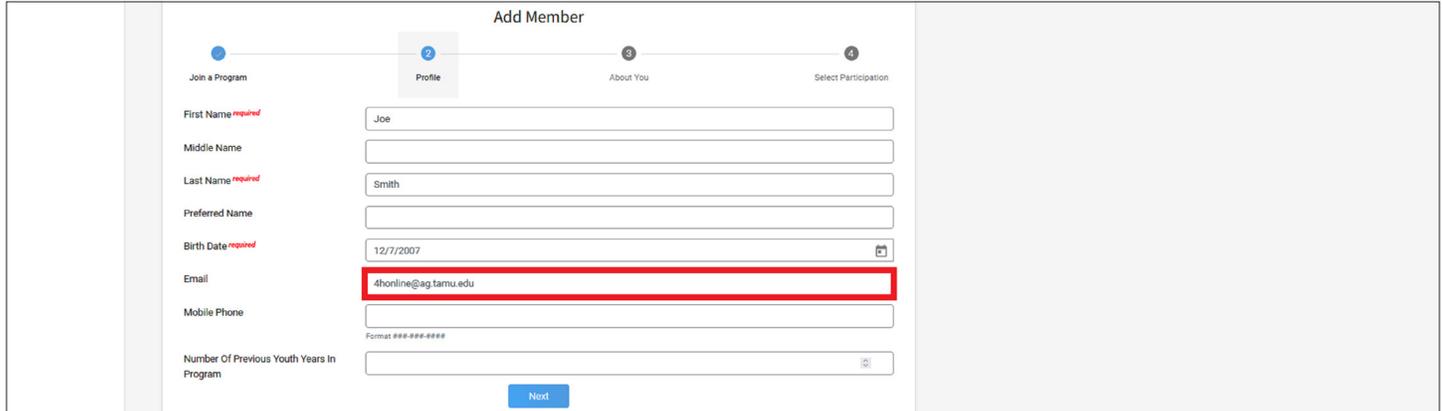


Each adult and youth member must have a unique email address. One person in the family can use the same email address as the family account profile, but the rest will need to have a different email address.

The email address is entered on the Add Member screen originally but the error occurs at the end of this process.



Add Member

1 Join a Program 2 Profile 3 About You 4 Select Participation

First Name *required*

Middle Name

Last Name *required*

Preferred Name

Birth Date *required*

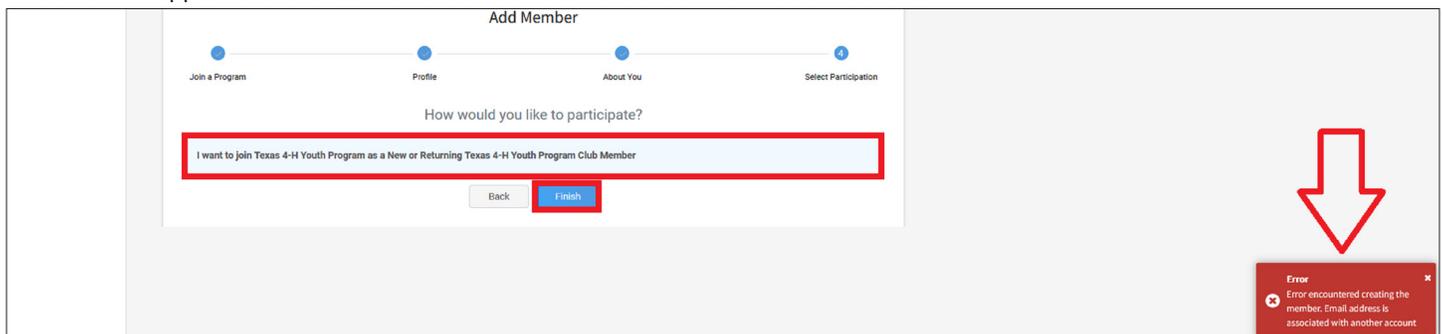
Email

Mobile Phone

Number Of Previous Youth Years In Program

Next

The error will appear at the bottom of the screen after the blue Finish button is clicked.



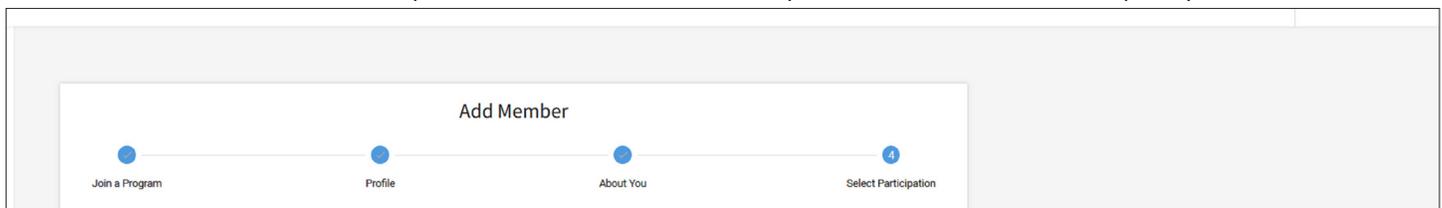
Add Member

1 Join a Program 2 Profile 3 About You 4 Select Participation

How would you like to participate?

Error
Error encountered creating the member. Email address is associated with another account

Click the Back button to return to the previous screens to enter a non-duplicate email address or to completely remove it.



Add Member

1 Join a Program 2 Profile 3 About You 4 Select Participation

DUPLICATE EMAIL ADDRESS ERROR SOLUTIONS

YOUTH

Youth member email addresses are not required. It is best to leave this blank if there are adults in the family profile that might need the email address.

ADULT

Volunteer member email addresses are required. Each adult must have a unique email address to use with the volunteer screening system. The volunteer will be linked to the volunteer system using the email address.