

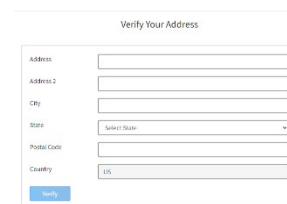
## Background

Families often create multiple family profiles instead of contacting the county office when they have problems resetting their password or when they change email addresses. Since the system prevents a family from entering a street address that already exists in another family profile, the family is prompted to verify the street address or to enter the final digits of a phone number to receive a text to recover an account. The family then contacts the county office to have the email address updated on their existing family profile, but that fails because the email address already exists.

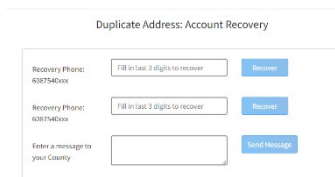
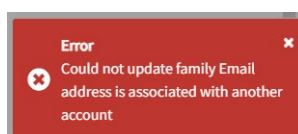
Sometimes the problem is a new 4-H family that has moved into a home where a previous 4-H family resided.

## Detecting The Problem

The problem is usually reported by the family when they are having problems verifying their street address or they get a message asking them to complete a phone number to recover an account and the number isn't theirs, or the family asks you to change their email address and you get an error message that the email is already associated with another account.



If the family has just moved into a new house, then it is likely that a 4-H family used to live there. In that case you will just need to enter the street address in the new family profile.



If the problem is the family wanted to change the email address, but you are getting the error about the address being associated with another account, then you need to follow the Changing Email Address section below.

In all cases, the family has created a profile that has no street address, and no members so will not show up in a member search. You will have to search for the empty profile using the Global Search.

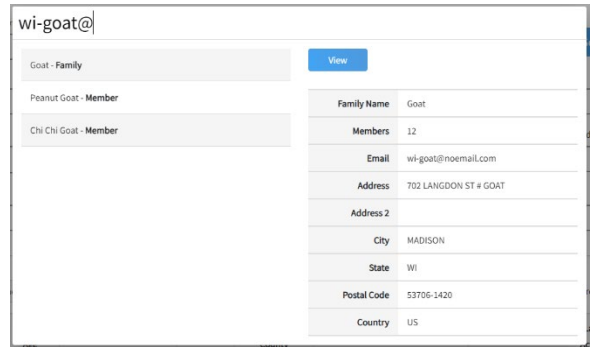
## Finding the Empty Family Profile

Finding the empty family profile is easy if you know the email address used when the family was created. This will be either the email address of the new 4-H family or the email address that you are trying to change an existing family to.

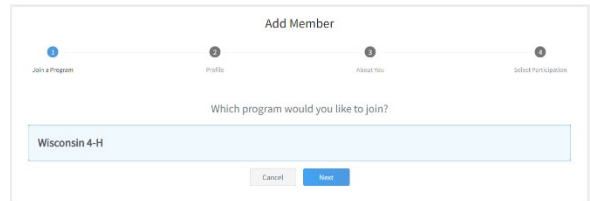
1. Click on the Global Search magnifying glass in the upper right corner.



2. Start typing the email address in the search box.
3. The system will search all family and member records for any matches.
4. Click on the families listed until you find the correct one and then click on the blue View button.



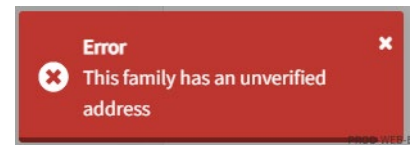
5. Once you in the family, you will know it is empty because you will a screen asking you which program you want to join.



## Adding the Street Address

If the family is a new 4-H family, then all that needs to be done is to add the street address. While families cannot enter a duplicate street address, staff can.

1. Click on Family in the menu in the upper left corner.
2. You will see a box to enter the street address and an error message will appear in the bottom right corner that says the family has an unverified street address. This is normal.
3. Enter the street address and click on the Save button.



The family will now be able to login and add family members. They might still get the error message for a while due to it being cached on their computer. Refreshing the screen (F5) or switching computers could help.

## Changing Email Address

When you need to change the email address on an existing family profile, but the new email address is already in use on another family profile, there are a series of steps that need to be done.

1. Locate the New Email address and the family profile using it. Use the instructions in Finding the Empty Family Profile section to do this.
2. If the family profile has any members in it, then this is a problem, and you need to **STOP** and contact the state office for help. Email [mike.farrey@wisc.edu](mailto:mike.farrey@wisc.edu) with the old and new email addresses for the family.
3. If the family profile is empty, then proceed with the next steps.
4. Click on Family in the upper left corner.
5. You will see a box to enter the street address and an error message will appear in the bottom right corner. Ignore both of these and close the street address box.
6. In the Family Section click on the Edit button.

7. Change the email address so the ending is “@nomail.com”.
8. Click the Save button.
9. Click the orange up arrow in the upper right corner to return to the member search screen.
10. Search for the existing family profile. You can either use the Global Search and search for the old email address or use the member search to look for one of the family members.
11. In the existing family profile, change the family email address to the new email address and click the Save button.
12. This time there will not be an error message.
13. The family can now use the new email address to login and enroll. The email address to login has changed but the password for this account has not. They will likely need to reset the password to gain access.



The screenshot shows a web form titled "Edit Family" with a close button (X) in the top right corner. The form contains the following fields:

- Family Name** (required): A text input field containing "Duplicate Family".
- Email**: A text input field containing "wlduplicatefam@nomail.com".
- Mobile Phone** (required): A text input field containing "000-000-0000".
- County** (required): A dropdown menu with "Trailing" selected.

At the bottom right of the form, there are two buttons: "Save" (highlighted in blue) and "Cancel".

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