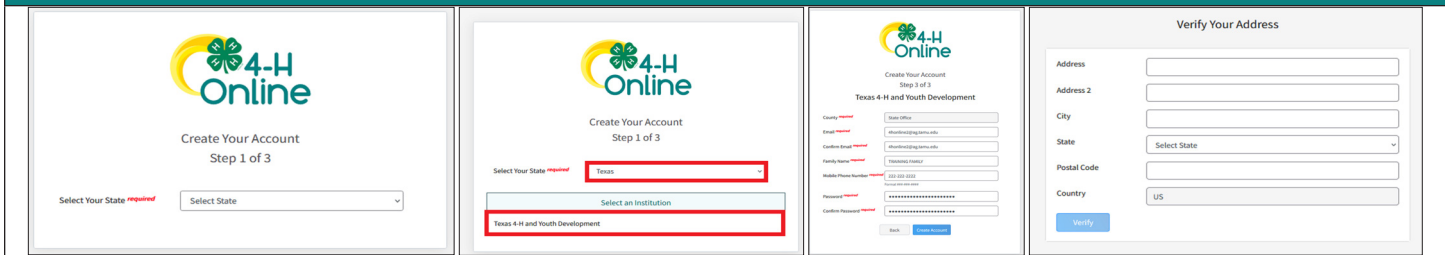
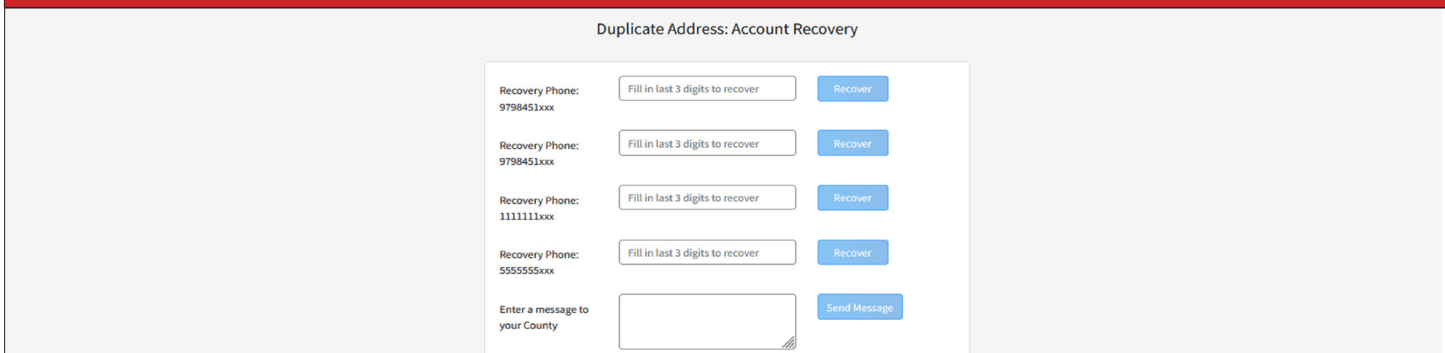


When a family creates a profile 4HOnline checks the system for a duplicate account.



If the family account was successfully set up then the Family screen will be displayed. An error screen will be displayed if there is a duplicate family account with any matching information.

FAMILY DUPLICATE ACCOUNT ERROR MESSAGE



The partial phone numbers belongs to the duplicate/existing family or one of the members in their account.

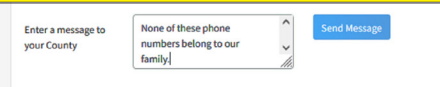
IF THE INFORMATION BELONGS TO YOU

Type in a message in the “Enter a message to your County for your county” and click the blue Send Message Button. Include your family email address, mailing address and phone number. They can look it up and input the information for you the rest of the way.

IF THE INFORMATION DOES NOT BELONG TO YOU

Type in a message in the “Enter a message to your County for your county” and click the blue Send Message Button. Include your family’s name, email address, mailing address and phone number. They can look it up and bypass the duplicate information from the other account.

Your email address and password was saved in the system so when the issue gets solved you can use it to log back in using this information. Click the Sign Out link and follow up with your local county office!



[Sign Out.](#)

Find your local County office: <https://counties.agrilife.org/>