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| **Troubleshooting 4-H Online Family Login Issues in FairEntry** | |
| *If a 4-H Online family contacts a Fair Administrator to report that they are unable to log in to FairEntry using their 4-H Online account, use the following guide to test and troubleshoot the issue.* | |
| **Test 1: Verify that the member has been imported to your Fair.** | |
| 1. To verify that the member has been imported, search for the member from the Exhibitor search in FairEntry. Be sure that “All” is selected in the search options. 2. If the member recently became Active in 4-H Online and is not listed in the Exhibitor search, click on 4-H Online Integration tab and click “Import” Members to add the new members as potential exhibitors in your fair.   **NOTE:** *If the member is not Active in 4-H Online, the record will not import to FairEntry. The member must be activated in 4-H Online before importing to FairEntry.* |  |
| **Test 2: Verify that the family is indeed logging in through the 4-H Online option.** | |
| After you know that the exhibitor has been imported into your fair, check the login process.  If a fair is open to non 4-H exhibitors, it is possible that families chose the email & password boxes on the FairEntry opening screen rather than clicking on the green "Sign in with 4HOnline" button. If they do not click “Sign in with 4HOnline,” FairEntry will return an error message that no account was found.  The family will also receive a “No Account Found” message if they click on the “Forgot your password?” link in the FairEntry sign-in area.  If they have forgotten their 4-H Online password, they need to reset their password from 4-H Online (either http://\_\_.4honline.com or the 4HOnline sign-in box that comes up when they click “Sign in with 4HOnline” in FairEntry). |  |
| **Test 3: As a last resort, test their 4-H Online account login.**  **A 4-H Online manager can check the 4-H Online login:**   1. Log in to the family’s account in 4-H Online via a County or State manager account. 2. If you have logged in to the member’s profile, access the Family profile. 3. Verify that there is an email address associated with the Family profile. 4. Ask the family for permission to reset their password for testing. 5. Click Reset Password. 6. Copy the new temporary password. 7. Log out of the 4-H Online manager account.   **NOTE**: *A Fair or 4-H Online manager should NEVER ask a family for their password. They should always ask permission to reset the password.*   1. Go to the FairEntry sign-in page. 2. Click on the green “Sign in with 4HOnline” button. 3. Enter the family’s log-in information (email address and temporary password) in the 4-H Online login area to verify that their account is working properly.   **NOTE:** *The family will have received an e-mail with their temporary password. The next time they log in to 4-H Online, they will be prompted to update their password. The new password they set in 4-H Online will also become their FairEntry password.* | |