



CANADA
4-H British Columbia

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Member Enrolment FAQ's

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.

When creating an account, should I enter my child's information or mine?

The information you enter when creating a Family Account should belong to you. After your account has been activated, you will enter your child(ren)'s information during "Step 1- Add Members," and "Step 2- Yearly Registration."

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 or by phone at 250-545-0336; please don't attempt to make another account.

What if my child doesn't have an email?

You can leave the field blank if you wish. Confirmation of 4-H members' enrolment will be sent to the email address you use to log into your account, and other email correspondence from 4-H BC will be sent to the address you add in the "preferred email to receive correspondences" field. If you would like your child to receive correspondence from 4-H BC as well, you can enter their personal email addresses here.

Why doesn't my child's name appear on the drop-down menu at the top of the Yearly Registration form?

If your child's name doesn't appear here, it means you have not added them to your account using "Step 1 - Add Members." You'll need to go back to your portal account homepage and complete Step 1 for the missing child.

Why is my child's information being stored outside of Canada?

The information in 4-H BC's database is stored in a highly encrypted cloud server, which actually *is* located in Canada. However, because this is a web-based software, the information can be accessed from outside of Canada. For example, if a staff member is travelling abroad for business purposes and continues working on their trip, they can still sign into the secure site.

What if I don't agree with having my child's information accessible outside of Canada?

That is your right as a parent. However, if you do not select "Agree," the form will close, and you will not be eligible to enrol your child in the 4-H program. The policy statement is to let you know that 4-H BC prioritizes the security of all personal and private information in our possession.

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

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

What should I enter into the project fields if my child isn't sure which projects they want to do?

It's best to only add projects you are certain your child will be completing. If you want to enroll your child in another project after you've completed this form, you can fill out a smaller form by clicking "Step 3 - Clubs and Projects" on your portal account homepage.

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.

What if I don't agree with the Promotional Release Consent?

Your child will still be eligible to join 4-H, but your club or the 4-H BC provincial office won't be allowed to share photos or video of them.

What if I don't agree with the Code of Conduct?

That is your right as a parent. However, as a positive youth development organization we are committed to providing a safe, inclusive, and fun environment, so we ask all persons to abide by the Code of Conduct. If you and your child do not agree with the code of conduct, the form will close, and you will not be eligible to enrol your child in the 4-H program.

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

Either the member or guardian can print their name in those fields. For example, a parent could write "I Sharon, in my role as parent," or a member could write "I Alex, in my role as member." Regardless of who signs this field, both the child and guardian will need to print their names and indicate if they agree with the Code of Conduct and Member Parent Release further down on the form.

What if I don't have a family doctor?

If you don't have a family doctor, you can write "n/a" or "none" in the field.

What if I prefer not to disclose my child's personal medical information?

What information is entered is at your discretion, but 4-H BC cannot ensure the safety and health of your child without knowing their basic medical information.

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, 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.

How do I add a project after I've already completed Step 2?

You can use the short form found under "Step 3 - Clubs and Projects" to add an extra project after you've already completed Step 2.

Can my child join more than one club?

Yes, they can, so long as they aren't registered for more than four projects in total, and they don't have any of the same units in any of the clubs. To add an extra club, use "Step 3 - Clubs and Projects."

Do I have to pay for each club my children join?

Nope- the assessment fee is only paid once per child per year.