tabs is the title 'Profile Information' and a header for 'Topsy Berny - Youth' with a record creation timestamp of 7/24/2017 9:43:01 AM. The main content is a table comparing two profiles:

Field	Member you are Confirming	Possible Duplicate
Family Name:	Berny	berny
Membership Id:	0	876262
Membership Status:	Pending	Active
Family Email:	goo1@gmail.com	goo@gmail.com
Family Address:	1234 Street	1234 St
Family City:	Atchison	Atchison
Family State:	Kansas	Kansas
Family Zip Code:	66002	66002
Family Primary Phone:	620-789-7898	620-789-7898
Email:	goo1@gmail.com	goo@gmail.com
First Name:	Topsy	topsy
Middle Name:		

Member you are Confirming = "New" unneeded member profile.  
No Membership ID.

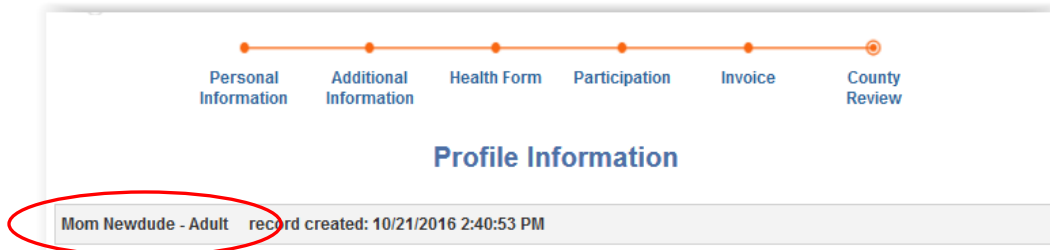
Possible Duplicate = "Original" profile that should be reenrolled.  
Already has a Membership ID.

A quick review here should help uncover whether or not the “Possible Duplicate” and the “Member you are Confirming” is for the same person. If it appears to be the same person, do not accept the enrollment. Instead:

1. Take down the member’s name, email address or phone number to contact the family and let them know to reenroll the correct profile.
2. Scroll down and click [Delete Member], and [OK] to “Are you sure you want to delete this record?”
  - If **NO** other members exist in the family profile, it should be deleted. Click [Edit Family] button and then [Delete Family]. Click [OK] to “Deleting this family with remove this family and all members of this family! Are you sure that you want to delete this record?”
  - If other members **DO** exist in the family, investigate and proceed accordingly. A member’s “original” profile will have a Member ID and have a “Last Active Year” listed. This is the profile that must be kept and needs reenrolled.

## 2. **YOUTH REENROLLING AS ADULTS**

The 4HOnline system gives 17-18 year olds the option of reenrolling as youth or adult. If the member wishes to participate in 4-H projects as a youth, they must reenroll as a youth. Staff are able to “rollback” those who have mistakenly chosen to reenroll as adults. (Resource: [Reversing Youth to Adult Role](#)).



The youth will be able to begin the reenrollment process again after “rollback,” and should select to reenroll as a youth. Local Extension staff are able to identify a youth vs. adult enrollment during the county review process. The member’s date of birth is also viewable in this area.

## 3. **SWITCHING CLUBS**

Local Extension staff have the ability to assist a member in changing clubs while keeping listed projects as long as the member remains in the same county in 4HOnline. (Resource: [Changing clubs and keeping projects](#)).

## 4. **COUNTY TRANSFER**

If a member wishes to switch to a club in a different county, there is no shortcut to change a club while keeping projects. There are some helpful tips, however. (Resource: [Transferring 4-H Families](#)).

## 5. FAMILY LOGIN TROUBLE

Staff may assist a family with 4HOnline login troubles. (Resource: [Assisting with Family Login problems](#)).

## 6. ADULT LEADER PERMISSIONS

Reenrolling Club and Project Leaders who have been given 4HOnline club and/or project permissions cannot log in to their club or project in 4HOnline until they have reenrolled, have been accepted and are “Active.”

## 7. PREVIOUS YOUTH RETURNING AS VOLUNTEER

If a 4-H youth aged out of the 4-H Program and now wishes to participate in 4-H as an adult volunteer, they must create a new adult profile. Their old youth profile must be “Archived” by staff. If a youth chooses to reenroll their youth profile - **all youth history will be lost!** Any volunteer screening dates/uploaded docs may be transferred to the new adult profile with assistance from the State 4-H office.