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).

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

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**.

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  
1812 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.
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.

**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.
“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.

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.

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.

<table>
<thead>
<tr>
<th>Enrollment-Related Needs:</th>
<th>Report field title to use:</th>
</tr>
</thead>
<tbody>
<tr>
<td>When did the member submit enrollment/reenrollment?</td>
<td>(Profile Tab) Enrollment: Date Submitted</td>
</tr>
<tr>
<td>When was the member approved?</td>
<td>(Profile Tab) Enrollment: Date Approved</td>
</tr>
</tbody>
</table>

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.

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

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

<table>
<thead>
<tr>
<th>Action</th>
<th>Club</th>
<th>Project</th>
<th>Member Name</th>
<th>Datestamp</th>
<th>Logged In As</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inserted</td>
<td>Hoofbeats</td>
<td>Communications: Public Speaking</td>
<td>Squarepants, Patrick</td>
<td>7/26/2017</td>
<td><a href="mailto:teresaroberts@ksu.edu">teresaroberts@ksu.edu</a></td>
</tr>
<tr>
<td>Deleted</td>
<td>Hoofbeats</td>
<td>Clothing Buymanship</td>
<td>Squarepants, Patrick</td>
<td>7/26/2017</td>
<td><a href="mailto:Patrick9@yahoo.com">Patrick9@yahoo.com</a></td>
</tr>
<tr>
<td>Deleted</td>
<td>Hoofbeats</td>
<td>Animals, Other: Alpaca</td>
<td>Squarepants, Patrick</td>
<td>10/31/2016</td>
<td><a href="mailto:Patrick9@yahoo.com">Patrick9@yahoo.com</a></td>
</tr>
<tr>
<td>Inserted</td>
<td>Hoofbeats</td>
<td>Swine, Breeding</td>
<td>Squarepants, Patrick</td>
<td>10/16/2014</td>
<td><a href="mailto:Patrick9@yahoo.com">Patrick9@yahoo.com</a></td>
</tr>
</tbody>
</table>

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.

```
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.