



CANADA  
4-H British Columbia

# Leader Enrolment

# FAQ's

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### **Can I use the same email address for both my Family and Leader Account?**

The email addresses you use for each account must be different since Family and Leader accounts have different features. For example, Leader Accounts have permission to access information about people in your club. Due to privacy concerns, we can't allow members to have access to that confidential information, so the Leader and Family Accounts must be separate.

### **Can I share an email address with my partner if we're both leaders?**

Since access to personal information varies between leaders and leader positions, each leader must have a unique email address to identify them in the system.



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## **I just created my account, but I haven't received an activation email. What do I do?**

If you can't find the email in your inbox, check your Junk or Spam folder. Your computer or email security settings may also need to be adjusted to accept emails from us. If you're still unable to find the verification email, contact the 4-H BC office by email at [admin@4hbc.ca](mailto:admin@4hbc.ca) or by phone at 250-545-0336; please don't attempt to make another account.

## **Why can't I enter 0 in the "years in 4-H" field if this is my first year in 4-H?**

For this field, you should include the current year in your calculation. For example, if a leader started 4-H in 2020, 2022 would be their 3<sup>rd</sup> year. For new leaders, the current year will be their first year in 4-H, so you should enter "1" in the box.

## **What if the name of my A-Leader or Key Leader on the form is different than my actual leader?**

If the name "Coralee Carrier" and email address "mail@4hbc.ca" appear on the form, your club is not ready to begin reviewing member applications. However, you *can* still submit your form. It will be reviewed as soon as possible.

## **I don't understand the field "I blank in my role as blank"**

This field should contain your name and position. For example, it might end up saying "I, Sam, in my role as B-Leader."

## **What do I do if my credit card payment fails?**

If the credit card transaction is unsuccessful, you'll need to pay your club A-Leader directly by cash or cheque.

## **What should I do if I can't remember the email address or password I used for my Portal Account?**

If you forget your password, click on the "forgot password" button to reset your password. If you don't receive the password-reset email, be sure to check your spam folder. If you still don't see it, contact the 4-H BC office by email at [admin@4hbc.ca](mailto:admin@4hbc.ca), or by phone at 250-545-0336. You can contact us to recover your email address as well. Please don't make a new account without talking to a 4-H BC staff member first.