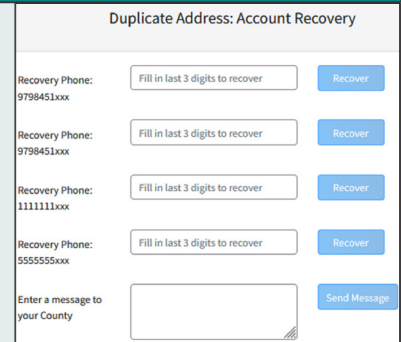


RESOLVING DUPLICATE FAMILY ACCOUNT MESSAGES

Duplicate account errors that a family gets on the screen is not their information. This is the information for the duplicate family instead.

This should be the information they share with you to help you find the duplicate family account.



4HOnline is setup to send an email to the primary county manager if a family received a duplicate family profile screen.

The county office will need to do a few things in order to resolve the issue before the family can log in.



WHAT YOU CAN DO TO HELP THE FAMILY

Communicate with the family to get a screenshot to assist as well as the mailing address and phone number.

<p>Global Search</p>	<p>Search for partial mailing address or partial phone number. Entering the partial phone number from the error screen that displayed for them has most success in finding the duplicate account.</p> <p>Examples: Phone: 555-555-5555 Mailing Address: 1470 William D. Fitch Type: 5555555 Type in: 1470*</p>	<p>Download Instructions</p>
<p>Member Search</p>	<p>Search for partial mailing address or partial phone number using the asterick(*) to assist. The last four digits on the error screen that displayed for them has most success in finding the duplicate account but not always.</p> <p>Examples: Phone: 555-555-5555 Mailing Address: 1470 William D. Fitch Type: 5555555 Type in: 1470*</p>	<p>Download Instructions</p>

FINDING THE DUPLICATE ACCOUNT IS NOT ALWAYS SUCCESSFUL

<p>Enter Information</p>	<p>The county can bypass the address and phone number duplication errors. Edit the family's address and phone number for them.</p>	<p>Download Instructions</p>
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